

# Example of integration of quality assurance requirements Tender documents / Request for proposal / Web quality assurance plan

## Website quality

### Context:

[Insert your organisation name here], the client, would like to obtain verifiable commitments and quality guarantees from a chosen vendor. To this end, [Insert your organisation name here] requires the future vendor to be able to formally meet the objectives and requirements described below.

### General goals

The future website must meet the following quality assurance and UX requirements:

- A site that is easy to find and identify
- A site that is easy to use
- Clear and non-intrusive multimedia files and content
- A secure, eco-friendly and efficient technical foundation
- Clear interactions and services

At a minimum, the site must comply with the rules listed in this document. These Opquast quality assurance rules have been carefully selected because, if not followed, the client and its users may be at increased exposure to risks which frequently fall under the responsibility of the vendor.

The responsibility for compliance with certain rules is shared between the client and the vendor. Therefore, some rules will be deployed jointly between the vendor and [Insert organisation name here]. Once the site is live, the vendor must be able to justify the correct implementation of the rules for which it is responsible.

The rules listed below constitute a basis for preventing certain risks regarding accessibility, eco-friendly, security, respect for personal data and user experience. These core requirements must be considered as a necessary minimum and not as the full requirements of the website. Compliance with these rules does not exempt the vendor from complying with other standards, and in particular, with all the [Opquast quality assurance rules](#) from which this list is derived.

### A site that is easy to find and identify

The rules below establish a minimum basis for indexing content in search engines and identification of the site by users. They also help to establish a relationship of trust with the user.

- 3. [Each page's source code contains metadata that describes the content.](#)
- 98. [Each page provides a title that enables one to identify its content](#)
- 99. [The source code of the pages contains a valid call to a favourite icon](#)

- 131. [Each link has a title in the source code.](#)
- 212. [The website's root contains instructions for web crawlers.](#)
- 213. [The website provides a sitemap file listing the content to be crawled.](#)
- 227. [Each page's content is organized according to a hierarchical structure of headings and sub-headings.](#)

### A site that is easy to use

- 15. [The process of accessing and modifying personal data is described.](#)
- 74. [The characters entered in a password field can be displayed in an un-encrypted text.](#)
- 85. [Complex processes are accompanied by a list of their steps.](#)
- 88. [The user is warned when they will lose information if they go back using their browser's history during a complex process.](#)
- 132. [Each link's label describes either its function or the nature of the content of its target.](#)
- 135. [Links are visually differentiated from the rest of the content.](#)
- 151. [Each page displays information about its location in the website's tree structure.](#)
- 160. [Keyboard focus has not been removed or masked.](#)
- 161. [The website can be used and navigated in its entirety using only a keyboard.](#)
- 163. [The website offers an internal search engine.](#)
- 166. [The sitemap is available from every page.](#)
- 177. [Content is presented with sufficient contrast to its background.](#)
- 189. [The website offers one or more mechanisms for adapting to mobile devices.](#)
- 216. [The server sends a customised 404 Not found error page](#)
- 217. [The server sends a customised 403 "Forbidden" error page.](#)
- 232. [The website does not force any redirects or auto-refreshes on the client side.](#)

### Clear and non-intrusive multimedia files and content

- 112. [Each image link has an appropriate text alternative.](#)
- 113. [Each information-carrying image has an appropriate text alternative.](#)
- 116. [Each audio and video content is accompanied by a text transcription.](#)
- 119. [Videos are user-triggered.](#)
- 120. [Sounds are user-triggered.](#)
- 143. [The size of the internal files available for downloading is indicated.](#)
- 144. [The language of downloadable files is mentioned when it differs from the original page.](#)
- 233. [The text of internal PDF documents can be selected.](#)

### A secure, sober and efficient technical foundation

- 17. [Account creation is subject to a confirmation process.](#)
- 58. [Personal banking information is only stored after the explicit consent of the user.](#)

- 59. [The personal banking information stored by the website can be modified or deleted at any time.](#)
- 168. [Subscribing to newsletters is subject to a confirmation process.](#)
- 22. [It is possible to log out from private areas.](#)
- 26. [Exchanges of sensitive data are securely transmitted and reported as such.](#)
- 73. [The creation of a password by the user is subject to a mechanism for the prevention of input errors.](#)
- 190. [The website offers styles dedicated to printing.](#)
- 192. [All pages use the HTTPS protocol.](#)
- 193. [Security certificates are signed and currently valid](#)
- 194. [Pages using HTTPS have a strict transport header.](#)
- 198. [A mechanism raises the user's awareness regarding their password's level of security](#)
- 207. [The website offers a security mechanism that limits the sources of its content.](#)
- 219. [The server transmits compressed contents to the clients which accept them.](#)
- 220. [The server sends information to enable the caching of contents](#)
- 222. [Style sheets of the website are minified.](#)
- 223. [Scripts of the website are minified.](#)

#### Clear interactions and services

- 16. [Account creation is possible without the need to use a third-party identification system.](#)
- 29. [A product or service can be purchased without creating an account.](#)
- 57. [The website accepts at least two methods of payment.](#)
- 61. [The invoices issued are also available online](#)
- 62. [Each invoice is subject to a confirmation email.](#)
- 65. [An email providing the transaction's reference number and the order details is sent after order placement.](#)
- 67. [Each form field has its own label associated with it in the source code.](#)
- 69. [Each form field's label indicates whether or not it is a required field.](#)
- 77. [If any data entered in the form are rejected, the fields containing the rejected data are indicated for the user.](#)
- 78. [If any data entered in the form are rejected, the reason\(s\) why are indicated to the user.](#)
- 90. [Copy-and-paste is possible in the form's fields.](#)
- 105. [Each request for information is followed by an acknowledgement receipt.](#)

Each of the specific requirements listed above is documented (a means of monitoring compliance with the rule and technical solutions). Wherever possible, the vendor is encouraged to demonstrate its ability to meet them.