

LOT 3 - PROFESSIONAL SERVICES (ALL SECTORS)

All Lot 3 services are priced per engagement and apply across all sectors

AI TRANSFORMATION SERVICES			
Service	Size/Tier	Description	Price (£)
AI Transformation Assessment	Small (AI Native)	Current state, readiness, opportunity identification	£35,000
AI Transformation Assessment	Medium (AI Native)	Comprehensive analysis, stakeholder engagement	£65,000
AI Transformation Assessment	Large (AI Native)	Enterprise-wide analysis, exec engagement	£125,000
AI Transformation Assessment	AI Transcendent	Complete organisational transformation	£250,000
AI Transformation Planning & Design	Small	Solution design, implementation planning	£45,000
AI Transformation Planning & Design	Medium	Multi-workstream design, integration planning	£95,000
AI Transformation Planning & Design	Large	Enterprise architecture, multi-phase planning	£185,000
AI Change & Adoption	Readiness	Change impact assessment, stakeholder analysis	£35,000
AI Change & Adoption	Training & Adoption	Role-based training, adoption measurement	£55,000
Data & Insight Services	Per Engagement	Data assessment, strategy, visualisation	£75,000
AI Compliance & Governance	Per Engagement	Policy development, ethics framework, audit	£65,000
Agentic AI Design & Factory	Small	Agent design workshops, development sprints	£85,000
Agentic AI Design & Factory	Medium	Multi-agent design, development factory	£175,000
Agentic AI Design & Factory	Large	Agent strategy, factory capability, complex integration	£350,000
SMART Front Door Pilot	Pilot	Scoping, configuration, limited deployment	£45,000
SMART Staff Copilot Pilot	Pilot	User selection, configuration, deployment	£45,000
SMART Data Pilot	Pilot	Data source connection, pilot operation	£55,000
SMART Agentic Pilot	Pilot	Agent design, development, controlled deployment	£65,000
SMART Physical AI Pilot	Pilot	Site assessment, installation, operation	£85,000
AI Managed Service	Foundation	Essential support, monitoring, standard SLAs	£95,000
AI Managed Service	Premium	Enhanced support, proactive monitoring, improved SLAs	£145,000
AI Managed Service	Specialist	Dedicated resources, advanced optimisation, premium SLAs	£225,000
AI Managed Service	Ultra	White-glove support, dedicated team, 24/7 coverage	£395,000

HARDWARE PILOTS - PHYSICAL AI			
Service	Size/Tier	Description	Price (£)
SMART: Glasses Pilot	Pilot	Physical AI smart glasses pilot for hands-free field operations. Proof-of-concept deployment includes wearables provision (e.g. Meta Glasses), configuration, user training, and evaluation. Tests AR guidance, visual AI, and note capture in	£45,000
SMART: Reception Robot Pilot	Pilot	Physical AI reception robot pilot for customer service environments. Proof-of-concept includes site assessment, display robot provision, configuration, and evaluation. Tests conversational wayfinding, visitor engagement, and queue	£75,000
SMART: Humanoid Robot Pilot	Pilot	Physical humanoid robot pilot for interactive workplace or reception deployment. Proof-of-concept includes site assessment, humanoid AI provision, safety planning, configuration, and evaluation. Tests robot assistant capabilities	£125,000

HARDWARE PILOT FEATURES
• Professional services engagement included • Hardware provided for pilot duration (deposit may apply) • Site assessment and safety planning included • User selection and onboarding for proof-of-concept • Configuration and integration with existing systems • User feedback capture and experience documentation • Performance monitoring including interaction analytics • Safety validation and accessibility compliance testing • Full operational assessment and business case development • Physical AI rollout recommendations and site expansion planning

HARDWARE PILOT BENEFITS

- Tests wearable AI / reception physical AI / humanoid AI in real operational environments
- Validates hands-free AR benefits / customer service robot benefits before full investment
- Captures user feedback on practical usability and natural interaction experience
- Evaluates productivity gains and robot impact on service delivery
- Assesses safety and governance requirements for physical AI deployment
- Reduces risk with controlled proof-of-concept deployment
- Provides evidence for physical AI business case development
- Documents operational lessons learned for wider rollout
- Tests integration with existing AI platform services
- Supports informed procurement decisions with real interaction data