

Pilot Design & Benefits Measurement Pack

Service Definition

Supplier	ADVANTIQ
G-Cloud Framework	G-Cloud 15
Lot	Lot 3 - Cloud Support
Version	v1.0
Date	30 January 2026
Service name	Pilot Design & Benefits Measurement Pack

1. Service overview

Pilot Design & Benefits Measurement Pack is a time-boxed consultancy service to help Buyers design a robust pilot for an AI-enabled initiative. It defines scope, success measures, measurement approach and reporting so the pilot can be evaluated consistently and used to support scale decisions.

2. Intended outcomes

- A clearly scoped pilot plan with agreed objectives, in-scope use cases and success criteria.
- Defined KPIs and a practical measurement approach (including baselines and data sources).
- A reporting template for pilot progress and outcomes.
- An agreed governance and operating approach for pilot delivery (roles, cadence, decision points).
- A set of recommendations for scale-up, based on evidence gathered during the pilot.

3. What is included

This service typically includes the following activities (within the agreed timebox):

- Kick-off session to confirm objectives, stakeholders, scope boundaries and working arrangements.
- Workshops to define pilot scope (use cases, users, volumes, environments) and success measures.
- Definition of KPIs, baseline requirements and measurement plan (including data collection approach).
- Design of pilot governance (roles, cadence, risk management and decision points).
- Definition of acceptance criteria and evidence required to make a scale decision.
- Draft outputs review, with limited iterations to finalise.
- Playback session to present the pilot plan and measurement approach to nominated stakeholders.

4. Deliverables

Deliverables are provided in editable formats unless the Buyer requests otherwise:

- Pilot plan (scope, objectives, timeline, roles and responsibilities).

- Success measures and KPI definitions (including baseline approach).
- Measurement and reporting plan (including data sources and collection method).
- Pilot reporting template (status and outcomes).
- Risks, assumptions and dependencies log (high level).

5. Typical timeframe and effort

The service is normally delivered over 1 to 2 weeks, subject to stakeholder availability and timely access to baseline information.

- Timeboxed delivery with a defined scope agreed at kick-off.
- Covers one pilot with up to 3 in-scope use cases (can be adjusted by agreement at start).
- Assumes the Buyer can provide access to baseline data and nominated stakeholders.
- Up to 2 iterations of outputs included within the timebox.

6. Buyer responsibilities

To deliver the service effectively, the Buyer is expected to:

- Nominate a product/service owner and a single point of contact for scheduling and decision-making.
- Provide access to relevant stakeholders for workshops and review.
- Provide access to baseline information (where available) to support measurement planning.
- Review deliverables and provide feedback within agreed timescales.

7. Supplier responsibilities

- Plan and facilitate workshops and capture findings and decisions.
- Develop and maintain a clear scope, assumptions list and decision log.
- Produce the deliverables described in Section 4 within the agreed timebox.
- Maintain appropriate confidentiality and handle information securely.

8. Service constraints and exclusions

The following are out of scope unless explicitly agreed in writing:

- Hands-on delivery of the pilot, implementation build, or operational running of the pilot.
- Detailed technical architecture, integration build, or data migration services.
- Formal assurance, certification or legal advice.
- Extensive rework caused by late changes to scope, missing inputs or delayed stakeholder availability.
- Activities requiring on-site attendance (unless separately agreed).

9. Working arrangements

- Delivery is normally remote (UK time).
- Workshops are conducted via video call and collaboration tools agreed with the Buyer.
- Where required, on-site sessions can be considered by agreement (travel and expenses would need to be agreed separately).

10. Security and data protection

This service is designed to rely primarily on existing information and aggregated operational data. The Buyer should avoid sharing unnecessary personal data. Where personal data is required, the parties will agree appropriate handling arrangements consistent with UK data protection legislation.

- Information is handled on a need-to-know basis and stored securely.
- Deliverables are provided to the Buyer and any copies retained by the Supplier are deleted or returned on request, subject to legal or regulatory retention requirements.

11. Acceptance and exit

Acceptance is achieved when the Supplier has delivered the agreed deliverables and completed the final playback session. At completion, the Supplier will provide the final versions of deliverables and hand over any working files.

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