

**SOLVE
SOMETHING
IMPORTANT**

Artificial Intelligence and Machine Learning

Service Definition Document

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Artificial Intelligence and Machine Learning

1 WHAT THE SERVICE IS

Leidos offers a full spectrum of Artificial Intelligence (AI) and Machine Learning (ML) services including the latest advancements in Generative AI and LLMs, combining cutting-edge technology to make AI and ML algorithms reliable, resilient, and secure, with tools that increase human trust by providing transparency and eliminating bias.

FEATURES

- Design and implementation of trustworthy , scalable, and future-ready AI/ML solutions;
- Generative AI and custom LLMs solutions tailored to customer requirements;
- Supervised, Unsupervised, Reinforcement, Deep Learning models (custom-built or pre-trained);
- Intelligent insights extraction from multimedia data (video, image, audio);
- Advanced Natural Language Processing (NLP) and Computer Vision solutions;
- Robotic Process Automation (RPA) and AI-powered chatbots implementation and support;
- Augmented intelligence technologies – AI that enhances human decision-making;
- AutoML and MLOps expertise for rapid deployment and lifecycle management of ML models;
- Customer support in AI/ML technology evaluation and implementation roadmaps;
- Support for cloud-native (Azure, AWS, Google) and hybrid platforms;
- Predictive analytics and forecasting to drive smarter business decisions;
- Edge AI solutions for IoT and real-time, on-device intelligence;
- Ethical AI frameworks ensuring compliance, transparency, and responsible use;
- Recommendation systems for personalisation and customer engagement;
- Continuous monitoring and retraining for long-term model accuracy and reliability;
- Knowledge Graph and Graph Database Services – semantic modelling, relationship intelligence, and connected data insights;
- Semantic AI and Ontology-driven Solutions – enabling explainability, contextual reasoning, and advanced discovery;
- Multi-agent collaboration frameworks enabling coordinated problem-solving across distributed AI systems;
- Goal-oriented reasoning and planning engines supporting dynamic decision-making in complex environments;
- Adaptive learning agents refining behaviour based on feedback, context, and evolving objectives;
- Human-AI teaming solutions where agents act as proactive collaborators to augment workforce productivity;
- Autonomous AI agents capable of executing tasks and achieving goals with minimal human input;
- Agentic orchestration platforms integrating agents across workflows, applications, and enterprise ecosystems.

BENEFITS

- Enhancing cognitive performance, learning, better decision-making and customer experience;
- Tackling complex problems, day-to-day challenges, and providing operational efficiencies;
- Modernising legacy systems and operations using RPA and intelligent chatbots;
- Reducing costs/increasing revenue using automation for repetitive tasks, low-value tasks;
- Modernising data/databases, processes, analytics and visualisation with advanced AI/ML tools;
- Augmented Intelligence for better human-centred partnership model (between people-AI);
- Accelerating deployment and application of ML models with AutoML for faster time-to-value;
- Leveraging Computer Vision for accurate, real-time visual-data processing, intelligence extraction, and cost-savings;
- Organising and extracting intelligence from unstructured-data using knowledge graphs;
- Enabling scalable, flexible operations through cloud-native and hybrid AI platforms;
- Strengthening compliance, transparency, and trust with ethical and responsible AI frameworks;
- Enhancing customer engagement and retention with personalised recommendations and predictive analytics;
- Improving resilience and risk management through anomaly detection and fraud prevention;
- Driving smarter business decisions with predictive analytics and forecasting capabilities;
- Ensuring long-term ROI through continuous monitoring, retraining, and lifecycle management of AI/ML models;
- Delivering autonomous AI agents that execute tasks and achieve goals with minimal human input;
- Enabling multi-agent collaboration for coordinated problem-solving across distributed AI systems;
- Supporting dynamic decision-making with goal-oriented reasoning and planning engines;
- Providing adaptive learning agents that refine behaviour based on feedback and evolving objectives;
- Augmenting workforce productivity through proactive human-AI teaming solutions;
- Integrating agentic orchestration platforms across workflows, applications, and enterprise ecosystems.

OVERVIEW

As a leading provider of data-rich solutions for the public and private sectors, we understand our customers and their data. By combining that understanding with our expertise in designing and building AI / ML systems, we are able to accelerate solutions that provide immediate value for our customers' most pressing problems. Our knowledge of the underlying landscape in many domains allows us to take a disciplined, science-based approach to AI / ML that distinguishes our solutions. We help create the AI / ML solutions your organisation needs to transform today, and in the future.

Our Artificial Intelligence and Machine Learning Service is tailored to customer infrastructure strategies, whether that be On-Cloud or Hybrid, and can be delivered as part of a wider Leidos Solution offering or via consultancy. The cloud-focused elements of our service leverage powerful PaaS offerings such as AWS SageMaker, Azure Machine Learning, and Google AI Platform, enabling robust scalability, management, and deployment of machine learning models. These platforms facilitate a seamless integration of AI capabilities into your existing operations, optimising both performance and cost-efficiency.

The solutions offered by Leidos include:

- Generative AI and LLMs Services;
- AI Governance, Responsible AI, and MLOps Services;

- Conversational AI and Chatbot Solutions;
- Multimodal Analytics (Image, Video and Audio) Services;
- Robotic Process Automation (RPA) for Data and Workflow Services;
- Reinforcement Learning Services;
- Supervised Learning Services;
- Unsupervised Learning Services;
- Deep Learning Services;
- Natural Language Processing (NLP) Services;
- Knowledge Graph and Semantic Data Services;
- Computer Vision and Machine Vision Services;
- Augmented Intelligence Solutions (human-AI collaboration);
- Adaptive Edge AI and IoT Analytics Solutions;
- AutoML Solutions for rapid model development and deployment;
- Autonomous AI Agent Services;
- Multi-Agent Collaboration Services;
- Goal-Oriented Reasoning and Planning Services;
- Adaptive Learning Agent Services;
- Human-AI Teaming and Orchestration Services;
- Anomaly Detection and Fraud Prevention Services;
- Predictive Analytics and Forecasting Services;
- Recommendation System Solutions and AI-powered Personalisation Engines;
- Continuous Model Monitoring and Lifecycle Management Services.

2 ANY ONBOARDING AND OFFBOARDING SUPPORT YOU PROVIDE

Where relevant, Leidos will adopt a consultative approach with customers to define and validate their requirements in order to determine how best to engage with the services. The onboarding and offboarding process is dependent on the specific requirements of the solution, and the delivery methodology agreed upon.

3 PRICING

Please refer to the associated Pricing Document relevant to this Service.

4 TERMS AND CONDITIONS

Please refer to the associated Terms and Conditions Document relevant for our Service Offerings.

5 FURTHER INFORMATION

Please send your requirement to publicsector@uk.leidos.com. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

1. Your organisation name.
2. The name of this service.

3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

ABOUT LEIDOS

Leidos is a leading partner to the UK government and the Scottish government as well as having key client partners in transportation and energy. Leidos employs 1300 people across the UK supporting technology and business process transformation programmes for clients such as the Home Office, the Ministry of Defence, the Metropolitan Police Service and NATS.

The success of this work in the UK and beyond shows that we are a trusted partner in the region and that our people can deliver innovative solutions to solve the most challenging problems.

LEVERAGING OUR CORE CAPABILITIES

Our technical core capabilities define the areas in which technical excellence is critical, not only for our business, but in the work we do daily to help customers achieve the important missions on the frontlines of their industry. Explore our core capabilities [here](#).



Digital Modernisation



Cyber Operations



Mission Software Systems



Integrated Systems



Mission Operations



INCLUSION AND DIVERSITY IN LEIDOS UNITED KINGDOM

Leidos is committed to creating a diverse and inclusive workplace, where every colleague has the opportunity to contribute, share their unique ideas and talents, and be supported in their career. Explore Inclusion and Diversity in the UK [here](#).

SOCIAL VALUE

We're committed to supporting sustainability initiatives, tackling workforce inequality and STEM education by enriching the communities to our operations. Learn more about Social Value in the UK [here](#).