



Identity and Access Management (IAM)

Contracting body

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CGI

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Service Definition overview

The complexity of information services has rapidly increased with the advent of transformative technologies such as mobility, virtualization, cloud services, smart devices, and the Internet of Things (IoT). The threat is escalating with a trend towards targeted attacks, and more specifically, insider attacks. At the same time, regulatory compliance has increased substantially. At the centre of all this is Identity and Access to information assets. The management of different types of identities that span across staff, partners, service providers, consumers, systems, workloads, and IoT, along with their access, has become the biggest challenge for organisations. It is increasingly difficult for organisations to tackle this problem without a reliable partner who specialises in this area and has a wide range of experience implementing complex identity management solutions. CGI's Identity and Access Management (IAM) services are designed to meet this requirement.

Our IAM Service offers a holistic approach to identity management, combining identity risk assessment, design and implementation of Identity and access controls, and identity service operations to align with your organisation's short-term objectives and long-term strategic vision. With our expertise and commitment to excellence, we empower you to realise the full potential of your digital identity investment while safeguarding against emerging threats and vulnerabilities.

Why CGI?

For over 40 years, CGI has helped secure government and commercial clients and delivered some of the most complex technology projects and services.

CGI is a leading provider of Identity and Access Management (IAM) solutions and have implemented more than 50 IAM projects globally in the last five years. We have developed significant expertise in IAM through practical experience in designing, building, and operating key operational systems for public sector and commercial clients in the UK.

With over 250 cybersecurity consultants in the UK, we bring a strong risk-based approach to IAM transformation, delivering the most cost-effective solutions for our clients.

1. Service Description

We offer a broad range of IAM consulting and implementation services, which are tailored to meet the needs of modern enterprises across all industries.

We work with organisations at different levels of IAM maturity and with various budgetary constraints. Hence, we have broadly categorised our offerings as follows in line with short-term and long-term objectives.

- IAM Essentials support organisations in need of quickly establishing identity governance and mitigating their most critical vulnerabilities.
- IAM Consulting is for organisations that require expert advice in specific IAM technology domains or need assistance in setting a strategy and roadmap for their Identity programme.
- IAM Implementation and operational services help organisations build IAM controls and operate the underlying technology stack.

1.1. IAM Essentials

For organisations that are in the early stages of their IAM journey, we recommend our “IAM Essentials” approach to remediate the most critical vulnerabilities.



Figure 1 - IAM Essentials contributions

CGI IAM Essentials is a packaged consultancy engagement with a typical timescale of three to four months, allowing you to discover and remediate your most critical IAM vulnerabilities to establish your baseline governance.

For this, we use a hybrid top-down and bottom-up method covering policy, process, and critical access control data to identify prioritised remediation, speeding up your risk mitigation activities. The key vulnerabilities that we aim to remediate are lapses in the Joiner, Mover, and Leaver (JML) process, privileged access, and third-party access control. After an IAM Essentials engagement, if our clients wish to further advance their identity management capabilities, CGI will be able to offer our more detailed IAM consulting and implementation services as outlined below.

1.2. IAM Consulting

Our IAM consulting offerings are listed below.

- Identity Strategy and Architecture
- Identity Assurance and Risk Management
- Identity-First Zero Trust solutions
- Hybrid Cloud IAM and DevOps

- IAM innovations in new and emerging technologies in areas such as registration, verification, authentication, interoperability, and Artificial Intelligence (AI).

1.3. IAM Implementation

Our IAM Implementation Service are listed below.

- Identity Governance and Administration (IGA): Typical IGA capability will include identity lifecycle management, automatic provisioning, self-service, role management, and access reviews.
- Risk Based Conditional Access: This bundle generally covers Authentication, MFA, Federation, and Authorisation including capabilities such as role-based access control (RBAC) and attribute-based access control (ABAC).
- Privileged Access Management (PAM): This capability will secure privileged user accounts and the associated access lifecycle.
- Customer Identity and Access Management (CIAM): The CIAM capability aims to implement a secure and seamless experience for customers and citizens when they access digital services by implementing frictionless customer registration, verification, authentication, and privacy and consent management.

2. Data backup and restore

CGI can carry out backup and restore activities in accordance with any specific requirements and in compliance with the IA Backup / Restore policies as defined in ISO 27001; any information that has been processed as part of an engagement will be stored securely. Where applicable, this information can then be restored from an appropriate back-up, should the need arise.

3. Service Continuity

CGI will agree appropriate service continuity in accordance with any specific requirements, and any conditions that need to be met.

4. Onboarding and Offboarding

4.1. Onboarding

For Specialist Cloud Services, CGI will engage directly with the client to ensure the full scope of the requirements is understood and agreed in advance of any engagement. We will work with senior stakeholders to define the necessary business outcomes and ensure the services are aligned accordingly.

For all services, CGI understands the client's requirements and make on-boarding specific to these needs, using the experience, lessons learnt and methodology from many years of public sector transition experience, we can quickly align to client joiners, movers and leavers policies and ensure that we have appropriately cleared staff for every engagement.

4.2. Offboarding

Off-boarding is instigated by a client request or after expiration of the service agreement.

4.2.1. Access to data upon exit

Deletion of any virtual machine image and data will occur in line with the service agreement. Any required data will be made available using appropriate media, in line with the data security classification. After client notification that data has been successfully recovered, CGI will purge and destroy client data from any computer or storage device or media that remains part of CGI's estate, with the exception of any data related to a data retention agreement between a client and CGI.

5. Service constraints

CGI will work with you to define and tailor the services to meet your specific requirements. During this definition period, detailed responsibilities will be agreed across the service delivery. Examples of common general constraints are listed below:

- Share the existing internal sponsorship and governance for Information Assurance.
- Assign or appoint a suitably skilled and empowered person to act as the receiving client.
- Provide appropriate access to its policies, processes and standards for the Information Assurance service and other suppliers.
- Provide timely information relating to its business plans, goals and projects.

As a main feature of any Service will necessitate an on-going dialogue with client representatives, the most important responsibility of the Contracting Body is to ensure the timely availability of individuals for fact-finding interviews.

6. Service levels

The overall accountability for the relationship with the client lies with CGI's Executive Sponsor and CGI Account Manager and they will provide strategic governance to the service working closely with the client's Senior Executive team or nominated delivery / engagement contact. The purpose of this team is to ensure that the relationship is collaborative, the service is delivering, as agreed, the governance model is working, and best practice is being applied.

7. Technical requirements

The technical requirements vary based on selected service component. CGI follows a consultative approach to IAM transformation, and these are best assessed during the initial engagement.

8. Outage and maintenance management

The outage and maintenance management procedures will be discussed with the client during the implementation phase and agreed upon before transitioning to operational support.

9. Hosting options and locations

CGI follows a risk-based consultative approach to IAM transformation. Since there are multiple options available, the decisions regarding hosting and location for implementing a new IAM solution will depend on several factors, including user base, application landscape, legacy integration, and data sovereignty requirements. We are also able to work with existing hosting platforms and IAM investments to arrive at the best value solution for our clients.

10. Security

CGI has invested significant resources to develop an Enterprise Security Management Framework (ESMF) based on recognized industry standards and applicable regulations or legislation such as ISO 27001, ISO27701, NIST, COBIT, CIS, CCPA and GDPR to name but a few. This framework is used across the global organization to protect information assets, technologies, facilities and CGI members, including the data managed across the business, and is supported by CGI's security and privacy policies, standards and controls (Security Baseline) which are implemented through our processes, practices, services, solutions and our interactions with any third parties working on behalf of CGI.

Across the CGI business, the technical and organizational measures are defined using a risk-based approach. This takes into account the nature, scope, context and purposes of processing as well as the risk to the rights and freedoms of natural persons, where CGI is acting as either the data controller or data processor. This ensures a level of security and privacy appropriate to the risk, in situations where CGI holds responsibility and accountability for personal data processing.

CGI's ESMF Security Baseline is the minimum security standard for all CGI offerings (including cloud based services) to be applied by both CGI and clients. In some cases, CGI Security or Data Privacy may wish to add additional controls e.g. where sensitive personal data is involved. Where CGI or our clients agree to strengthen the level of security or privacy to take into account specific requirements (risks, regulatory requirements, etc.) these additional security or protective measures will be defined within the CGI contracted services, particularly where CGI may be acting as data processor on behalf of a client.

11. Service Pricing and Terms and Conditions

11.1. Pricing

Please refer to the G-Cloud 15 portal for the rates available.

11.2. Terms and Conditions

Please refer to the associated Terms and Conditions Document relevant for this Service including termination by the Buyer or Supplier.

12. Further information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: uk.gen.ccsframeworks@cgi.com, including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

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The information in this proposal is submitted on 30 Jan 2026 - Issue 2.0 on behalf of CGI by the following authorised representative:

Simon Figg

Frameworks Manager

CGI IT UK Ltd

14th Floor, 20 Fenchurch Street, London, EC3M 3BY

Tel: +44 0845 070 7765

