

Service Definition Document – Software Quality Assurance – End to End Test Solution

Document no: 001
Revision: v1.0

CCS - G-Cloud 15
21 January 2026



Service Definition Document –Software Quality Assurance – End to End Test Solution

Client name: n/a
Project name: CCS - G-Cloud 15
Client reference: n/a
Document no: 001
Revision: v1.0
Date: 21 January 2026

Project no: n/a
Project manager: Hugh McMichael
Prepared by: n/a
File name: GCloud15_SS_SoftwareQC_ServiceDef

Document history and status

Revision	Date	Description	Author	Checked	Reviewed	Approved

Distribution of copies

Version	Issue approved	Date issued	Issued to	Comments

Jacobs U.K. Limited

Cottons Centre
Cottons Lane
London SE1 2QG
United Kingdom

T +44 (0)203 980 2000
www.jacobs.com

© Copyright 2026 Jacobs U.K. Limited. All rights reserved. The content and information contained in this document are the property of the Jacobs group of companies ("Jacobs Group"). Publication, distribution, or reproduction of this document in whole or in part without the written permission of Jacobs Group constitutes an infringement of copyright. Jacobs, the Jacobs logo, and all other Jacobs Group trademarks are the property of Jacobs Group.

NOTICE: This document has been prepared exclusively for the use and benefit of Jacobs Group client. Jacobs Group accepts no liability or responsibility for any use or reliance upon this document by any third party.

Contents

Service attributes	4
Service type	4
Service name	4
Service name	4
About your service	4
Service description	4
Service categories	4
Service features and benefits	5
Service features and benefits	5
Service scope	5
Service constraints	5
Reselling	6
Supplier type	6
User support	6
Email or ticketing support	6
Phone support	6
Web chat support	6
Support levels	6
Staff security	6
Staff security clearance	6
Government security clearance	7
Pricing	7
Discount for educational organisations	7

Service attributes

Service type

Lot 3: Cloud Support

Service name

Service name

Software Quality Control - End to End Testing Service

About your service

Service description

Our Software Quality Assurance service ensures reliable, secure, high-performing applications for UK Government. Using advanced testing, automation, and continuous integration, we deliver solutions aligned with GDS standards. Embedded change management and capability building enable sustainable adoption, empowering teams to maintain quality throughout the software lifecycle with confidence.

Service categories

- Cloud Support Services
 - Quality Assurance and Performance Testing
 - Test automation
 - Development
 - Implementation
 - Performance testing
 - Load Testing
 - Stress Testing
 - Volume Testing
 - Soak Testing
 - Scalability Testing
 - Capacity Planning
 - Assurance/testing design
 - Assurance/testing design
 - Infrastructure performance testing
 - Infrastructure performance testing
 - Operational readiness testing
-

- Accessibility testing

Service features and benefits

Service features and benefits

Service features

- Comprehensive coverage of functional, non-functional, and security testing
- Automated testing frameworks integrated for efficiency and consistency
- Performance and load testing ensures scalability and resilience
- Security testing aligned with NCSC and ISO 27001 standards
- Shift-left approach enables early defect detection and resolution
- Customisable automation frameworks: BDD, TDD, keyword-driven options
- Detailed test reports provide actionable insights for improvement
- Agile and DevOps integration ensures continuous quality assurance
- Embedded change management and capability building for sustainability
- Compliance with GDS, CDDO, and accessibility standards guaranteed

Service benefits

- Minimises bugs and reduces costs through early defect detection
- Delivers high-quality, reliable applications enhancing user satisfaction
- Accelerates delivery while ensuring security and accessibility compliance
- Improves performance and scalability for peak usage demands
- Strengthens security by identifying and mitigating vulnerabilities effectively
- Empowers teams through structured change management and skills transfer
- Supports sustainability and broader social value objectives consistently
- Delivers measurable outcomes aligned with policy and strategic goals

Service scope

Service constraints

N/A

Reselling

Supplier type

Supplier type

I'm not a reseller

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Email support available 9am–5pm Monday to Friday (UK time) with a typical response time of 48 hours (SLAs to be agreed on a case-by-case basis).

User can manage status and priority of support tickets

No

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

Support can be provided at various levels depending on the solutions and the customer requirements. Support levels can range from a basic feedback form to a full helpdesk facility with 365 day coverage depending on the SLA.

Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Security Clearance (SC)

Pricing

Discount for educational organisations

No