

Intelligent Decisioning Ltd

G Cloud 15 Service Definition Document

docBot

Microsoft
Partner

 Office 365



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Revision History

Version	Revision Date	Author	Comments
1.0	16 th December 2025	Tony Pounder	Initial Version

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docBot

Introduction

This is the Service Definition Document for Intelligent Decisioning Ltd docBot under the G-Cloud Framework.

Overview of docBot

docBot gives organisations an Artificial Intelligence -powered way to surface policies, procedures and mandatory reads instantly, directly within Microsoft 365. Customers benefit from faster answers, reduced time spent searching, and improved compliance because responses are traceable to authoritative sources.

Integrating with docCentrum, docBot turns static content into actionable knowledge—helping teams stay informed, complete tasks in context, and meet governance requirements without leaving their workflow.

Detailed Descriptions

docBot Features and Benefits

Features

1. Natural-language document search across docCentrum
Users can ask questions in everyday language; docBot interprets intent and retrieves content from docCentrum's published libraries, surfacing the right documents quickly without complex query syntax.
2. Mandatory/Recommended task insight and actions
docBot shows a user's remaining mandatory and recommended tasks (e.g., "Mandatory Read") and presents interactive cards to complete or acknowledge them right from the bot conversation.
3. Embedded within SharePoint/Mercury experience
Delivered inside your Mercury Intranet and SharePoint Online pages, docBot provides a seamless user experience—no app switching—so content, navigation, and bot assistance are unified in one place.
4. Works alongside Microsoft Copilot
For organisations licensing Copilot, docBot can complement or be appraised alongside Copilot to provide efficient retrieval and document assistance, enabling a pragmatic "agent + Copilot" model.
5. Security and compliance by design (M365 native)
Because docBot operates within your Microsoft 365/Azure tenancy, it inherits Microsoft 365's security, privacy, and compliance controls—benefiting from governance policies, identity, and data protection already in place.
6. Scalable information presentation and search templates (ecosystem fit)
docBot complements Mercury's search templates for News, Pages, Documents, Sites, People, and Events, helping teams present and discover information in multiple formats, driven by metadata and governance.
7. Future-ready AI capabilities
Intelligent Decisioning's roadmap mentions expanding AI to read and classify reports and trigger digital processes; docBot sits within this broader AI strategy as an assistant that improves information discovery.
8. Use-case breadth (governance, compliance, intranet findability)
docBot is actively considered in programmes to enhance governance and help users find "the information they couldn't find in the past," making it relevant to regulated sectors (e.g., NHS) and large content estates.

Benefits

1. Faster findability and reduced effort
Staff spend less time hunting through libraries or sites; natural-language queries return targeted results and related actions, cutting clicks and context switching and improving overall digital workplace efficiency.
2. Improved compliance and completion of "Mandatory Read"
By surfacing remaining tasks and enabling in-chat completion, docBot increases engagement with required reads/policies and helps teams evidence compliance in docCentrum.
3. Higher intranet adoption and user satisfaction
A "one-stop" experience within Mercury—content, navigation, and bot assistance—makes the

intranet feel more helpful, boosting satisfaction scores and adoption of governance-friendly content patterns.

- 4. Security posture aligned with M365
Operating natively inside your tenant means no separate data silos; organisations benefit from Microsoft 365 identity, conditional access, auditing, and data protection baselines already in use.
- 5. Extensible AI pathway (agent + Copilot)
Organisations can start with docBot to address key “findability + compliance” needs and then expand toward deeper Copilot scenarios (summarisation, authoring, reasoning), minimising risk while maximising value.
- 6. Supports governance-driven information architecture
docBot complements Mercury/docCentrum’s structured content types and metadata, so users benefit from curated, policy-aligned content while still enjoying conversational access.
- 7. Applicable across sectors (e.g., NHS programmes)
docBot has been referenced in NHS intranet programmes and weekly progress cycles, indicating relevance for large public-sector environments with strict governance needs.

docBot Screen Shot

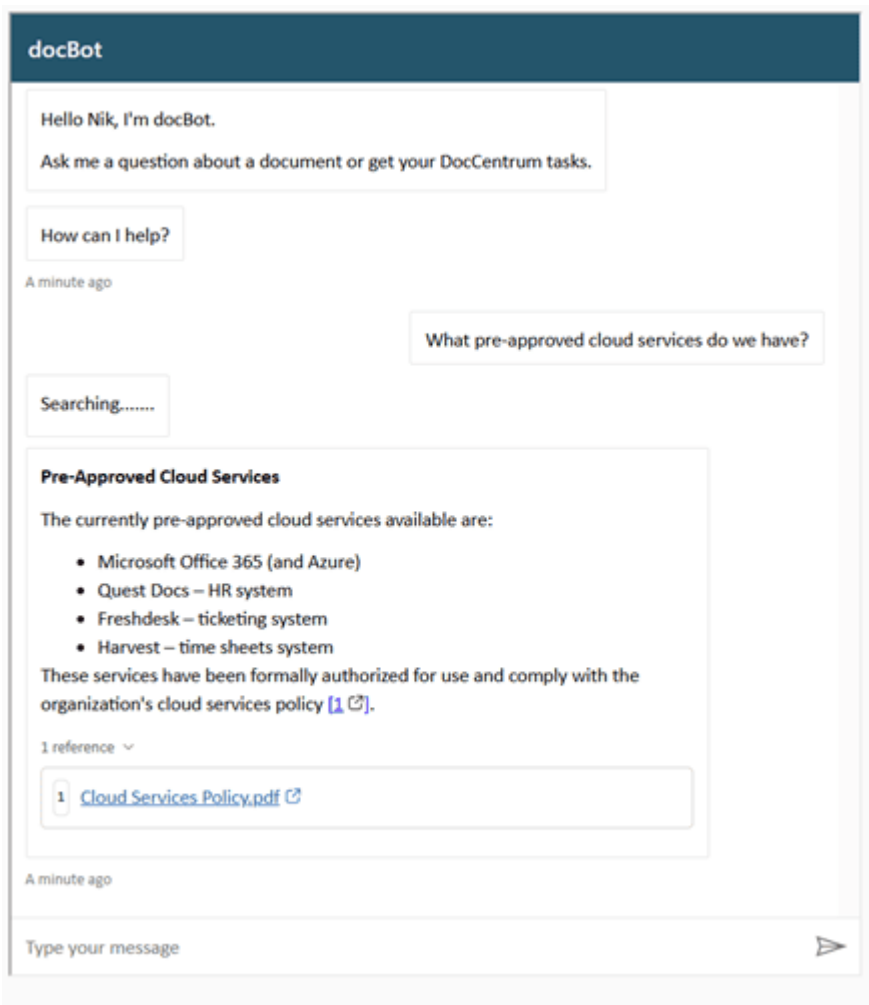


Figure 1 - Typical docBot Interaction

Pricing and Licensing

See G Cloud 15 Rate Card and Product Pricing document for pricing details.

Support and Warranty

- Warranty: Six-month warranty for in-scope functionality post go-live.
- Support: 12-month standard support for bug fixes and Microsoft updates.
- Consultancy: Retained consultancy available for enhancements.

About Intelligent Decisioning

Intelligent Decisioning Ltd (**id**) are a Microsoft Gold Partner with a specialism for SharePoint Online, Microsoft Teams and the wider Microsoft 365 (formerly known as Office 365) consultancy as well as the development of unique, cost-effective solutions.

id help businesses grow, adapt, and evolve with our specialist knowledge of SharePoint, Office 365 and the Microsoft Cloud.

From our offices in Nottingham and West Yorkshire we can provide the skills, resources, and expertise to allow your business to introduce SharePoint correctly. We can help strengthen your SharePoint development team, build innovative SharePoint applications and drive more business value from the SharePoint investments you have made.

Trusted Partner Network

We have a network of trusted partners covering everything from Office 365 development and training and believe that it is important to maintain a strong partner ecosystem. We are aware of the benefits in long-term customer relationships and strive to become a technology partner for our customers. This allows us to continue to support you and demonstrate functionality until you are at a point where you can do it alone.

Microsoft Partners

We are a Microsoft Gold Certified Partner. This means that we are trusted by Microsoft to deliver first class SharePoint and Microsoft 365 solutions. Our Microsoft certifications also recognise the fact that we adhere to Microsoft Best Practices and follow the guidelines and procedures set by Microsoft when implementing Microsoft 365 solutions.

Our connection to Microsoft through our Partner status and other channels enables us to work at the forefront of Microsoft Technologies and access top of line support. We are constantly aware of new developments on the Microsoft platform and always have the product roadmap in sight, so you can rest assured that the compatibility of your solution on future versions is as ensured as it can be.

Use of Subcontractors and Partners

The above services are delivered by Intelligent Decisioning Ltd. Depending on the Buyer requirement, we may operate with partner organisations.

Social Value

Our CEO and Board of Directors set our corporate CSR policies and procedures, which are then governed by compliance and improvement teams. These teams cover Intelligent Decisionings entire CSR agenda and cascade its operational policies and procedures into each Business unit, where the Managing Director oversees their use.

Theme	Evidence
Fighting climate change	As a company, we have made an ambitious commitment to achieve Net Zero Carbon emissions by 2040 (or sooner) by supporting our Buyer's net zero ambitions, creating software with inbuilt sustainability, and reducing our own impact. Our Carbon Reduction Plan demonstrates our ambition to become industry leaders in reducing our environmental impact in support of the UK's Net Zero Target. Underlining this ambition, we are focusing not only on our direct emissions sources but also actively engaging with our wider supply chain to understand, measure and develop meaningful emissions reductions targets in line with our Net Zero Target.
Tackling economic inequality	We are committed to building an inclusive and diverse culture that tackles inequality in employment, skills and pay. We promote equal opportunity through all our activities and ensure rights for all employees are always protected. We have increased our focus and commitment to ensure we proactively implement equal and non-discriminatory treatment to all our workers. We have implemented a Diversity & Inclusion Strategy and have a Diversity and Inclusion Lead to drive the implementation of this strategy. This aims to tackle inequality in recruitment practices, team development, skills and pay.
Equal opportunity	We are committed to providing equal opportunities and building an inclusive and diverse culture.
Wellbeing	We actively promote a mentally healthy workplace and workforce integrating mental health and general wellbeing in all that we do from recruitment, appraisals to strategic management. Through our Health and Wellbeing Policy Champion we encourage a flexible and realistic work/life balance. These provide a foundation to support both the mental and physical health of our staff via: • Employee Assistance Programme/online Wellbeing Hub, offering 24/7 access to websites, e-mail, phone, and face-to-face counselling on personal issues.

	• Axa Health Workplace App for external mental health consultancy. • Mental Health Champions who support staff wellbeing in the workplace.
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How to obtain further Information

For further information please see our website at www.id-live.com or contact us on 0845 643 9726.

