



Testing and Quality Engineering Delivery

Service Definition Document | G-Cloud 15 | Lot 2a

morson PRAXIS

Testing and Quality Engineering Delivery

Through strategy-led digital transformation, Morson Praxis helps public sector organisations to accelerate benefits realisation, reimagine operations, enable scalable innovation and build resilience for the future. We ensure that every technological investment, from large-scale enterprise transformation to focused project delivery, creates sustainable, meaningful change.

Service Definition for Testing and Quality Engineering Delivery

Morson Praxis's Testing & Quality Engineering Delivery service provides the delivery and execution of testing and quality engineering activities to support the successful deployment of digital, data, and cloud solutions. The service is designed for organisations requiring hands-on testing delivery to ensure solutions meet functional, non-functional, and quality requirements before and during live operation.

The service supports testing across the delivery lifecycle, including functional, integration, system, and non-functional testing. It enables organisations to reduce delivery risk, improve release confidence, and embed quality practices into modern delivery approaches across public, private, and hybrid cloud environments.

The service may be used as part of new solution delivery, platform modernisation, or large-scale transformation programmes operating in complex or multi-supplier contexts.

1. What the service includes

The service typically includes:

- Delivery and execution of functional testing activities
- System, integration, and end-to-end testing delivery
- Non-functional testing delivery (performance, resilience, security)
- Test planning, coordination, and execution support
- Test automation delivery where appropriate
- Defect management and quality reporting
- Testing aligned to agile, waterfall, or hybrid delivery models
- Support for testing across cloud and legacy environments
- Collaboration with internal teams and third-party suppliers

The service focuses on delivery and execution rather than advisory or assurance activities.

2. What the service does not include

The service does not include:

- Test strategy or testing maturity assessment
- Independent quality assurance or audit services
- Delivery governance or programme assurance
- Long-term managed testing services beyond agreed scope
- Procurement of testing tools or software licences

These activities may be delivered through separate Lot 3 or complementary Lot 2 services where required.

3. How the service is delivered

The service is delivered by specialist testing and quality engineering teams operating within agreed delivery models and governance arrangements. Delivery activities may include test design, execution, automation, reporting, and support through deployment and release.

The service is designed to integrate with existing delivery teams and operate effectively within multi-supplier environments. Quality practices, automation, and continuous improvement are embedded where appropriate to support reliable and repeatable delivery.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Delivering testing and quality engineering activities within scope
- Executing functional and non-functional testing
- Supporting test automation delivery where required
- Managing defects and quality reporting
- Supporting release readiness and deployment activities

The Buyer is responsible for:

- Defining quality requirements and acceptance criteria
- Providing access to environments and test data
- Approving release decisions and quality outcomes
- Retaining ownership of business and operational decisions

5. Service outputs and deliverables

Typical outputs may include:

- Executed test cases and test results
- Defect logs and quality reports
- Non-functional testing results
- Test automation assets (where applicable)
- Release readiness and test summary artefacts

Deliverables are tailored to Buyer needs and agreed at the outset.

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Availability of test environments and data
- Access to systems under test
- Engagement from delivery, business, and technical teams
- Defined quality standards and acceptance criteria

7. Alignment with G-Cloud 15 Lot 2a

This service aligns with G-Cloud 15 Lot 2a by providing delivery and execution of testing and quality engineering activities to support cloud-based and digital solution delivery, without requiring Buyers to manage underlying infrastructure directly.

The service may include associated cloud support activities necessary to deliver testing outcomes.

8. Exit and transition

The service supports transition through documented test artefacts, knowledge transfer, and agreed handover arrangements. Where appropriate, delivery outputs can transition into ongoing support, complementary Lot 2 services, or related Lot 3 advisory and assurance services, subject to appropriate commercial and procurement arrangements.

Information assurance

Morson Praxis's information assurance capabilities support both our internal requirements for appropriate security controls and those of our Buyers. Our diverse portfolio of projects and customers means that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are a Cyber Essentials Plus certified organisation.

Data restoration/ Service migration

We assist Buyers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes

Morson Praxis agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the engagement in question. Requirements are clearly defined and agreed with the relevant Buyer stakeholders to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

Combination pricing

Morson Praxis can provide multiple services in scope of G-Cloud 15 Lot 3 Cloud Support Services. Our services can be bought separately or together. Combination pricing is offered accordingly.

Service management

A Service Account Manager is allocated to each Buyer's engagement. This individual is responsible for overseeing the services in scope of the engagement, closely monitoring its progress and managing all risks/ issues to ensure that activities are delivered in accordance with the agreed assignment scope and timeframes. Through structured relationship management, our Account Manager remains in regular contact with the Buyer to ensure their ongoing satisfaction.

Service constraints

Bespoke services, such as those in scope of G-Cloud 15, Lot 3 Cloud Support Services, are not subject to specific service constraints.

Service levels

Morson Praxis recommends that we enter into performance-based Service Level Agreements with all Buyers. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the assignment. Due to the diversity of services in scope of G-Cloud 15, Lot 3 Cloud Support Services, service levels must be closely tailored to each engagement. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

Knowledge transfer

Wherever possible, Morson Praxis ensures disciplined knowledge and skills transfer from the consultant(s) to the Buyer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is transferred to the Buyer as the engagement progresses – ensuring the ongoing efficiency of the assignment and full embedding of the new system/service.

Ordering and invoicing

Morson Praxis is an approved and accredited supplier to multiple CCS frameworks. We are used to working with Buyers to agree tailored ordering and invoicing processes. Payment terms are 30 days from receipt of invoice.

Termination terms

Morson Praxis's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

By the consumer	By the supplier
Termination can commence without notice in the event of a Buyer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract.	In the unlikely event that Morson Praxis was to withdraw from G-Cloud 15, Lot 3 Cloud Support Services, a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement.

Buyer responsibilities

Buyer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the Buyer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

Service dependencies

Service dependencies are specific to each Call-Off. Such detail must be discussed and agreed with the Buyer prior to the commencement of the engagement.



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