

Service Definition Document – AI/ML

Document no: 001

Revision: v1.0

CCS - G-Cloud 15

19 January 2026



Service Definition Document – AI/ML

Client name:	n/a	Project no:	n/a
Project name:	CCS - G-Cloud 15	Project manager:	Hugh McMichael
Client reference:	n/a	Prepared by:	n/a
Document no:	001	File name:	GCloud15_SS_AIML_ServiceDef.docx
Revision:	v1.0		
Date:	19 January 2026		

Document history and status

Revision	Date	Description	Author	Checked	Reviewed	Approved

Distribution of copies

Version	Issue approved	Date issued	Issued to	Comments

Jacobs U.K. Limited

Cottons Centre
Cottons Lane
London SE1 2QG
United Kingdom

T +44 (0)203 980 2000
www.jacobs.com

© Copyright 2026 Jacobs U.K. Limited. All rights reserved. The content and information contained in this document are the property of the Jacobs group of companies ("Jacobs Group"). Publication, distribution, or reproduction of this document in whole or in part without the written permission of Jacobs Group constitutes an infringement of copyright. Jacobs, the Jacobs logo, and all other Jacobs Group trademarks are the property of Jacobs Group.

NOTICE: This document has been prepared exclusively for the use and benefit of Jacobs Group client. Jacobs Group accepts no liability or responsibility for any use or reliance upon this document by any third party.

Contents

Service attributes	4
Service type	4
Service name	4
Service name	4
About your service	4
Service description	4
Service categories	4
Service features and benefits	4
Service features and benefits	4
Service scope	5
Service constraints	5
Reselling	5
Supplier type	5
User support	5
Email or ticketing support	5
Phone support	6
Web chat support	6
Support levels	6
Staff security	6
Staff security clearance	6
Government security clearance	6
Pricing	6
Discount for educational organisations	6

Service attributes

Service type

Lot 3: Cloud Support

Service name

Service name

Artificial Intelligence and Machine Learning

About your service

Service description

Our AI & Machine Learning service helps UK Government harness advanced AI, predictive analytics, and intelligent automation to improve citizen services and operational efficiency. We deliver secure, cloud-native solutions that reduce complexity, optimise investments, and embed change management for sustainable adoption, driving innovation and data-driven decision-making

Service categories

- Cloud Support Services
 - Set Up and Migration
 - Other
 - Other
-

Service features and benefits

Service features and benefits

Service features

- AI and ML models tailored to government priorities
 - Generative AI for content creation and automation
 - Predictive analytics for evidence-based decisions
 - NLP for improved citizen engagement
 - Computer Vision for image and video analysis
 - Integrate with systems to reduce duplication and optimize investments
 - Cloud-native architecture for scalability and resilience
-

- Rapid prototyping
- Embedded change management and capability building
- Compliance with GDS, CDDO, and ISO 27001 standards

Service benefits

- Reduces technology complexity and costs through rationalisation
 - Improves decision-making with AI-powered predictive insights
 - Accelerates delivery while minimising operational disruption
 - Enhances citizen experience with smarter, data-driven services
 - Empowers teams through change management and skills transfer
 - Supports sustainability and social value objectives
 - Delivers measurable outcomes aligned to strategic goals
-

Service scope

Service constraints

N/A

Reselling

Supplier type

Supplier type

I'm not a reseller

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Email support available 9am-5pm Monday to Friday (UK time) with a typical response time of 48 hours (SLAs to be agreed on a case-by-case basis).

User can manage status and priority of support tickets

No

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

Support can be provided at various levels depending on the solutions and the customer requirements. Support levels can range from a basic feedback form to a full helpdesk facility with 365 day coverage depending on the SLA.

Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Security Clearance (SC)

Pricing

Discount for educational organisations

No