

G-CLOUD 15 SERVICE DESCRIPTION

Microsoft 365 Copilot Services

Submission Ready Form Responses

1 SECTION: Service Attributes

1.1 Q1. Service Type

Cloud Support

2 SECTION: Service Name

2.1 Q2. Service Name

Microsoft 365 Copilot Services

3 SECTION: About Your Service

3.1 Q3. Service Description

Word Limit: 50 words maximum | Actual: 28 words ✓

Advisory, implementation, and adoption services that help UK public sector organisations realise measurable value from Microsoft 365 Copilot through structured AI strategy, responsible governance, and sustained workforce enablement.

3.2 Q4. Service Categories

Selected categories:

Advisory & Strategy:

- ☒ Capability analysis
- ☐ Enterprise architecture
- ☐ Cloud gap assessment
- ☐ Architecture options analysis
- ☒ Delivery Road-mapping
- ☐ Data auditing and organising
- ☐ Data/information structure design
- ☒ Engagement and communication planning
- ☒ Project management and governance

- ☒ Service optimisation/right sizing
- ☒ Mobilisation coordination

Security:

- ☒ Security strategy
- ☐ Security risk management
- ☐ Security design
- ☐ Security incident management
- ☐ Security audit services
- ☐ Security quality assurance (QA) and testing

Testing:

- ☒ Development
- ☒ Implementation
- ☐ Load Testing
- ☐ Stress Testing
- ☐ Volume Testing
- ☐ Soak Testing
- ☐ Scalability Testing
- ☐ Capacity Planning
- ☐ Assurance/testing design
- ☐ Infrastructure performance testing
- ☐ Accessibility testing

User Enablement:

- ☐ Basic user - cloud based services
- ☐ Super user - Cloud Based Services
- ☐ Basic troubleshooting skills
- ☐ Advanced troubleshooting skills
- ☐ Function/service optimisation skills

Support:

- ☐ Product support capabilities
- ☐ Logging and management of incidents
- ☐ Reporting and proactive results analysis
- ☐ Dispatch of service technicians and/or parts
- ☐ End user training coordination

4 SECTION: Service Features and Benefits

4.1 Q5. Service Features

Word Limit: 10 words maximum | Actual: 10 words ✓

(10 words maximum per feature, 10 features maximum)

#	Feature	Words
1	AI strategy workshops and organisational maturity assessments	7 ✓
2	Microsoft 365 Copilot readiness evaluation and gap analysis	8 ✓
3	Use case identification and value-led prioritisation	6 ✓
4	Responsible AI governance framework development	5 ✓
5	Copilot deployment planning and technical configuration	6 ✓
6	Agent development for workflow automation	5 ✓
7	Role-based adoption and enablement programmes	5 ✓
8	Champion network establishment and support	5 ✓
9	Value realisation measurement and ROI tracking	6 ✓
10	Continuous optimisation and capability expansion	5 ✓

4.2 Q6. Service Benefits

Word Limit: 10 words maximum | Actual: 10 words ✓

(10 words maximum per benefit, 10 benefits maximum)

#	Benefit	Words
1	Accelerates time-to-value from AI investments	5 ✓
2	Reduces risk through structured governance and compliance controls	8 ✓
3	Improves employee productivity with AI-assisted workflows	6 ✓
4	Embeds sustainable behaviour change through targeted enablement	7 ✓
5	Delivers measurable ROI through evidence-based adoption tracking	7 ✓
6	Automates repetitive tasks freeing staff for higher-value work	8 ✓
7	Builds internal capability for long-term AI self-sufficiency	7 ✓
8	Aligns business and IT on shared AI objectives	8 ✓
9	Reduces shadow AI risks with governed deployment	7 ✓
10	Creates scalable foundations for enterprise-wide AI transformation	7 ✓

5 SECTION: Service Scope

5.1 Q7. Service Constraints

- Services are delivered predominantly remotely with on-site attendance available where required and agreed.
- Customers must have or procure appropriate Microsoft 365 licensing (E3/E5, Business Premium, or equivalent) and Microsoft 365 Copilot licenses.
- Access to customer Microsoft 365 tenant with appropriate administrative permissions is required for technical engagements.
- Launchpad engagements have defined scopes; additional requirements may be addressed through follow-on engagements.
- Trial licensing availability (e.g., Copilot trial licenses) is subject to Microsoft eligibility criteria.
- Data readiness activities may require customer resources for SharePoint, OneDrive, and Exchange configuration.
- Partial funding for launchpad engagements is available subject to eligibility criteria and projected licensing spend.

6 SECTION: Reselling

6.1 Q8. Supplier Type

- ☒ I'm not a reseller
- ☐ I'm a reseller providing extra features and support not available from the original supplier
- ☐ I'm a reseller providing extra support
- ☐ I'm a reseller not providing extra features or support

6.2 Q9. Organisation Whose Services Are Being Resold

N/A - Not a reseller

7 SECTION: User Support

7.1 Q10. Email or Online Ticketing Support

- ☒ Yes
- ☐ Yes, at extra cost
- ☐ No

7.2 Q11. Support Response Times

N/A

7.3 Q12. User Can Manage Status and Priority of Support Tickets

- ☒ Yes
- ☐ No

7.4 Q13. Online Ticketing Support Accessibility

- ☐ WCAG 2.2 AAA
- ☒ WCAG 2.2 AA
- ☐ WCAG 2.2 A
- ☒ EN 301 549
- ☐ None or don't know

7.5 Q14. Phone Support

- ☒ Yes
- ☐ No

7.6 Q15. Phone Support Availability

- ☐ 24 hours, 7 days a week
- ☒ 9 to 5 (UK time), 7 days a week
- ☐ 9 to 5 (UK time), Monday to Friday

7.7 Q16. Web Chat Support

- ☐ Yes
- ☐ Yes, at an extra cost
- ☒ No

7.8 Q17. Web Chat Support Availability

N/A - Web chat support not provided

7.9 Q18. AI Chatbot

- ☐ Yes
- ☒ No

7.10 Q19. Web Chat Support Accessibility Standard

N/A - Web chat support not provided

7.11 Q20. How the Web Chat Support is Accessible

N/A - Web chat support not provided

7.12 Q21. Web Chat Accessibility Testing

N/A - Web chat support not provided

7.13 Q22. Support Levels

Standard Support (included):

- Dedicated engagement manager throughout project lifecycle
- Access to certified Microsoft consultants during business hours (9am-5pm UK time, 7 days)
- Project status reporting and governance meetings

8 SECTION: Staff Security

8.1 Q23. Staff Security Clearance

- ☒ Staff screening performed which conforms to BS7858:2019
- ☐ Staff screening performed but doesn't conform with BS7858:2019
- ☐ Staff screening not performed

8.2 Q24. Government Security Clearance

- ☒ Up to Developed Vetting (DV)
- ☐ Up to Security Clearance (SC)
- ☐ Up to Baseline Personnel Security Standard (BPSS)

9 SECTION: Pricing

9.1 Q25. Discount for Educational Organisations

- ☒ Yes
- ☐ No

10 SECTION: Documents

10.1 Q26. Service Definition Document

N/A - To be provided as separate upload document

10.2 Q27. Terms and Conditions Document

N/A - To be provided as separate upload document

10.3 Q28. Pricing Document

N/A - To be provided as separate upload document

— *End of Form Responses* —