

Service Definition Document
Service Name: Quality Assurance & Testing
and Performance Testing
Wallet IT LTD

Service Definition Document

Supplier: Wallet IT Ltd

Framework: G-Cloud

Lot: 4 – Cloud Support (Quality Assurance and Performance Testing)

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1. What the Service Is

Our Quality Assurance Consultancy provides expert, independent testing and quality validation services to ensure public sector digital services, applications, and cloud systems are reliable, performant, secure, and compliant (e.g., GDS standards, WCAG 2.2 accessibility). Delivered by ISTQB-certified consultants and performance engineers, the service supports agile/waterfall projects via on-demand consultancy, embedded teams, or managed testing engagements.

The service comprises two core components:

- **QAT Testing (Quality Assurance Testing):** Comprehensive functional, non-functional, regression, integration, exploratory, and acceptance testing (manual and automated). Includes test strategy development, planning, execution, defect management, and reporting to verify systems meet requirements and deliver expected user outcomes.
- **Performance Testing:** Load, stress, endurance, scalability, and soak testing to measure response times, throughput, resource utilisation, and breaking points under expected/realistic loads. Identifies bottlenecks, validates SLAs, and supports optimisation for cloud-native or hybrid environments.

Services integrate with client CI/CD pipelines and cover web, mobile, API, cloud (Azure/AWS/GCP), and legacy systems.

2. Levels of Data Backup and Restore, and Disaster Recovery

- **Data Backup & Restore** — Test artefacts (scripts, results, logs, reports) stored in secure UK cloud storage with automated daily backups, 30-day retention for recent, and 90-day for archives. Point-in-time restore available within 4 hours for critical incidents.
- **Disaster Recovery / Business Continuity** — Hosted on multi-AZ UK cloud infrastructure (e.g., Azure UK South with secondary region). Automatic failover ensures RTO <30 minutes, RPO <15 minutes. Annual BCP/DR testing; remote team continuity supports uninterrupted delivery.

3. Onboarding and Offboarding Support

- **Onboarding** — Included for engagements >5 days: Kick-off workshop, access setup (VPN, Jira/TestRail/Azure DevOps), environment familiarisation, and tailored test plan. Dedicated consultant lead; typical 2–5 working days.
- **Offboarding** — Full handover of all assets (automated scripts, performance reports, defect logs, dashboards) in portable formats (e.g., Git repo, PDF/Excel exports). Data deletion follows GDPR processes within 30 days, with certification. Formal exit report and knowledge transfer included at no extra charge.

4. Service Constraints

- **Maintenance Windows** — Planned maintenance outside UK business hours (Mon–Fri 08:00–18:00 GMT), with ≥5 working days' notice. Critical patches may use 48-hour notice.
- **Customisation** — High flexibility for bespoke test scenarios, frameworks, or integrations. Major tool customisation or non-standard environments scoped separately.
- **Other** — Primarily remote delivery; on-site testing requires agreement and expenses. Team scaling subject to consultant availability.

5. Service Levels

- **Performance** — Test execution: Manual results reported within 24 hours; automated/performance runs daily with results <4 hours. Performance reports include actionable recommendations.
- **Availability** — 99.5% uptime for our testing platforms/tools (monthly, excludes client environments).
- **Support Hours** — Mon–Fri 09:00–17:30 GMT. Response times: P1 (critical blocking issue) — 2 hours; P2 — 4 hours; P3/4 — next working day. Channels: email, phone, shared Teams/Slack, ticketing (e.g., Jira).
- **Out-of-hours** — Available at additional cost for urgent releases.

6. After-Sales Support

- 30 days free post-engagement support for re-runs, defect triage, or clarification.
- Access to reusable test templates, best-practice guides, and quarterly QA/performance webinars.
- Optional retainers for ongoing advisory, health checks, or capacity (e.g., 2–10 days/month).

7. Technical Requirements

- Customer provides: Access to test environments (staging/prod-like), credentials, requirements/docs, and any licensed tools.
- We use: Standard tools (Selenium/Cypress/Appium for QAT; JMeter/Gatling/LoadRunner/BlazeMeter for performance; BrowserStack/Sauce Labs for cross-device; Azure DevOps/Jira for tracking).
- Compatibility: Web/mobile/APIs/cloud platforms; no proprietary hardware required from client.

8. Outage and Maintenance Management

- 24/7 monitoring of our tooling with automated alerts. Customer notifications via status page/email within 15 minutes of detection.
- Root cause analysis (RCA) for SLA breaches within 5 working days.
- Maintenance coordinated with rollback plans and minimal disruption.

9. Hosting Options and Locations

- All service tooling, test data, and artefacts hosted in **UK-only regions** (Azure UK South/UK West, AWS London, or equivalent) to meet government residency and OFFICIAL classification requirements.
- No data leaves UK/EEA without explicit agreement.

10. Access to Data (Upon Exit)

- Upon termination/exit: All test scripts, results, reports, models, and logs provided in open/portable formats (e.g., repo exports, CSV/PDF).
- We delete all copies within 30 days (or sooner if requested), with certification of destruction. No fees for data access or return.

11. Security

aligned to

- **Compliance** — ISO 27001, Cyber Essentials Plus, GDPR/UK GDPR compliant, aligned with NCSC cloud principles and GDS.
- **Controls** — Encryption (AES-256 at rest, TLS 1.3+ in transit), RBAC, MFA, regular vulnerability scanning/penetration testing.
- **Personnel** — BPSS baseline checks; SC-eligible for sensitive projects.
- **Incident Management** — Security incidents reported within 24 hours; documented IR plan.

- **Data Protection** — Processor role; standard DPA provided. Sub-processors disclosed/approved.

This consultancy supports public sector digital reliability and performance goals with flexible, high-quality testing. For full details, refer to our Pricing Document, Terms & Conditions, and policies.