



G-Cloud 14

Service Definition Document

Testing as a Service

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1. About H3O Digital

H3O Digital makes modern IT solutions work for organisations of all sizes, simply, efficiently and cost-effectively. We combine deep industry expertise with a practical, outcomes-focused approach to help our customers achieve their business goals.

Our team brings over 20 years of experience delivering innovative IT solutions across both public and private sector organisations. H3O Digital is Cyber Essentials Plus accredited and the majority of our team hold active security clearance, giving our customers confidence that their information is in safe hands.

Trust, reliability and service excellence sit at the core of everything we do, with customer satisfaction the measure of our success.

2. Overview of Services

H3O Digital provide a comprehensive Managed Test Service covering the full testing lifecycle, including Functional, Integration, System, Performance and UAT. Our service includes implementation and configuration of Atlassian tooling: Jira, Confluence and Zephyr for end-to-end test case management, execution and reporting. Solutions are adaptable to each customer's requirements.

Key features of our services are:

- Full testing lifecycle: Functional, Integration, Performance, UAT
- Atlassian Jira implementation for test and defect management
- Atlassian Confluence implementation for test documentation
- Zephyr implementation for test case management and reporting
- Manual and automated testing solutions
- Flexible, on-demand service with UK-based professionals
- Non-functional, SIT and QA services available
- Atlassian tooling integrated with customer DevOps pipelines
- Real-time test progress dashboards and traceability

Benefits to our Customers are:

- End-to-end traceability via integrated Atlassian Jira workflows
- Flexible service which can quickly ramp up or down
- Cost efficient approach to testing and tooling implementation
- Standardised, repeatable process across multiple projects
- Improved visibility through Zephyr reporting and Confluence collaboration
- Faster defect resolution via Jira-driven workflows
- Leverages existing Atlassian investments or new implementations

On-boarding

Once you have selected the service you are interested in from the digital marketplace please contact us at info@h3odigital.co.uk

We will find the most suitable person to talk to you about your specific needs and they will be in touch with you to discuss your requirements in more detail.

A proposal will be drawn up by H3O Digital and customers have 30 calendar days to accept the proposal document. The proposal shall only be effective upon written or electronic approval of the proposal document.

Once a proposal is submitted, if the customer requests any changes to the requirements, H3O Digital Ltd. may re-evaluate this proposal, and, withdraw it or modify it, as applicable. Should H3O Digital Ltd. modify the document, the proposal will be resubmitted as a new proposal with a new proposal expiry date.

Once fully understood and agreed both parties will sign to accept the terms and conditions of the proposal. The proposal document will form the basis of the Statement of Work.

Off-boarding

The customer may terminate the work being performed under the agreement.

If for any reason, the customer decides to cancel or terminate this work once approval has been given and/or project activities have been performed, H3O Digital will recoup incurred effort by:

Billing for all charges incurred up to the receipt of cancel notification, along with any additional labour expenses incurred to place the project into Cancelled status.

Please see Terms and Conditions document for further information.

3. Service Delivery

At H3O Digital, we use a Service Delivery framework based on ITIL best practice, to ensure a consistent level of service is provided to our customers. The framework consists of a set of principles, standards and policies covering design, development, deployment and operation of services.

Service Delivery Management options will be discussed during initial consultations with one of our ITIL qualified Service Delivery Managers. They will provide advice and guidance on which elements of the framework are important to you and your project and will define a Service Delivery approach to meet your needs in the Proposal Document.

Service Levels

Our standard operating hours are Monday to Friday, 9am until 5pm. During project delivery, overnight and weekend working is not uncommon and is scheduled in consultation with the Customer to accommodate their business needs.

The standard H3O Digital service level is 4-hour response. Enhanced service levels can be provided at an extra cost. Service level requirements will be discussed with you to ensure you receive the level of support required for the continued operation of your business.

4. Pricing

The H3O Digital SFIA rate card provides an overview of consultancy rates for H3O Digital workers.

For project activities, pricing is provided within the Proposal document issued by H3O Digital. The pricing mechanism is dependent on the services required as set out by the customer and may include several pricing structures which will be specific to the request. This could include one-time costs, unitary pricing and time and materials.

Please see the H3O Digital Ltd. rate card for more information.

5. Invoicing

Invoices are to be paid within 30 days. In some cases, particularly for larger projects, an invoicing schedule may be produced and documented within the Financial Summary of the Proposal. This would usually occur at milestones within a project where key deliverables have been met.

6. Termination of Contract

H3O Digital Ltd may terminate the Contract immediately by serving the other party with a written notice if:

- The Customer commits any material breach of the Terms and Conditions which if capable of remedy is not remedied within 30 days of H3O Digital Ltd providing the other with a written notice specifying the breach and requiring its immediate remedy.
- a resolution is passed or a petition presented or an order made for winding up of the Customer (except for the purpose of a bona fide reconstruction or amalgamation) or if an application is made for the appointment of an administrator or the Customer becomes subject to an administration order or a receiver or administrative receiver is appointed over its property or assets, or it becomes insolvent or would be taken as insolvent under Section 123 of the Insolvency Act 1986 or is dissolved or otherwise threatens or ceases to carry on business.
- H3O Digital Ltd may terminate the Contract immediately by serving the Customer with a written notice if the Customer fails to pay any invoice within 30 days of receipt.
- On termination of the Contract for any reason each party shall return or delete any of the other party's Confidential Information and provide the other party with a written notice certifying compliance.
- Where the Customer has subscribed to H3O Digital Ltd Support Services then notwithstanding termination of the whole Contract, the Customer shall be liable to pay the charges for the entire term set out in the Contract.

The Customer may terminate the Contract immediately by serving the other party with a written notice if:

- H3O Digital Ltd commits any material breach of the Terms and Conditions which if capable of remedy is not remedied within 30 days of the Customer providing the other with a written notice specifying the breach and requiring its immediate remedy.
- A resolution is passed or a petition presented or an order made for winding up of H3O Digital Ltd (except for the purpose of a bona fide reconstruction or amalgamation) or if an application is made for the appointment of an administrator or H3O Digital Ltd becomes subject to an administration order or a receiver or administrative receiver is appointed over its property or

assets, or it becomes insolvent or would be taken as insolvent under Section 123 of the Insolvency Act 1986 or is dissolved or otherwise threatens or ceases to carry on business.

- On termination of the Contract for any reason each party shall return or delete any of the other party's Confidential Information and provide the other party with a written notice certifying compliance.
- Where the Customer has subscribed to H3O Digital Ltd Support Services then notwithstanding termination of the whole Contract, the Customer shall be liable to pay the charges for the entire term set out in the Contract.

Please refer to the Terms and Conditions Document for further information.