



Seedili – Service Definition

Lot 2: Cloud Software (Software as a Service)

Supplier: Ore Technologies Ltd



1. About Seedili

Seedili is a cloud-hosted, supplier-operated Software as a Service (SaaS) platform designed to support safe, transparent and curriculum - aligned use of artificial intelligence in education.

The platform enables students to learn, practise and prepare for exams using AI in a way that preserves academic integrity, avoids hallucinations, and remains aligned to approved curricula and learning objectives. At the same time, Seedili provides schools, colleges and other educational organisations with the governance, oversight and auditability needed to adopt AI responsibly.

Seedili positions AI as learning and revision support, not as a replacement for teaching, assessment or independent thinking.

2. What the Service Provides

Seedili delivers a single, standard SaaS platform that can be configured for different educational contexts and exam frameworks without bespoke development.

Key capabilities include:

Exam-Aligned Learning and Preparation

Seedili supports exam-aware learning across defined exam tracks (for example GCSEs, A-Levels, SATs or equivalent). Subjects and topics are mapped to structured curriculum trees, ensuring learners only access content that is relevant and permitted.

Constrained AI Tutoring

AI-powered tutors operate within strict boundaries:

- Responses are limited to approved curriculum topics
- Out-of-scope questions are blocked
- Outputs are structured, validated and auditable
- AI does not generate unrestricted or speculative answers

This approach enables AI assistance while reducing the risk of misinformation or inappropriate use.

Practice and Revision Engine

Seedili includes a deterministic practice engine that supports:



- Multiple question types (for example multiple choice, numeric and short answer)
- Immediate feedback with worked explanations
- Adaptive difficulty progression
- Exam-style pacing

High-stakes grading is not performed by AI.

Exam Readiness and Mastery Insights

The platform provides evidence-based readiness indicators and topic-level mastery views. These are explainable, conservative and intended to support learning decisions rather than predict outcomes or guarantee results.

Multi-Tenant Education Delivery

Seedili supports both individual learners and institutional tenants. Educational organisations can manage users, entitlements and access centrally, with strict tenant isolation enforced at database and API level.

3. What Seedili Does Not Include

Seedili is deliberately conservative in scope. The service does not:

- Replace teachers or formal assessments
- Generate or supply exam answers for cheating
- Claim endorsement by awarding bodies or regulators
- Guarantee grades or outcomes
- Train AI models on learner data
- Provide unrestricted or open-ended AI chat
- Perform bespoke software development as part of the SaaS offering

Any additional advisory, onboarding or configuration support is provided separately under Cloud Support services (Lot 3), where required.

4. Configuration, Not Bespoke Development



Seedili is provided as a standard product. Buyers can configure the service through supported settings, including:

- Enabled exam tracks and subjects
- User roles and permissions
- Feature availability and AI capability toggles
- Reporting and visibility options

Core platform logic, assessment rules and AI safeguards are not bespoke modified per buyer. This ensures consistency, reliability and auditability across deployments.

5. Hosting and Service Operation

Seedili is hosted and operated entirely by Ore Technologies as a cloud-based SaaS platform. Buyers do not manage infrastructure, hosting, updates or security controls.

The service is accessed via a modern web browser and supported APIs. Platform updates, maintenance and enhancements are managed centrally by the supplier.

6. Security and Governance

Seedili is designed with security and responsible AI use as foundational principles.

Key measures include:

- Role-based access control and tenant isolation
- Secure authentication with support for MFA and identity federation
- Full audit logging of user activity, AI usage and administrative actions
- Structured AI prompts, validation and fail-closed behaviour
- No training of AI models on customer or learner data

Security governance is led at board level and aligns with NCSC guidance and recognised good practice.

7. Availability and Resilience



Seedili is designed as a resilient SaaS platform and targets a monthly availability of **99.5%**, excluding planned maintenance. Planned maintenance is scheduled in advance and, where possible, outside UK business hours.

Availability targets, measurement methods and any applicable service credits are defined in the Call-Off Contract.

The service is deployed on resilient public cloud infrastructure with redundancy, managed backups and continuous monitoring. Further detail on resilience arrangements is available on request.

8. Support and Service Management

Standard support is provided via email and ticketing during UK business hours. Support covers access issues, platform usage queries and incident reporting.

Enhanced support options, onboarding assistance or technical account management can be agreed at call-off where required.

Audit information is available on request through the support process.

9. Data Ownership and Exit

Buyers retain ownership of their data. Seedili provides mechanisms to export data in open formats at contract end.

At the end of a contract, buyers can extract their data and confirm deletion. Data sanitisation is performed using logical and cryptographic erasure in line with documented policies.

10. Who Seedili Is For

Seedili is suitable for:

- Schools and colleges
- Multi-academy trusts
- Training providers
- Education-focused public sector organisations
- Learners and institutions seeking governed AI learning support



Seedili provides a practical, auditable and responsible way to introduce AI into education without undermining trust, integrity or learning outcomes.