

Service Definition: Secure Cloud-Native AI, DevOps & Cyber-Managed Support

1. Executive Summary

The Supplier provides high-security, cloud-native engineering and advanced AI integration services tailored for the UK Public Sector. Our "Secure-by-Design" approach ensures that **The Buyer** can leverage cutting-edge automation and intelligence while maintaining total data sovereignty and compliance with NCSC & NIST guidelines.

2. AI & Data Engineering (Search-Optimized)

We transition **The Buyer** from experimental AI to mission-critical production.

- **Generative AI (GenAI) & LLM:** Design and deployment of **Large Language Models** optimized for public sector accuracy.
 - **Retrieval-Augmented Generation (RAG):** Secure integration of internal data to provide context-aware, verifiable AI outputs.
 - **AI Governance & Ethical AI:** Implementation of guardrails to ensure transparency, fairness, and accountability in automated decision-making.
 - **Data Engineering & MLOps:** Building the robust pipelines required for **Machine Learning** lifecycle management and **Natural Language Processing (NLP)**.
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3. DevOps & Platform Engineering

Our "Automation-First" delivery focuses on creating **Self-Service Infrastructure** to empower internal teams and reduce operational bottlenecks.

- **Platform Engineering:** Utilizing **Kubernetes (K8s)** and **Docker** to build resilient, scalable container platforms.
- **Infrastructure as Code (IaC):** Automated environment provisioning using **Terraform**, **Bicep**, and other languages.
- **CI/CD Pipelines:** Modern **DevSecOps** workflows that integrate security scanning into every code commit and throughout the development cycle..

- **FinOps:** Continuous **Cost Optimization** to ensure **The Buyer** maximizes budget efficiency across **AWS, Azure, and GCP**.
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4. Security, Vetting & Compliance

The Supplier operates with a "Trust but Verify" mindset, ensuring all personnel and processes meet UK National Security standards.

- **Personnel:** 100% UK-based staff. All staff undergo **BPSS** vetting; **SC-cleared** specialists are available for sensitive workloads.
 - **Cyber Security:** Implementation of **Zero Trust** architectures and alignment with the **14 NCSC Cloud Security Principles**.
 - **Certifications:** Firm commitment to **Cyber Essentials Plus** and **ISO27001** frameworks.
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5. Social Value & Knowledge Legacy

We are committed to "Tackling Economic Inequality" and supporting the UK's digital skills gap.

- **Apprenticeships:** **The Supplier** actively recruits and trains through formal UK Apprenticeship Schemes.
 - **Upskilling:** Every engagement includes a mandatory **Knowledge Transfer** phase to ensure **The Buyer's** staff can manage the solution long-term.
 - **Equality:** We promote **Equal Opportunity** through inclusive hiring and supporting regional growth across the UK.
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6. Operational Delivery

Methodology

We follow the **GDS Service Manual** lifecycle:

- **Discovery:** User research and technical audit.
- **Alpha:** Rapid prototyping.
- **Beta:** Development of the Minimum Viable Product (MVP).
- **Live:** Continuous improvement and managed support.

Onboarding & Offboarding

- **Onboarding:** Rapid 2-week technical integration and stakeholder alignment.
- **Exit Plan:** **The Supplier** provides all documentation, keys, and code to **The Buyer** at the end of the contract to ensure **zero vendor lock-in**.