

Argo – Quality Assurance and Performance Testing – Service Definition Document



Service Overview

Service Type:

Cloud Support – Lot 3

Service Name:

Quality Assurance and Performance Testing Services

Summary:

This service provides specialist quality assurance and performance testing support to help buyers assess, assure, and validate cloud services and cloud-based solutions.

The service is delivered as discrete, time-bound engagements and is designed to reduce delivery risk, support informed decision-making and provide confidence that cloud services meet defined functional, non-functional, security and operational requirements.

Service Description

Argo's Quality Assurance and Performance Testing Services provide independent, professional testing and assurance activities aligned to G-Cloud 15 Cloud Support principles. The service supports buyers throughout the cloud service lifecycle, including discovery, design, delivery, transition and optimisation phases.

The service includes test automation, functional and non-functional testing, performance and infrastructure testing and operational readiness assessments.

Engagements are scoped to validate buyer requirements, identify risks early, and provide clear, evidence-based assurance to support delivery and live operation of cloud services.

Service Scope & Categories

Argo's service aligns to the following G-Cloud 15 Cloud Support categories:

- Quality assurance and performance testing
- Test automation
- Performance testing
- Assurance and testing design
- Infrastructure performance testing

Services may be delivered individually or combined as part of a wider assurance and testing engagement, depending on buyer needs.

Service Features

Argo's service includes the following features, delivered as appropriate to the agreed scope:

1. Automated functional and regression testing for consistent validation outcomes
2. User interface and accessibility testing against defined standards
3. Performance, load, stress, and scalability testing for cloud services
4. Infrastructure and platform performance testing in cloud environments
5. Validation of non-functional requirements including resilience and security
6. Test strategy and assurance design aligned to delivery objectives
7. CI/CD pipeline test integration supporting continuous delivery
8. Operational readiness testing prior to live deployment
9. Test reporting and traceability from requirements to results
10. Stakeholder engagement to support effective test planning

Service Benefits

Argo's service will provide the following benefits to buyers:

1. Improved auditability from requirements through to delivered outcomes
2. Reduced rework through early identification of defects
3. Increased developer productivity through automated testing approaches
4. Improved validation of scalability prior to live deployment
5. Reduced risk of human error through repeatable testing

6. Increased confidence in release and deployment readiness
7. Early identification and mitigation of performance risks
8. Improved reliability and stability of cloud services
9. Clear assurance reporting for senior stakeholders
10. Faster feedback to support iterative delivery cycles

Service Constraints & Operating Hours

Argo services are delivered during UK business hours on standard working days.

Support is provided for activities within the agreed scope and duration of the engagement.

Out-of-hours working may be agreed at call-off where required and is subject to commercial agreement.

The service is delivered as time-bound professional services and does not include ongoing managed services unless explicitly stated in the contract.

Support Model

Support Channels:

- E-mail or ticketing support: Yes
- Phone support: Yes
- Web chat support: No

Support Levels:

Support is provided throughout the engagement to ensure effective delivery of the agreed quality assurance and testing activities. This includes technical clarification, issue resolution and progress reporting within the defined scope.

Support is delivered on a best-efforts basis during UK business hours, with escalation routes and governance arrangements agreed at the start of the engagement.

Supplier Information

Supplier Type: Direct supplier (not a reseller)

Security & Assurance

Staff Security Clearance: Argo staff screening is performed but does not conform to BS7858:2019.

Government Security Clearance: Personnel can hold security clearance up to Developed Vetting (DV), subject to role requirements and buyer approval.

Argo's service supports work on systems requiring elevated security controls, where agreed as part of the engagement.

Service Exclusions

This service does not include:

- Ongoing managed testing or assurance services
- 24/7 operational or incident support
- Activities outside the agreed scope of work

Any additional services must be explicitly agreed and contracted.

Service Governance

Service delivery is governed through agreed engagement management, reporting and escalation arrangements.

Regular communication with buyer stakeholders ensures transparency, control and alignment with delivery objectives throughout the lifecycle of the engagement.