



Service Definition Document

AI Implementation & Consulting Services

G-Cloud 15, Lot 3 – Cloud Support Services (Additional Support)

1. Service Definition

Our **AI Implementation & Consulting Service** is designed to accelerate Public Sector digital transformation through high-fidelity, **data-centric AI solutions**. As specialists in the "Data-to-AI" pipeline, we provide expert consultancy to transition organisations from legacy document silos to intelligent, searchable environments.

We specialise in the delivery of **Retrieval-Augmented Generation (RAG)** and **Vector Search** architectures, ensuring that AI outputs are securely grounded in the Buyer's specific datasets. Our service includes advanced **document conversion** capabilities, transforming unstructured legacy data into AI-ready formats.

By leveraging our strong engineering workforce across Azure, AWS, and GCP, **we design and deploy tailored chatbots and semantic search tools** that enhance citizen engagement and operational efficiency. We focus on practical, performant AI—avoiding generic frameworks in favour of robust, scalable implementations that provide immediate, measurable value to public services.

2. Features

1. **RAG Architecture:** Implementing Retrieval-Augmented Generation for grounded, accurate AI responses.
2. **Vector Search:** Advanced semantic-search capabilities for highly relevant data-retrieval.
3. **Document Conversion:** High-fidelity conversion of unstructured-docs (like PDF) into required-format.
4. **Intelligent Chatbots:** Deploying conversational interfaces for automated citizen engagement.
5. **Strategy Consultancy:** Tailored AI-roadmaps aligned with public-sector transformation-goals.
6. **Data Science Expert:** Expert data-science-consultancy for complex predictive-analytics-projects.
7. **Cloud Agnostic:** Deployment across AWS, Azure, GCP, or specialised public-clouds.
8. **Bespoke Integration:** Custom AI-integration into existing cloud-hosted service-architectures.
9. **Natural Language Processing:** Custom NLP for automated document-classification, sentiment-analysis
10. **Capability Assessment:** Identification of high-value AI use-cases for immediate-impact,

3. Key Service Benefits & Outcomes

1. **Information Accuracy:** Ensure AI-outputs are grounded in your specific data.
2. **Improved Search:** Find critical-information faster using intelligent vector-based search-tools.
3. **Legacy Modernisation:** Transform unstructured-documents into valuable, searchable digital-assets.
4. **Enhanced Engagement:** Provide 24/7 automated-support via intelligent, data-aware chatbots.
5. **Strategic Clarity:** Clear, actionable AI-roadmaps for long-term digital-transformation success.
6. **Informed Decisions:** Unlock deep-insights through expert data-science and analytics.
7. **Platform Flexibility:** Choose the best-fit cloud-provider for your specific requirements.
8. **Operational Efficiency:** Automate manual data-processing and citizen query-handling.
9. **Citizen Accessibility:** Improve service-access through intuitive conversational AI-interfaces.
10. **Accelerated Value:** Rapidly realise AI-benefits via expert-led implementation and delivery.

4. Pricing Model

Pricing is based on:

- Onepoint Rate Card attached under the Pricing section.
- All rates are fixed, pre-published and transparent, excluding VAT, with **no POA** and no variable charging outside unit agreement.

5. Onboarding

Technical Environment Setup: Establishing secure landing zones in the Buyer's chosen cloud (AWS/Azure/GCP).

Data Security Audit: Performing a baseline security review to ensure all data handled by the AI meets NCSC principles.

Stakeholder Mapping: Identifying the Subject Matter Experts (SMEs) who will "ground" the AI's knowledge base.

Governance Baseline: Establishing clear success metrics and performance KPIs for the AI service.

6. Onepoint Implementation Approach

We follow a structured 4-phase delivery model to ensure AI is both accurate and secure:

Phase 1: AI Opportunity Discovery: We audit your data estate to identify high-impact use cases. We determine the optimal public cloud environment for your specific security needs.

Phase 2: Data Ingestion & Conversion: We convert legacy PDFs, emails, and unstructured files into structured formats. This data is then "chunked" and embedded into a vector Database.

Phase 3: RAG & LLM Integration: We develop the "Retrieval" layer to ensure the AI only answers based on your verified data, minimising hallucinations and ensuring "Official-Sensitive" data remains protected.

Phase 4: Prototype to Production: We move from a Proof of Concept (PoC) to a fully integrated cloud-AI service, including UI/UX design for chatbots and API integration into existing systems.

7. Offboarding

Model & Logic Handover: We provide the full code for prompt templates, retrieval logic, and integration APIs in open-source formats.

Vector Data Extraction: We assist the Buyer in exporting their vector embeddings and processed data to ensure no vendor lock-in.

Knowledge Transfer: A formal technical handover to the Buyer's internal IT or data science teams.

8. Shared Responsibility Model

Area	Supplier Responsibility (OnePoint)	Buyer Responsibility (Public Sector)
Strategy & Discovery	Conducting AI readiness audits and identifying high-impact RAG/Vector Search use cases.	Providing business context, success KPIs, and alignment with departmental goals.
Cloud Infrastructure	Designing secure AWS/Azure/Snowflake AI landing zones and VPC architectures.	Provisioning and owning the cloud subscription/account and AI service licenses.

Data Ingestion	Engineering pipelines to convert and "chunk" unstructured documents into Vector databases.	Providing access to high-quality, cleansed, and representative source data/documents.
RAG & Model Logic	Developing retrieval logic, prompt templates, and grounding mechanisms to reduce hallucinations.	Reviewing and "fact-checking" AI outputs to ensure subject matter accuracy.
Security & Privacy	Implementing encryption, PII masking, and NCSC-aligned security guardrails for AI models.	Ensuring the use of the AI service complies with internal Data Protection Impact Assessments (DPIA).
Governance & Ethics	Implementing technical monitors for bias detection and model performance drift.	Maintaining "Human-in-the-Loop" oversight and final accountability for AI-driven actions.

9. Service Boundaries

- Excludes bespoke software development
- Excludes standalone penetration testing
- Excludes end-user helpdesk/ticketing support

10. Accessibility & Compliance

- In line with the **UK GDPR & NCSC** guidelines and principles
- **ISO certified** data best practices ensuring confidentiality, integrity and availability with strong, standardised end-to-end Encryption, enforced at rest and in transit where appropriate
- **Zero Trust** role provisioning

This service is delivered under the terms of the G-Cloud 15 Framework Agreement and the Call-Off Contract.