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AI-Procurement Enablement Managed Service - Service Definition Document

Version: 2.1

Lot: Cloud Support (Lot 3)

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1. Service Overview

The Commercial Nexus (“CNX”) Managed Service provides ongoing optimisation, maintenance, monitoring, and support for organisations that have implemented the CNX AI-Procurement Enablement Framework within their Microsoft M365 environment.

The Managed Service ensures that the Client’s Power Platform applications, data pipelines, AI-driven workflows, and Microsoft Copilot integrations continue to operate reliably, securely, and efficiently. It provides continuous enhancements to data quality, workflow automation, and AI performance to maintain high-value output and sustained operational improvement.

This service is delivered fully remotely, within the Client’s Microsoft M365 tenant, and is compliant with NHS DSPT, GDPR, and NHS data governance standards. CNX does not host, extract, or store Client data outside the Client-controlled environment.

2. Service Features

The CNX Managed Service includes the following core components:

i. Data Quality & Maintenance

- Monthly data quality checks and cleansing recommendations.
- Identification of missing, inconsistent, or low-integrity fields.
- Supplier name standardisation updates.
- Validation of contract, spend and system data against expected structure.
- Optional improvement actions submitted for Client approval.

ii. Workflow, PowerApp & Automation Optimisation

- Review and optimisation of Power Platform components.
- Enhancement of Power Automate flows to maintain performance and reliability.
- Updating logic, filters, business rules, and workflow triggers.

iii. AI & Microsoft Copilot Tuning

- Monthly review of Microsoft Copilot prompts and orchestration. (Enhanced tier)
- Enhancement of prompt engineering and instruction sets. (Enhanced tier)
- Ensuring outputs stay aligned with procurement policies and category needs. (Enhanced tier)
- Adaptation to new procurement categories or contract types. (Enhanced tier)
- Correction of unexpected AI responses or data interpretation issues. (Enhanced tier)

(Does not include model retraining; tuning refers to prompt/logic-level adaptation only.)

iv. Monitoring & Issue Resolution

- Monitoring of system performance and automation failures. (Enhanced tier)
- Troubleshooting issues related to flows, apps, and Microsoft Copilot orchestration. (Enhanced tier)
- Notification of critical risks and recommended mitigations. (Enhanced tier)

v. Strategic Roadmap Support

- Quarterly roadmap sessions.
- Recommendations for new opportunities for automation.

- Alignment with wider digital, procurement, and ICS strategies.
- Identification of potential integrations and optimisations.

vi. Reporting & Governance

- Overview of data health, system usage, workflow performance, and AI accuracy. (Enhanced tier)
- Summary of changes made and recommendations. (Enhanced tier)
- Optional submission-ready reports for governance committees. (Enhanced tier)

vii. Dedicated Client Support

- Email & Phone support.
- Response SLAs based on service tier.
- Access to a named Client Success Lead. (Enhanced tier).

3. Service Benefits

- Ensures long-term performance of the procurement automation solution.
- Improves operational resilience through detection and correction.
- Maintains high data quality, reducing downstream manual rework.
- Supports continual enhancement of AI outputs and user experience.
- Ensures alignment with evolving NHS procurement requirements and processes.
- Reduces workload on internal technical resources - focus attention elsewhere.

4. Service Levels

i. Standard Service Level

Includes:

- Monthly data quality review.
- Monthly workflow health check.
- AI prompt and performance review.
- Minor configuration fixes and enhancements.
- Email support (48-hour response window).
- Monthly performance report.

ii. Enhanced Service Level

Includes everything in Standard, plus:

- Bi-weekly optimisation sessions.
- Data monitoring and early detection.
- Microsoft tuning aligned to new categories or process changes.
- Quarterly roadmap workshop.
- Priority support (24-hour response time).
- Dedicated Client Success Lead.
- Optional training session per quarter.

iii. General Notes

- Service covers optimisation, tuning, monitoring, and maintenance only.
- New feature development, integrations, or major redesigns require separate call-off.
- Work is delivered remotely.
- Service levels relate to response times only. Resolution times vary based on issue complexity and are not guaranteed.

5. Service Constraints

- Service requires sufficient Client licensing (PowerApps, Power Automate, Microsoft Copilot).
- CNX does not modify third-party systems or APIs.
- Dependencies include access to Client's Microsoft M365 tenant and SMEs.
- Performance may be affected by external system outages (e.g. Atamis, Adviselnc).
- CNX operates during standard UK business hours (09:00-17:00, Mon-Fri).
- Client is responsible for maintaining platform permissions and user access.

6. On-boarding

On-boarding includes:

- Kick-off meeting with delivery team.
- Review of existing solution configuration.
- Agreement of service tier and priorities.

- Access setup for CNX personnel via NHS-approved routes.
- Establishing communication channels and reporting cadence.
- Setting initial optimisation and monitoring baselines.

7. Off-boarding

Upon service termination:

- All access permissions are removed.
- Handover report summarising system status, outstanding risks, and recommendations.
- Transfer of any configuration documentation created under the service.
- Client retains full ownership of all apps, workflows, data pipelines, and AI prompt logic.

CNX does not retain any Client data.

8. Technical Requirements

Clients must provide:

- Microsoft 365 licensing and access.
- Power Platform licensing (PowerApps, Power Automate, Dataverse. Power BI where applicable).
- Microsoft Copilot licence.
- Access to relevant SharePoint, Dataverse, and data source locations.
- SME access for procurement, finance, and digital/IT.

9. Hosting & Data Location

- All data and configuration reside within the Client's Microsoft M365 tenant.
- No data is extracted, hosted, or processed by CNX outside the Client environment.
- Microsoft hosts NHS M365 data exclusively in UK sovereign datacentres.
- CNX accesses data only through secure NHS-approved authentication routes.

10. Backup, Restore & Disaster Recovery

- CNX does not maintain backups; all data resides in Microsoft M365.
- Backup and retention policies are the Client's responsibility.
- CNX supports restoration of CNX-created configurations (e.g. flows, prompts, logic).
- DR and business continuity rely on the Client's Microsoft M365 environment.

11. Outage & Maintenance Management

- CNX notifies the Client before applying material configuration changes.
- Microsoft's M365 service health dashboard is the authoritative source for outages.
- CNX does not perform any maintenance that causes downtime without Client approval.
- Critical issues identified during monitoring are escalated to the Client.

12. Security & Information Governance

- Aligned with NHS DSPT, GDPR, and NHS security standards.
- CNX does not export or store any Client data.
- All work remains inside the Client's Microsoft M365 tenant.
- All CNX users accessing the environment are covered by confidentiality agreements.
- Multi-factor authentication enforced through NHS access protocols.

13. Termination Terms

Termination follows the G-Cloud 15 Call-Off Contract.

Upon termination:

- All deliverables to date are provided.
- Access is revoked.
- Final report is issued.
- No Client data is retained.

14. Contact

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