

PRACTICAL PROCUREMENT TEMPLATE

Language-accessibility vendor requirements

An editable evaluation template for Plain Language, Easy Language, human review, CMS and API integration, hosting, security, accessibility, pricing, and service operations.

Use the same questions for every vendor. Record the evidence source, owner, decision, and any contract condition beside each answer.

How to use this template

- Define the target service journeys, audiences, content languages, and risk before evaluating a product.
- Mark each question as mandatory, preferred, or informational.
- Require evidence for architecture, security, quality, accessibility, pricing, and service claims.
- Evaluate Plain Language and Easy Language separately.
- Use representative public content before protected content enters scope.
- Attach the final answers to the contract, security review, pilot plan, and acceptance record.

Evaluation record

Organization:

Procurement owner:

Service or project:

Target decision date:

Vendors evaluated:

Required reviewers:

1. Use cases and audiences

Requirement level: Mandatory | Preferred | Informational

1. Which service journeys and content types are in scope?

Vendor response:

2. Which audiences need Plain Language, Easy Language, or both?

Vendor response:

3. How does the vendor prevent one generic simplification setting from replacing the two-mode decision?

Vendor response:

4. Which consequences of misunderstanding require specialist or legal review?

Vendor response:

5. How are target-audience needs and task completion evaluated?

Vendor response:

2. Language coverage and quality

Requirement level: Mandatory | Preferred | Informational

6. Which content locales are supported in both modes in production?

Vendor response:

7. Does the source and output remain in the same selected language?

Vendor response:

8. Which rules, datasets, evaluation methods, and limitations apply to each locale?

Vendor response:

9. How are meaning, terminology, structure, and audience fit reviewed?

Vendor response:

10. How are material model or prompt changes documented and communicated?

Vendor response:

11. Which quality claims have externally reviewable evidence?

Vendor response:

3. Human review and governance

Requirement level: Mandatory | Preferred | Informational

12. Which reviewer roles, approval steps, and publication permissions are supported?

Vendor response:

13. How are comments, requested changes, approvals, and reviewer identity recorded?

Vendor response:

14. How does the workflow identify an approved language version that has become outdated?

Vendor response:

15. Can departments or projects use different review and retention policies?

Vendor response:

16. How can an organization export the source, draft, approval, and audit record?

Vendor response:

4. CMS, API, and delivery

Requirement level: *Mandatory* | *Preferred* | *Informational*

17. Which WordPress, TYPO3, Drupal, JavaScript, and custom API paths are supported?

Vendor response:

18. What are the exact request fields for source text, locale, and mode?

Vendor response:

19. Which synchronous, streaming, asynchronous job, webhook, and export patterns are available?

Vendor response:

20. How are authentication, key scope, rotation, revocation, rate limits, and idempotency handled?

Vendor response:

21. How are API errors, retries, request identifiers, and partial failures documented?

Vendor response:

22. How is a reviewed version delivered without changing the original source content?

Vendor response:

5. Hosting, data flow, and model operation

Requirement level: *Mandatory* | *Preferred* | *Informational*

23. **Where are service, model, cache, database, log, backup, and support operations located?**

Vendor response:

24. **Is customer content sent to a third-party model API or another model operator?**

Vendor response:

25. **Which organizations can process account, request, result, cache, log, or usage data?**

Vendor response:

26. **Is customer content used for training, fine-tuning, evaluation, abuse prevention, or service improvement?**

Vendor response:

27. **Which data categories are retained, for how long, and for what purpose?**

Vendor response:

28. **How are cache isolation, invalidation, export, deletion, and model-version changes handled?**

Vendor response:

6. Security, privacy, and access

Requirement level: Mandatory | Preferred | Informational

29. Which transport and at-rest encryption controls are implemented?

Vendor response:

30. How are internal roles, least privilege, production access, and support access controlled?

Vendor response:

31. Which security events are logged and how long are those records retained?

Vendor response:

32. Which AVV/DPA, technical and organizational measures, and subprocessor documents are available?

Vendor response:

33. How are vulnerabilities, penetration testing, business continuity, and disaster recovery handled?

Vendor response:

34. How does the vendor notify customers about security or availability incidents?

Vendor response:

7. Availability and service operations

Requirement level: Mandatory | Preferred | Informational

35. Which components have a public status and historical availability record?

Vendor response:

36. How is monthly availability measured, which events are excluded, and which remedy applies?

Vendor response:

37. What are the support hours, response targets, escalation path, and incident communication process?

Vendor response:

38. Which monitoring, usage, operational reporting, and budget-control features are available?

Vendor response:

39. How are planned maintenance, deprecations, and breaking changes communicated?

Vendor response:

8. Accessibility and responsible use

Requirement level: *Mandatory* | *Preferred* | *Informational*

40. Does the product interface and website widget meet WCAG 2.2 AA requirements?

Vendor response:

41. Can keyboard, focus, zoom, reflow, reduced motion, errors, and recovery be independently tested?

Vendor response:

42. How does the vendor distinguish technical accessibility from understandable-language output?

Vendor response:

43. Which customer responsibilities remain for source accuracy, legal review, audience suitability, and publication?

Vendor response:

44. How are higher-risk uses identified and assigned stronger review?

Vendor response:

9. Pricing and commercial terms

Requirement level: Mandatory | Preferred | Informational

45. **What unit is billed: new input characters, output characters, requests, seats, or another measure?**

Vendor response:

46. **How do cache hits, retries, failed requests, and overage affect usage?**

Vendor response:

47. **Which languages, modes, environments, projects, integrations, support, and SLA are included in each plan?**

Vendor response:

48. **Can alerts and hard spending limits prevent unplanned overage?**

Vendor response:

49. **What are the pilot price, scope, deliverables, credit terms, and acceptance conditions?**

Vendor response:

50. **Which nonprofit, public-sector, annual, and enterprise terms are available?**

Vendor response:

10. Pilot and release acceptance

Requirement level: *Mandatory* | *Preferred* | *Informational*

51. Which representative pages, content units, locales, and modes are included in the pilot?

Vendor response:

52. Which quality, reviewer-effort, integration, security, accessibility, and operational outcomes are measured?

Vendor response:

53. Who approves each domain and where is the evidence attached?

Vendor response:

54. Which default, loading, empty, success, error, and recovery states must pass?

Vendor response:

55. Which browser, viewport, keyboard, zoom, and assistive-technology checks are required?

Vendor response:

56. What prevents release when a claim, marker, placeholder, dead link, or fictional behavior remains?

Vendor response:

Decision and approval

Recommended vendor and plan:

Required contract conditions:

Required technical conditions:

Required security and privacy conditions:

Required accessibility conditions:

Pilot acceptance decision:

Product approval:

Engineering approval:

Security and privacy approval:

Accessibility approval:

Procurement and legal approval:

Final release decision:
