Colibri Digital

G-Cloud 15 Service Definition

Managed AI and Agent Operations

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1. Service Overview

Supplier Name	GCI NETWORK SOLUTIONS LIMITED
Service Branding	Colibri Digital
Framework	G-Cloud 15 (RM1557.15)
Service Type	Lot 3: Cloud Support

Our **Managed AI and Agent Operations** service provides ongoing operational support for AI solutions and agent-based systems that are live or transitioning into live use within public sector organisations. The service focuses on AI capabilities that operate reliably, safely and in line with agreed governance and assurance expectations.

The service supports organisations once AI solutions move beyond delivery into day-to-day operation. We help manage performance, reliability, incidents and controlled change, AI systems continue to deliver value without introducing unmanaged risk.

By providing structured operational oversight, monitoring and support, the service reduces the burden on internal teams and enables AI solutions and agents to be sustained, improved and governed effectively over time.

Technical Product Description

Component	Description
Operational Monitoring	Monitoring of AI systems and agents so availability, performance and expected behaviour.
Incident & Issue Support	Investigation and resolution of operational issues related to AI solutions or agent workflows.
Performance & Behaviour Review	Regular review of AI outputs, accuracy and agent behaviour against agreed expectations.
Controlled Change Support	Support for safe updates, configuration changes and incremental improvements.
Operational Reporting	Provision of operational insights to support governance, assurance and decision-making.

Core Public Sector Use Cases

Core Public Sector use cases would include:

Use Case	Description

Live AI Service Operation	Supporting AI solutions that are part of live public services or internal operations.
Agent Oversight & Control	Managing agent-based systems for predictable and auditable behaviour.
Operational Risk Reduction	Identifying and addressing issues before they impact service delivery or assurance.
Sustained AI Value	Helping AI capabilities continue to perform as intended over time.
Capacity Support	Reducing operational load on internal teams managing AI solutions.

2. Features & Benefits

The following table outlines the core technical features of the assessment and the specific value outcomes they provide to public sector organisations.

Technical Features	Benefits
Ongoing Operational Oversight	Improves reliability and confidence in live AI systems.
Risk-Aware Support Model	Helps manage ethical, security and operational risks in production.
Agent-Specific Monitoring	Provides visibility and control over agent behaviour.
Controlled Change Approach	Reduces the risk of unintended impacts from updates or configuration changes.
Clear Operational Reporting	Supports governance and assurance requirements.

3. Technical Requirements & Implementation

The Managed AI and Agent Operations service is delivered in line with the **GDS Service Standard** and **Technology Code of Practice**, with emphasis on reliability, transparency and control.

Typical activities include:

Onboarding

- Review of the AI solution or agent landscape

- Agreement of operational scope, responsibilities and escalation paths

Operational Support

- Monitoring of agreed AI components
- Incident and issue management
- Performance and behaviour reviews

Continuous Improvement

- Identification of improvement opportunities
- Support for controlled enhancements
- Ongoing alignment with governance expectations

This service assumes AI solutions have already been built and are suitable for live operation.

4. Security & Quality Assurance

As an AWS Premier Partner with the Government Consulting Competency, Colibri Digital work for assessments meet the highest security standards.

Personnel
Delivery is undertaken by UK-based consultants, with security clearance provided where required.

Information Security
All information is handled in accordance with GDPR and the Data Protection Act 2018. The service does not require access to live production systems unless explicitly agreed.

Quality Assurance
Colibri Digital checks all outputs undergo internal quality review.

5. Support & Service Levels

Support arrangements, hours and response times are **defined per Call-Off Contract**, based on the operational criticality of the AI solution.

This is a professional services-led managed support offering, not a commodity helpdesk service.

6. Constraints

Constraint Area	Description
Pre-Existing Solutions	The service requires AI solutions or agents to already be live or production-ready.
Defined Scope	Only agreed AI systems and agents are included in operational support.
No New Build	This service does not include development of new AI solutions.
Shared Responsibilities	Operational responsibilities are defined between Colibri Digital and the buyer.

7. Onboarding & Offboarding

Onboarding
Buyers are onboarded via a formal transition process, including review of existing AI systems, documentation and operating context. Responsibilities and escalation routes are agreed before service commencement.

Offboarding & Exit
Support can be transitioned back to the buyer or to a third party with appropriate notice

Data Portability
All outputs are provided in open formats to support reuse and onward decision-making.

Knowledge Handover
Structured handover for continuity of service on exit.

Termination
As applicable to agreement.