



Testing as a Service

Contracting body

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CGI

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Service Definition overview

Testing as a Service offering enables organisations to have confidence in the proper operation of digital public services for citizens and staff, using Agile methods and open technology in line with the Government Digital Service standards. This offering includes Test Management, Test Consultancy, Functional, Non-Functional and Automation Testing.

Why CGI?

CGI's own 'test early, shift-left and automate where possible' approach has achieved Level five (maximum) accreditation for Test Maturity Model integration and is implemented by 200+ CGI Test Engineers working across multifunctional teams in the UK. Working together with Buyers, we will:

- Adopt both Behaviour and Test Driven Development approaches and the Agile Testing Pyramid (below), detecting unexpected behaviours as early as possible by running tests in every pipeline build. We achieve >80% unit test code coverage, acting as the first line of defect defence. Tests towards the pyramid base run more quickly and frequently, providing faster feedback, enabling us to catch defects earlier

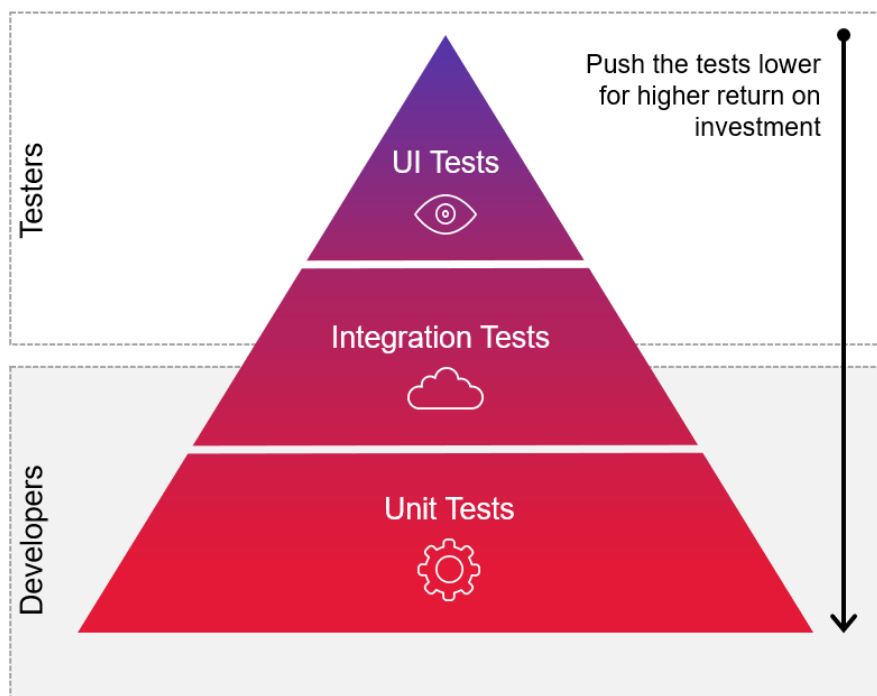


Figure 1 - CGI's Agile Testing Pyramid illustrating RoI for different phases of testing

- Instil a culture that promotes developer accountability for quality and removes reliance on 'test as a safety net', identifying issues early and minimising costs and associated delays.
- Empower Test Leads to act as 'custodians of quality', reviewing changes, test coverage and delivery activities with continuous focus on improvement.
- Deliver ongoing upgrades and introduce new functionality, improvements and defect fixes.
- Produce test reports and dashboards as part of test execution to provide stakeholders with coverage and defect metrics for decision making.
- Continuously test compliance with functional and non-functional requirements, focussing on security and accessibility.
- Pre-empt and rapidly respond to incidents.

1. Service Description

CGI provides end to end test lifecycle services from test strategy to test execution. We make extensive use of Automated Testing within Continuous Integration (CI) environments, and our certified Test Engineers have a wealth of business and technical experience.

We put clients at the heart of our 'Testing as a Service' offering, working with our clients to ensure tests are business scenario focussed, so that they have confidence in the testing we carry out for digital public services provided for citizens and staff. We use Agile methods and open standards in line with the Government Digital Service (GDS).

1.1. The challenge

The UK Government's digital transformation strategy outlines that public sector organisations are committed to delivering world class digital services for citizens and staff that:

- Follow user-centred design principles.
- Improve the user experience.
- Move from paper-based to digital solutions to reduce costs.
- Deliver value to users quickly, using Agile and iterative software development frameworks.
- Use open, reusable architecture principles including micro-services and re-usable components.
- Reduce operational costs through the use of open technologies and public cloud.
- Operate as intended without defects.

1.2. The service

We have over 40 years of experience delivering testing services to public and private sector clients. Our Test Practices form part of a multi-disciplinary delivery teams' approach that will:

- Work either in collaborative teams (CGI and Client teams, either co-located on-site with clients or as a blended on-site/off-site model) or work from our delivery hubs across the UK.
- Provide a service that is typically delivered through an Agile development team, or by a Test team (for waterfall projects).
- Test complete systems or provide Test Managers, Test Engineers and QAT Analysts who can carry out a range of test services including but not limited to: Consultancy, Automation, Functional, Performance, Accessibility, Security, Regression.

Team roles include:

- Test Managers to work alongside clients' teams and business product owners to facilitate testing, overcome obstacles and monitor progress.
- Test Engineers who work as part of Agile delivery teams, and are focussed on the implementation, extension and maintenance of existing automated test frameworks and collateral.
- QAT Analysts (manual, automation, API, performance, functional, accessibility, and security) to ensure the high quality of software.
- DevOps who are an integral part of build and maintenance of the test delivery environment.
- Support from other disciplines as required, such as business analysis, development, technical, business SME and security architects.
- Quality management, change management and risk management to ensure that test governance is fully applied as well as seeking and executing continuous process improvement.
- An extensive network of proven, digital SME partners who bring unique experience and capabilities as and when required.

Our teams have successfully developed and supported a broad range of applications including:

- Citizen-facing web applications for digital access to government services.
- Modern public sector case management systems.

- High volume national digital infrastructure platforms for regulated services across government, defence, utilities and finance organisations.
- Cloud Migration Testing.
- Live data obfuscation.
- Secure collaboration platforms for sensitive working across agencies.
- Smart working applications and productivity tools.
- Modernisation of existing legacy applications.

1.3. How we do it

Our approach to delivering 'Testing as a Service' is to:

- Work closely with the client to ensure that there is a common understanding of the requirements and an agreed approach and outcome.
- Ensure that all work meets the government digital service and computing standards through multi-disciplinary teams of empowered, experienced professionals with deep domain experience and close relationships with the client.
- Adopt a quality culture where everyone is responsible for their own work. Testing is a team activity, undertaken continuously, and automated wherever possible.
- Align with Government Digital Services (GDS, GOV.UK styles, components, patterns and standards).
- Apply our processes, which provide improved productivity and velocity, allowing earlier implementation and benefits realisation.
- Apply rigorous test governance with the use of best practice. The governance is underpinned by QA, reporting, trends, analytics, and continuous improvement.
- Provide testing services as part of development activities or of the overall system after completion.
- Allow flexibility of service provision by working collaboratively and actively transferring knowledge and experience from day 1 to nominated support teams.
- We use:
- A range of Agile frameworks, making extensive use of test automation including Test Driven Development, Behaviour Driven Development (BDD) and Acceptance Test Driven Development (ATDD).
- Scalable and re-usable frameworks, processes and strategies.
- Our testing and assurance activities include:
- Assuring code quality utilising ATDD/BDD frameworks by carrying out Automation Testing using tools such as, but not limited to, Selenium, Cucumber, QTP, Eggplant, JUnit & Jenkins as well as API testing using Rest Assured, Postman and JMeter, making use of Java, Python & Ruby.
- Carrying out different types of testing including, but not limited to, Unit, API, System, Integration, Performance, Security and Acceptance testing, as well as Consumer Driven Contract (CDC) testing.
- Undertaking other types of testing including Infrastructure, Multi-browser and Accessibility Testing (using e.g. JAWS).
- Carrying out automation test scripting in parallel with development and is complimented with exploratory testing.
- Configuring our Automated Testing so that it is triggered by each successful development build using Continuous Integration (CI) and Continuous Delivery (CD) techniques. This provides a measurable cost efficiency achieved through earlier defect identification and faster resolution at an earlier stage as well as ensuring a consistent build quality for further testing.
- Utilise configuration and release management, version support, and source code management, to support test automation.

Our Test Engineers/QAT Analysts:

- Provide in-depth testing knowledge utilising our proven skills and techniques.
- Demonstrate deep business /domain knowledge and expertise, as well as product understanding. Their in-depth expertise helps implement or improve quality and test processes.

- Ensure success through their agility in scalable teams, and the use of leading-edge technology such as DevOps tools.
- Monitor the critical non-functional requirements, including performance and accessibility, through continuous design reviews and the use of automation wherever possible.
- Continuously validate designs with all stakeholders and users.
- Work to Agile, Scaled Agile (including SAFe), Waterfall and Iterative methodologies as required by each client engagement.
- Test prioritised functionality, and deliver quickly, by adopting user-centred design methodologies in short delivery cycles.
- We ensure that the client and citizen data has been protected and assured by the use of appropriate built-in security controls using accredited DevSecOps service design methods.
- Our specialisms include citizen-facing, case management, workforce collaboration, cyber, scheduling and rostering in the Justice, Policing, Prosecution, Courts, Prisons, Probation, Central Government and Local Government sectors.

2. Onboarding and Offboarding

2.1. Onboarding

CGI has proven and effective on and off boarding skills, tools and methodologies. We have successfully transitioned numerous Public Sector clients onto Cloud infrastructures and services. CGI has a dedicated team who specialise in transition and who bring to bear considerable previous experience in this area. CGI will apply its standard transition methodology which has been used in all service on and off-boarding within CGI for many years. The transition process is flexible and can be used for both small and large scale on-boarding requirements.

The approach taken by CGI is to understand the client's requirements and make the transition phase specific to the needs of the client whilst leveraging the experience, lessons learnt and methodology from many years of transition experience.

2.2. Offboarding

Service Off boarding is instigated by a client request or after expiration of the service agreement. Deletion of any virtual machine image and data will occur in line with the service agreement. Any required data will be made available using appropriate media, in line with the data security classification. Pricing of this service is dependent on requirements; please contact CGI for details. After client notification that data has been successfully recovered, CGI will purge and destroy client data from any computer or storage device/media that remains part of CGI's estate.

3. Service levels

We have always worked closely with clients to define and monitor service performance. This has been very successful on a number of engagements and provides quality outputs.

The Testing service we offer can be tailored to meet the specific requirements.

4. After sales support

The overall accountability for the relationship with the client lies with CGI's Executive Sponsor and CGI Account Manager and they provide strategic governance to the service working closely with the client's Senior Executive team. The purpose of this team is to ensure that the relationship is healthy, the service is delivering, the governance model is working, and best practice is being applied.

5. Security

CGI uses our Management Foundation including our Integrated Management System (IMS) for information assurance. These IMS processes are independently certified to BS/EN/ISO 9001.

We are committed to retaining our current range of UK-based certifications and will extend these to align with client requirements.

The CGI Management Foundation design allows incorporation of best practice from across all of our Public Sector and Commercial engagements.

Our accreditations include:

- ISO9001, ISO27001 and ISO20000
- ISO/IEC 27001:2005 Audit and Certification SSAE 16/ISAE 3402 Attestation
- E.U. Data Protection Directive - (95/46/EC).

All information is held at the appropriate security level for the service. CGI hosted services can be provided at any level defined in the new Government Security Classification (GSC) policy with the appropriate assurance.

Information Principles for the UK Public Sector supported and documented?

CGI recognises the UK Public Sector information principles which are fundamental to the efficient and effective delivery of public services. Where we store and manage government information in our G-Cloud services we aim to ensure that it is appropriately protected and available to exploit. Through this we would aim to maintain and, depending on the particular service purchased, enhance the quality of the information stored in a standard manner that enables its re-use. Where the selected services require it, we would engage positively both to support the buyer in the publication of public information and to support them in the access of information by citizens and business.

Government ICT Strategy and Greening Government ICT Strategy supported and documented?

The design and delivery of our Cloud-based SaaS offerings is consistent with the principles of the Greening Government ICT Strategy. Scalable, Cloud-based services allow pooling of capacity across multiple clients, reducing overall hardware requirements. These are further reduced through virtualisation, which has delivered up to a 90% reduction in server numbers and power consumption for some of our services. We select modern, energy efficient servers, storage and network hardware and have also invested heavily in improving the energy efficiency of our data centres. This includes initiatives such as free air cooling, aisle containment, power supply upgrades, lighting controls and power management and monitoring software. In the UK, electricity for our data centres is sourced from renewables, which is also the case for many of our third-party hosting providers. We closely manage the impact of IT hardware throughout its lifecycle, aiming to optimise refresh cycles to balance in-use carbon savings of newer, more efficient hardware against the carbon impact of its manufacture. At end of life, we also ensure responsible disposal through resale or recycling of old hardware wherever possible. Our sustainability performance has won widespread recognition, including our listing on the Carbon Disclosure Leadership Index for four consecutive years and our certification under the Carbon Trust Standard.

6. Service Pricing and Terms and Conditions

6.1. Pricing

Please refer to the G-Cloud 15 portal for the rates available.

6.2. Terms and Conditions

Please refer to the associated Terms and Conditions Document relevant for this Service including termination by the Buyer or Supplier.

7. Further information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: uk.gen.ccsframeworks@cgi.com, including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

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The information in this proposal is submitted on 30 Jan 2026 - Issue 1.0 on behalf of CGI by the following authorised representative:

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