



Service Definition - itelligent-i Data, Analytics and AI Platform

Service Definition for: itelligent-i Data Platform, Data Framework (codebase), Analytics Accelerators and bespoke services

G-Cloud 15 (Lot 3 Cloud Support)

1. Service Overview

This Service Definition covers professional services under RM1557.15 Lot 3 (Cloud Support) to design, implement, tailor, operate and optimise itelligent-i Analytics Accelerators on a modern Azure Data Platform (Microsoft Fabric or Azure data services including but not limited to Azure Databricks, Azure Synapse). It includes advisory & design, data platform implementation, ELT pipelines and notebooks, Delta tables, semantic model creation, report configuration, governance, training, and ongoing managed support (various options).

2. Prerequisites

There are no Cloud prerequisites other than a suitable tenancy and subscription.

This service definition includes consultancy support for the design and implementation of all aspects required for organisations to move to their Data and Analytics processing for integrations, analytics or AI development to modern Cloud Architecture.

itelligent-i can provide the implementation of these services to organisations starting their journey, or for organisations that have already deployed to the cloud and need further support.

3. Scope of Services (Lot 3 – Cloud Support)

This scope provides an overview of the services offer in scope but is not exhaustive. Due to the nature of analytics and AI delivery data platforms can be varied in deployment and itelligent-i will conduct the necessary exploration/analysis and design of existing solutions to provide migration assistance, as required, to implement the itelligent-i solutions chosen in the order form.

- **Advisory & design:** discovery, target architecture, governance, security, operating model.
- **Build & migrate:** architecture, data services, ELT pipelines, Notebooks, CI/CD, testing, observability (Data Factory/Dataflow Gen2/Fabric/Databricks).
- **Semantic models:** data transformation, curated star/snowflake structures, measures, role-level security, lineage.
- **Reporting enablement:** accelerator report pages and visuals tailored to local processes & terminology, including scoping of additional or bespoke reporting requirements to ensure unique business needs are captured and incorporated.
- **Advanced analytics deployments:** *Design, implement and operationalise ML/AI workloads (feature engineering on Delta/OneLake, forecasting/optimisation, and streaming at scale) on Databricks/Fabric/Azure ML, with governed semantic models and Power BI consumption.*
- **Agentic & generative AI agents:** *Design, build, and operate governed tool-calling and RAG agents on AI, grounded in data held in the Data Platform*
- **Data quality & Catalog:** rules, profiling, Microsoft Purview/OneLake Catalog integration.

- **Managed service:** monitoring, incident/change/problem management, backup/restore, cost optimisation, continuous improvement.

4. Accelerator Catalogue (Summary)

Adult Social Care; Children's Social Care; Education & School Transport; Housing & Homelessness; Finance; HR; Revenues & Benefits; Customer Services – delivered as Cloud Support enablement across data onboarding, semantic modelling, report configuration, RLS, training.

5. Deliverables

- Target architecture & design artefacts for the chosen platform (Fabric or Azure + Databricks).
- Data landing, transformation and curation (ELT pipelines & notebooks).
- Delta tables and/or OneLake tables aligned to accelerator semantic models.
- Accelerator report configuration and row-level security (RLS).
- Run books, operational dashboards, and support procedures.
- Knowledge transfer, training and handover.

6. Service Levels (SLA) – aligned to PSC Call-off Schedule 14 (Performance Levels)

This Lot 3 Cloud Support SLA is designed to be completed in the Call-off Order Form and Call-off Schedule 14 (Performance Levels) under the Public Sector Contract (PSC) terms used for RM1557.15 G-Cloud 15. The metrics below are our standard positions and can be tailored per Call-off, with measurement/reporting defined in Schedule 14 and any service credit mechanisms (if required) set out in Call-off Schedule 5 (Pricing Details).

6.1 Priority Definitions

- ****P1 – Critical****: Complete loss of a business-critical accelerator function or data pipeline with material impact; no workaround.
- ****P2 – High****: Degradation of accelerator/reporting or ELT pipeline affecting a defined service area; workaround possible.
- ****P3 – Medium****: Non-urgent defect, configuration change, or minor data quality issue; workaround available.
- ****P4 – Low****: Information request, how-to guidance, small enhancement.

6.2 Targets (standard position)

Target SLAs are dependant on the level of Managed or Support services procured which will be detailed in the order form. Please contact itelligent-i for support options.

6.3 Measurement & Reporting

- KPIs measured monthly: % incidents meeting response target; % incidents meeting restore target; mean time to acknowledge (MTTA); mean time to restore (MTTR).
- Monthly service report: incidents by priority, trends, root cause analysis, changes raised, improvements delivered.

6.4 Service Tokens (if agreed at Call-off)

If service Tokens are agreed, thresholds and Token amounts will be specified in Call-off Schedule 5 (Pricing Details) and linked to the Performance Levels in Schedule 14. Tokens apply only to Cloud Support fees and exclude cloud consumption (Azure/Fabric).

6.5 Support Hours & Coverage

- Standard: **08:00–18:00 UK time, Mon–Fri (excl. UK public holidays)**.
- Enhanced: this can be agreed and adjusted to suit customer circumstances. Coverage and on-call arrangements are defined per Call-off.

6.6 Reviews & Continuous Improvement

- Quarterly service reviews to adjust Performance Levels, refine KPIs and agree improvement actions; tracked under Call-off Schedule 3 (Continuous Improvement).

7. Security & Compliance

- Alignment with UK public sector security practices; encryption in transit and at rest; RBAC/least privilege; secrets in Azure Key Vault.
- Data cataloging, lineage and governance via Microsoft Purview/OneLake Catalog.

8. Constraints & Dependencies

- Customer owns all Azure Services, tenancies and subscriptions/licences.
- Single View capability requires MDM (examples but not limited to Profisee, Semarchy xDM, or Civica MultiVue) to create and steward golden records across domains.
- Accelerator features depend on the availability and granularity of source system data (e.g., rostering, rate cards, benchmarking).

9. Pricing

Pricing is provided based on the options selected by the customer.

- Time & Materials projects are calculated on day rates across the range of roles/skills required to implement the details in the order form.
- Managed Services is priced annually on 4 or 5 years terms as per contract term detailed in the order form. Managed Service is a subscription priced service. For clarity it is installed into the customers environments to benefit from Government pricing and adhere to customers security and data residency requirements.
- All software is procured directly with vendors, itelligent-i is not a reseller.
- Support pricing varies on standard, Bronze, Silver, Gold levels. Bespoke options can be applied to suit the customers circumstances.

10. References (framework terms & accelerator specs)

- PSC Call-off Schedules (including Schedule 14 – Performance Levels; Schedule 5 – Pricing Details).
- RM1557.15 G-Cloud 15 tender documents – CCS.
- Internal accelerator specifications (Adult SC, Children's SC, Education, Housing, Finance, HR, Revenues & Benefits, Customer Services). Please contact itelligent-i for further information.