



Service Definition

AI MLOps and Foundation Model Operations Software

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 2b – Software as a Service (SaaS)

1. Service overview

Shivom Consultancy Limited AI MLOps and Foundation Model Operations Software provides cloud-based platforms to manage the full lifecycle of artificial intelligence and machine learning solutions. The service supports deployment, monitoring, governance and optimisation of machine learning models and foundation models, enabling reliable, secure and scalable AI operations.

2. Scope of the service

The service provides AI lifecycle management capabilities delivered as SaaS. It supports model development, deployment, monitoring and operational management across cloud environments. The service does not include bespoke model training or data engineering unless explicitly agreed at call-off.

3. Features

- ✚ AI lifecycle management platforms
- ✚ MLOps tooling for model deployment and operations
- ✚ Foundation model operations and governance
- ✚ Model versioning and lifecycle tracking
- ✚ Automated model deployment and rollback
- ✚ Model performance monitoring and drift detection
- ✚ Auditability and governance controls
- ✚ Integration with cloud AI platforms and pipelines
- ✚ Security and access management for AI operations
- ✚ Operational dashboards and reporting

4. Benefits

- ✚ Reliable and repeatable AI deployments
- ✚ Improved control over AI model lifecycle
- ✚ Reduced risk in production AI systems
- ✚ Improved transparency and governance of AI usage
- ✚ Faster deployment of AI models
- ✚ Improved operational stability of AI services
- ✚ Early detection of model performance issues
- ✚ Support for responsible and ethical AI operations
- ✚ Scalable AI operations aligned to demand
- ✚ Reduced operational overhead for AI teams

5. Service constraints

The service can be delivered remotely, on-site, or using a hybrid delivery model for onboarding and support, depending on buyer requirements and agreement at call-off.

The AI operations platform is delivered as cloud-hosted SaaS and depends on supported cloud providers and AI services. Model performance and outcomes depend on data quality and third-party AI platforms. The service does not guarantee specific AI predictions or results.

6. Onboarding and setup

Onboarding includes account configuration, access setup and guidance on using the MLOps platform. Documentation and remote support are provided to enable users to manage AI model lifecycles effectively.

7. Service management and support

Support is provided in line with agreed support levels. Shivom Consultancy Limited manages the underlying MLOps platform to ensure service availability, security and performance.

8. End-of-contract process

At contract end, users can extract configuration data, model metadata and operational logs using supported export mechanisms and standard formats. Additional exit assistance can be provided by agreement.

9. Security and data protection

Shivom Consultancy Limited follows UK government cloud security principles. Staff screening is performed in line with BS7858:2019. Buyer data processed by the service is handled in accordance with UK GDPR and contractual data protection requirements.

10. Accessibility

Web interfaces for the service are designed to align with recognised accessibility standards. Accessibility requirements can be reviewed and accommodated by agreement.

11. Pricing

Pricing is agreed at call-off and depends on usage, number of models, environments and support requirements. All pricing is transparent and documented in the call-off contract.