



## G-Cloud 15 Service Definition Document

### **Quality Assurance & Testing**



# 1. Scope of Services

Our Quality Assurance (QA) & Testing service supports public sector organisations to assure the quality, reliability, security, and usability of digital services and systems. The service is designed to reduce delivery risk, improve service performance, and ensure solutions meet user needs and relevant standards.

The scope of the service includes:

- **Test Strategy and Planning**  
Development of proportionate test strategies and plans aligned to project objectives, delivery models, and risk profiles.
- **Functional Testing**  
Verification that systems and services operate in line with documented requirements, user stories, and acceptance criteria.
- **Non-Functional Testing**  
Testing of performance, accessibility, security, resilience, compatibility, and scalability to ensure services are fit for purpose.
- **User Acceptance Testing (UAT) Support**  
Planning and support for UAT, including test case preparation, execution support, defect management, and reporting.
- **Test Automation**  
Design and implementation of automated testing solutions to improve test coverage, repeatability, and efficiency across delivery cycles.
- **Accessibility Testing**  
Assessment against recognised accessibility standards (e.g. WCAG) to support inclusive and compliant digital services.
- **Defect Management and Reporting**  
Identification, tracking, prioritisation, and reporting of defects, with clear evidence to support resolution.
- **Assurance and Independent QA**  
Independent quality assurance reviews to provide objective insight into delivery health, risks, and readiness for release.

The service can be delivered as a standalone engagement or integrated into multi-disciplinary delivery teams. Activities outside standard testing and assurance (such as full product development) are out of scope but can be discussed separately.

## 2. Approach

Our approach to Quality Assurance & Testing is risk-based, collaborative, and aligned with modern agile and iterative delivery practices commonly used in the public sector.

Key elements of our approach include:



- **Early and Continuous Testing**  
Quality is embedded from the outset, with testing activities starting early and continuing throughout the delivery lifecycle.
- **Risk-Based Prioritisation**  
Testing effort is focused on the areas of highest risk and greatest user and organisational impact.
- **Agile and DevOps Alignment**  
We work closely with delivery teams, integrating testing into agile ceremonies and CI/CD pipelines where appropriate.
- **Clear Communication and Transparency**  
Findings, risks, and progress are communicated clearly through regular reporting, dashboards, and collaborative working practices.
- **Standards and Best Practice**  
Testing activities align with recognised standards and best practices, including government service standards where applicable.
- **Knowledge Transfer and Capability Building**  
We support client teams by sharing knowledge, improving testing maturity, and leaving behind sustainable QA practices.

## 3. Expected Outcomes

By using our Quality Assurance & Testing service, customers can expect the following outcomes:

- **Improved Service Quality**  
Digital services that are more reliable, usable, and aligned with user needs.
- **Reduced Delivery Risk**  
Early identification of defects and issues reduces the likelihood of costly rework or service failure.
- **Increased Confidence in Releases**  
Clear evidence-based assurance supports informed decisions on readiness for release.
- **Compliance with Standards and Regulations**  
Services are tested against relevant accessibility, security, and quality standards, supporting regulatory compliance.
- **Greater Delivery Efficiency**  
Automation and effective testing practices reduce manual effort and shorten delivery cycles.
- **Stronger Internal Capability**  
Improved testing processes and skills within client teams support long-term sustainability.

## 4. Pricing

The service is priced either as fixed price or time and materials engagement. Time & Materials Rate Card, priced per the attached SFIA Rate Card.



## 5. Contact Information

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## 6. About Red Kite

Established in 2020, Red Kite is a SME (Small Medium Enterprise) IT Services organisation, headquartered in the UK.

It has a significant practice focussed on Business Orchestration and Automation Technologies and an enviable Track record in delivering IT Services to UK Public Sector

Over the last 6 years, Red Kite has built Strategic relationships with leading SIs supporting a number of strategic engagements across multiple accounts.

In 2025, Red Kite opened its first off-shore delivery centre in Bangalore - India, providing cost effective delivery to customers.

As a business we also have the following Security Accreditations:

- ISO27001:2013
- Cyber Essentials Plus