

Valcon G-Cloud Lot 3 Service Definition

Generative AI

[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 Description

Valcon's AI and Technology experts design, build and deploy tailored Generative AI solutions using cloud-based and open weight large language models. From UX design, model selection, tuning, to prompt engineering and application development, we automate content creation, improve decision-making and deliver responsible, user-focused AI capabilities aligned to organisational requirements.

Features

- Design of tailored Generative AI applications
- Hands-on selection of most appropriate AI model (proprietary/open weights)
- Model tuning, prompt engineering and thorough validation for reliable outputs
- End-to-end application and interface development
- UX design for effective AI interactions and increased adoption
- Integration with enterprise systems and workflows
- Model performance and safety evaluation
- Responsible AI controls and governance
- Scalable cloud deployment architecture
- Documentation, training and handover

Benefits

- Solutions aligned to organisational needs
- Increased productivity through AI automation
- Enhanced decision-making with intelligent assistance
- Scalable architecture for future expansion
- Faster delivery of digital services leading to increased citizen satisfaction
- Improved user engagement and usability
- Reduced manual workload across teams
- Responsible, compliant AI implementation
- Measurable efficiency improvements
- Accelerated innovation and time-to-value

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

Effort will be determined collaboratively between the Valcon and the client based on the skills mix and scope required.

Please refer to the Pricing Document for current rates.

- Rate card prices are exclusive of VAT.
- Expenses are recharged at cost and supported by receipts.
- Expenses may include reasonable travel, accommodation, and subsistence costs.
- The payment schedule will follow milestone completions as agreed in the Statement of Work.

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, users, 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).