

Service Definition v1.0

Large Language Model Services

Atendco Ltd

1. Service overview

This service establishes a secure large language model (LLM) capability within customer-owned Microsoft Azure environments. It enables public sector organisations to safely experiment with and adopt LLMs using organisational data, while maintaining control over data, models and infrastructure. The service focuses on configuring cloud-native AI services, identity and access controls, governance patterns and integration approaches that align with existing security, operational and compliance requirements within complex public sector estates.

2. Service features

- Deployment of large language model (LLM) capabilities within customer-owned Microsoft Azure environments
- Configuration of Azure OpenAI and supporting cloud-native AI services
- Secure identity, access management and role-based controls aligned to organisational policies
- Integration with organisational data sources and existing systems
- Selection and configuration of appropriate LLM models, including consideration of open and closed data sources
- Environment separation for development, testing and production
- Governance and control patterns to support responsible and secure AI usage
- Secure API and application integration patterns
- Monitoring, logging and usage controls for AI services
- Documentation and handover to support ongoing internal operation

3. Benefits

- Enables safe experimentation and use of LLMs with organisational data
- Maintains customer control over data, models and infrastructure

- Reduces risk through secure, governed AI platform deployment
- Supports multiple AI use cases without supplier lock-in
- Aligns AI capability with existing security, identity and governance controls
- Scales AI capability up or down in line with demand
- Establishes reusable patterns for future AI initiatives
- Informed by experience delivering cloud platforms within complex public sector environments

4. Service scope

The service includes: - Design and configuration of a secure LLM capability within the buyer's Azure environment - Configuration of Azure OpenAI and associated cloud services - Implementation of identity, access and governance controls - Integration with agreed organisational data sources and systems - Establishment of development, test and production environments - Documentation and knowledge transfer to support internal operation

The service does not include: - Provision of underlying Azure subscriptions or licences - Ongoing managed service unless agreed at call-off stage - Development of bespoke end-user applications unless explicitly agreed

5. Service delivery

The service is delivered remotely using cloud-based infrastructure.

Implementation and onboarding activities are agreed with the buyer at call-off stage and tailored to the scope and complexity of the contract.

6. Support arrangements

Support is provided during UK business hours (Monday to Friday, excluding UK public holidays) via email and telephone. Support requests are logged,

prioritised, and escalated as appropriate. Enhanced support arrangements can be agreed at call-off stage.

7. Service availability

The service is designed to be available in line with buyer requirements. Availability targets, maintenance windows, and any service level commitments are agreed at call-off stage.

8. Security and compliance

The service is delivered in accordance with applicable UK legislation and public sector requirements, including data protection obligations. Appropriate technical and organisational measures are in place to protect information and ensure service integrity.

9. Data protection

Personal data is processed only where necessary for the delivery of the service and in accordance with applicable data protection legislation. Roles and responsibilities (controller/processor) are agreed at call-off stage.

10. Onboarding and offboarding

Onboarding activities include account setup and access provisioning. Offboarding activities include the secure return or deletion of buyer data in line with agreed requirements.

11. Service management

The service is managed using established operational processes. A named point of contact is provided for service-related queries. Service reviews can be held where appropriate.

12. Dependencies

The service may depend on: - Buyer-provided information or access - Internet connectivity

Any dependencies are confirmed at call-off stage.

13. Pricing

Pricing is based on the scope, duration, and usage of the service. Full pricing details are provided separately and confirmed at call-off stage.

14. Termination

Termination rights and notice periods are set out in the call-off contract. On termination, data handling is carried out in accordance with agreed requirements.

15. Service constraints

Any constraints or limitations of the service are discussed and agreed with the buyer at call-off stage.

16. Change management

Changes to the service or scope are managed through an agreed change control process at call-off stage.

This Service Definition is provided for framework application purposes and forms the basis for discussion and agreement at call-off stage.