



Intelligent Automation Implementation Support

Contracting body

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CGI

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Service Definition Overview

CGI supports public sector organisations to adopt Intelligent Automation as a core operational capability, embedded into service delivery rather than delivered as isolated technical solutions. The service enables organisations to introduce robotic process automation, artificial intelligence and workflow automation in a controlled and repeatable manner that aligns with organisational strategy, service management practices and information assurance obligations.

This service provides advisory, design, implementation, and time bounded early life support activities. It does not include the ongoing operation, monitoring, or maintenance of live automation services unless explicitly contracted under a separate managed service or RPA as a Service offering.

CGI works collaboratively with clients to design and implement automation that supports the delivery of operational improvements while maintaining security, resilience and governance. The service supports both tactical automation initiatives that relieve immediate operational pressure and structured programmes that transform services over time.

CGI is vendor agnostic and works with leading automation platforms including Blue Prism, UiPath, Automation Anywhere and Microsoft. These capabilities are complemented by experience across OCR, AI services and low code platforms, allowing automation to be integrated into complex enterprise environments.

Why CGI

CGI combines deep automation delivery expertise with long standing experience of operating secure, large-scale public sector services. Our approach is grounded in practical delivery, informed by real operational experience and focused on sustainable outcomes rather than one off automation builds.

Automation solutions are designed to align with buyer security, compliance, and assurance frameworks, aligned to UK public sector information assurance principles and Government Security Classification requirements. Strong governance supports services to operate within agreed scope and contractual boundaries, supporting G-Cloud 15 obligations around collaborative working, transparency and risk control.

CGI Intelligent Automation services integrate with CGI RPA as a Service, RPA managed services and service desk offerings, enabling a joined up lifecycle from design and build through to live operation and optimisation where separately procured.

1. Service Description

1.1. Strategic automation readiness

Successful automation requires organisational readiness as well as technical capability. CGI supports organisations to assess readiness across people, process, technology and governance, enabling informed decisions about pace, scale and operating model.

A Strategic Automation Readiness Assessment establishes how automation aligns to organisational priorities, identifies impacts on roles and ways of working, and evaluates security, privacy and infrastructure considerations. The outcome is an advisory roadmap that supports informed decision making on how automation may be adopted, balancing ambition with operational risk.

1.2. Process discovery and assessment

CGI works with client teams to build a detailed understanding of how services currently operate. Process discovery combines workshops, interviews and documentation review to capture how work is actually performed, including variations, exceptions and dependencies.

Where appropriate, process and task mining tools may be used to supplement manual discovery. Any use of process or task mining tools is subject to buyer approval, defined scope, and agreed data handling and retention arrangements. Processes are assessed for automation suitability, complexity, risk and benefit, ensuring effort is directed toward viable opportunities within the client environment.

1.3. Process selection and prioritisation

CGI supports structured selection and prioritisation of processes to ensure automation delivers early benefits while building sustainable delivery capability. Prioritisation considers operational impact, delivery complexity, dependencies, change impact and risk.

1.4. Touchless service design

CGI applies Touchless Service Design principles to move beyond simple task automation. Services are analysed and redesigned at a design level to minimise unnecessary manual intervention, increase straight through processing and improve user and citizen experience.

1.5. Intelligent automation implementation

CGI delivers Intelligent Automation using a controlled, repeatable implementation methodology designed to reduce risk and support scale. Processes are defined in detail before automation is built, ensuring clarity of scope, exception handling, quality criteria and operational ownership.

Automation solutions are developed, tested and deployed in line with agreed change and release processes. Integrations with existing systems are designed to minimise operational risk, protect security controls and avoid disruption to live services.

CGI does not assume responsibility for the ongoing operation, monitoring, or maintenance of live automations beyond the agreed early life support period.

1.6. Automation operating model and governance

To operate automation safely and sustainably at scale, CGI supports the design and implementation of an Automation Operating Model. This defines governance structures, decision rights, roles and responsibilities, and how automation integrates with service management, change and assurance processes.

CGI supports the design and enablement of Robotic Operations Centre capabilities to manage demand, prioritisation, standards, quality assurance and operational oversight.

1.7. Service operations and early life support

Following deployment, CGI provides structured early life support for an agreed and time bounded period to stabilise automations. During this period, CGI supports monitoring of automation performance and resolution of issues relating to automation assets delivered under this service.

Once automations are stable, responsibility transitions into business as usual operations or into separately contracted managed service offerings.

1.8. Training and knowledge transfer

CGI places strong emphasis on building client capability alongside delivery. Training is tailored to client roles and responsibilities, covering automation governance, process design, development and operational support.

2. Data Backup and Restore

Data handling arrangements are agreed per engagement. CGI does not retain client operational data beyond what is necessary to deliver the agreed scope of work. Any data collected during discovery or implementation is managed in accordance with client security requirements and UK data protection legislation.

3. Service Continuity

CGI designs and delivers Intelligent Automation Implementation Support to support continuity throughout delivery and transition activities. Continuity arrangements are proportionate to the scope of service, delivery model and hosting environment.

3.1. Disaster recovery

Disaster recovery arrangements depend on the automation platforms and hosting model selected. Responsibilities remain with the platform or service owner unless explicitly agreed otherwise in the call off contract.

3.2. Business continuity

CGI maintains business continuity arrangements that enable delivery activities to continue during localised disruption. Business continuity responsibilities remain with the organisation owning the operational service unless explicitly agreed otherwise in the call off contract.

4. Onboarding and Offboarding

4.1. On-boarding

Service onboarding follows a structured mobilisation approach aligned to G-Cloud 15 call off requirements. Scope, responsibilities, service boundaries and governance arrangements are agreed upfront.

4.2. Off-boarding

On service exit, CGI supports controlled offboarding including secure data deletion, asset handover and knowledge transfer where required.

5. Service Constraints

Intelligent Automation Implementation Support is a professional services offering focused on advisory, design, build and early life support activities. It does not include the ongoing operation of live automation platforms unless explicitly contracted under a separate managed service.

CGI does not warrant or guarantee business outcomes, cost savings, or performance improvements arising from automation implementation.

6. Service Levels

As an implementation support service, standardised availability or incident based service levels do not apply. Delivery assurance is provided through agreed governance, reporting, and milestone review rather than operational service levels.

7. After Sales Support

CGI provides after sales support to support transition into business as usual operations. A named engagement lead remains the point of contact for post-delivery clarification, knowledge transfer and transition activities.

Ongoing operational support may be provided through complementary CGI G-Cloud services where required and subject to separate agreement.

8. Technical Requirements

Technical requirements depend on the automation platforms and tools selected and are agreed during service initiation and documented within the call off contract.

9. Outage and Maintenance Management

In the event of outages impacting delivery activities, CGI works collaboratively with buyers and relevant third parties to assess delivery impact and support resolution activities within agreed scope, aligned to the G-Cloud 15 fix first, settle later principle.

10. Hosting Options and Locations

Automation solutions may be hosted on CGI infrastructure, client infrastructure or approved third party cloud platforms, selected based on client requirements and security classification.

11. Security

CGI operates a certified Integrated Management System aligned to ISO 9001, ISO 20000 and ISO 27001. Security controls applied are proportionate to the scope of services delivered and the selected hosting and platform model.

12. Service Pricing and Terms and Conditions

12.1. Pricing

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

12.2. Terms and conditions

This Service is provided under the CCS G-Cloud Framework Call-Off [ref], which prevails over this Service Definition. 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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