



SMART: PLATFORM CORE

SERVICE DEFINITION DOCUMENT

G-Cloud 15 Framework | Lot 2b: Cloud Software

SERVICE OVERVIEW

SMART: Platform Core provides the foundational AI infrastructure for public sector organisations. **Available in four tiers** (Foundation, Premium, Specialist, Ultra), it delivers OLM (Organisational Language Model) capability - AI grounded in your organisation's own knowledge and data.

The platform provides **SMART: Agentic Dome** governance controls for all AI agents (digital and physical), **AI-TOM** (AI Target Operating Model) tools for transformation planning, and progressive capabilities from basic compliance through to enterprise-wide autonomous fleet management.

TIERED SERVICE MODEL

SMART: Platform Core is offered in four capability tiers, each building upon the previous:

Tier	Focus
Foundation	Essential AI governance, OLM basics, digital agent controls, AI-TOM baseline
Premium	Multi-LLM orchestration, cost optimisation, pilot Physical AI, enhanced audit
Specialist	ISO 27001, domain AI-TOM packs, HITL workflows, full Physical AI devices
Ultra	Enterprise transformation, humanoid readiness, autonomous fleet control

SERVICE SCOPE

All tiers include:

- Core cloud infrastructure with UK data residency
- OLM capability for organisation-grounded AI
- SMART Agentic Dome governance framework
- Role-based access controls and audit logging
- WCAG 2.2 AA compliant management interfaces
- GDPR compliance and standard data retention

CAPABILITY COMPARISON

Capability	Foundation	Premium	Specialist	Ultra
OLM	Standard	Multi-LLM orchestration	Custom fine-tuning	Unlimited + private hosting
AI-TOM	Alignment guidance + maturity baseline	Configuration tools + policy-as-code	Domain-specific packs (ASC, housing, etc.)	Full framework + simulation environment
Agentic Dome	Basic digital agent controls	Agent monitoring + Ethical Edge + risk scoring	HITL workflow controls	Safety gating + incident replay + fleet control
Physical AI	None	Pilot: SMART Glasses + rolling robots	Full workflows: + quadruped bots	Complete: + humanoid readiness + fleet management
Compliance	GDPR baseline	Enhanced audit	ISO 27001 + Cyber Essentials Plus + DPIA	Enterprise DR + full assurance
Support	Standard hours	Extended hours + named contact	Dedicated success manager	24/7 + dedicated team + strategic partnership

TIER SELECTION GUIDANCE

Foundation: Organization's beginning their AI journey requiring essential governance and OLM capability.

Premium: Scaling organization's needing cost optimisation, advanced analytics, and Physical AI pilots.

Specialist: Complex compliance environments requiring ISO 27001 , domain-specific AI-TOM, and full Physical AI.

Ultra: Enterprise-wide transformation with humanoid readiness, autonomous fleet control, and strategic partnership.

FOUNDATION TIER

Foundation AI platform for public sector organisations. Delivers OLM (Organisational Language Model) capability with AI grounded in your organisation's knowledge. Includes standard multi-LLM access, usage dashboards, audit logging, and SMART: Agentic Dome governance controls for digital AI agents. AI-TOM alignment guidance included. UK data residency, WCAG 2.2 AA compliant. Essential infrastructure for SMART: products.

KEY FEATURES

- OLM capability grounding AI responses in your organisation's knowledge
- Standard multi-LLM access with basic model routing capabilities
- Usage dashboards showing adoption, volumes, and cost tracking
- Audit logging for inputs, outputs, and basic compliance needs
- SMART Agentic Dome controls for digital agent permissions and guardrails
- AI-TOM alignment guidance with maturity assessment baseline
- Role-based access controls for users and knowledge sources
- Standard connector framework for common public sector systems
- WCAG 2.2 AA compliant ensuring accessibility for all users
- UK data residency with GDPR compliance and standard retention

KEY BENEFITS

- Delivers OLM - AI that understands your organisation's context
- Provides essential governance foundation for responsible AI deployment
- Supports basic compliance with standard audit logging capabilities
- Enables controlled AI rollout with SMART: Agentic Dome guardrails
- Establishes AI-TOM baseline for structured transformation journey
- Reduces risk with standard policy controls and permissions
- Simplifies AI adoption through unified public sector platform
- Connects to existing systems via standard integration framework
- Ensures accessibility compliance with WCAG 2.2 AA standards
- Protects data with UK residency and GDPR compliance

PREMIUM TIER

Enhanced AI platform with multi-LLM orchestration, AI-TOM configuration tools, and pilot Physical AI capabilities. Delivers OLM with intelligent model routing for cost optimisation. SMART Agentic Dome with agent monitoring, Ethical Edge controls, and support for pilot physical endpoints including SMART: Glasses and rolling robots. High availability, extended support. UK data residency, WCAG 2.2 AA compliant.

KEY FEATURES

- OLM capability with multi-LLM orchestration and intelligent model routing
- AI-TOM configuration tools with policy-as-code capabilities
- Cost optimisation through automatic model selection and usage controls
- Advanced analytics with trend analysis and demand forecasting dashboards
- SMART Agentic Dome with agent monitoring, risk scoring, and Ethical Edge
- Pilot Physical AI endpoints: SMART: Glasses and rolling robot governance
- High availability configuration ensuring platform resilience and uptime
- Extended audit logging with advanced search and compliance reporting
- Custom role configurations for complex organisational structures
- Extended support hours with named contact and priority response

KEY BENEFITS

- Reduces AI costs through intelligent multi-model routing optimisation
- Configures AI-TOM policies as executable governance rules
- Delivers deeper insights with trend analysis and forecasting
- Enables scaling across departments with advanced governance controls
- Monitors agent performance identifying optimisation opportunities proactively
- Pilots Physical AI safely with governed SMART: Glasses and robots
- Ensures platform availability with high availability architecture
- Supports complex organisations with flexible role-based configurations
- Provides Ethical Edge controls for responsible AI behaviour
- Provides faster resolution with extended support and named contact

SPECIALIST TIER

Advanced AI platform for complex compliance, domain-specific AI-TOM packs, and full Physical AI device workflows. Delivers OLM with custom model support. SMART: Agentic Dome with HITL workflow controls governing digital agents, SMART Glasses, rolling robots, and quadruped inspection bots. Dedicated success manager. Full audit trails.

KEY FEATURES

- OLM with custom model fine-tuning support and specialist routing
- Domain-specific AI-TOM packs for ASC, housing, customer services, estates
- Compliance framework alignment
- DPIA support tools and privacy impact assessment templates
- SMART Agentic Dome with human-in-the-loop workflow controls
- Full Physical AI device workflows: glasses, rolling robots, quadruped bots
- Dedicated platform resources with custom scaling configurations
- Pre-built sector connectors plus custom integration development support
- Priority incident response with dedicated customer success manager
- Comprehensive compliance reporting for board and audit committees

KEY BENEFITS

- Meets complex compliance requirements with framework-aligned governance
- Deploys domain-specific AI-TOM packs for frontline service transformation
- Supports DPIA processes with built-in privacy assessment tools
- Enables safe automation with human-in-the-loop approval workflows
- Governs full Physical AI estate: glasses, reception robots, inspection bots
- Accelerates frontline productivity with SMART: Glasses for visits and inspections
- Extends coverage with quadruped bots for patrol and hazardous environments
- Provides strategic guidance through dedicated success manager relationship
- Reduces security risk with advanced controls and penetration testing
- Supports board reporting with comprehensive compliance dashboards

ULTRA TIER

Enterprise AI platform for organisation-wide transformation with full AI-TOM framework, simulation capabilities, and complete Physical AI governance including humanoid readiness. Complete OLM with unlimited model access and private hosting. SMART: Agentic Dome with safety gating, incident replay, and autonomous fleet management. Enterprise architecture support, 24/7 coverage, strategic partnership, and innovation programme access.

KEY FEATURES

- Complete OLM with unlimited model access and private hosting options
- Full AI-TOM framework with simulation environment and scenario modelling
- Predictive analytics with AI maturity scoring and sector benchmarking
- SMART Agentic Dome with safety gating, incident replay, and fleet control
- Humanoid readiness pack: governance, simulation, and safety gates configured
- Autonomous fleet management for scaled Physical AI deployments
- Enterprise architecture support with disaster recovery and continuity
- All pre-built connectors plus bespoke integration development included
- 24/7 support coverage with dedicated team and escalation paths
- Strategic partnership with quarterly business reviews and roadmap input

KEY BENEFITS

- Enables enterprise-wide AI transformation with complete platform capabilities
- Delivers full AI-TOM framework with simulation for safe capability testing
- Provides strategic benchmarking against sector AI maturity standards
- Controls all AI agents from single devices to thousands across fleet
- Prepares organisation for humanoid deployment with governance-first approach
- Manages autonomous Physical AI operations with real-time oversight
- Ensures business continuity with enterprise DR and resilience
- Removes integration barriers with all connectors and bespoke development
- Guarantees availability with 24/7 dedicated support team
- Shapes product roadmap through strategic partnership and innovation access

CORE PLATFORM CAPABILITIES

OLM (Organisational Language Model)

- AI grounded in your organisation's knowledge
- Multi-LLM orchestration and routing
- Retrieval-augmented generation (RAG)
- Runtime controls for performance and cost

Security & Identity

- Microsoft Entra ID integration
- Role-based access control (RBAC)
- Secure credential management
- Tenant isolation and boundaries

AI-TOM Framework

- AI transformation maturity assessment
- Policy-as-code configuration
- Domain-specific governance packs
- Simulation and scenario modelling

Governance & Audit

- Centralised policy configuration
- Full audit logging of AI activity
- Compliance reporting dashboards
- Risk scoring and monitoring

SMART Agentic Dome

- Agent runtime security and governance
- Digital and physical agent controls
- Ethical Edge behavioural guardrails
- Human-in-the-loop approval workflows
- Fleet management for scaled deployments

Integration Framework

- Standard public sector connectors
- API and event-driven integration
- MCP (Model Context Protocol) support
- Custom integration development

PHYSICAL AI GOVERNANCE (PREMIER and ABOVE)

SMART: Platform Core provides governance for Physical AI deployments across all device types:

Device Category	Tier	Examples
SMART: Glasses	Premier+	Standard, Professional (AR overlays)
Rolling Robots	Premium+	Reception, Display, Service robots
Quadruped Bots	Specialist+	Inspection, patrol, hazardous environment
Humanoid Robots	Ultra	Full governance, simulation, safety gating

GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control across all platform services
- Central policy definition for AI behaviour and access
- Full audit logging of platform and AI activity
- Secure handling of sensitive data with minimisation and redaction
- Human oversight of governance configuration
- WCAG 2.2 AA compliant management interfaces
- GDPR compliant with UK data residency

COMPLIANCE BY TIER

Tier	Compliance Capabilities
Foundation	GDPR baseline, standard audit logging, basic compliance reporting
Premium	Enhanced audit with advanced search, trend analysis, compliance dashboards
Specialist	DPIA tools, board reporting
Ultra	Enterprise DR, full assurance package, penetration testing, continuous audit

IMPLEMENTATION APPROACH

- Provision - deploy SMART: Platform Core tenant at selected tier
- Configure security - identity, roles, and access controls
- Apply governance - policies, controls, and approval workflows
- Integrate systems - connect data and services via connectors
- Enable services - activate required SMART: products
- Operate & monitor - ongoing platform management and optimisation

DEPENDENCIES & PREREQUISITES

- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management
- Network connectivity to organisational systems

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IMPLEMENTATION APPROACH

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- **Integrate systems** – connect data and services
- **Enable services** – activate required SMART products
- **Operate & monitor** – ongoing platform management

SUCCESS MEASURES

- Platform availability and reliability
- Consistent governance across SMART: services
- Reduction in duplicated AI infrastructure
- Time to onboard new SMART: capabilities
- Audit and assurance outcomes

DEPENDENCIES & PREREQUISITES

- Microsoft Azure subscription (UK or EU hosted)
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SMART: Platform Core is included with, and required by, all SMART: services.

USER SUPPORT

Support response times depend on the tier selected and contract terms. Standard support applies during working hours (Monday to Friday). Premium and above tiers include extended hours, with Ultra providing 24/7 coverage.

Level	Description	Response
Level 1: Urgent	System not responding or critical function loss that affects all users.	24hr fix/workaround
Level 2: High	A function loss that causes significant disruption to business and users.	Priority response
Level 3: Normal	Function loss that affects some users but will not stop them from being able to do other tasks.	Standard response
Level 4: Low	A cosmetic issue or a minor function loss that affects some users.	Scheduled response

SUPPORT BY TIER

Tier	Support Package
Foundation	Standard hours support, agreed monthly hours included
Premium	Extended hours, named contact, priority response
Specialist	Dedicated customer success manager, priority incident response
Ultra	24/7 coverage, dedicated team, escalation paths, strategic partnership

Standard support hours are included in the licence cost for all tiers. Additional support hours can be purchased if required.

DISCLAIMER

This service description was prepared for G-Cloud 15 and will remain on the Digital Marketplace for the duration of the framework period (up to 24 months). As AI technology and our platform capabilities evolve rapidly, specific features, integrations, or functionality described in this document may have changed since publication.

Before purchase, we recommend contacting ICS.AI to confirm current capabilities and any new features that may have been added since this description was published.

CONTACT



VISIT OUR WEBSITE

Learn more about ICS.AI, our services, and how we support the UK public sector with responsible AI

<https://www.ics.ai/>



EMAIL US

Contact our team with questions about our services, G-Cloud offerings, or to start a conversation

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BOOK A MEETING

Schedule a call with our team to discuss your requirements or learn more about our services

[book a meeting](#)