



Artificial Intelligence (AI) & Machine Learning Testing

G-Cloud 15 Service Definition Document

January 2026

Contents

1	Deloitte Overview	1
2	Service Overview	3
3	Detailed Service Description	4
4	Contact Details	7

1 Deloitte Overview

As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society. We have over 27,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver** and **Run** the businesses of the future through the power of **Cloud**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

In the UK, we have a team of over 100 Cloud managed service specialists plus the following certifications across AWS, Microsoft Azure, Google Cloud and Oracle Cloud Infrastructure (OCI):



We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

Our AI Capability

Deloitte stands at the forefront of AI transformation and was recognised as a Leader in the 2025 IDC MarketScape for Artificial Intelligence (AI) services for the fourth consecutive time. Supported by a £3 billion investment in AI, Data, Automation, Cloud, and Cyber, we seamlessly integrate our deep AI expertise with our extensive cloud capabilities. Our UK team is part of 339K AI-fluent practitioners globally, and includes over 1,300 AI specialists and engineers, many of whom hold the necessary security clearances for public sector delivery.

Through the Deloitte AI Institute, our hub for cutting-edge research and innovation, and strategic alliances with leading hyperscalers, we empower public sector clients to optimise costs, streamline processes, and navigate their AI journey. We achieve this by leveraging our ReadyAI™ models, which provide end-to-end support for AI solution implementation, and our Trustworthy AI™ framework, ensuring responsible and ethical deployment.

Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft¹, Google and SAP. A selection of our partners and alliances are presented below:



What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services**. This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.

Gartner

Originating in 2021, Deloitte has been recognised as a Leader in this category for four years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019, the previous form of this category.

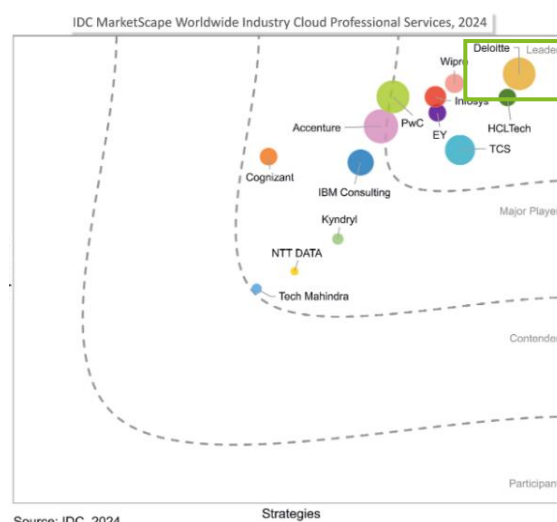


Gartner

Gartner: Magic Quadrant for Public Cloud IT Transformation Services. © Gartner inc. 2025

IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Industry Cloud Professional Services 2024** Vendor Assessment. We have also been recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.



Source: IDC, 2024

IDC MarketScape: Worldwide Industry Cloud Professional Services Vendor Assessment © IDC inc. 2024

Cloud Transformation

Transform Faster, Transform Smarter

Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

[Find out more here](#)



¹ As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

2 Service Overview

Deloitte AI Test Advisory and Delivery Services

Service Overview: Deloitte's Quality & Test Engineering (QTE) team offers comprehensive AI Testing Delivery & Advisory Services designed to instil confidence in AI/ML solutions, ensuring they are robust, ethical, and compliant. Our services are tailored to address the unique challenges faced by the UK public sector, including algorithm malfunctions, machine learning bias, legal and ethical ramifications, and data security concerns.

Who We Serve: Our AI Testing Delivery & Advisory Services are indispensable for public sector entities that utilise AI/ML technologies for decision-making processes, service automation, and data analysis. This includes healthcare, law enforcement, social services, and any governmental body looking to leverage AI while upholding the highest standards of integrity and public trust.

Features and Benefits

- **Expertise in AI Testing:** Specialised AI testing team with years of experience in both manual and automation testing.
- **Risk Mitigation:** Proactive identification of high-risk scenarios and potential faults, reducing the likelihood of public failure.
- **Legal and Ethical Compliance:** Adherence to ISO standards and GDPR, ensuring AI solutions are legally sound and ethically responsible.
- **Holistic Testing Services:** Coverage of all testing stages, from functional system testing to maintenance testing, ensuring continuous reliability.
- **End user and stakeholder engagement:** Testing activities like documentation design, reporting and User Acceptance Testing can increase stakeholder collaboration and end user engagement.

Example Scenarios

- **Healthcare:** Implementing AI for patient data analysis while ensuring compliance with healthcare regulations and data protection laws.
- **Law Enforcement:** Delivering AI systems to predict crime patterns while eliminating bias and maintaining ethical decision-making.
- **Social Services:** Deploying AI to streamline benefits allocation, requiring transparent and fair AI systems that are understandable to stakeholders.

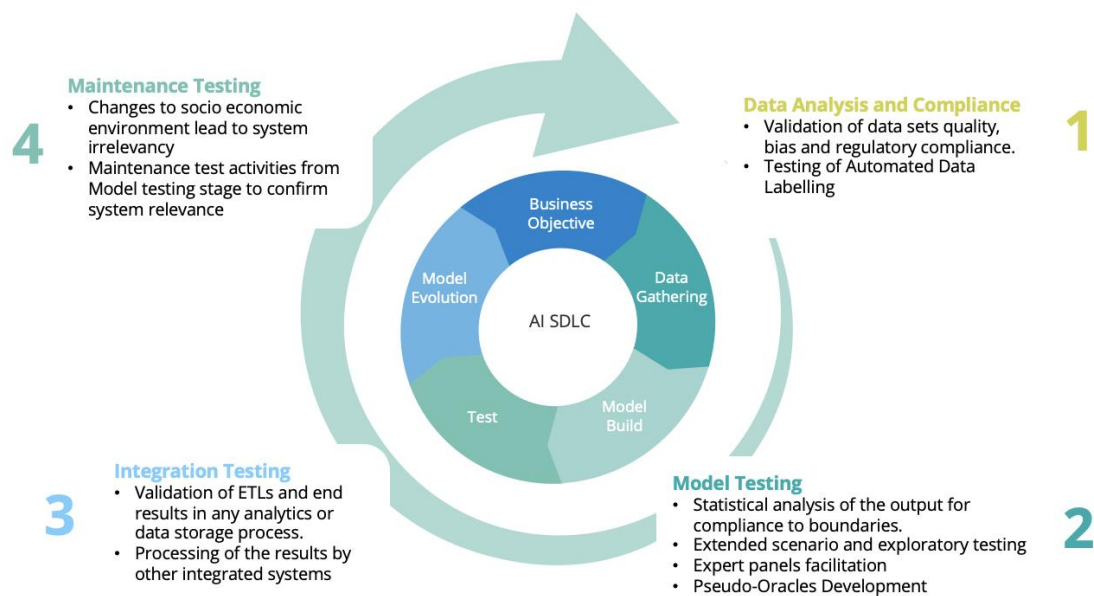
Our Differentiators

- **Tailored Solutions:** Customised testing approaches for each unique AI implementation in the public sector.
- **Innovative Tools:** Utilisation of Deloitte's proprietary tools like GlassBox for user acceptance testing of AI systems, GenAI based tooling for testing activities facilitation like test data creation.
- **Global expertise:** Our team draws on experience and skills of hundreds of AI testing specialists and data science professionals.

3 Detailed Service Description

Our Approach

Deloitte's AI Test Advisory and Delivery service is underpinned by a robust and comprehensive four-stage testing process, designed to ensure the integrity, reliability, and compliance of AI/ML systems within the public sector. Here is an in-depth look at each stage:



Step 1: Data Analysis and Compliance

- Analysis of Data:** We begin by evaluating the data sets for quantity, quality, and bias, ensuring that the data is representative and free from anomalies that could skew AI outcomes.
- Data Labelling and Integrity:** Our team tests the data labelling processes and downstream integration, validating data integrity as it moves from source to ML engine.
- Standards and Compliance:** We ensure adherence to GDPR and AI-specific ISO standards (ISO/IEC JTC 1/SC 42).

Step 2: Algorithm or Model Testing

- Functional Testing:** We apply tailored testing methods, including A/B testing, expert panels, and boundary testing, to validate the AI system's functionality and output.
- Metamorphic Testing:** By creating variations of the data set, we confirm that the AI system maintains consistent performance, preserving essential correlations.
- Validation Mechanisms:** We develop Pseudo-Oracles as comparative features to validate the performance of the primary AI system, addressing the oracle problem in complex ML systems. For example, implementation of DeepEvals framework for GenAI evaluation.

Step 3: Integration Testing

- Module Interaction:** We verify that individual AI modules work in harmony, focusing on data formats and communication protocols.

- **Data Pipeline Focus:** A critical examination of the data pipeline ensures that data transformation processes are functioning correctly, from cleaning to model input/output.
- **Reporting:** Evaluation of representative reporting that is based on AI outputs on downstream platforms such as PowerBI.

Step 4: Maintenance Testing

Maintenance testing is an ongoing process that ensures the AI system adapts to changes in data patterns and remains accurate over time.

- **Continuous Monitoring:** We implement ongoing testing to detect and measure model drift, ensuring the AI system remains accurate and relevant over time.
- **Model re-test on re-training:** We will validate new data sets that will be used for model re-training and evaluate systems validity post drift.

Each stage of our approach is crafted to address the unique challenges presented by AI systems, ensuring that public sector entities can rely on AI solutions that are not only effective but also ethical and compliant with the highest standards.

Client Collaboration and Contributions: Clients play a crucial role in the testing process by providing access to AI/ML systems, relevant data sets, and subject matter experts. While continuous feedback is vital to align testing activities with the public sector's objectives and regulatory requirements.

Outputs and Deliverables: Our deliverables include a comprehensive test strategy, detailed reports on model performance, bias assessments, and actionable recommendations for system enhancements.

Critical Success Factors: Success hinges on clear communication, client engagement, and a shared commitment to ethical AI practices. Ensuring that AI solutions meet regulatory standards and are free from bias is paramount.

Exclusions and Constraints: Our testing services are confined to the agreed scope, with any changes subject to review and agreement. We work within the client's IT infrastructure capabilities, and our services do not include the development or modification of AI/ML algorithms unless specifically requested.

Team and Expertise: Our team consists of industry-leading experts, including data scientists and ISTQB-certified AI testers, who bring a wealth of experience and a deep understanding of AI technologies and methodologies. Our experts actively contributed to development of several ISO AI standards including SO/IEC 25059:2021, ISO/IEC TS 25058:2024, and ISO/IEC TR 24027:2021. Deloitte's AI Test Advisory and Delivery service is committed to advancing the public sector's AI capabilities while maintaining the highest levels of trust, transparency, and compliance. Our approach is not just about identifying risks but also about enabling AI systems that serve the public good effectively and responsibly.

Client Case Studies

Health Care Provider - RITA - Referral Intelligence & Triage Analytics

- **Challenge:** The Client required a robust AI system to triage GP referrals efficiently while ensuring compliance with medical guidelines.
- **Solution:** Deloitte's testing teams implemented a custom test strategy, utilising the latest AI testing methods to validate the AI triage module, while ensuring strict SaMD regulations compliance.
- **Outcome:** The successful deployment of RITA improved patient care by streamlining the referral process and ensuring adherence to clinical best practices.

Government Body - Trademark AI

- **Challenge:** The client needed an AI solution to enhance the trademark registration process by identifying similarities with existing trademarks.
- **Solution:** To ensure the AI similarity search engines were functioning optimally, we gathered and prepared a large test dataset, categorized it, and built a bespoke automation tool to send the data through the AI APIs and benchmark the output performance.
- **Outcome:** The AI-powered solution revolutionised the trademark registration process, increasing efficiency and accuracy in identifying potential trademark conflicts.

These case studies and testimonials reflect Deloitte's commitment to delivering AI Test Advisory and Delivery services that not only meet but exceed the expectations of our clients in the public sector. Our approach ensures that AI systems are reliable, ethical, and aligned with the public interest, reinforcing the trust and confidence of our clients and their stakeholders.

4 Contact Details

Please send your requirement to publicsectorbidteam@deloitte.co.uk. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name
- The name of this service
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work.



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