



Service Definition

AI Decision Support and Evidence-Led Analytics Services

Supplier: A&A Digital Tech Ltd

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

1. Service overview

A&A Digital Tech AI Decision Support and Evidence-Led Analytics Services support public sector organisations to design and assess AI-enabled decision support capabilities. The service focuses on evidence-led analytics, transparency and assurance to help organisations use AI responsibly to inform decisions, improve insight and support policy, operational and scientific outcomes.

2. Scope of the service

The service covers advisory, design and assessment activities for AI-enabled decision support and analytics solutions. It supports use cases such as operational insight, policy analysis, risk assessment and scientific data analysis. The service does not include automated decision-making deployment or AI model operation unless explicitly agreed at call-off.

3. Features

- Assessment of decision-making and analytical requirements
- Identification of AI-supported decision use cases
- Design of AI-enabled analytics and decision support architectures
- Data quality, provenance and evidence assessment
- Explainability and transparency design considerations
- Bias, fairness and ethical risk assessment
- Security, privacy and information governance alignment
- Assurance of human-in-the-loop decision models
- Stakeholder and user engagement workshops
- Decision support design documentation and recommendations

4. Benefits

- Improved quality and consistency of decision-making
- Better use of data and analytical insight
- Reduced risk of inappropriate AI-driven decisions
- Increased transparency and explainability of AI outputs
- Stronger governance and assurance for AI use
- Improved confidence among policymakers and operational teams
- Alignment with public sector ethical and legal requirements
- Support for evidence-based policy and operational decisions
- Reduced reliance on manual analysis
- Stronger foundations for responsible AI adoption

5. Service constraints

The service can be delivered remotely, on-site, or using a hybrid delivery model, depending on buyer requirements and agreement at call-off. Effective delivery depends on access to decision processes, datasets, governance frameworks and stakeholders provided by the buyer. The service focuses on advisory and design activities and does not include autonomous decision-making deployment or live AI operations unless explicitly agreed.

6. Onboarding and implementation

Onboarding includes confirmation of objectives, decision contexts, stakeholders and governance constraints. Activities are delivered in structured phases with reviews to validate assumptions, risks and recommendations.

7. Service management and support

Support is provided in line with agreed support levels. A named AI, data or governance specialist can be provided to coordinate activities and act as a single point of contact.

8. Offboarding and exit management

At the end of the engagement, A&A Digital Tech provides agreed assessment outputs, design artefacts and recommendations. No buyer data is retained beyond the end of the contract unless otherwise agreed.

9. Security and data protection

A&A Digital Tech follows UK government cloud security principles. Staff screening is performed in line with BS7858:2019. Buyer data accessed during advisory activities is handled in accordance with UK GDPR and contractual data protection requirements.

10. Accessibility

This document is written in plain English and structured using accessible headings. Outputs can be adapted to meet accessibility requirements where required.

11. Pricing

Pricing is agreed at call-off and depends on scope, complexity and duration of advisory activities. All pricing is transparent and documented in the call-off contract.