

1 Supplier Information

- Supplier Name: CISCAL TECH LTD
- Contact: Wilner Ciscal, Director
- Email: ciscal@ciscal.tech
- Phone: +44 7887 368856
- Website: www.ciscal.tech

2 What the Service Is

This cloud support service provides expert assistance for designing, implementing, and integrating AI-driven matching, recommendation, and scoring systems into cloud environments. Delivered by a solo specialist with 15+ years' experience, it focuses on privacy-focused algorithms for allocation, triage, and profiling. Proven in luxury real estate off-market platform (private buyer-seller matching) and EU driver behaviour modelling projects. Supports public sector use cases like social housing allocation, job matching, patient triage, or procurement scoring.

3 Service Features

- AI matching engine architecture
- Preference profiling and scoring algorithms
- Similarity search and embedding models
- Privacy-focused recommendation systems
- Integration with Laravel/React stacks
- Data pipeline design for AI inputs
- Cloud deployment and scaling (AWS/Azure/GCP)
- Performance optimisation of ML models
- Legacy decision system migration
- Validation and bias assessment

4 Service Benefits

- Accelerates AI system deployment
- Enhances matching accuracy and fairness
- Reduces manual allocation effort
- Improves privacy and compliance
- Lowers operational costs

- Boosts cloud AI efficiency
- Enables rapid algorithm iteration
- Optimises resource allocation
- Supports remote and on-site collaboration
- Increases decision-making speed

5 Service Scope

Included:

- Initial AI capability assessment and gap analysis.
- Architecture design and options analysis for matching systems.
- Algorithm development and cloud integration.
- Migration of legacy decision/matching processes.
- Model validation and testing.
- Knowledge transfer and documentation.
- Development of new AI features and enhancements.

Excluded:

- Third-party AI/ML platform licences (buyer responsibility).
- 24/7 operations.
- Large-scale team-based delivery (solo specialist only).

6 Service Constraints

- Requires buyer-provided cloud access and data for integration.
- Cyber Essentials certification in progress; full compliance before award.

7 Levels of Data Backup and Restore, and Disaster Recovery

As a professional services provider (not hosting), we do not manage data storage. However, we advise on best practices for cloud backups during implementation: Recommend buyer uses provider tools (e.g., AWS S3 versioning, Azure Backup) for automated snapshots. In case of issues during our support, we can assist in restoring models from buyer backups. No dedicated disaster recovery plan provided; reliant on buyer's cloud infrastructure resilience.

8 Onboarding and Offboarding Support

Onboarding: 1-3 business days remote or on-site kick-off, including access setup, requirements gathering, and initial proof-of-concept. No cost beyond day rates. Offboarding:

End-of-project handover (1-2 days), including full documentation, model transfer, and knowledge session. Ensures buyer can maintain the AI system independently. Data access: All deliverables returned via secure cloud share (e.g., buyer-provided OneDrive/SharePoint).

9 Service Levels

- Performance: Models optimised for accuracy and low latency; tested in cloud environments.
- Availability: Service available Mon-Fri, 9am-5pm GMT; no uptime SLA as non-hosted.
- Support Hours: As above; response to queries within 48 hours.
- SLAs: Acknowledgement within 24 hours; resolution aim 3-5 days for standard issues. Measured via email timestamps.

10 After-Sales Support

Post-delivery support available on ad-hoc basis: Email/phone for queries, billed at £150/hour or day rates. Includes model tuning, minor enhancements, or advice on cloud scaling. No long-term contracts required; flexible per call-off.

11 Technical Requirements

- Buyer must provide cloud environment access (e.g., AWS, Azure, GCP).
- Compatible with Python/ML libraries and Laravel/React integration.
- Development tools installed remotely if needed.
- Minimum: Stable internet for remote sessions.

12 Outage and Maintenance Management

As non-hosted support, no outages from our side. If cloud provider downtime affects sessions, we reschedule at no extra cost. Maintenance: Library/model updates handled by us during projects; buyer notified of any impacts.

13 Hosting Options and Locations

N/A – This is a support service, not hosting. We assist with buyer's chosen cloud providers (UK/EU data centres recommended for compliance). Data processed in UK (our location); no offshore storage.

14 Access to Data Upon Exit

All project data, models, code, and code repositories fully transferred to buyer at off-boarding via secure method (e.g., encrypted zip, cloud share, or Git repository transfer). No retention by us post-project, compliant with UK GDPR (ICO-registered). Buyer owns all IP generated.

15 Security

- Staff Security: Solo director BPSS-compliant; no criminal record, references available.
- Data Protection: ICO-registered; processes aligned with UK GDPR.
- Cyber Security: Cyber Essentials in progress (basic level); secure remote access via VPN/encrypted tools.
- Incident Management: Any breaches reported within 24 hours; assisted resolution. No formal penetration testing provided, but we advise on AI security best practices.

Last Updated: December 2025