

AI READINESS ASSESSMENT & INTEGRATION ENABLEMENT

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Many public sector organisations recognise the potential value of AI and agentic AI but are uncertain how to adopt it safely, responsibly and at scale. Common challenges include unclear data readiness, fragile or inconsistent integrations, unresolved security and compliance concerns, and the absence of governance or operating models capable of supporting AI-driven decision-making. As a result, AI initiatives often stall at proof-of-concept stage or proceed in ways that introduce unnecessary risk.

Reply's AI Readiness Assessment & Integration Enablement service for G-Cloud 15 addresses these challenges by providing a structured, evidence-based assessment of organisational readiness for AI and agentic AI adoption. We examine data, integrations, security, governance and operating models to determine what is realistically achievable today and what needs to change to support safe, scalable AI delivery.

The service moves beyond strategy documents and high-level aspiration. We provide practical, actionable recommendations and a delivery roadmap that aligns AI ambition with existing enterprise architecture, integration platforms and public sector assurance requirements. This enables organisations to progress confidently from exploration to controlled, production-ready AI use cases.

Crucially, we focus on enablement rather than experimentation. The outcome is a clear path to adopt AI in ways that are secure, governed, auditable and aligned with public service values, avoiding costly false starts and reputational risk.

FEATURES

Our service combines strategic assessment, technical analysis and organisational enablement to provide a realistic view of AI readiness and a clear path to delivery.

- **Enterprise Data and Integration Readiness Assessment**
We assess the quality, availability and accessibility of enterprise data and the integration mechanisms used to move and expose it. This identifies whether data is fit for AI use today and where issues such as fragmentation, latency or governance gaps will limit AI effectiveness.
- **Review of Existing Integration and Automation Platforms**
We review current integration, automation and workflow platforms to understand how AI can be embedded safely into live processes. This avoids introducing AI solutions that bypass existing controls or require wholesale platform replacement.
- **AI Use-Case Identification and Prioritisation**
We work with stakeholders to identify potential AI and agentic AI use cases and assess them for value, feasibility and risk. Use cases are prioritised based on organisational readiness rather than hype, ensuring early delivery of meaningful outcomes.
- **Security and Compliance Impact Assessment**
We assess the security, privacy and compliance implications of AI adoption, including data sensitivity, access control, auditability and regulatory considerations. This ensures AI plans align with public sector security and assurance expectations from the outset.
- **Governance and Operating Model Recommendations**
We define how AI should be governed, owned and operated across the organisation. This includes decision rights, oversight mechanisms, approval models and accountability structures required to manage AI responsibly.



- Integration Architecture AI Enablement Planning**
 We assess how existing integration architectures can be adapted to support AI and agentic AI, including API exposure, workflow orchestration and context management. This accelerates AI implementation by reusing established enterprise patterns.
- MCP and Agent Compatibility Assessment**
 For organisations considering agentic AI, we assess readiness for Model Context Protocol, agent orchestration and policy-driven AI interaction. This ensures future AI agents align with organisational architecture and control models.
- AI Risk and Assurance Considerations**
 We identify key AI risks and assurance requirements, including explainability, auditability and ethical considerations, helping organisations prepare for scrutiny and oversight.
- Delivery Roadmap and Implementation Plan**
 We produce a clear, phased roadmap that prioritises practical next steps, sequencing capability development, pilot delivery and scaling in a controlled, predictable way.
- Stakeholder Workshops and Knowledge Transfer**
 We run structured workshops to build understanding, align stakeholders and transfer knowledge, accelerating progression from assessment to delivery.

BENEFITS

Our AI Readiness Assessment & Integration Enablement service enables organisations to move from AI uncertainty to informed, confident action. The benefits focus as much on **risk avoidance and control** as on **value realisation**, recognising the scrutiny and accountability inherent in public sector AI adoption.

- Clear Understanding of AI Adoption Maturity**
 Organisations gain a realistic, evidence-based view of their current readiness for AI and agentic AI adoption. This includes clarity on whether existing data, integrations, platforms and operating models can genuinely support AI use cases, rather than relying on assumptions or vendor claims.

This understanding allows senior stakeholders to make informed decisions about when and where AI adoption is appropriate.

- Reduced Risk of Unsuitable or Premature AI Investment**
 AI initiatives often fail because organisations invest in tools or platforms before foundational capabilities are in place. By identifying readiness gaps early, this service prevents investment in AI solutions that cannot be integrated, governed or assured.

This protects budgets, avoids reputational risk and reduces the likelihood of stalled proofs of concept.

- Focus on High-Value, Achievable AI Opportunities**
 Use-case prioritisation ensures effort is concentrated on opportunities that are both valuable and realistically deliverable within current constraints. Rather than pursuing AI because it is



fashionable, organisations focus on areas where AI can improve outcomes, efficiency or decision-making in a controlled way.

This increases the likelihood of early, demonstrable success.

- **Safer and More Responsible AI Adoption**

Early consideration of security, privacy, compliance and assurance requirements ensures AI adoption is safe by design. Risks relating to data sensitivity, access control, explainability and accountability are addressed before solutions are deployed.

This significantly reduces the risk of later remediation, regulatory challenge or loss of public trust.

- **Improved Organisational Control Over AI**

Clear governance and operating model recommendations define how AI is owned, approved, monitored and challenged within the organisation. This prevents fragmented adoption and ensures AI capability develops consistently rather than through isolated initiatives.

Organisations gain confidence that AI is being deployed deliberately rather than opportunistically.

- **Faster and More Predictable AI Implementation**

By aligning AI ambition with existing integration and enterprise architecture, the service removes uncertainty about how AI will be implemented in practice. Delivery becomes faster because it builds on what already exists, rather than requiring wholesale change before progress can be made.

This reduces delivery risk and shortens the path from decision to implementation.

- **Better Alignment of AI with Organisational and Policy Goals**

Compatibility assessment ensures AI initiatives are aligned with organisational priorities, service objectives and policy outcomes. AI becomes a tool for achieving goals rather than a parallel technical experiment.

This improves stakeholder confidence and senior sponsorship.

- **Improved Confidence for Senior Leaders and Risk Owners**

Clear articulation of risks, controls and assurance considerations enables senior leaders, SROs and risk owners to engage constructively with AI proposals. Decisions are grounded in evidence, clarity and transparency.

This supports confident approval rather than defensive avoidance.

- **Predictable and Controlled AI Adoption Path**

A phased roadmap provides a clear sequence of activities, dependencies and decision points. Organisations can progress incrementally, validating assumptions and controls at each stage rather than committing to large, irreversible steps.

This approach supports learning without exposing services to uncontrolled risk.



- **Faster Progression from Strategy to Delivery**

Structured workshops and knowledge transfer align stakeholders early, reducing delays caused by misunderstanding or misaligned expectations. Teams move more quickly from intent to execution, supported by shared understanding of constraints and opportunities.

WHAT THE SERVICE INCLUDES

Reply delivers a **deep, structured assessment and enablement service** that prepares organisations for safe, scalable AI and agentic AI adoption. The service covers strategic, technical, operational and governance dimensions in an integrated way.

1. Organisational Context and AI Ambition Alignment

We begin by understanding organisational goals, service pressures and policy drivers that motivate AI adoption. This ensures the assessment is anchored in real needs rather than generic AI maturity models. Activities include:

- Clarifying AI objectives and success criteria
- Understanding service, operational and policy drivers
- Identifying constraints such as risk appetite, skills and funding
- Aligning assessment scope with organisational priorities

2. Enterprise Data Readiness Assessment

We assess whether enterprise data is suitable for AI use, focusing on quality, availability, timeliness and governance rather than volume alone.

This includes:

- Review of key data sources and ownership
- Assessment of data quality and consistency
- Understanding data access, lineage and controls
- Identification of gaps affecting AI effectiveness

3. Integration and Platform Capability Review

We review existing integration, automation and workflow platforms to understand how AI can be embedded safely into live processes.

This covers:

- Integration patterns and API exposure
- Event, batch and real-time data flows
- Automation and orchestration capabilities
- Constraints that limit AI-driven actions

4. AI and Agentic AI Use-Case Exploration

We facilitate structured exploration of AI and agentic AI use cases with business, operational and technical stakeholders.

Activities include:

- Identification of candidate use cases
- Assessment of value, feasibility and risk
- Consideration of human oversight requirements
- Filtering out inappropriate or high-risk scenarios

5. Security, Privacy and Compliance Assessment

We analyse the security and compliance implications of AI adoption, ensuring early alignment with public sector expectations.

This includes:



- Data sensitivity and access considerations
- Identity, permissions and auditability requirements
- Regulatory and assurance implications
- Initial ethical and reputational risk assessment

6. Governance and Operating Model Definition

We define how AI should be governed and operated across the organisation.

This includes:

- Decision rights and approval mechanisms
- Oversight and escalation models
- Ownership and accountability structures
- Alignment with existing governance forums

7. Integration Architecture and AI Enablement Planning

We assess how existing enterprise and integration architectures can support AI and agentic AI.

Activities include:

- Identification of reusable integration patterns
- Assessment of API, workflow and orchestration readiness
- Planning for context sharing and control mechanisms
- Avoiding architecture bypass or duplication

8. MCP and Agentic AI Compatibility Assessment

For organisations considering agentic AI, we assess readiness for MCP-based approaches.

This includes:

- Suitability of current integrations for agent use
- Readiness for policy-driven AI interaction
- Assessment of audit and traceability capability
- Alignment with future agent orchestration needs

9. AI Risk, Assurance and Control Mapping

We identify key AI risks and map them to practical controls, enabling organisations to demonstrate responsible adoption.

This covers:

- Explainability and transparency considerations
- Audit and traceability expectations
- Risk ownership and mitigation approaches
- Preparation for scrutiny and assurance

10. Delivery Roadmap and Implementation Plan

We produce a clear, prioritised roadmap that sequences capability development and delivery.

The roadmap includes:

- Short-term actions to enable early progress
- Medium-term capability improvements
- Dependencies and decision points
- Indicative timelines and outcomes

11. Stakeholder Workshops and Knowledge Transfer

We run structured workshops to align stakeholders and transfer knowledge, accelerating readiness across the organisation.

These workshops:



- Build shared understanding of AI readiness
- Align technical and business perspectives
- Reduce resistance and uncertainty
- Enable faster transition into delivery

WHY THIS MATTERS

Together, these service components replace uncertainty and experimentation with clarity and control. Organisations gain a clear, defensible path to AI adoption that balances innovation with responsibility, enabling AI and agentic AI to be deployed in ways that are trusted, explainable and aligned with public service values.



ONBOARDING

Kick-Off Meeting

When we start an engagement with a new client, we begin with a workshop introducing the team (from both Reply and the client), the project objectives, and our anticipated timelines and approach. This workshop is most impactful when the majority of client stakeholders involved in the project are present and involved (either in person or remotely). Where this is impossible, we can hold separate sessions with teams that cannot participate in the kick-off workshop to ensure all stakeholders are engaged and bought into the project's objectives.

Account Management

Designated Account Manager

Each client has a designated Account Manager, who will be the main point of contact throughout the engagement. This individual is responsible for ensuring that delivery progresses and is executed to the standards that Reply and our clients expect.

Fortnightly review meeting

Alongside regular ceremonies and informal daily interaction between the Reply project team and the client, we hold formal review meetings with key stakeholders, usually fortnightly. This includes critical client stakeholders, senior Reply project team members, and the Reply Account Manager. Where appropriate, these meetings will consist of a review of work completed and demonstrations or walk-throughs of deliverables.

Offboarding

Where an engagement continues to completion, unless the client requests an extension or new engagement, all client IT, documents, artefacts and deliverables will be returned to the client. Our team will ensure a complete handover of data and knowledge to client staff. An ongoing support or retained advisory service may be implemented where appropriate to provide additional continuity.

Access to Data

Ensuring secure access to client data upon exit is paramount to maintaining confidentiality and integrity. We begin by conducting a comprehensive inventory of all client data stored within our systems, encrypting it both in transit and at rest using industry-standard protocols. Strict access controls and authentication mechanisms are implemented to restrict access to authorized personnel only, with permissions regularly reviewed and updated. Client data is segregated from other data within our systems, ensuring isolation and protection. Upon exit, all access rights to client data are promptly revoked, including user account deactivation and permission removal. If requested, we securely delete or anonymise client data in accordance with retention policies and regulatory requirements. Detailed documentation and audit trails of data access are maintained, providing transparency and accountability. Before exiting, we verify with the client that all necessary data access has been revoked. Finally, we adhere to legal and regulatory obligations regarding data protection and privacy, ensuring compliance with contractual agreements and applicable laws such as GDPR or HIPAA. Through these measures, we ensure that client data remains secure throughout the exit process, mitigating the risk of unauthorized access or data breaches.



SECURITY

Personnel Security

As a Specialist Cloud Service, the capability being offered is not limited to specific Impact levels (as it is not infrastructure, software or a platform) and can be used, subject to personal Security Clearance levels. Reply consultants are mostly Security Cleared (SC), some have higher-level Developed Vetting (DV) clearances. We also have a pool of NPPV3 Consultants for Policing work. The majority of our work for both public and private sector clients is at IL2 but we work in the Official, Secret and Top-Secret domains. Our hard and soft information security processes have been designed and approved by independent CESG CLAS accredited consultants.

Information Security

We are ISO27001, Cyber Essentials certified and our Quality Assurance processes are based upon and compliant with our ISO 9001 accreditation. Our Information Security processes are directly guided by our ISO27001 accreditation. We shall adhere to local information and other security policies and will apply local Security Operating Procedures (SyOPs) as may exist. If such do not exist we shall apply our own SyOPs.

Physical Security

The Main Reply Office (London, UK) is a Police Accredited Secure Facility (PASF) with access controls for each point of entry. All Laptops/Phones must be stored securely overnight. When working on a client-site our consultants adhere to client security policies.



TRAINING & KNOWLEDGE TRANSFER

We enable customer teams throughout delivery by embedding knowledge transfer alongside implementation activities. Training is aligned to organisational roles, ensuring relevance for finance users, operational staff, and system administrators.

Knowledge transfer is delivered through:

- A train-the-trainer approach to establish internal subject matter experts.
- Technical training for administrators covering configuration, security roles, and integrations.
- Walkthroughs of system design, data structures, and operational processes.
- Provision of comprehensive documentation, including user guides and runbooks.

Formal training is supported by ongoing access to expert guidance during delivery and early life support. Where required, refresher sessions or additional enablement can be provided to support organisational change or onboarding of new users.



ORDERING AND INVOICING PROCESS

To begin the process, please contact glue.frameworks@reply.com with details of your organisation, role and high-level requirements.

Our Framework Manager will connect you to our experts and from here we will organise an introductory discussion to go into more detail and shape a proposed engagement that suits your needs.

We invoice for both fixed price and time and materials engagements one month in arrears. For fixed price engagements, this takes place upon completion of the deliverable(s), or in stages, if the size of the engagement is greater than £40,000 excluding VAT.

Payment terms are 30 days net of receipt of invoice.



CUSTOMER RESPONSIBILITIES

To deliver our responsibilities as a partner, we require the following:

- Full access to systems and data that are relevant to the specific project
- Reasonable and timely access to key stakeholders and internal SMEs for information gathering, requirements definition and other critical tasks associated with the delivery of our outputs

Technical and Client-Side Requirements

Other than the system access specified above, there are no specific technical or client-side requirements that would limit our capacity to begin work.

Outcomes and Deliverables

Our engagement's specific outcomes and deliverables will be determined during the scoping phase before beginning the project based on your goals and objectives and the level of depth you require. These will include:

- Workshop(s) to discuss and assess the existing architectural design
- Detailed assessment of design with identification of risks and opportunities
- Report with recommendations and proposed action plan



ABOUT REPLY

Reply is a company that specialises in Consulting, Systems Integration and Digital Services with a focus on the conception, design and implementation of solutions based on the new communication channels and digital media.

Reply partners with key industrial groups in defining and developing business models made possible by the new technological and communication paradigms such as Artificial Intelligence, Big Data, Cloud Computing, Digital Communication, the Internet of Things and Mobile and Social Networking. In so doing, it aims to optimise and integrate processes, applications and devices.

Reply's offer is aimed at fostering the success of its customers through the introduction of innovation along the whole economic digital chain. Given its knowledge of specific solutions and due to a consolidated experience, Reply addresses the main core issues of the various industrial sectors.

Through its network of specialist companies, Reply supports some of Europe's leading industrial groups in Telco & Media, Industry & Services, Banks & Insurance, and Public Administration to define and develop business models, suited to the new paradigms of Artificial Intelligence, Big Data, Cloud Computing, Digital Media and the Internet of Things.

We make innovation happen.

We started with a small team and a purpose: to help the digital revolution happen. Today, we are a team of more than 14,600 people in 16 different countries but we still have the same DNA, made up of agile, vertical task forces and an inner passion for innovation.

We are a decentralised network of specialised companies.

Among Replyers, you will find passionate geeks, visionary strategists, and creative minds, each with sharp skills in a specific business, who cooperate together and never stop learning from each other.

Make forward, act sustainably.

We know a sustainable future is possible and technology can be a strong asset to reach it. As leaders in digital transformation, we push for change and operate in full accordance with the highest ethical standards and with respect for the rights of future generations