



ITNextGen Limited
Digital Technology Specialists

G-Cloud 15 Service Design Document

Generative AI Consulting Service

ITNextGen Limited

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Service Overview

ITNextGen's Generative AI Consulting Services provide GenAI specialists who help public sector organisations harness large language models, image generation, and other generative technologies safely and effectively. We deliver use case development, solution design, responsible AI assurance, and implementation guidance for chatbots, content generation, knowledge assistants, and intelligent automation.

Service Description

Our consultants assess GenAI opportunities, design RAG (Retrieval-Augmented Generation) architectures, implement prompt engineering strategies, establish safety guardrails, and provide hands-on technical guidance. We work with Azure OpenAI, AWS Bedrock, Google Vertex AI, and open-source models, ensuring compliance with data protection, copyright, and responsible AI requirements.

Service Benefits

- Accelerated productivity through AI-powered content generation and automation
- Enhanced citizen services via intelligent chatbots and assistants
- Reduced costs automating document processing and content creation
- Better decision-making with AI-powered insights and analysis
- Improved accessibility through AI-generated summaries and translations
- Mitigated risks via responsible AI frameworks and guardrails
- Faster innovation with validated GenAI use cases implementations

Service Features

- UK-based GenAI specialists with public sector delivery experience
- RAG architecture design and vector database implementation
- Prompt engineering and LLM fine-tuning across platforms
- Responsible AI assurance including bias, safety, hallucination testing
- Multi-platform expertise across Azure OpenAI, Bedrock, Vertex AI
- Chatbot and knowledge assistant development using LangChain frameworks
- SC/DV eligible consultants for sensitive government GenAI projects

Service Scope

The service covers GenAI use case discovery, solution architecture, proof-of-concept development, responsible AI assessment, implementation, and operational handover. We specialise in chatbots, document intelligence, content generation, knowledge management, code generation, and agent workflows. Work includes data preparation, model selection, and governance establishment.

Deliverables

Typical deliverables include GenAI strategies, use case specifications, RAG architectures, prompt libraries, chatbot implementations, evaluation frameworks, safety guardrails, responsible AI assessments, model documentation, and operational runbooks. All solutions follow UK GDPR, copyright, and responsible AI guidelines.



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Onboarding and Offboarding

At service initiation, ITNextGen agrees scope, roles, SFIA levels, delivery approach, and reporting cadence with the buyer. Consultants are onboarded in line with buyer security and access processes. On completion, structured handover and knowledge transfer are provided, and access to buyer systems is removed in accordance with agreed offboarding procedures.

Security and Compliance

The service operates in alignment with ISO/IEC 27001 information security principles and UK government cloud security guidance. Consultants follow role-based access controls, least-privilege principles, secure change management, and incident reporting processes. Where required, consultants may be SC/DV eligible and comply with buyer-specific security requirements.

Service Constraints

Delivery is UK-based and remote-first; on-site engagement is available by agreement. Buyer access to relevant systems, environments, and data is required. Use of specific tools or platforms may require buyer-provided licences. Performance depends on timely buyer feedback, approvals, and access to subject matter experts.

Exit Management

At the end of the engagement, ITNextGen provides agreed deliverables, documentation, and knowledge transfer. All access to buyer systems is removed in line with buyer offboarding policies and contractual requirements.