

Valcon G-Cloud Lot 3 Service Definition

RAG - Retrieval Augmented Generation

[Set Up and Migration | Service optimisation/right sizing, Other]

Version 1.0

1. About us

Valcon is a leading European consultancy specialising in AI and data-driven business transformation, with a growing and established presence in the UK. A trusted partner to major organisations including multiple UK Government departments and public sector agencies. Valcon connects strategy and operations, helping organisations create value in their transformation programmes.

With over 1,750 consultants across Europe, Valcon brings deep expertise across data, AI, technology and consulting. In the UK, Valcon works with clients across financial services, public sector, retail, industrials and infrastructure. Valcon is backed by private equity firm Rivean Capital.

2. Service Offering

We deliver effective and scalable Retrieval Augmented Generation solutions that are readily adopted. We start with an AI/data readiness assessment alongside a proof-of-value to showcase Generative AI possibilities addressing business challenges. We guide stakeholders in understanding what AI can do well now and how this might develop in the future.

Features:

- Identify, define and prioritise high-value use cases
- Develop adaptable delivery roadmap supporting rapid technology change
- Analyse use-case value and associated change impact
- Analyse solution landscape to ensure delivery meets requirements
- Design end-to-end solution covering UI, hosting, and model serving
- Rapid proof-of-value (POV) to validate business case and AI capabilities
- Responsible AI covering regulation, governance, security, ethics, sustainability
- End-to-end delivery of your RAG-based genAI solution
- Identify required people, process, data, and technology changes
- Support solution rollout and ongoing maintenance

Benefits:

- Quickly build momentum through rapid prototyping and demonstrable benefits
- Uncomplicated technology-agnostic advice and guidance from experienced data professionals
- Promotes stakeholder understanding of potential and limitations of Gen AI
- Solutions appropriate to AI and data maturity within an organisation
- Derisks the value of your investment through phased approach
- Increased performance, reduced costs and better VfM from RAG automation
- Develop GenAI competencies and governance within your organisation
- Progress beyond internal stalemates through sensitively delivered impartial expert advice
- Improve Gen AI competencies and governance across your organisation
- Integration of Gen AI into business processes, keeping 'human-in-the-loop'

3. Approach

Delivery Overview

We begin by defining the use case and user requirements. We then select appropriate Generative AI models from a range of open weight and cloud provider options (AWS, Microsoft, Google, HuggingFace...), tune them, design prompts and develop user-friendly applications that integrate with existing systems. The solution is validated for performance, safety and alignment with organisational standards.

Governance, Collaboration and Quality Assurance

We work closely with architecture, security, data protection and governance teams to ensure Generative AI solutions comply with organisational standards and regulatory expectations. Delivery aligns, where applicable, with recognised frameworks and guidance such as the UK Government AI Framework, NCSC cloud security principles, ISO/IEC 27001 (information security), ISO/IEC 23894 (AI risk management) and emerging ISO/IEC 42001 (AI management systems) standards.

Quality assurance includes structured performance testing, prompt and model evaluation, safety and bias assessments, auditability checks and documentation to support traceability and responsible AI adoption. Governance checkpoints are embedded throughout design, build, validation and deployment to ensure risks are identified, mitigated and formally approved prior to release.

Change Management, Stakeholder Engagement and Methodology

Stakeholders engage through workshops, prototyping and iterative design. Our methodology combines agile delivery with responsible AI practices, ensuring smooth adoption, training and long-term sustainability of the solution.

Example High-Level Delivery Structure

Phase	Key Activities
Discovery	Define use case, assess data, align stakeholders
Design	Select model, refine prompts, outline solution
Build	Develop prototype, develop integrations
Validate	Test performance, confirm safety requirements
Deploy	Release solution, monitor performance, hand over

4. Effort and Cost

Team structure will vary depending on the services required.

The service can be provided on a fixed price basis or as T&M with effort for both to be scoped between Valcon and the client based on the skills mix required. See the Pricing Document for the current rates.

All totals exclude VAT and expenses, which will be re-charged at cost. Expenses will be evidenced by receipts and will include reasonable travel, accommodation, and subsistence costs. The payment schedule will follow completion of the milestones described in the table above.

5. Assumptions

The successful delivery of the engagement depends on assumptions and dependencies jointly agreed between the Valcon and the client.

These may include (but are not limited to):

- Access to required stakeholders, systems, or information
- Timely decisions and approvals
- Availability of resources and infrastructure
- Defined governance and communication processes

All assumptions and dependencies will be recorded and validated as part of the Statement of Work (SoW).