



Resource Augmentation and Cloud Support

Contracting body

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Issue 1.0

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Service Definition Overview

CGI provides Resource Augmentation to help migrate and run your Cloud services. Strategy and architecture for risk, security, privacy and delivery of your business solutions Transformation through analysis, implementation and planning of change. Development and implementation of data, software and user services. Delivery and operations of security, service and technology.

Why CGI?

Understanding how to maximise the value of cloud computing and assimilate it into your current environment requires the expert guidance of an experienced IT partner.

CGI's cloud consulting services focus on strategies for client-specific business priorities. They are designed to remove the complexity surrounding the cloud and provide clear direction on the value it can bring. As a veteran cloud service provider, we help clients answer the "what," "how," "why" and "when" of transitioning to the cloud. Our cloud consulting services include:

Cloud roadmap – Moving your organisation from pilot to production and evaluating all deployment options.

Cloud readiness assessment – Analysing the current application environment to determine cloud suitability.

Application rationalisation – Assessing legacy applications to determine fit into the cloud; identifying which should be modernised, migrated directly or virtualised for cloud.

Cloud architecture and design – Architecting cloud solutions and applications for a cloud-based hosting model, including public, private and hybrid clouds.

Infrastructure and application readiness assessment – Developing a high-level business case and technical proof of concept.

Transition roadmap – Developing a plan for end-to-end transition/migration.

DevOps enablement – Advising clients in the cloud-enabled organisational, process and tooling changes to set up and transition to DevOps approaches.

1. Service Description

You're always on the lookout for new and efficient ways to transform your business. You're open to Cloud computing and it's potential to reduce costs whilst enabling digital transformation. But the next steps are not always clear, and you need the right expertise to identify and plan your next move.

Moving to cloud-based architectures you'll benefit from decreased time to market and increased flexibility; you'll reduce costs through effective systems and services integration, whilst understanding your security posture will ensure you do not compromise your data.

We'll help you get there with our know-how in areas such as security, complex integration, digital transformation and service delivery. We'll streamline and combine your business systems in a workable format and we'll also work with you to harness that environment – transforming how you interact through our 6,000+ UK members and extensive network of SME's and specialist partners.

Although we have created a common fabric for service delivery, all our services remain compliant with all standards outlined by GDS, including being fully interchangeable and easily integrated into complex multi-source tower service arrangements and continuous delivery required to deliver value at speed.

With us, you can be surefooted on the journey. We'll make sure everything stays joined up, information is delivered, transactions happen as they should, and what's private stays private. You can be certain that the promises you make to your organisation and regulators are all kept.

The resources we provide will cover your adoption services, transformation, project and specialist digital needs. You contact your CGI Account Manager or via uk.gen.ccsframeworks@cgi.com with your resource augmentation requirements and we will work with you to meet it from our worldwide Cloud services workforce and associates network. Our people cover the full range of IT and specialist skills needed.

This service provides access for you to CGI's design, transformation, migration, integration, digital and transition expertise, used by major blue-chip clients and across the public sector. We provide clients with the proven skills of a major service integrator, allowing clients to benefit from Cloud services without the risks commonly associated with new suppliers and technologies.

We can help transform and integrate the services provided by other suppliers across all Cloud services, be they IaaS, PaaS or SaaS. Our Service Integration services provide the linkage, the glue, for the other lots. The service exists to help you integrate and use Cloud and digital services. They help you through the lifecycle of assessment, specification of requirements, service design, service selection, integration and implementation through to support.

For this service we can fulfil all skills included in the GDaD framework, including:

Business architect	Analytics engineer	Digital portfolio manager
Data architect	Data analyst	Product manager
Enterprise architect	Data engineer	Programme delivery manager
Network architect	Data ethicist	Service owner
Security architect	Data governance manager	Quality assurance testing (QAT) analyst
Solution architect	Data scientist	Test engineer
Technical architect	Machine learning engineer	Test manager
Chief data officer	Performance analyst	Development operations (DevOps) engineer
Chief information security officer	Application operations engineer	Frontend developer

Chief technology officer	Business relationship manager	Software developer
Cyber security audit and assurance	Change and release manager	Accessibility specialist
Cyber security governance and risk management	Command and control centre manager	Content designer
Cyber security monitoring	End user computing engineer	Content strategist
Cyber security incident response	IT service manager	Graphic designer
Cyber security vulnerability management	Incident manager	Interaction designer
Cyber security digital forensics	Infrastructure engineer	Service designer
Cyber security testing	Infrastructure operations engineer	Technical writer
Cyber security secure design	Problem manager	User researcher
Service desk manager	Service transition manager	Business analyst
Delivery manager		

Table 1 - Roles to provide Resource Augmentation and Cloud Support

We maintain a database of the skills of all our members and their availability to allow rapid request fulfilment.

We will meet with you to understand your Cloud support service need, agree how we can help and the right resource required. We will confirm back to you your resource request within one working day and immediately initiate the search. We will also update you regularly on search progress.

2. Onboarding and Offboarding

CGI has proven and effective on and off boarding skills, tools and methodologies. We have successfully transitioned numerous Public Sector clients onto Cloud infrastructures and services whilst our resource planning rigour ensures you have the right skills to hand when you need them.

CGI has a dedicated team of managers who specialise in transition and who bring to bear considerable previous experience in this area. CGI will apply its standard transition methodology which has been used in all service on- and off-boarding's within CGI for many years. The transition process is flexible and can be used for both small and large scale on-boarding requirements.

The approach taken by CGI is to understand the client's requirements and make the transition phase specific to the needs of the client whilst leveraging the experience, lessons learnt and methodology from many years of transition experience.

Service Off boarding is instigated by a client request or after expiration of the service agreement. 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. Pricing of this service is dependent on requirements; please contact CGI for details. After client notification that data has been successfully recovered, CGI will purge and destroy client data from any compute or storage device/media that remains part of CGI's estate.

3. Service Levels

The overall accountability for the relationship with the client lies with CGI's Executive Sponsor and CGI Account Manager and they provide strategic governance to the service working closely with the client's Senior Executive team. The purpose of this team is to ensure that the relationship is healthy, the service is delivering, the governance model is working, and best practice is being applied.

4. Hosting Options and Locations

The design and delivery of our SaaS offerings is consistent with the principles of the Greening Government ICT Strategy. Scalable, Cloud-based services allow pooling of capacity across multiple clients, reducing overall hardware requirements. These are further reduced through virtualisation, which has delivered up to a 90% reduction in server numbers and power consumption for some of our services. We select modern, energy efficient servers, storage and network hardware and have also invested heavily in improving the energy efficiency of our data centres. This includes initiatives such as free air cooling, aisle containment, power supply upgrades, lighting controls and power management and monitoring software. In the UK, electricity for our data centres is sourced from renewables, which is also the case for many of our third-party hosting providers. We closely manage the impact of IT hardware throughout its lifecycle, aiming to optimise refresh cycles to balance in-use carbon savings of newer, more efficient hardware against the carbon impact of its manufacture. At end of life, we also ensure responsible disposal through resale or recycling of old hardware wherever possible. Our sustainability performance has won widespread recognition, including our listing on the Carbon Disclosure Leadership Index for four consecutive years and our certification under the Carbon Trust Standard.

5. Security

5.1. Information Assurance

CGI uses our Management Foundation including our Integrated Management System (IMS) for information assurance. These IMS processes are independently certified to BS/EN/ISO 9001:2008.

CGI is committed to retaining our current range of UK-based certifications and will extend these to meet client expectations as required.

The CGI Management Foundation design allows incorporation of best practice from across all of our Public Sector and Commercial engagements.

Our accreditations include:

- ISO9001, ISO27001 and ISO20000
- ISO/IEC 27001:2005 Audit and Certification SSAE 16/ISAE 3402 Attestation
- E.U. Data Protection Directive - (95/46/EC).

All information is held at the appropriate security level for the service. CGI hosted services can be provided at any level defined in the new Government Security Classification (GSC) policy with the appropriate assurance.

Information Principles for the UK Public Sector supported and documented?

CGI recognises the UK Public Sector information principles which are fundamental to the efficient and effective delivery of public services. Where we store and manage government information in our G-Cloud services we aim to ensure that it is appropriately protected and available to exploit. Through this we would aim to maintain and, depending on the particular service purchased, enhance the quality of the information stored in a standard manner that enables its re-use. Where the selected services require it, we would engage positively both to support the buyer in the publication of public information and to support them in the access of information by citizens and business.

6. Service Pricing and Terms and Conditions

6.1. Pricing

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

6.2. Terms and Conditions

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

7. 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 1.0 on behalf of CGI by the following authorised representative:

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