



Fusion

Contracting Body

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CGI

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Service Definition Overview

CGI Fusion helps clients get real value from their data and AI initiatives, fast. By blending a product mindset and design thinking with data and AI technical excellence, the CGI Fusion service focuses on turning client's data and AI ambition into a clear, and actionable strategy that delivers value from a prioritised portfolio of use cases. Fusion bridges strategy with execution by bringing together business leadership and delivery stakeholders to align on outcomes, identify and shape high-value use cases, validate feasibility and constraints, and agree the next best actions to realise value, quickly and safely.

Fusion provides:

- A shared view of the organisation's data/AI opportunity and a pragmatic, outcome-led roadmap.
- Prioritised use cases with value hypotheses, success measures, and delivery options.
- Clarity on what is required to progress (people, governance, data readiness, operating model, and risk considerations).
- Mobilisation-ready outputs that reduce uncertainty and accelerate subsequent delivery.

Why CGI?

CGI combines lean innovation approaches with practical delivery experience, enabling outcomes that are grounded in real-world constraints and implementable within enterprise environments. This approach enables Fusion to deliver:

- **Faster time to action:** Avoid lengthy theoretical strategy approaches. Our Lean Strategy approach emphasises action and learning on the go.
- **Faster time to insight:** Leverage pre-built modules and building blocks. Our pre-defined DataEXP platform and IMA modules avoid weeks of build time and accelerate pace of learning.
- **Faster time to value:** Act fast, learn faster and capture real value. Lean and iterative approaches to use case development mean we learn and pivot quicker so that solutions are fit for purpose and capture value.
- **Reduced risk and cost:** Take a proportionate approach to investment. Small-batch and validated MVPs allow teams to learn and adapt quickly before committing to scale. Embeds governance, risk, and ethical considerations from the outset so progress can be made safely at pace.
- **Solutions built for real-world data complexity:** Avoid blue-sky ideation that is unachievable. We ground experiments in actual data capability addressing governance, quality, and integration realities.

1. Service Description

The Fusion service is delivered as a sequence of engaging co-design workshops are design to help clients move from strategic intent to a validated, prioritised set of use cases and a mobilisation plan.

A typical Fusion engagement will cover the following key areas:

- Review of data & AI vision and strategy.
- Align stakeholders on goals, constraints, and decision criteria.
- Engage and analyse customer data and journeys to identify key needs and challenges that frame and inform use case ideation
- Definition and refinement of core hypotheses and and success measures.
- Futures thinking workshops to help clients generate bolder and more disruptive breakthrough ideas.
- Feasibility assessment and dependency mapping (data readiness, governance, operating model, organisational constraints) for use cases.
- Prioritisation and roadmap creation, including a delivery approach and mobilisation plan.
- A final playback that confirms decisions, ownership, and next steps.

Fusion is suitable for organisations that want to accelerate decision-making, reduce uncertainty, and create momentum for data/AI initiatives without committing prematurely to large-scale programmes.

As part of the Fusion service CGI offer standard out of the box workshops to serve as initial points of engagement for clients if they want to trial the approach and way of working, see below for standard workshop offers:

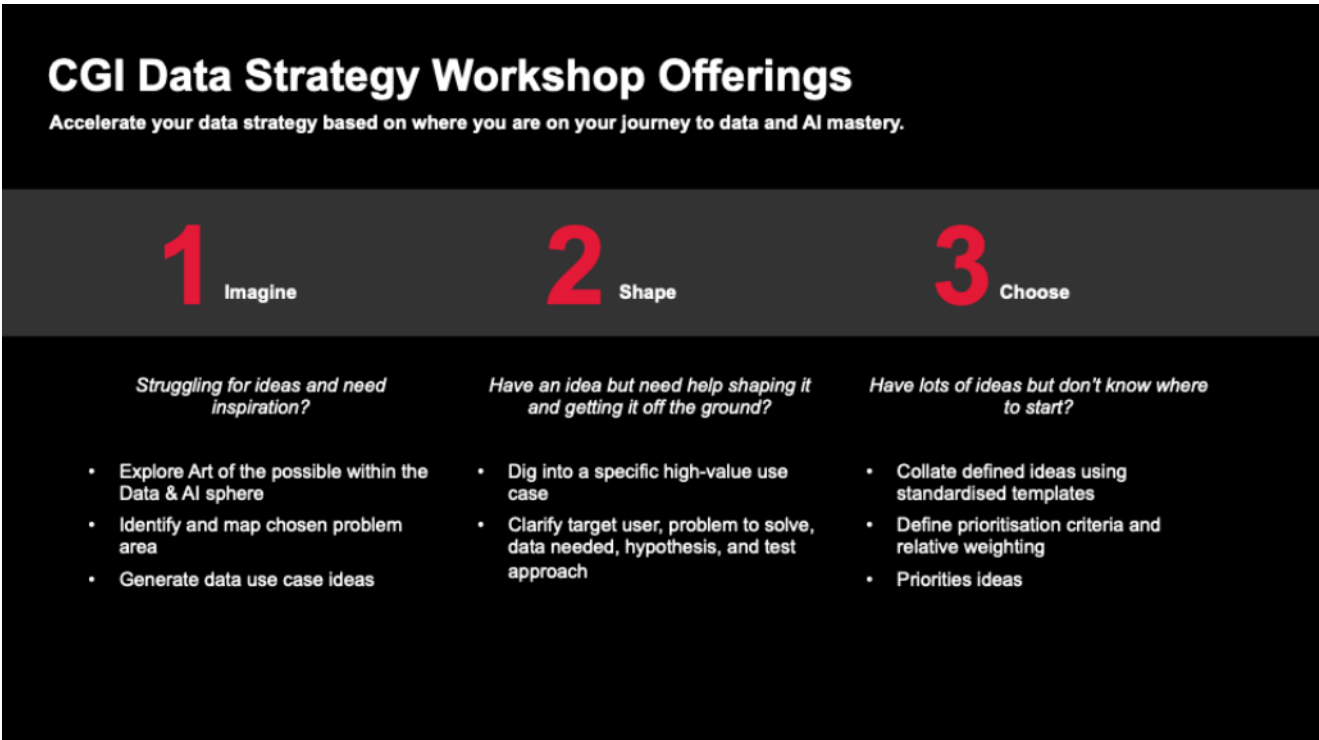


Figure 1. CGI Data Strategy Workshop Offerings

2. Onboarding and Offboarding

2.1. On-boarding

Onboarding is designed to make workshops productive and decision-oriented:

- Mobilisation call: confirm objectives, attendees, decision rights, scope boundaries, and success measures.

- Pre-work pack: short questionnaire and document request list (for example: strategy documents, current pain points, existing governance approach, and key initiatives).
- Agenda and facilitation plan: tailored workshop plan with clear objectives, exercises, and expected outputs.
- Logistics: schedule, tools, and collaboration approach agreed (remote, on-site, or hybrid).

2.2. Off-boarding

On completion, CGI provides the agreed deliverables (for example, prioritised use case list, roadmap, risks/assumptions, and recommendations) in standard formats. Client-owned inputs shared for the workshops remain the client's property. Any ongoing support beyond the workshop phase is optional and agreed separately.

2.2.1. Access to data upon exit

All artefacts created during Fusion belong to the client and are shared as part of Offboarding.

3. Service Constraints

Fusion is designed to be pragmatic and decision-led. Common constraints include:

- Stakeholder availability: outcomes depend on having the right decision-makers and subject matter experts participating.
- Quality of inputs: progress depends on timely access to relevant information (even if incomplete) and clarity on organisational priorities.
- Decision rights: workshops are most effective where decision ownership is clear and participants are empowered to agree direction.
- Time-boxing: Fusion is intentionally time-limited; deeper analysis or extended discovery can be provided as an agreed add-on.

4. Service Levels

Fusion is a time-boxed professional service rather than an always-on managed service. Service levels are therefore expressed in terms of delivery responsiveness and quality of facilitation rather than platform availability.

Typical service level commitments (tailored per engagement):

- Scheduling: workshops scheduled within an agreed lead time, subject to stakeholder availability.
- Preparation: agenda and pre-work issued in advance of workshops by an agreed date.
- Deliverables: draft outputs provided within an agreed number of working days after the final workshop, with a defined review and sign-off cycle.
- Governance cadence: agreed check-ins during the engagement to manage risks, decisions, and progress.

5. After Sales Support

Post-workshop support is available as an optional extension and can include:

- Playback sessions for wider stakeholder groups.
- Refinement of the prioritised backlog and roadmap.
- Support to prepare business cases or investment decisions.
- Mobilisation support (for example, defining delivery ways of working, governance, and delivery plan for the first tranche of work).

6. Technical Requirements

Fusion is delivered as a facilitated workshop service and therefore has minimal technical prerequisites. The buyer needs to provide standard collaboration tooling and a secure way to exchange pre-work materials and deliverables. Any constraints on tools, recording, transcription, and information handling are agreed during mobilisation and applied throughout the engagement.

- Video conferencing with screen sharing for remote or hybrid workshops, including the ability to invite external facilitators.
- A buyer-approved secure channel for document exchange (for example, shared workspace or secure file transfer) and least-privilege access for CGI facilitators.
- For on-site delivery, a suitable room with AV/display facilities and building access arrangements for CGI attendees.

7. Security

Fusion workshops can be delivered in a way that supports client security requirements:

- Collaboration tools and information handling are agreed during mobilisation.
- Information shared by the client is treated as confidential and used only for the purpose of delivering the agreed workshops and outputs.
- Where sensitive information is required, CGI will align to the client's classification and handling procedures.

8. Service Pricing and Terms and Conditions

8.1. Pricing

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

8.2. Terms and Conditions

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

9. 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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