

# IT Professional Services Framework

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## **Schedule 10: Services Description**

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## 1) Summary

- a) This Services Schedule sets out the scope and nature of the **IT professional services** that may be provided under the **Framework Agreement**.
- b) The services described herein are intended to support multiple projects and initiatives and are categorised as follows:
  - i) **Application Development / System Integration services** as further described under Section 2 of this Schedule 10; and
  - ii) **Application Maintenance services** as further described under Section 3 of this Schedule 1.
  - iii) **Quality Assurance services** as further described under Section 4 of this Schedule 1.
- c) Specific deliverables, timelines, and service levels will be defined in Individual Contracts issued under this Agreement

## 2) Application Development / System Integration

### a) Overview

- i) Application Development / System Integration services involve the design, development, customization, testing, deployment, and integration of software applications and systems to meet business requirements. The term “software applications” can refer to one or more applications, which can be commercial off-the-shelf, customised, bespoke or a combination thereof.

### b) Scope of Services

- i) The Service Provider may be required to provide, but is not limited to, the following:
  - (1) Requirements gathering and analysis: Collecting and documenting both functional and technical requirements

- (2) Solution architecture and design: Developing architecture and design specifications and provision of industry L1- L4 design documentation
- (3) Custom application development: Developing / enhancing applications following agreed-upon standards and methodologies.
- (4) Configuration and customization of off-the-shelf software: Installing, configuring, and activating applications in the IT environments (on-premise, cloud-based, hybrid).
- (5) API and middleware development: Design, develop, and integrate APIs to enable communication between systems and services
- (6) Data migration and transformation: Extract, transform, and migrate from legacy systems or external sources into target systems, ensuring data integrity and quality.
- (7) System integration and interoperability: Connect applications, platforms, and data sources, ensure seamless integration and consistent data flows.
- (8) User interface and experience design: Create and refine user interfaces and experiences that are both easy to use and accessible
- (9) Testing: Perform and/or support functional and non-functional tests (e.g. unit, integration, system, SIT, UAT), performance and security tests including preparation of compliant test documentation representative test cases and acceptance.
- (10) DevOps and Release Automation Services: Support build, test, and deployment activities and ensures repeatable and controlled releases (e.g. CI/CD pipeline design and implementation, automation of build, test, and deployment processes, integration of source control, quality gates, and automated testing, environment provisioning to support development and integration activities.
- (11) Deployment and release management: Agree with SEFE on the release process, including version management, release scheduling and rollback planning for deployed applications across on-premise, cloud, and/or hybrid environments covering both Production and non-Production.
- (12) Documentation and knowledge transfer: Deliver detailed technical documentation. Organise and facilitate training and transfer of knowledge to SEFE staff or its nominated representatives.

- (13) Provision of project delivery management services: Manage all phases of the project lifecycle (agile/classic)—from planning and execution to monitoring and closure and ensure that the project meets its schedule, budget, and quality objectives.

**c) Deliverables**

- i) The Service Provider may be required to provide, but is not limited to, the following:
- (1) Functional and technical specifications
  - (2) Source code and compiled applications
  - (3) User Interface Designs
  - (4) Integration components
  - (5) Test plans, test cases, test artefacts test reports and test results incl. bug fixing based on testing
  - (6) Deployment guide
  - (7) User manuals and training materials
  - (8) Project plans, status reports, and risk logs
  - (9) Final deployment package and CI/CD pipelines

### **3) Application Maintenance**

**a) Overview**

- i) Application Maintenance and Support services ensure the ongoing stability, performance, and usability of applications and systems post-deployment

**b) Scope of Services**

- i) The Service Provider may be required to provide, but is not limited to, the following:
- (1) Incident and problem management: Resolution of incidents to restore normal service operations in a timely manner and remediation of underlying problems to prevent future recurrence

- (2) Defect resolution: Correction of software defects and errors to maintain system stability, functionality and performance in accordance with agreed service levels.
- (3) Performance monitoring and tuning: Ongoing monitoring and enhancement of application performance
- (4) Minor enhancements and updates: Execution of minor functional enhancements and updates that do not significantly change the system architecture or core features.
- (5) Security patching and vulnerability remediation: Deployment of security patches and resolution of identified vulnerabilities to ensure system security and adherence to regulatory requirements.
- (6) Technical support and troubleshooting: Provision of technical assistance and troubleshooting services to resolve user-reported issues and ensure operational continuity.
- (7) Backup and recovery support: Implementation and validation of security procedures, assisting with data recovery, reduce the risk of data loss and downtime.
- (8) Business continuity services: Develop measures, plans and procedures to guarantee the continuity of business operations including regular testing of business continuity management and execution of business continuity services if required.
- (9) Continuous improvement of operational processes and tooling in the context of an agile DevOps approach
- (10) Service reporting and analytics: Creation and distribution of regular reports and analytics on incidents, performance, and maintenance activities to ensure transparency and promote continuous improvement.
- (11) Timely application of the Service Provider software patches and upgrades, including testing prior to final acceptance.
- (12) Change management support: Coordination and assessment of application changes, including impact analysis, stakeholder communication, and support of change approval processes

- (13) Service request fulfillment: Processing of routine service requests such as access provisioning, configuration adjustments, and report generation in accordance with defined service procedures
- (14) Stakeholder interface management: Acting as liaison between business users, development teams, and external vendors to facilitate communication, requirements clarification, and issue escalation

## **4) Quality Assurance Services**

### **a) Overview**

- i) Quality Assurance ('QA') services shall include but shall not be limited to independent testing and validation activities designed to ensure the reliability, functionality, and performance of software and systems and that such software and systems deliver measurable benefits and a satisfactory user experience to the end user.
- ii) The Service Provider shall ensure that the QA services align to the principles set out under the International Software Testing Knowledge Qualifications Board (ISTQB) for quality assurance.
- iii) QA services shall be delivered in accordance with a pre-agreed test plan and strategy, and may be engaged for the following purposes:
  - (1) Supporting Client-led Development - Assisting the Client in assuring the quality of its own software and system development activities.
  - (2) Augmenting Third-Party Development - Supplementing software and system development services provided by other Client-appointed third-party providers.

### **b) Scope of Services**

- i) The Service Provider may be required to provide, but is not limited to, the following QA activities:

- (1) **Functional Testing** – Verifying that applications operate according to specified requirements.
- (2) **Regression Testing** – Ensuring that new changes do not adversely impact existing functionality.
- (3) **Performance Testing** – Assessing system responsiveness, stability, and scalability under expected workloads.
- (4) **Integration Testing** - Verifying that individual components or subsystems interact correctly when combined, ensuring end-to-end functionality across integrated environments
- (5) **Compatibility and Cross-Platform Testing** - Ensuring applications perform consistently across different operating systems, browsers, devices, and configurations.
- (6) **Test Automation** - Designing and implementing automated test scripts and frameworks to improve efficiency and consistency in regression and performance testing cycles.
- (7) **Environment and Data Management** - Setting up and maintaining test environments and preparing test data to ensure accurate and repeatable test execution.
- (8) **Defect Management and Reporting** - Logging, tracking, and prioritizing defects using agreed tools and processes, and providing clear reporting on test progress, coverage, and quality metrics.
- (9) **Test Planning and Design** - Developing detailed test plans, test cases, and test scripts aligned with the agreed test strategy and project requirements. This includes defining acceptance criteria and coverage metrics
- (10) **Test Tool Stack Implementation** - Selecting, configuring, and deploying appropriate testing and test automation tools, including infrastructure setup, license management, and integration with existing development and deployment pipelines
- (11) **Service Transition and Knowledge Transfer** - Planning and executing the transition of tested applications to operational support teams, including documentation handover, training delivery, and establishment of support processes to ensure continuity post-deployment.

## c) Deliverables



- i) The Service Provider may be required to provide, but is not limited to, the following, including the provision of suitable templates where appropriate:
  - (1) QA Test Strategy and Plan (including proposed QA roles & resources)
  - (2) Detailed Test Cases and Scripts
  - (3) Test Execution Reports
  - (4) Defect Logs and Management Reports
  - (5) Performance and Load Test Results
  - (6) Compliance and Security Test Reports
  - (7) Automation Framework Documentation & Results
  - (8) QA Report
  - (9) Test Tool Stack Configuration Documentation
  - (10) Service Transition Plan
  - (11) Knowledge Transfer Materials and Training Records

## 4. Service Delivery Model

### a) Overview

- i) The Services described under this Agreement may be delivered under one or both of the following models described within this section

### ii) Outcome-Based Services

Under this model, the Service Provider is responsible for delivering defined outputs, deliverables, or results. These may include completed software modules, integrated systems, or other tangible outcomes. The Service Provider shall manage the resources, schedule, and quality of delivery to meet the agreed objectives.

### iii) Resource-Based Services

Under this model, the Service Provider shall provide individual consultants or specialists (e.g., developers, testers, project managers, DevOps engineers) to work under the direction of the Client. These resources may be embedded

within the Client's team or operate remotely, and their responsibilities shall be defined in the Individual Contracts. The Client shall retain responsibility for day-to-day task management and oversight.

**b) Model Definition**

- i) The applicable model(s) for each engagement shall be clearly defined in the relevant Individual Contracts , including roles, responsibilities, and commercial terms.

## **5. Delivery Location**

**a) Overview**

- i) Services may be delivered through one or more of the following means, as agreed in the Individual Contracts:
  - (1) Onsite: Services provided at the Client's premises.
  - (2) Remote: Services delivered from the Service Provider's location or other remote settings.
  - (3) Hybrid: A combination of onsite and remote delivery, structured to optimize efficiency and collaboration.

## **6. Exclusions**

**a) Overview**

- i) The following IT services are excluded from the scope of this agreement and shall not be considered part of the Service Provider's obligations, unless otherwise specified in the Individual Contracts:
  - (1) **IT Infrastructure Services** - including hardware procurement, server setup, network configuration, and data centre operations.

- (2) **Cybersecurity Services & Cybersecurity Advisory Services** - including penetration testing, security audits, threat detection, and implementation of security controls.
- (3) **Cloud Hosting and Storage Services** - provisioning or managing cloud infrastructure (e.g., AWS, Azure, Google Cloud) unless explicitly stated in the Individual Contracts
- (4) **Solution Selection and Technical Architecture** – the recommendation or design of solutions and technical architecture is excluded unless explicitly requested by SEFE and agreed upon in advance and as outlined in the Individual Contracts

## 7. Certifications

### a) Overview

- i) The Service Provider may be required to provide specialist skills in relation to the provision of Application Development, System Integration, Application Maintenance and Quality Assurance services under the Agreement.
- ii) Where specific specialist skills or qualifications are required for resources, the necessary certifications and the services associated with such skills and roles shall be defined in the respective Individual Contracts