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| CCS_2935_SML_AW | HO Logo |
| **QAT Infrastructure Testing Service Lot 5**  Example Work Package of requirements | |

This is an example and illustrative work package requirement only. It is provided for the sole purpose of supporting the letting of a Agreement. The requirement is only representative of the type of work package that may be required – this work package will not be commissioned or delivered.

As part of the commercial bidding process, suppliers are invited to respond to this example work package in order to help inform the evaluation process and their ability to meet the requirements with value for money solutions and services.

The response to this work package will be reviewed along with the full bid response against the published evaluation criteria. There will be a single assessment and score given against each criteria based on the combined evidence i.e. the response to this work package will not be assessed or scored in isolation.

**Suppliers should not raise clarification requests against this work package requirement as part of the formal procurement process. As part of the response to the work package suppliers can include the types of questions or clarifications they would raise if this was to be a ‘live’ requirement**.

Quality Assurance and Testing for IT Systems - Infrastructure Testing Service

Example Work Package Definition

# Overview

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| Project Name | Project A – Wireless LAN |
| Work Package Publication date | 01/01/2017 |
| Closing Date for Supplier Proposals | 15/01/2017 |
| QA and Testing currently provide a testing service within the Home Office and across other government departments. This work package covers the delivery of functional & non functional testing of infrastructure for a large project within a high profile and challenging technology change program at the Home Office | |

# Background

## The Core Technical Infrastructure Programme is to deliver critical, high profile technology changes for the Home Office. Project A is to deliver the initial infrastructure capabilities upon which all the other projects in the programme are dependent.

## The Home Office corporate wireless Local Area Network (LAN) requirements aim to facilitate corporate wireless access, which will support user needs for flexible working. Wireless networking is not a new concept to the Home Office however to date the existing wireless network does not provide the flexible experience which users require.

## The scope of the functional & non functional infrastructure testing services to be provided will include system, system integration, user acceptance testing and operation acceptance testing, using a professional approach to testing.

## There is also a requirement to build test capability and collateral that can be used for future projects within the programme and the wider Home Office delivery portfolio.

## This project will be run overall using a waterfall approach to delivery but some aspects of infrastructure delivery could use other approaches such as Agile.

# Statement of Requirement

## The functional changes within scope for Project A – Wireless LAN include:

* Providing centralised management of the Home Office wireless LAN infrastructure
* The wireless should support increasing the flexibility of working locations within the Home Office estate
* Deployment of wireless is required to reduce the copper port count and the number of LAN switches
* Support for all 35,000 POISE devices including mobile devices and either fixed or wireless desktops
* Provide the capability to provide a pervasive authenticated corporate wireless LAN and LAN experience within the building
* Support for employees own devices to connect to the internet only Bring Your Own Device (BYOD)

## The non-functional changes within scope for Project A – Wireless LAN include:

* The solution must actively prevent unauthorised attempts to access services or absorb bandwidth.
* Solution should have a robust and advanced Wireless Intrusion Prevention System (WiPS) solution to detect and mitigate attacks or rogue devices plugged in.
* Solution should be fully redundant, and not have a single point of failure
* Network Management shall complement the existing SolarWind monitoring solution.
* Wireless Management should provide comprehensive reporting functionality

## The testing services required are as follows and will cover all changes (including as outlined above) in scope for this project:

* System Testing including System Integration to evaluate the delivered changes against agreed functional and non functional, interface, LAN & Wireless LAN requirements;
* User Acceptance Testing to ensure the delivered changes (system, functionality, service and products) meet business needs & requirements;
* Operational Acceptance Testing to assure and exercise areas such as Business Continuity (BC), High Availability (HA), Disaster Recovery (DR), Operability including monitoring and alerting, Backup, Restore, Deployment & Rollback
* Development of a Regression test pack, to support future site rollouts within this programme.
* Test assurance of third party organisations delivering the hardware components and software upgrades to the Home Office.

## Suppliers will have proven delivery ability across all test phases being delivered within this package of work. All resources will be expected to be International Software Testing Qualifications Board (ISTQB) accredited. Strong test management and thought leadership essential including a track record of continuous improvement.

## The supplier will work to the current QA and Testing Policy, Test Strategy and best practice guidelines. All people assigned will work within the Home Office Security and HR Policies.

## Security Testing will be performed by Home Office Digital Data and Technology (HODDaT) and the testing approach for this will be defined and agreed in conjunction with the QA and Testing security team. However there may be security related functional tests (e.g. Authentication and firewall configurations have been successfully migrated) which are to be built into the Infrastructure System Testing and UAT test phases.

# Objectives

## The provider will be accountable for the provision of the above System Test (ST), System Integration Test (SIT), User Acceptance Test (UAT) & Operational Acceptance Test (OAT) services and to promote a culture of collaboration with customer, project, and supplier stakeholders.

## Specifically to:

* Ensure that project test requirements are clearly articulated and are fit for purpose
* Work collaboratively with supplier delivery teams, to ensure that test execution is co-ordinated (across supplier systems / environments, etc) and that defects are managed appropriately
* Ensure that all interface, integration and end-to-end functional and non-functional requirements are appropriately tested
* Work with business and operational stakeholders to ensure that planned testing is understood, agreed and approved as early as possible

## During UAT:

* Facilitate Risk Based Testing Workshops to capture and determine the high priority areas in order to best focus the UAT effort, within the limited time available
* Work with business representatives to prepare and execute test scenarios
* Implement and manage the Defect Management tools and processes, including facilitating Defect Review Boards to ensure that defects are reviewed and prioritised with appropriate stakeholders
* Actively manage and co-ordinate test execution
* To provide regular progress reports, either formally or informally, as required by the project throughout the duration of test execution window
* Record test results and, upon completion of the test activity; prepare the supporting Test Report to help inform project led release decisions
* Identify and agree on risks, issues, escalation process and mitigation

# Deliverables

## High Level Delivery Timelines

* System Test Execution: 01/03/2017 – 15/04/2017
* Integration Test Execution: 16/04/2017 – 30/05/2017
* UAT Execution: 01/06/2017 – 30/06/2017
* OAT Execution: 15/06/2017 – 30/06/2017

## The following deliverables will be expected at project level:

* Project Test Management Schedule
* Project Test Strategy
* Weekly Test Status Report

## The following deliverables will be required ST/SIT/UAT/OAT test phase level:

* Test Plan
* Test Execution Schedule
* Test Scenarios
* Test Execution Management Logs
* Test Completion Reports
* Daily Progress Report (during execution)
* Regression Test Pack

## In addition to the test reporting outlined in earlier sections, a weekly progress report and progress meeting with the QA and Test Manager will be required.

# LOGISTICS

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| Location(s) where work will be carried out | 2MS & Croydon and additional support needed at specific site rollouts at Sheffield, Manchester & Liverpool |
| Working arrangements | On site 5 days / week although some flexibility in terms of travel to other UK sites is required. |
| Security Clearance Requirements | SC |
| Start Date | 1 February 2017 |
| Expected completion date | 15 July 2017 |

# EVALUATION CRITERIA

## The purpose of this example work package is to help inform the assessment of the full ITT response. Evidence from your response to this work package will be considered alongside the responses provided against the IIT (using the evaluation criteria sections as below). The quality and relevance of any clarification questions contained within the work package response will also be considered as evidence:

* 2 - Resources & Capability (People, Technology, Knowledge)
* 3 – Service Development
* 4 – Responsiveness
* 5 – Value

# ANNEX ROLE DESCRIPTIONS AND BANDINGS

## The attached covers the roles that are expected to be required across all Lots to be let on the Agreement.



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