

AI Search on Your Own Documents and Data: Cited Answers, On-Premises Option, Setup and Support

G-Cloud 15, Cloud Support. Supplier: PretaGov Ltd.

Service summary

AI that answers staff questions from your own documents and data, including policies, case files, reports and Power BI dashboards. It finds the answer, calculates figures from tables, cites the source page and declines questions it cannot answer. Built on open-source Onyx, it can run on your own infrastructure with a local AI model, so sensitive documents stay under your control.

Who it is for

Public sector organisations, including law enforcement, integrity and regulatory bodies, whose staff need fast, checkable answers from large collections of documents and data, and who cannot put those documents into a public AI service.

What is included

- Assessment: we scope the questions the AI must answer, the documents and data it draws on, and whether it runs on your infrastructure or ours.
- Demo: our existing setup, showing answers, calculations and page citations.
- Trial (optional): on your published or non-sensitive documents and data, hosted by us.
- Pilot: set up on your own infrastructure with your team, tested against success measures agreed before it starts, with a written report and rollout plan.
- Rollout: connecting further document sources and teams after a successful pilot.
- Support: updates, fixes and first-line support, with escalation to the Onyx platform team where needed.

Features

- Every answer cites its source page.
- Calculates figures from tables, spreadsheets and Power BI dashboards, not fragments of text.
- Declines questions the source material cannot answer.
- Our own extraction for difficult PDFs, including tables that run across pages.

- Connects to SharePoint, websites and over 40 other sources through Onyx connectors.
- Multilingual answers from verified translated content.
- Permission-aware access, so staff only see answers from documents they are allowed to read (requires the Onyx Enterprise licence).
- Retrieval-augmented generation (RAG): the AI answers only from your retrieved documents.

Deployment options

- On your infrastructure: installed by your team with our guidance, running a local AI model. We never need access to your systems or data.
- Hosted by us: for published or non-sensitive content only, for trials and public-facing use.

Data protection and security

- When self-hosted, your documents, data and AI model stay on your infrastructure.
- PretaGov is Cyber Essentials certified.
- All engineers are UK or Australian citizens. UK-based engineers are eligible for Security Check (SC) clearance, sponsored by the buyer where required.
- Open-source platform: no lock-in, and your configuration remains yours.

Out of scope

- Hardware and hosting infrastructure for self-hosted deployments, which you provide.
- The Onyx Enterprise licence, where needed for permission-aware access or single sign-on. It can be bought directly or passed through at cost.
- Content authoring or editorial services.

Onboarding and offboarding

Onboarding starts with the assessment and a kick-off session, followed by the pilot plan with agreed success measures. On exit, you keep your installation, configuration and data. We provide a handover document and can support a transition to another supplier or your in-house team.

Service hours

Support is provided during UK business hours, Monday to Friday. Out-of-hours support is covered by our Asia-Pacific team, whose working day falls in the UK night.

Experience

- Trial with a government oversight agency on its published documents and data: answers, calculations from Power BI dashboards and page citations, from engagement to a working system in three weeks.
- Pilot with a government health body on verified health information in 95 community languages.
- 20 years building, hosting and supporting government systems in Australia and the UK, including the HM Land Registry 1862 Register and online forms for the Department for Work and Pensions.

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