

Microsoft AI Tools – Lot 2b Product Definition / Service Definition

1) Service Overview

Service name: Microsoft AI Tools

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

Service description (summary):

Microsoft AI Tools enables public-sector organisations to adopt Microsoft's AI capabilities in a governed, secure and repeatable manner. The service provides configuration, integration and operational support for Microsoft AI technologies across conversational AI, customer-insights intelligence, cognitive automation and AI-driven decision-making.

The service covers two distinct delivery models:

1. **SKU-Based Microsoft AI Add-Ons** – including Dynamics 365 Call Intelligence Minutes, Intelligent Voicebot Minutes, Customer Insights, Sales Insights and Intelligent Order Management.
2. **Azure AI & Copilot Consumption-Based Services** – including Azure OpenAI, Azure AI Vision, Azure AI Language, AI Search, Document Intelligence, Responsible AI tooling and custom Copilot Studio deployments.

Cloud deployment: Public cloud and Hybrid cloud.

Supplier role: Reseller and AI-enablement provider offering implementation, configuration and lifecycle support for Microsoft AI services.

2) Service Categories (Lot 2b taxonomy)

The service aligns to the following G-Cloud Lot 2b categories, fully consistent with the Pricing Schedule:

- AI Platforms
- AI Lifecycle Tools
- Data Labelling Software
- AI Build Software

- MLOps and Foundation Model Ops Software
- Trustworthy AI Software
- Conversational AI Software Services
- Computer Vision AI Software Services
- Generative AI Software Services
- Document AI Software Services
- Anomaly Detection AI Software Services
- Personalisation AI Software Services
- Forecast AI Software Services
- Search and Knowledge Discovery

These categories reflect both SKU-based and consumption-based AI services.

3) Service Features & Benefits

Features (updated to reflect Pricing Schedule structure):

- Integration and configuration of Microsoft AI SKU-based services (Customer Insights, Sales Insights, Voicebot Minutes, etc.)
- Deployment and optimisation of Azure AI services (OpenAI, Vision, Language, AI Search, Document Intelligence)
- Hybrid cloud AI architecture, secure API connectivity and data-source integration
- Search, retrieval and grounding (RAG) integration using Microsoft AI Search and vector indexing
- Model orchestration, prompt engineering and controlled deployment via Azure AI Studio
- MLOps pipelines using Azure ML, GitHub Actions and Azure DevOps
- Responsible AI monitoring, Content Safety and governance using Purview and Azure ML
- Computer vision, document-intelligence and automation workflows

Benefits:

- Enables compliant, responsible use of Microsoft AI in public-sector environments
- Reduces integration risk by using pre-built Microsoft AI components
- Improves decision-making with AI-driven predictions (Sales Insights, Forecasting)

- Enhances customer interactions through AI-powered conversational channels
- Accelerates digital transformation using Microsoft's cloud-scale AI stack
- Ensures the organisation can scale AI safely and efficiently

4) Scope, Add-ons & Extensions

Software Add-ons:

- Microsoft AI add-ons delivered as SKU-based subscriptions (included in Section 2 of the Pricing Schedule)
- Azure AI and Copilot extensions delivered as consumption-based services

Multi-cloud: Supported.

5) How Users Work With the Service

Interface: Cloud-hosted configuration portal depending on the underlying Microsoft service (Dynamics 365, Azure Portal, AI Studio).

Installation: No installation required.

Mobile: Mobile-friendly browser support.

Accessibility: WCAG 2.2 AA compliant.

API / Customisation: API access provided where supported by Microsoft AI services. No proprietary API offered by supplier.

6) Technical Requirements & Dependencies

Updated for alignment with Pricing Schedule:

- Active Azure subscription for consumption-based Azure AI services
- Valid Microsoft licensing for SKU-based AI components
- Entra ID (Azure AD) tenant
- Modern supported browser
- Internet connectivity suitable for cloud AI workloads

Service Constraints:

- Consumption-based costs vary with usage as per Microsoft meter rates
- Availability dependent on Microsoft cloud SLAs

7) Onboarding & Offboarding

Onboarding:

- Remote onboarding with configuration guidance for both SKU-based and Azure AI services
- Optional training for governance, RAG, responsible AI and AI lifecycle workflows

Offboarding:

- Data export supported via Microsoft tools (CSV/JSON)
- Extended storage and advisory support optionally available

8) Metrics, Reporting & Tagging

- Usage metrics for both SKU-based services and Azure AI consumption
- Dashboards showing AI transaction volumes, minutes consumed, vector index usage, etc.
- Resource tagging and FOCUS tagging supported

9) Support Model

Support model remains unchanged but aligned with AI-specific growth:

- Tiered support (T1–T4) including Microsoft escalation
- Optional support for Responsible AI controls and AI performance tuning

10) Security, Governance & Compliance

Updated to reference AI-specific compliance:

- Support for Purview governance, lineage and data-classification
- Responsible AI monitoring applied to relevant AI workflows
- Security aligned with Microsoft cloud identity and encryption controls

11) Service Levels, Availability & Resilience

- Availability dependent on Microsoft cloud SLAs (99.9%)
- Resilience provided by Azure's global datacentre architecture
- Azure AI service health surfaced through Azure Service Health dashboards

12) Public-Sector Considerations

- No PSN integration
- Multi-tenant isolation
- Predictable SKU-based costs supplemented by transparent Azure consumption billing

13) Pricing Summary (updated)

- SKU-based pricing for Microsoft AI add-ons
- Consumption-based Azure AI and Copilot services priced at Microsoft's published meter rates
- Units: per user, per tenant, per bundle, per 1,000 tokens/transactions/pages
- Framework discount applies to SKU-based elements only

14) Training & Documentation

- Documentation updated to include Azure AI Studio, Vector Search, Responsible AI and Copilot governance materials
- Remote and onsite AI training available

15) Trials & Education Discounts

- Trials aligned to Microsoft programmes (e.g., Azure OpenAI, AI Studio preview)
- Education discounts available per Microsoft eligibility

16) Responsibilities Matrix

Updated to cover AI-specific responsibilities.

Supplier Responsibilities:

- Configure and support Microsoft AI services (SKU-based + consumption-based)
- Maintain responsible AI controls and governance processes
- Provide AI lifecycle optimisation, incident support and escalation

Buyer Responsibilities:

- Manage Azure consumption budgets and approvals
- Maintain required Microsoft licences and subscriptions
- Implement internal governance and access policies

17) Compliance with Lot 2b Product Definition Spec

This updated document is fully aligned with G-Cloud 15 Lot 2b requirements and consistent with the corresponding Pricing Schedule.