



Service Definition

Enterprise AI Software Services Platform

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

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

1. Service overview

Shivom Consultancy Limited AI Software Services provide cloud-hosted artificial intelligence platforms and applications to support intelligent automation, insight and decision-making. The service enables organisations to deploy and use AI software capabilities such as conversational AI, document processing, computer vision, generative AI and predictive analytics through secure, scalable cloud-based services.

2. Scope of the service

The service provides AI software capabilities delivered as SaaS, supporting application development and deployment. It includes access to AI platforms and pre-built AI services. The service does not include bespoke AI model development or data preparation unless explicitly agreed at call-off.

3. Features

- Cloud-hosted AI platforms and services
- Conversational AI software services
- Computer vision AI software services
- Generative AI software services
- Document AI and intelligent document processing
- Anomaly detection AI software services
- Personalisation AI software services
- Forecasting and predictive AI software services
- Integration with cloud-based applications and APIs
- Secure deployment and access controls

4. Benefits

- Faster adoption of AI capabilities
- Reduced effort to deploy and operate AI solutions
- Improved automation of business processes
- Enhanced insight and decision-making
- Scalable AI services aligned to demand
- Improved user experience through intelligent interfaces
- Reduced operational and manual workload
- Secure and governed use of AI technologies
- Flexibility to adopt multiple AI use cases
- Faster time to value from AI investments

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 software services are delivered as cloud-hosted SaaS and rely on supported cloud platforms and underlying AI services. Functionality may vary depending on data availability, model limitations and third-party AI services. The service does not guarantee specific AI outcomes or predictions.

6. Onboarding and setup

Onboarding includes account setup, access configuration and guidance on using AI software services. Documentation and remote support are provided to help users configure integrations and begin using AI capabilities securely and effectively.

7. Service management and support

Support is provided in line with agreed support levels. Users access the service through web-based interfaces and APIs. Shivom Consultancy Limited manages the underlying AI software platforms to ensure availability, security and performance.

8. End-of-contract process

At contract end, users can extract their data using supported export tools and standard formats, in line with the agreed exit plan. Activities included in the contract price are those defined in the service scope; additional exit assistance may incur additional costs if agreed.

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 AI services is handled in accordance with UK GDPR and contractual data protection requirements.

10. Accessibility

Web interfaces used to access AI software services are designed to align with recognised accessibility standards. Accessibility is considered during service configuration and updates, and additional accessibility requirements can be accommodated by agreement.

11. Pricing

Pricing is agreed at call-off and depends on selected AI services, usage levels and support requirements. All pricing is transparent and documented in the call-off contract.