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SUSTAINABLE FUTURES WITH PEOPLE & DATA



G-Cloud Service Definition

AI, Machine Learning & Generative AI: Development & MLOps



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Service Name

AI, Machine Learning & Generative AI: Development & MLOps

Service Description

Development of custom AI and Machine Learning models to solve complex public sector challenges. From rapid prototyping and Proof of Concepts (PoC) to production-grade MLOps. Capabilities include Generative AI (LLMs), Natural Language Processing (NLP), predictive analytics, and computer vision, deployed securely within your cloud tenant.

Service Category

Set up and Migration

Service Features

1. AI/ML Use Case discovery and feasibility assessment.
2. Custom Machine Learning model training and tuning.
3. Generative AI (LLM) integration and RAG (Retrieval-Augmented Generation).
4. MLOps pipeline setup for automated model retraining and deployment.
5. Natural Language Processing (NLP) for document and text analysis.
6. Computer Vision and image recognition solution development.
7. Predictive maintenance and forecasting model development.
8. AI Ethics, bias detection, and explainability (XAI) implementation.
9. Integration of AI models into front-end applications/APIs.
10. Secure deployment within private cloud VPCs (Virtual Private Clouds).

Service Benefits

1. Automation of manual, repetitive tasks releasing staff capacity.
2. Deeper insights from unstructured data (text, images, video).
3. Improved decision-making through accurate predictive modelling.
4. Safe and secure adoption of Generative AI technologies.
5. Rapid prototyping allows "fail fast" low-risk innovation.
6. Reduced operational risk through anomaly detection.

7. Enhanced citizen experience through AI-driven interfaces.
8. Transparent and ethical AI usage compliant with regulations.
9. Scalable AI infrastructure that handles fluctuating workloads.
10. Continuous model monitoring ensures accuracy remains high over time.

Scope of Work

Development of Proof of Concepts (PoC), Pilot models, and Production MLOps pipelines. Includes model training, validation, and documentation.

Service Constraints

- Model accuracy is dependent on the quality and volume of training data provided.
- "Hallucinations" in Generative AI: Human-in-the-loop verification is required for critical outputs.
- We reserve the right to decline use cases that violate our AI Ethics Policy.

Onboarding Process

1. **Kick-off:** Initial workshop to define success criteria, ways of working, and access requirements.
2. **Mobilisation:** Allocation of security-cleared staff (typically 5-10 days from contract signature).
3. **Discovery:** Review of existing documentation, architecture, and data sources.
4. **Plan:** Agreement of the Project Plan or Sprint Backlog.

Offboarding & Exit

1. **Knowledge Transfer:** Structured handover sessions with internal staff.
2. **Documentation:** Delivery of all technical documentation, code repositories (Git), and architecture diagrams.
3. **Data Deletion:** Secure deletion of any client data held on consultancy devices (certified disposal).
4. **Revocation:** Return of all passes, laptops, and removal of system access.
5. **Warranty:** A 30-day warranty period on all code delivered (for "Build" services only).

Service Pricing

Prices are based on our G-Cloud 15 Lot 3 Rate Card. Final contract value is determined by the scope, complexity, and resource mix required, which we establish during the initial discovery phase.

We offer flexible commercial models, including Time & Materials (T&M), Fixed Price, and Capped T&M, to be agreed and documented in the Call-Off Order Form. Volume discounts may be available for longer-term engagements