

1. Background

TATA Consultancy Services (TCS) thanks Customer for the opportunity to present this proposal. TCS understands the importance of customer experience for Customer, given the increasing spread of digital across the value chain. In response to the request submitted by the Customer in TCS CX Assurance Platform(Team) dated 12/04/2018, TCS submits the below mentioned approach to carry out required type of assessment on the <https://www.google.co.in> in the area of customer experience, which can be considered as an indication of the overall health in terms of multiple attributes. The work proposal shall be effective from 12/04/2018 till 12/04/2018 and applicable as per the information provided by Customer Company in request number #ReqNo3 raised in TCS CX portal <https://www.google.co.in>.

2. Input

URL	https://www.google.co.in
Focus Area Chosen	Web
Location	Asia
Browser	Chrome

3. Activities to be undertaken

Accessibility

- The assessment will be performed against a representative guidelines of WCAG 2.0 with due considerations of being non-intrusive and objective
- The assessment will be performed on a sample set of Webpages limited to 20% of the overall screens/ pages crawled Or "N" number of pages crawled whichever is less (Platform development team is still finalizing a concrete value for "N")

Compatibility

- "Compatibility will be focused on UI scan, against the customer's base browser on selected, sample web pages limited to 20% of the overall screens/ pages crawled Or "N" number of pages crawled whichever is less (Platform development team is still finalizing a concrete value for "N")
- Top 5 industry web browsers are considered for comparison against the customer's base browser for any UI alignment issues

Security

- Assessment is carried out to validate non-destructive guidelines from the OWASP Top 10 rules, on provisioned web page

Usability

- Non-Intrusive usability analysis is performed embracing the principles of HCI for selected page(s), covering aspects of Navigation, Presentation, Content and Interaction
- The assessment will be performed on a sample set of Webpages limited to 20% of the overall screens/ pages crawled Or "N" number of pages crawled whichever is less (Platform development team is still finalizing a concrete value for "N")

Performance

- The assessment will be focused on eliciting end-user performance parameters such as Time to First Byte, Time To Interact, First Visual Change etc. for a single user load on the provisioned URL

4. Key deliverables

Report constituting:

- * Compatibility Index
- * Usability Index
- * Security Index
- * Accessibility Index
- * Performance Index
- * Test Conditions
- * Industry Benchmarks/Standards
- * Test Artifacts
- * Quality Degradation Contributors
- * Remediation

5. Assumptions

- * The application will be accessible to TCS CX Assurance Platform before start of assessment
- * TCS will enable an instance of CX platform for (Customer Name) and connect with application under test.
- * The process is not to identify the coverage across the entire span of customer experience testing guidelines rather focusing on selected parameters.

6. Commercial

Milestone	Milestone description	Quote
1	Submission of assessment report	4333.56