

SERVICE
DEFINITION

CROWN COMMERCIAL SERVICE
G-CLOUD 15
LOT 3 - CLOUD SUPPORT

AI-READY CLOUD PLATFORMS AND MLOPS ENABLEMENT

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LIMITED

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SERVICE OVERVIEW

The **AI-Ready Cloud Platforms and MLOps Enablement** service supports organisations to design, build, and operate cloud platforms that enable the safe and effective development, deployment, and management of machine learning and AI solutions. The service focuses on establishing the technical foundations and operational practices required to support AI workloads at scale.

The service is typically used to prepare cloud environments for AI and machine learning use cases, or to improve the reliability, governance, and repeatability of existing AI delivery and operations.

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WHAT THE SERVICE INCLUDES

The service includes a defined set of platform design and enablement activities, proportionate to the agreed scope and organisational context.

Included activities

The service may include the following activities:

- Assessment of existing AI, data, and cloud capabilities
- Design of AI-ready cloud platform architectures
- Implementation of MLOps pipelines and workflows
- Configuration of model training, deployment, and monitoring capabilities
- Integration of AI platforms with data sources and services
- Definition of governance, controls, and lifecycle management processes
- Support for testing and validation of AI platforms and pipelines

Key outputs and deliverables

Outputs are documented and provided to the buyer and typically include:

- Implemented AI-ready cloud platforms

- MLOps pipelines and automation workflows
- Platform architecture and design documentation
- Model deployment and monitoring configurations
- Validation and testing evidence

Deliverables are designed to support reliable, governed AI delivery.

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WHAT THE SERVICE DOES NOT INCLUDE

Unless explicitly agreed as part of the call-off, the service does not include:

- Development of AI models or algorithms beyond agreed scope
- Ongoing AI operations or model management services
- Organisational AI ethics training or change management
- Procurement or resale of AI platform licences

These activities can be provided through related services procured separately where required.

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HOW THE SERVICE IS DELIVERED

The service is delivered using a structured AI platform and MLOps enablement approach aligned to public-sector delivery and assurance expectations.

Typical delivery approach

Delivery is typically structured around the following stages:

1. **Assessment and design**

- Review AI objectives and current capabilities
- Define AI platform and MLOps architecture
- 2. **Platform and pipeline implementation**
 - Implement AI platform components
 - Configure MLOps pipelines and automation
- 3. **Testing and validation**
 - Validate platform functionality and controls
 - Address identified issues
- 4. **Handover**
 - Provide documentation and knowledge transfer
 - Confirm readiness for operational use

Engagements typically run from **6 to 20 weeks**, depending on scope and complexity.

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SERVICE LEVELS AND SUPPORT OPTIONS

This service is delivered as a time-bound design and implementation engagement. It does not include ongoing operational or support services as standard.

Where required, ongoing MLOps support or managed services can be agreed separately in line with standard service offerings.

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SECURITY, COMPLIANCE AND ASSURANCE

Security and compliance considerations are addressed throughout AI platform and MLOps enablement activities, including:

- secure handling of data and models
- access controls and segregation of duties
- alignment with organisational security policies and regulatory requirements

Assurance is supported through documented designs, validation activities, and structured review of outputs.

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ONBOARDING AND EXIT

Onboarding

At the start of the engagement:

- AI objectives and scope are confirmed
- data sources, models, and environments in scope are agreed
- a delivery plan and timetable are established

Exit and handover

At completion:

- AI platforms and pipelines are handed over
- documentation and configuration artefacts are provided
- knowledge transfer supports ongoing AI delivery

This ensures AI capabilities can be sustained following delivery.

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COMMERCIAL MODEL

The service is typically delivered on a **fixed-scope** or **time-and-materials** basis, agreed at call-off.

Scope, deliverables, and timelines are confirmed prior to delivery. Any changes to scope are managed through agreed change control.

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WHY CHOOSE THIS SERVICE

This service provides:

- a robust foundation for AI and machine learning workloads
- improved repeatability and governance of AI delivery
- reduced risk when deploying AI solutions
- alignment with organisational security and assurance requirements

The focus is on safe, scalable AI enablement.

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NEXT STEPS

To engage this service:

1. Confirm AI objectives and delivery scope
2. Agree platform and MLOps approach
3. Schedule assessment and design activities

The service will be tailored to reflect organisational context and AI priorities.