



AI Adoption Service

Service Definition G Cloud 15

January 2026

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1. Introduction

1.1. Purpose

This document is intended to provide a high-level overview of Principle One's AI Adoption service for G Cloud 15. For more detailed information, please contact enquiries@principleone.co.uk.

1.2. Principle One Overview

Principle One was founded in 2018 with a strong focus on supporting public sector clients in harnessing cloud capability to address the challenges of an increasingly complex operational environment. Our customers range from UK Law Enforcement, Justice and National Security through to Health and broader government programmes.

We work with our client to deliver their core mission outcomes, helping them to experiment, innovate and continually improve their capabilities.

Since our launch, we have built a strong reputation for deep domain knowledge, a collaborative approach and partnership working. Providing a broad range of services from systems engineering and architecture to business and programme delivery and can draw on a long track record of supporting large scale government change programmes from conception through to delivery.

We work with a diverse range of government organisations, including the Home Office, the National Crime Agency and National Health Service; we are also part of the Vivace community working across a range of government clients through the Home Office's Accelerated Capability Environment (ACE).

1.3. Our Services

Principle One provides a broad range of services to public sector customers which include:

- AI Adoption Service;
- Business Analysis and Product Management Service;
- Business Design and Change Support Service;
- Cloud Software Engineering Service;
- Data Architecture and Engineering Service;
- Delivery Management Support Service;
- Discovery and Proof of Concept Service;
- Portfolio Management Service;
- Solutions Architecture and Technical Architecture Service;
- Synthetic Data Service.

2. AI Adoption

2.1. Service outline

Principle one provides strategic advisory, business and system architecture, business analysis, and business change services to government organisations seeking to access the value unlocked by adopting AI-enabled solutions. This includes support across the full business transformation and system integration lifecycle, from strategic decision making, use-case assessment and business case development, through procurement and solution delivery, to change management, quality assurance and benefit realisation.

We support our public sector customers address the challenges around implementing AI solutions, ensuring that they are procured and implemented in a way that is responsible and fit for purpose. We work with our customers to consider the ethical impact of using AI against their specific use cases and ensure that there is a comprehensive data platform in place to enable training and avoid model bias. Preparatory work ensures there is a strong foundation in place to meet data protection and security requirements, ensure compliance with data privacy, adequate data quality standards and a comprehensive understanding of commercial and operational risk.

Our approach ensures that there are robust evaluation and validation processes in place to enable understanding and explainability of the AI-enabled system, particularly relevant to public sector customers. We take a whole system approach to understanding our customer's needs, forming multi-disciplinary teams to supporting each customer along their AI adoption journey.

We work with customers to define the business context and motivations behind their acquisition of AI-enabled solutions and the outcomes that they seek to realise through their adoption. Our involvement derisks AI solution implementation, helping ensure acquired solutions are fit to satisfy user needs and business outcomes. We provide advice and architectural assistance to ensure that solution implementations are sustainable and scalable. We assist customers with the implementation of appropriate AI governance and data protection policies, supporting customers' understanding of risk and how to manage it. We deliver the communications and business change required to overcome resistance to new systems and ways of working, to fully realise the benefits of investment.

This AI Adoption Support Service is offered in conjunction with our Data Engineering and Synthetic Data Generation Services.

2.2. Service Features

- AI adoption strategy / roadmap development.
- Motivational modelling of business and non-functional requirements.
- Commercial, procurement and business case support.
- Pre-procurement solution evaluation and selection advice.
- Advice on understanding and applying AI policy and governance principles.
- Risk identification, management and mitigation advice.
- Communications, stakeholder engagement, and business change support.
- End-to-end assistance with architecture, design and implementation.
- Technical solution assurance and evaluation, including output assessment.
- Benefits realisation support and measurement of outcomes, objectives and results.

2.3. Service Benefits

- Derisked implementation, assuring solution effectiveness, explainability, trustworthiness and interpretability.
- Understand the impact of an emerging and evolving technology.
- Match AI-enabled solutions to specific business needs.
- Better-informed decision making underpinned by expected outcomes.
- Understand and manage risks introduced by the acquisition of AI.
- Early identification of total cost of ownership of AI solutions.
- Effective management of supply-side system delivery, independent of solution vendors.
- Clarity of communication to users, governance and the public.
- Understand and adopt published principles and best practices.
- Return on investment realised through effective business change.

3. Project Engagement

3.1. Order Process

Each customer receives dedicated account management, project management and technical SME support.

These resources will work together with the customer and key stakeholders to establish the scope, deliverables, duration, value and any other relevant terms of each project, which will be used to agree the G Cloud contractual order form (see Digital Marketplace for full guidance on the supplier assessment and contract award process).

3.2. Project Implementation

On contract award Principle One will hold a kick-off meeting with the customer to establish a prioritised set of activities for the engagement. This will include gaining a detailed understanding of timescales including key milestones, deliverables and outputs.

We will then refine a detailed project plan with the customer, tailored to the agreed delivery methodology and toolsets.

At the outset of the engagement Principle One will also agree an appropriate oversight and governance schedule with the customer. This will include any reporting requirements and establishing suitable regular checkpoints with a senior Principle One delivery resource to check on progress and satisfaction.

3.3. Performance, Support and Service Constraints

Principle One will work with the customer at from the outset of the project definition stage to agree the appropriate support levels for each engagement. Each customer receives dedicated account management, project management and technical SME support.

Customers will be given contact details for a lead team contact e.g. Lead Developer / Technical Architect, an Engagement lead for general communication, commercial support and raising of questions or issues. Standard response times would be one working day, however any particular response times required would be agreed at the start of each project.

We will monitor delivery through our established assurance processes. We will also set up regular contact with the customer to get feedback and assess satisfaction, with escalation processes established to rapidly resolve issues if required.

Principle One will work with each customer to define any constraints of the particular service being provided.

3.4. Additional Service Elements

On-boarding and off-boarding, data backup and restoration and disaster recovery are not core parts of this service. We will plan any such activity with the customer on a project by project basis.

Information such as Principle One's Business Continuity Plan is available on request.

4. Further Information

4.1. Clearance and Security

All Principle One resources hold security clearance, ranging from BPSS through to NPPV3, SC and DV.

Principle One's Information Security Policy and the broader set of information security policies and guidelines are set out in alignment with National Cyber Security Centre (NCSC) guidelines and industry best practice. We are accredited to Cyber Essentials Plus, the UK Government scheme to reduce cyber vulnerability in businesses and organisation and hold ISO 9001, 14001, 20000 and 27001.

Our Information Security Policy is available on request.

4.2. Pricing, Invoicing and Commercial Terms

4.2.1. Pricing

All pricing for this service is based on our G Cloud 15 rate card, which is available on the Digital Marketplace.

4.2.2. Invoicing

Invoicing is carried out on standard 30 day terms.

4.2.3. Termination

Termination terms are as defined in our standard Terms and Conditions, which can be found on the Digital Marketplace for G Cloud 15.

5. Contact Details

For further information please contact enquiries@principleone.co.uk.