

30 January 2025

Ref: GCloud15

Version: 1.0

GCloud 15 (RM1557.15)

Crown Commercial Services

Service Definition – Jadu Agent-Ex: Search

Bid.team@netcall.com



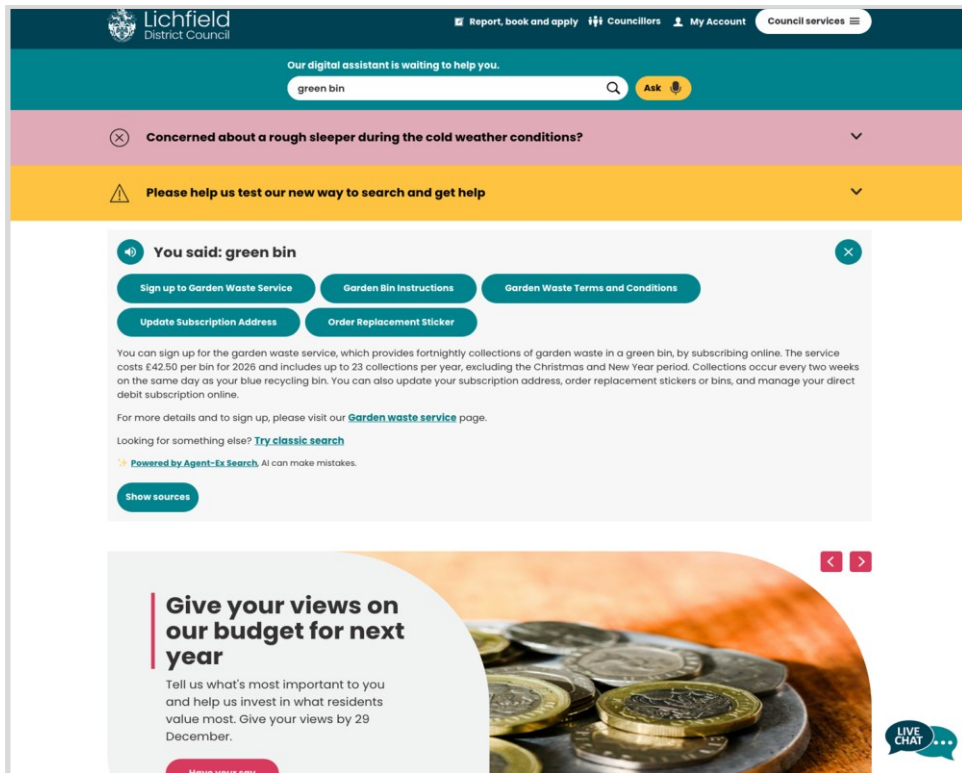
Contents

1	Jadu Agent-Ex: Search	2	2.1	Support Levels	5
1.1	What the Service Is	2	3	Data	5
1.2	What Problem It Solves.....	3	3.1	GDPR and Data Retention.....	5
1.2.1	Digital Inclusion	3	3.2	Data Processing	5
1.3	Who It Is For.....	3	4	Hosting.....	6
1.4	Why Choose Jadu Agent-Ex: Search.....	4	5	Service information.....	6
1.4.1	A Customer First Approach.....	4	6	Extend your Liberty Solution	7
1.4.2	A ‘No-Code’ Solution.....	4	7	Contact	7
1.4.3	Accessibility.....	4			
2	Support and Service Management	4			

1 Jadu Agent-Ex: Search

Jadu Agent-Ex: Search brings powerful, accessible AI capabilities into public-sector service delivery.

Designed to work across complex organisations, Jadu Agent-Ex: Search provides a secure environment for discovering information in a 'no-code' environment and without specialist skills.

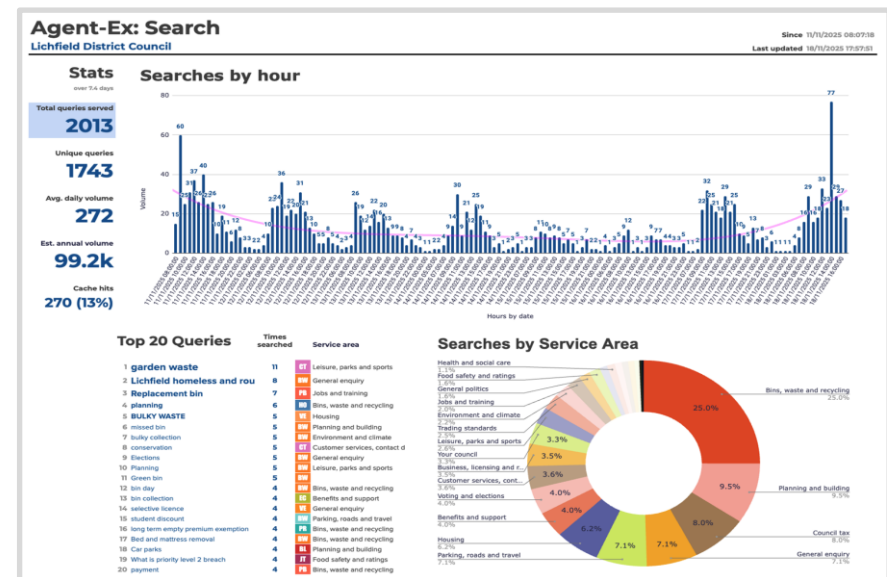


1.1 What the Service Is

Jadu Agent-Ex: Search provides a fast, intelligent way for staff and website visitors to find the information they need, wherever it lives across the organisation. By combining search with natural-language understanding of intent, the service delivers comprehensive, trustworthy results with minimal effort.

The platform periodically crawls your website, indexes your content from multiple data sources where required. Queries can be made in plain English, enabling citizens to search for services and find assistance without needing to know where the information is stored.

A single, comprehensive result is provided, helping people quickly locate authoritative answers. With built-in analytics, organisations can monitor search behaviour, identify knowledge gaps and make continuous improvements to their digital services.



Jadu Agent-Ex: Search understands both written and spoken queries in a wide range of languages, even when your site's content is primarily provided in English. The product automatically detects the user's language, interprets their query and delivers a clear response back in that same language, translating the underlying content on the fly. This ensures residents can access, understand and act on information quickly, without needing specialist assistance or relying on English proficiency.

1.2 What Problem It Solves

Public-sector services often require people to search through long documents and multiple systems just to find an answer to their query. Both staff and citizens frequently struggle with inconsistent information, specialist terminology and organisational structures that they don't understand. This leads to repeat contact, avoidable delays and an overall poor service experience.

Agent-Ex: Search solves these challenges by delivering one clear, actionable response to each query, rather than a list of search results for the user to interpret. Users can ask a question in their language, and the platform interprets their intent, finds the right information and returns clear, actionable information. A concierge for your digital estate.

1.2.1 Digital Inclusion

Jadu Agent-Ex: Search supports digital inclusion by enabling residents to find answers through natural language, voice input, and spoken responses. This reduces the need for typing and navigation skills, helping people with dexterity challenges, low digital confidence or limited literacy to complete tasks independently.

By allowing the service to 'speak back' answers, Jadu Agent-Ex: Search effectively mirrors the simplicity of a phone interaction while remaining self-serve and available 24/7, lowering contact centre demand and improving first-contact resolution.

Agent-Ex: Search also broadens access for residents whose first language is not English through multi-language support, enabling faster understanding and action without specialist assistance. Councils can promote voice-led use in community settings such as drop-in centres, and through targeted guidance and videos, extend reach to older users and newly arrived communities.

Combined with inclusive design and minimal device requirements, simply a web browser and connectivity, Jadu Agent-Ex: Search helps authorities deliver equitable access to services while improving operational efficiency.

1.3 Who It Is For

Agent-Ex: Search is designed for UK public-sector organisations, including local authorities, central government, higher education and NHS bodies. It is particularly valuable for:

1. Digital and transformation teams modernising services.
2. Service owners and product managers improving user journeys.
3. Customer-service and contact-centre teams who need quick, accurate answers.
4. Business analysts and knowledge managers working to streamline processes.

1.4 Why Choose Jadu Agent-Ex: Search

1.4.1 A Customer First Approach

Jadu Agent-Ex: Search is centred on addressing user-needs. This means human-centred design, ensuring AI enhances services rather than replacing professional judgement. Successful customer service is founded on empathy and respect with a focus on the user's needs.

Deliver rich and engaging, accessible, task focused search for your users, on any device.

1.4.2 A 'No-Code' Solution

Jadu Agent-Ex: Search is a 'no code' service which enables client users to build and adapt AI agents quickly without the need for complex programming. Enable business users to own and manage agents without the need for any programming. Purpose-built for the public sector, Jadu Agent-Ex: Search embeds governance, transparency and accessibility. As a no-code agent, Agent-Ex Search is CMS agnostic meaning it can work across any web CMS platform

"Jadu is so easy to use - it's not just low code, it's no code." - Sue Davis, Web Content Manager, Medway Council

1.4.3 Accessibility

Jadu is designed to deliver content that meets the WCAG 2.2 AA standard for web accessibility. This aims to ensure that the service you provide is accessible for all users, including customers with visual impairment and users of assistive technology such as screen reader software, and ensures that your organisation complies with the Equality Act.

2 Support and Service Management

Rely on us to provide the tailored support that you need for performance, scalability and disaster recovery.

Jadu Agent-Ex: Search is supported through the service desk which provides a direct route to raise problems, issues and technical questions with the support team. All Jadu Agent-Ex: Search software updates / releases are automatically provided as part of the service.

Support is available 24/7, with response times varying according to issue severity. Full details of support service levels are given in the support SLA covered in the Terms of Service. The service desk can be used by any organisation holding a subscription, which includes third parties acting on behalf of another organisation.

Additional resources are also available in the form of user manuals, video tutorials, recorded webinars, API documentation, technology announcements and Jadu Agent-Ex: Search service updates.

2.1 Support Levels

Each subscription to Jadu Agent-Ex: Search includes our standard support service, with the option to upgrade to the enhanced service to allocate additional named support users.

Table 1 - Comparison of Support services

Standard	Enhanced
5 support users	12 support users
Included in Jadu Agent-Ex: Search subscription costs	Add-on to subscription costs

Note: Payment for Enhanced support is payable in advance / in line with Subscription payment profile.

3 Data

3.1 GDPR and Data Retention

Jadu Agent-Ex: Search is designed to meet the standards of data protection and GDPR compliance. The service does not access or process personal, sensitive or unpublished information at any stage. It operates independently of any systems that hold user data, case information or authenticated content, ensuring that private data cannot be surfaced through the Jadu Agent-Ex: Search experience.

The platform only indexes information that is already publicly available on your public websites chosen to be indexed by the platform, in the same way that a standard search engine would. Internal or restricted content is never crawled, and the system includes strict safeguards to ensure that questions outside the scope of publicly published materials are declined.

Jadu Agent-Ex: Search retains only minimal operational data required for service performance and optimisation. Any retained metadata is anonymised, and no identifiable personal information is stored. Limited security logging is held in accordance with standard industry practice and aligned to GDPR.

The AI components within Agent-Ex operate under GDPR-compliant arrangements, with further details available in [OpenAI's EU privacy policy](#).

3.2 Data Processing

Data processing may be carried out by our employed and contracted staff. In addition to this, the following entities are subcontractors who act as sub-processors and may process personal data outside the EEA.

- Crowdstrike UK Ltd

- OpenAI UK Ltd
- Amazon Web Services UK Ltd
- Alert Logic UK Ltd.

Our customers' consent will be sought for the use of any additional named subcontractors who are to act as sub-processors, as and when required.

4 Hosting

- Jadu Agent-Ex: Search: multi-tenancy, virtualised servers which support multiple customers. Servers are managed and hosted in AWS infrastructure.
- Hosting is provided on UK-based cloud infrastructure at AWS.
- 24/7/365 technical support
- Resilient architecture resides across multiple availability zones
- Web Application Firewall
- Antivirus protection
- DOS/DDoS protection
- Performance monitoring, alerting and scaling

5 Service information

Jadu Agent-Ex: Search's subscription model removes impractical barriers and offers flexibility in terms of service initiation and termination.

- **On-boarding:** to sign up to Jadu Agent-Ex: Search, please contact Jadu.
- **Ordering and invoicing process:** your monthly subscription is billed in advance. You will need to supply a Purchase Order number; you will be invoiced for your subscription, with payment due within 30 days by bank transfer.

- **Off-boarding:** Once a contract is terminated, your Jadu Agent-Ex: Search becomes offline immediately and no further subscription charges will apply. You will have access to your data for a further 30 days.
- **Termination costs:** there are no charges for terminating the Jadu Agent-Ex: Search service. If service extensions are required then additional subscriptions charges may apply.
- **Data extraction costs:** If you require Jadu assistance for data extraction then Jadu professional services will be charged.
- **Aggregated billing:** aggregated billing can be provided for multiple Jadu services.
- **Terms of service:** your use of Jadu Agent-Ex: Search is subject to the Terms of Service. By signing up to the service you agree to acceptance of these Terms of Service.
- **Termination:** termination must be in-line with the termination terms as detailed in the Terms of Service.
- **Support levels:** support response and resolution levels are based on reasonable endeavours. Targets are detailed in the support SLA.
- **Usage and availability:**
- **Planned service changes and deprecated features:** deprecation of functionality and features will be outlined in service updates and communicated directly to subscribers. Planned maintenance, including rolling out of new features, will be carried out in a maintenance window that is detailed in the Terms of Service. Unplanned maintenance may be carried out at other times, with notice provided except in cases of urgent or emergency issues, which require immediate attention. New functionality will be communicated in the same way, and users can also view the Jadu Agent-Ex: Search roadmap for an outline of functional changes under consideration.

6 Extend your Liberty Solution

Liberty is the AI-powered platform for transformation, bringing intelligent automation and customer engagement together. With its trusted low-code application development and communications tools you can build faster, connect better and transform how work gets done without complexity.

Directory can operate as a standalone service or integrate with the wider Liberty Platform to extend functionality when required. This modular approach allows organisations to add automation, AI and low-code capabilities without replacing existing systems.

Optional extensions include:

- Rapid application development with **Liberty Create** – an enterprise low-code application development platform that enables transformation of processes, deployment of case management workflows and delivery of digital experiences that make lives better for employees and customers.
- With intelligent AI powered **Liberty RPA** (Robotic Process Automation), you can streamline your processes and boost efficiency. Liberate your people to use their talents better by releasing them from time-consuming, mundane, repetitive tasks.
- Enable the total experience with **Liberty Converse CX** – next generation contact centre solutions which redefines how organisations engage with their customers. Blend digital automation with human interaction.
- Analyse, understand and manage business processes with **Liberty Spark** – the effective and connected way to rapidly document, analyse and continuously improve business processes at scale. Accessible and understood by everyone in an organisation.
- Turn unstructured content into structured, usable data – fast with **Liberty IDP**. With our AI-powered intelligent document processing solution, that

data can then drive applications, trigger workflows and power smarter decisions across the Liberty platform.

- Anticipate and address potential rent payment challenges before they escalate with **Rent-IQ®**. Predictive analytics mean you can identify at-risk tenants and proactively engage them with early warnings and tailored support. Get a free, no-obligation product tour.
- Automate at least 80% of the work associated with processing online Revenues & Benefits transactions with **Govtech**. With our digital process automation services, you can free up skilled resources, and focus their time and expertise on vulnerable customers who really need assistance.
- Optimise clinic utilisation and improve patient access through digital engagement and intelligent scheduling with **Liberty for Health**. It combines digital self-service and rules-driven booking automation to reduce DNAs, accelerate rebooking, and maximise capacity usage across diagnostics and outpatient services.
- Streamline and optimise demand management in social care with **Liberty for Social Care**. By leveraging advanced technology and AI-driven insights, it empowers local authorities to manage resources efficiently, provide proactive care, and enhance communication with citizens.

All Liberty components share a common governance framework, security standards and integration-ready architecture, ensuring compliance and resilience across your digital ecosystem.

7 Contact

Should further information be required, please contact:

bid.team@netcall.com