



SMART: ROBOT – HUMANOID

SERVICE DEFINITION DOCUMENT

G-Cloud 15 Framework | Lot 2b: Cloud Software

SERVICE OVERVIEW

SMART Robot – Humanoid provides AI-enabled interaction, guidance, and orchestration for humanoid robots operating in public-facing and controlled environments. **Built on the ICS.AI SMART: Platform**, the service enables humanoid robots to communicate, guide, and support people through natural interaction while remaining fully governed, supervised, and human-controlled.

The service focuses on **safe, assistive human–robot interaction**, such as greeting, guidance, information provision, and structured task support. It augments existing humanoid robot capabilities with AI-driven conversation, context awareness, and system integration, without enabling autonomous decision-making or uncontrolled behaviour.

SERVICE SCOPE

SMART Robot – Humanoid supports:

- AI-driven conversational interaction via humanoid robots
- Voice, gesture, and visual-based communication
- Context-aware guidance and information delivery
- Integration with organisational systems and workflows
- Supervised execution of predefined interaction scenarios

The service **does not replace human staff** and does not enable robots to make independent decisions or take unsupervised actions.

KEY CAPABILITIES

Human-Centred Interaction

Natural language interaction and responses
Structured conversational flows and prompts
Clear escalation or hand-off to human staff

Contextual Assistance

Role- and location-aware guidance
Delivery of approved organisational information
Support for repeatable public-facing interactions

Platform Integration

Integration with SMART Data for AI-ready information
Use of SMART: Staff Copilot outputs for guidance
Optional triggering of governed SMART: Agentic workflows

KEY FEATURES

- AI-enabled conversational orchestration for humanoid robots
- Secure APIs for humanoid robot platform integration
- Role-based access to interaction scripts and configuration
- Audit logging of conversations and interactions
- Configurable interaction boundaries and safeguards
- Support for multi-language interaction where configured

KEY BENEFITS

- Enhances public-facing engagement and accessibility
- Improves consistency of information delivery
- Reduces pressure on frontline staff for routine interactions
- Provides an approachable, guided user experience
- Maintains safety and accountability through governance
- Enables scalable deployment across sites

TECHNICAL ARCHITECTURE

Built on the ICS.AI SMART: Platform, providing:

- Microsoft Azure deployment with UK data residency
- Secure integration with humanoid robot platforms
- AI orchestration for speech, language, and interaction
- Retrieval-augmented generation (RAG) over approved knowledge
- Integration with data, copilot, and agent runtimes
- Identity integration via Microsoft Entra ID with RBAC
- Central telemetry for interaction quality, usage, and risk

Humanoid robot hardware and physical actuation systems are out of scope unless explicitly agreed.

GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control for interaction configuration
- Policy controls defining permitted robot behaviours
- Approved scripts and knowledge sources with version control
- Mandatory escalation paths to human staff
- Full audit logging of conversations and prompts
- Safeguards against inappropriate or unsafe responses
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- **Discover & scope** – identify environments and interaction scenarios
- **Integrate robots** – connect supported humanoid platforms
- **Configure governance** – behaviour limits and escalation rules
- **Enable interaction** – conversational flows and prompts
- **Test & assure** – safety, usability, and response validation
- **Deploy** – phased rollout in controlled environments
- **Operate & optimise** – monitoring and refinement

SUCCESS MEASURES

- Quality and consistency of interactions
- Reduction in routine staff workload
- User satisfaction and accessibility outcomes
- Safe escalation and hand-off rates
- Governance and audit outcomes

DEPENDENCIES & PREREQUISITES

- SMART Platform Core (included with any SMART product)
- Compatible humanoid robot hardware
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management
- Suitable physical environments and supervision

USER SUPPORT

The response time is 24 hours, depending on the contract signed by the client and applies during working hours from Monday to Friday. The Support levels are as follows:

Level	Description	Response
Level 1: Urgent	System not responding or critical function loss that affects all users.	24hr fix/workaround
Level 2: High	A function loss that causes significant disruption to business and users.	Priority response
Level 3: Normal	Function loss that affects some users but will not stop them from being able to do other tasks.	Standard response
Level 4: Low	A cosmetic issue or a minor function loss that affects some users.	Scheduled response

This service, up to an agreed number of hours per month, is included in the cost of the Licence for the SMART: Robot. Additional support hours can be purchased if required.

DISCLAIMER

This service description was prepared for G-Cloud 15 and will remain on the Digital Marketplace for the duration of the framework period (up to 24 months). As AI technology and our platform capabilities evolve rapidly, specific features, integrations, or functionality described in this document may have changed since publication.

Before purchase, we recommend contacting ICS.AI to confirm current capabilities and any new features that may have been added since this description was published.

CONTACT



VISIT OUR WEBSITE

Learn more about ICS.AI, our services, and how we support the UK public sector with responsible AI

<https://www.ics.ai/>



EMAIL US

Contact our team with questions about our services, G-Cloud offerings, or to start a conversation

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BOOK A MEETING

Schedule a call with our team to discuss your requirements or learn more about our services

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