



SMART: AGENTIC – EVERGREEN AGENT LIBRARY

SERVICE DEFINITION DOCUMENT

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

SERVICE OVERVIEW

SMART: Agentic – Evergreen Agent Library provides subscription-based access to a curated library of pre-built, governed AI agents that can be deployed, configured, and operated within customer environments. **Built on the ICS.AI SMART: Platform**, the service enables organisations to rapidly adopt agentic automation using reusable agent patterns, while maintaining full governance, human-in-the-loop controls, and comprehensive auditability. The Evergreen Agent Library is designed to accelerate value by providing ready-to-use agents for common operational and back-office use cases. All agents are grounded in approved organisational knowledge, operate within defined policy boundaries enforced by the Agentic Dome, and can be safely configured or extended without requiring bespoke agent development for every use case.

SERVICE SCOPE

The Evergreen Agent Library provides:

- Access to a catalogue of pre-built AI agents
- Governed agent configurations reviewed and maintained by ICS.AI
- Versioned agent releases with controlled updates and change history
- Compatibility with no-code, low-code, and pro-code agent configuration
- Ongoing lifecycle management, updates, and enhancements

Agents from the library can be deployed as standalone capabilities or orchestrated as part of multi-agent workflows alongside other SMART: Agentic services.

SUBSCRIPTION MODEL

SMART: Agentic – Evergreen Agent Library is provided on a **subscription basis**.

The subscription includes:

- Access to a curated and maintained library of evergreen AI agents
- Regular updates and enhancements to existing agents
- Introduction of new agents over time
- Governance-reviewed configurations aligned to best practice

Subscription scope may vary by factors such as the number of agents enabled, execution volume, or level of managed support, as defined at the point of purchase.

AGENT TYPES IN EVERGREEN LIBRARY

The Evergreen Agent Library may include agents such as:

- Knowledge retrieval and question-answering agents
- Document summarisation and analysis agents
- Case enrichment and preparation agents
- Intake, triage, and routing agents
- Reporting, briefing, and insight-generation agents

All agents are delivered as **agent services** with configurable behaviour, allowing organisations to tailor them to local processes while retaining standardised, governed execution.

KEY FEATURES

- Subscription access to pre-built, reusable AI agents
- Agent templates grounded in approved organisational knowledge
- Configuration using no-code and low-code tooling
- Compatibility with multi-agent orchestration patterns
- Agentic Dome policy enforcement for agent behaviour and actions
- Human-in-the-loop checkpoints for sensitive or high-risk steps
- Versioning, approval workflows, and rollback controls
- Comprehensive audit logs for agent execution and decisions

KEY BENEFITS

- Accelerates adoption of agentic automation without bespoke build effort
- Reduces time-to-value for common automation use cases
- Improves consistency through standardised agent patterns
- Maintains safety and compliance through governance-by-design
- Enables reuse and scalability across services and teams
- Reduces development and long-term maintenance overhead
- Supports controlled evolution through versioned updates

TECHNICAL ARCHITECTURE

Built on the ICS.AI SMART: Platform, providing:

- Microsoft Azure deployment with tenant isolation
- Multi-LLM orchestration with policy-based routing
- Agent registry with scoped permissions and lifecycle management
- Retrieval-augmented generation (RAG) over approved knowledge sources
- Agent runtime with monitoring, retries, and full audit trail
- Identity integration via Microsoft Entra ID with RBAC
- Central telemetry for usage, cost, quality, and risk

GOVERNANCE, SECURITY & COMPLIANCE

- Agentic Dome governance layer enforcing policy boundaries
- Role-based access control for agents, tools, and knowledge
- Approved knowledge sources with review and version control
- Human-in-the-loop controls for sensitive or consequential actions
- Full audit logging for agent prompts, outputs, and actions
- Secure handling of sensitive data with redaction and minimisation
- WCAG 2.2 AA compliant management interfaces
- GDPR compliant with UK data residency

AGENTIC DOME GOVERNANCE

All agents in the Evergreen Agent Library are governed by the SMART: Agentic Dome. The Agentic Dome enforces policy controls that define how agents behave, what tools and data they can access, and when human approval is required. This ensures that pre-built agents operate within approved boundaries and remain safe, auditable, and compliant when deployed in customer environments.

IMPLEMENTATION APPROACH

- **Select agents** – identify relevant evergreen agents from the library
- **Configure governance** – apply policies, roles, and approval thresholds
- **Ground agents** – connect approved organisational knowledge
- **Configure workflows** – orchestrate agents as required
- **Test & assure** – sandbox testing, evaluation, and approvals
- **Deploy** – controlled release with monitoring
- **Operate & update** – lifecycle management and continuous improvement

SUCCESS MEASURES

- Time-to-deploy for new agent use cases
- Agent reuse rate across teams and services
- Reduction in bespoke agent development effort
- Automation success and exception rates
- Governance metrics (approvals, audit findings)
- Cost per agent execution

DEPENDENCIES & PREREQUISITES

- SMART Platform Core (included with any SMART product)
- SMART: Agentic – Agent Creation Tools
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management

USER SUPPORT

The response time is 24 hours, depending on the contract signed by the client and applies during working hours from Monday to Friday. The Support levels are as follows:

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

This service, up to an agreed number of hours per month, is included in the cost of the Licence for the SMART: Agentic - Evergreen Agent Library. 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](#)