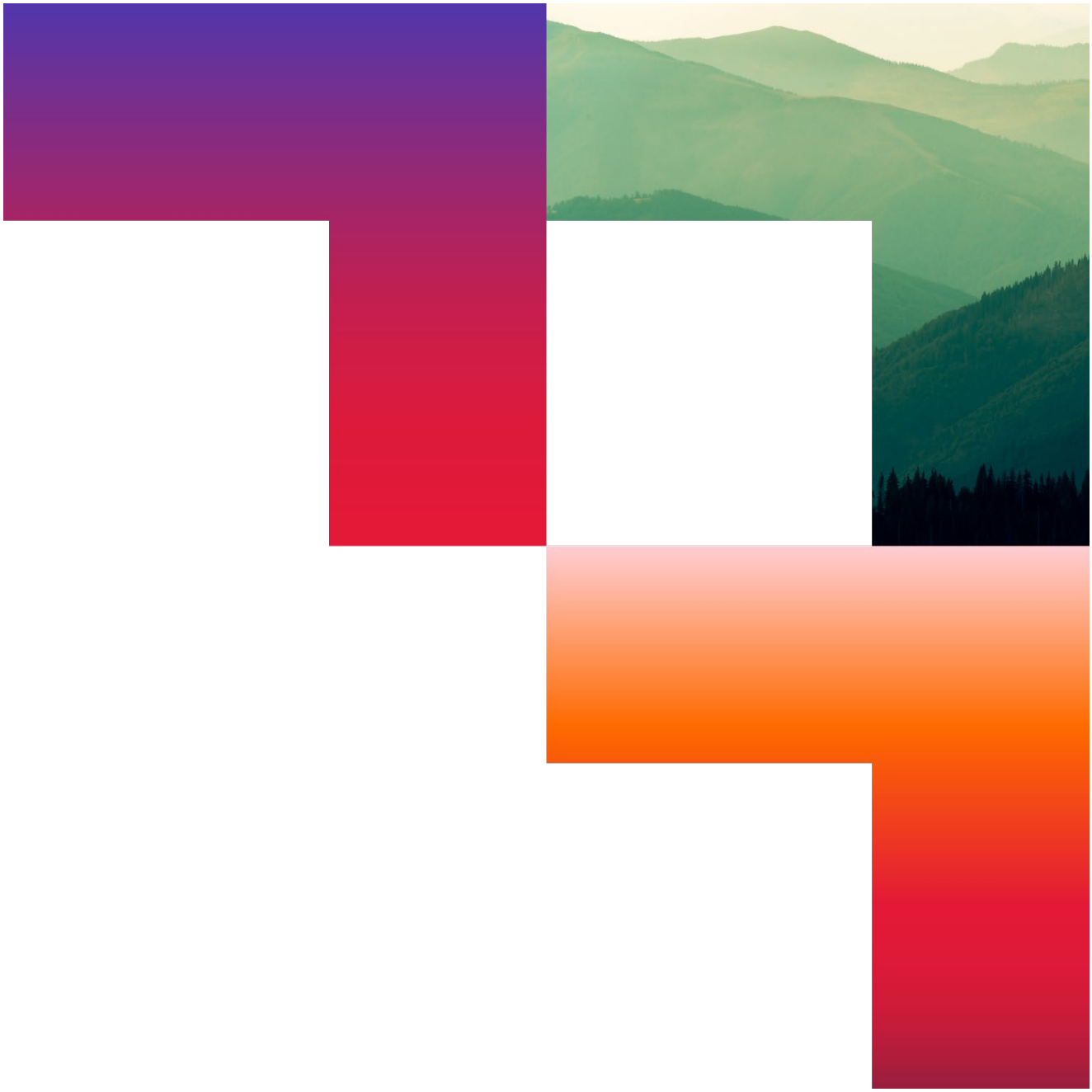

Human-Centred Design - Accessibility Services

Contracting body

30 Jan 2026

Issue 1.0

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Table of contents

1. Service Description 4

1.1. Accessibility Services 4

1.2. Content Design and Strategy 5

1.3. Design Capability and Design Ops 6

1.4. Service Design 6

1.5. User Experience (IX) and Interaction Design 7

1.6. User Research 7

1.7. Product Innovation: Minimum Viable Product (MVP) 8

1.8. Product Innovation: Proof of Concept 8

1.9. Product Management 9

1.10. Futures Thinking 10

1.11. Discovery 10

1.12. Alpha 11

1.13. Beta 11

1.14. Citizen Experience Strategy and Design 12

1.15. Digital Strategy 12

1.16. Digital Transformation 13

2. Onboarding and Offboarding 14

2.1. Onboarding 14

2.2. Offboarding 14

3. Service constraints 14

4. After sales support 14

5. Service Pricing and Terms and Conditions 14

5.1. Pricing 14

5.2. Terms and Conditions 14

6. Further information 14

PROPRIETARY AND CONFIDENTIAL 16

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Service Definition overview

CGI unites strategy, design and agile delivery to maximise value. Our SPARCK Human-Centred Design team blend creative and technical expertise, designing impactful products and services. We support government and healthcare digital transformation, meeting GDS standards with 40+ successful assessments, delivering innovations from modernising driving tests to improving home EV charging.

Why CGI?

CGI helps UK Public Sector organisations deliver better outcomes by placing people at the heart of digital transformation. Our human-centred design expertise ensures services are intuitive, inclusive and aligned to real user needs, while our proven Enterprise Agile delivery accelerates time-to-value with transparency and control.

With SPARCK, our leading-edge design capability, we blend deep research, strategic insight and technical excellence to create services that work for citizens and the teams who run them. We have extensive experience meeting Government Digital Service (GDS) standards, giving departments confidence that solutions will be secure, accessible and compliant.

From modernising critical national services to enabling digital-first operations, CGI partners with public sector organisations to drive sustainable transformation, improve citizen experience and deliver measurable impact at scale.

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1. Service Description

We merge strategy, design, delivery and managed service excellence to help you unlock the value of software at every stage of the lifecycle. Our high-quality, award-winning delivery is underpinned by Enterprise Agile, our celebrated agile delivery methodology.

Our SPARCK team is our leading-edge design capability; a group of thinkers, innovators, strategists, researchers, designers, makers and do-ers. They combine the design skills of a creative agency with the technical quality and delivery capability of CGI. We design and deliver innovative products, services and experiences that create value for your organisation and the people you serve.

We also partner with government and healthcare organisations to digitally transform the way they work, enabling them to evolve continually to meet citizen needs. We help you become a digital first organisation, launching new services and products with velocity and agility. We have extensive experience of passing all stages of the government digital services (GDS) service assessment.

WE HAVE EXTENSIVE EXPERIENCE OF WORKING TO GDS STANDARDS

Cross-project assurance built into delivery practice, with expertise provided across the Service Standard

Over 40 successful GDS assessments

From transforming the UK's driving test, to reimagining the way you charge an electric vehicle at home, we're proven to design great things. We help you deliver them too.

Within this service there are 10 Design microservices illustrated below. The features and benefits of these microservices are highlighted in the following pages.

- Accessibility Services
- Content Design and Strategy
- Design Capability and Design Ops
- Service Design
- User Experience (IX) and Interaction Design
- User Research
- Product Innovation: Minimum Viable Product (MVP)
- Product Innovation: Proof of Concept
- Product Management
- Futures Thinking.

Within this service there are a further six Digital Transformation microservices illustrated below. The features and benefits of these microservices are highlighted in the following pages.

- Discovery
- Alpha
- Beta
- Citizen Experience Strategy and Design
- Digital Strategy
- Digital Transformation.

1.1. Accessibility Services

We help government ensure services are accessible for all, meeting the latest WCAG guidelines and Government Digital Service (GDS) standards. Having delivered over 40 GDS-assessed services, we are experts in ensuring accessibility for new and existing services. This is achieved via a citizen-centric approach, with in-depth user engagement and testing at every stage.

1.1.1. Features

- Fully aligned to GDS service standards and GOV.UK's UCD principles.
- Accessibility audits and testing of existing services to ensure compliance.

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- Fast-paced design sprints to develop accessible prototypes to test.
- ‘Empathy lab’ approach to simulate user impairment.
- Assistive technology research and review.
- ‘Road to accessibility’ strategies and roadmaps, cocreated with stakeholders.
- Development of accessible design systems and playbooks.
- User research testing with citizens and staff with accessibility needs.
- Traceability of accessible user needs through design and development.
- Assisted digital advice and strategies.

1.1.2. Benefits

Services are fully inclusive and designed for all citizens’ needs

- Exceeds GDS standards through accessibility guidance and experience.
- Meets Web Content Accessibility guidelines with fully accessible digital estates.
- Makes clear recommendations for ensuring internal systems meet accessibility regulation.
- Creates accessible experience for all users across digital and offline channels.
- Develops clear and actionable assisted digital and assisted technology strategy.
- Upskills internal designers and stakeholders, building accessibility capability.
- Embeds a culture of ‘accessible first’ across your organisation.
- Fosters improved digital service adoption, minimising exclusion from new services.
- Improves accessibility of existing services via rapid design sprints.

1.2. Content Design and Strategy

Our Content Designers research, design, and test content that allows people to find, understand, and access what they need from government. They follow the principles and standards established by the Government Digital Service, always starting with user needs, and have experience working on projects across the public sector.

1.2.1. Features

- Content Designers experienced in content strategy and design.
- Aligned to GDS service standards and GOV.UK’s UCD principles.
- Design-thinking approach to facilitate co-design workshops, collaboration, stakeholder engagement.
- Consultants experienced in end-to-end content design from Discovery to Live.
- Researching and identifying user needs; rapid prototyping, testing, and iteration.
- Access to an established content design practice, tools, and techniques.
- Content transformation, migration strategy; user needs’ traceability through design-delivery.
- Iterative approach and agile methodology to deliver value early.
- Development of style-guides; accessibility strategies; and information architecture assets.
- Content audits, design, and implantation of content governance processes.

1.2.2. Benefits

- Content delivers citizen and organisational outcomes.
- Content fixes pain-points and meet user/stakeholder needs.
- Provides experience and guidance at each stage of GDS assessment.
- Content is fully accessible and meets web content accessibility guidelines.
- Content fits organisational style and tone of voice.
- Discovery and experimentation are low risk due to lean/rapid prototyping.
- Effective across digital channels (online and offline) and physical channels.
- Collaboration with interdisciplinary teams delivers user-friendly, viable solutions.
- We help upskill designers and stakeholders in content design techniques.
- Delivers outcomes first time by leveraging experience in content development.

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1.3. Design Capability and Design Ops

The design mindset is central to creating long-term value and delivering people-centric services. We work with clients to assess and systematically improve their design capability and DesignOps. Moving beyond visual aesthetics, design mindset and capability is a strategic asset that helps organisations to reimagine products, services, experiences, and business models.

1.3.1. Features

- Assess current design maturity level and identify key gaps.
- Define vision for the role of design within your organisation.
- Strategic narrative and business case for the value of design.
- Orchestrate and optimise development processes through DesignOps.
- Define tools, structures, capabilities, and processes required to uplift maturity.
- Build capabilities using mixed methods: coaching/training, champions, workshops, prototyping, playbooks.
- Design processes and systems that incorporate design throughout the organisation.
- Support implementation and adoption of new measurements, processes, and systems.
- Build a sustainable culture based on core design principles.

1.3.2. Benefits

- Obtains leadership alignment, buy-in, and commitment for investing in design.
- Mobilises and enthuses your organisation on the benefits of design.
- Understands design maturity strengths, gaps, constraints, and priorities.
- Produces action-oriented roadmap for where and how to improve.
- Produces tangible assets that are used to drive rapid change.
- Builds tailored design systems, processes, and assets fit for you.
- Provides robust capability plans that build on current strengths.
- Expertise from strategists, service designers, product designers, researchers, content designers.
- Approach to culture, capability building and DesignOps is human-centred.
- Learn how to: Work better together, deliver effectively, create impact.

1.4. Service Design

Our approach to service design focusses on improving the quality of interactions with users. Working and co-designing with people to understand pain-points and user needs, we design new ways of organising people, infrastructure, and technology to deliver great customer experiences while identifying opportunities to deliver new organisational value.

1.4.1. Features

- Service Designers experienced in complex government product and service design.
- Fully aligned to GDS service standards and GOV.UK's UCD principles.
- Design thinking approach frames problems in a user-centric way.
- Systems thinking identifies opportunities for sustainable and enduring change.
- Holistically designs desirable, feasible, viable, sustainable, equitable, and just services.
- Clarifies complexity through visualisation techniques, such as service blueprints.
- Facilitates user and stakeholder collaboration during research, design, and testing.
- Facilitates collaboration with diverse stakeholders from the wider service ecosystem.
- Ensures traceability of user needs through design, development, to delivery.
- Continuously improves services based on feedback and evolving needs.

1.4.2. Benefits

- Delivers citizen outcomes by designing end-to-end services.
- Fixes critical service pain-points through codesigning with users and stakeholders.
- Meets user needs effectively and efficiently with tailored services.

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- Provides experience and guidance at each GDS-assessed stage.
- Creates sustainable services that align user, organisational, and technical needs.
- Drives future development efficiency by defining design principles and systems.
- Creates consistent, orchestrated, omnichannel service experiences.
- Identifies leverage points for strategic interventions and improvements.
- Upskills internal designers and stakeholders in user-centred design techniques.
- Drives joined-up delivery of multiple product and service teams.

1.5. User Experience (IX) and Interaction Design

We work with clients to design and develop effective user-centric products and services, by deploying a full range of user experience design skills. This includes deep research expertise, end-to-end service design, product prototyping, interaction design, visual design, and content design, with specific specialism in accessibility, inclusion, and assisted digital provision.

1.5.1. Features

- User Experience Designers experienced in government product and service design
- Fully aligned to Government Digital Service (GDS) service standards and GOV.UK's UCD principles.
- Design thinking approach to facilitate co-design workshops and rapidly prototype.
- T-shaped designers experienced in end-to-end user experience design from Discovery-Live.
- Research and identify user pain points and needs.
- Rapid low-to-high fidelity prototyping and user testing.
- Visual and content design, development of design systems and playbooks.
- Facilitate close user and stakeholder collaboration in research and design.
- Traceability of user needs through design and development to delivery.
- Iterative and agile methodology designed to deliver value early.

1.5.2. Benefits

- Products and services are designed to deliver citizen outcomes.
- Co-design with users and stakeholders to fix critical service pain-points.
- Provides experience and guidance at each GDS assessed stage.
- Services are fully accessible and meet Web Content Accessibility guidelines.
- Design principles and systems defined, driving development efficiency.
- Low-risk solution exploration due to lean and rapid prototyping.
- Effective user experience across digital, offline channels, and physical touchpoints.
- Collaboration with interdisciplinary teams, delivers user-friendly, feasible, viable solutions.
- Upskills internal designers and stakeholders in user-centred design techniques.
- Outcomes delivered first time, by leveraging experience in digital development.

1.6. User Research

Our Digital Design Practice provides specialist user research consultants and methodologies.

We help Government departments understand user needs and pain points, to enable the design of user-centric products and services that meet Government Digital Services (GDS) and Web Accessibility standards.

1.6.1. Features

- Alignment to GDS service standards and GOV.UK's principles.
- Field studies, facilitation of co-design workshops, interviews, and online surveys.
- Proven and repeatable user-centric research techniques based on design thinking.
- Specialist techniques for assessing assisted digital needs for inclusive design.
- Usability testing and benchmarking to evaluate product design.
- Quantitative and qualitative research techniques.
- Research carried through and adapted for Discovery, Alpha, Beta phases.

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- Approach tailored and adapted to client and user needs.
- Empathy, stakeholder, and eco-system mapping.
- Competitor and technology landscape analysis.

1.6.2. Benefits

- Builds actionable understanding of pain-points/needs for continual service improvement.
- Research ensures product and service development delivers desired user outcomes.
- Services are inclusive of all citizens and GDS standard assured.
- Surfaces new values from insight, delivering more impactful public services.
- Research informs effective citizen-centric design of the technical solution.
- Insight into citizen needs ensures success of digital transformation initiatives.
- Flexible and scalable resources and techniques for every project size.
- Research methods identify opportunities for experience improvements and service efficiencies.

1.7. Product Innovation: Minimum Viable Product (MVP)

Our lean approach swiftly delivers innovative products meeting user needs, creating value. We build robust and scalable Minimum Viable Products (MVPs) to help you quickly bring validated concepts to market. This provides the foundation for long-term success, while maintaining a ‘just enough’ approach to move rapidly in a cost-effective way.

1.7.1. Features

- A user-centric approach using lean methodology and design thinking.
- Structured problem-solving approach, value proposition design and experimentation.
- Product vision: define aspiration and impact for the product.
- Strategy and roadmap: identify value generation and path forward.
- Design artefacts to visualise the user experience; wireframes, prototypes.
- Scale-up delivery plan and strategy for value beyond MVP.
- A robust strategy for effective launch and adoption.
- Minimum viable product release for user testing and refinement.
- Data-driven decisions to enhance accuracy and effectiveness.
- Implementing mechanisms for continuous improvement, fostering adaptability and responsiveness.

1.7.2. Benefits

- Aligns delivery with strategic goals and desired outcomes.
- Determines agreed definition of value and how to measure it.
- Creates clear product strategy that supports organisation strategy and vision.
- Reduces effort and cost to innovate.
- Reduces time to launch for new opportunities.
- Reduces risk profile for scale up delivery.
- Accelerates time to value using iterative, lean development methods.
- Increases organisational agility and adaptability.
- Accelerates delivery of value through co-design and user testing.
- Meets user, policy, organisational needs efficiently with flexible, holistic approach.

1.8. Product Innovation: Proof of Concept

We specialise in lean innovation enabling the testing of new ideas with certainty and at pace. Following a structured approach we develop proof-of-concepts to test hypotheses on the value they create for users and the organisation. This approach builds the necessary evidence for decisions and reduces investment risk.

1.8.1. Features

- A user-centric approach using lean methodology and design thinking.
- Structured problem-solving approach, value proposition design and experimentation.

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- Establish success measures to ensure outcomes meet expected value.
- Facilitation of collaborative workshops with stakeholders across the business.
- Reusable hypothesis framework and toolkit to guide decision making.
- Development of rapid prototypes to gather insight and iterate.
- Creation of proof-of-concept to validate and refine solution.
- Development of validated business model, ensuring sustainable value delivery.
- A recommended MVP candidate including features and roadmaps.
- Scale-up delivery plan to deliver value beyond the MVP.

1.8.2. Benefits

- Develops clear hypothesis about how the product supports organisation strategy.
- Agrees definition of value and how to measure it.
- Improves decision-making by testing citizen need and problem-solution fit.
- Delivers greater impact by meeting citizen needs effectively.
- Maximises cost efficiency, focusses on high-value initiatives, minimises waste.
- Accelerates time to value using iterative, lean development methods.
- Accelerates delivery of value through co-design and user testing.
- Drives ongoing delivery of business value with future-ready roadmap.
- Reduces uncertainty and risk profile for delivery scale up.
- Flexible, holistic approach meets user, policy, organisational needs efficiently.

1.9. Product Management

We provide expertise across the end-to-end product lifecycle, from initial problem exploration and opportunity discovery through to launching and scaling products. Leveraging decades of cross-sector experience, we use bespoke delivery methods and frameworks that ensure a constant focus on problem-solution fit and delivering value to customers and the business.

1.9.1. Features

- Product vision: Define aspiration and impact for the product.
- Product strategy and roadmap: Identify path to generating value.
- Product Discovery: Identify user needs and market opportunities.
- Product innovation: Explore novel solutions to deliver user value.
- Product Alpha: Initial product version for hypothesis testing.
- Product Beta: Product release, capturing organisation and user value.
- Product scale: Expanding product reach for broader adoption.
- Product operating model: Define product processes, structures and capabilities.
- Product maturity assessment: Review organisational effectiveness around product delivery.
- Product capability building: Build internal product skills and capabilities.

1.9.2. Benefits

- Engages and motivates the organisation around a clear vision.
- Allocates effective resource in alignment with strategic goals.
- Improves decision-making effectiveness using product, organisation and user data.
- Improves ROI for digital product and innovation initiatives.
- Reduces cost to serve through efficient product delivery practices.
- Increases business value from continuous focus on user need.
- Enhances citizen impact through high quality service delivery.
- Improves time to value through rapid product deployment iterations.
- Increases business agility through frequent product review and refinement.
- Increases pace of learning through rapid prototyping and testing.

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1.10. Futures Thinking

Futures thinking is a structured, systematic approach to understanding emerging signs of change and exploring possible future scenarios, trends, and uncertainties. Futures thinking enables anticipation and better-informed decisions and action in the present.

1.10.1. Features

- Futures intelligence: Collection/analysis of emerging issues and weak signals.
- Horizon scanning: Examination of potential threats; opportunities; developments, over time.
- Scenario planning: To explore/prepare for a range of potential outcomes.
- Strategic foresight: Guidance on integrating foresight into strategic planning processes.
- Futures workshops: Participative methods to stimulate strategic thinking, dialogue, insight.
- Embracing uncertainty: Strategies to thrive in ambiguity and uncertainty.
- Futures Loop: Our method-agnostic Futures Framework.
- Stakeholder engagement: Participative processes to involve stakeholders in futures thinking.
- Learning journeys: Curated experiences to expose teams to ideas/technologies.

1.10.2. Benefits

- Enhances decision-making with in-depth future scenario analysis and planning.
- Accelerates innovation through early identification of trends and emerging technologies.
- Boosts resilience, preparing organisations for diverse future scenarios.
- Fosters a culture of agility and responsiveness.
- Promotes stakeholder engagement with uncertainty.
- Advances competitive positioning through futures-informed thought leadership.
- Provides space for strategic thinking and dialogue.
- Equips organisations to thrive amidst uncertainty ambiguity and change.
- Facilitates futures rehearsal, allowing identification of strategic indicators.
- Increases anticipatory awareness and future preparedness.

1.11. Discovery

We are a leading digital design and technology consultancy for the UK public sector. Having successfully passed over 40 GDS assessments, we are experienced at all stages including Discovery. Our Discovery service focusses on placing the user at the centre and understanding the problem that needs to be solved.

1.11.1. Features

- Reframe and define the problem to be solved.
- Stakeholder engagement, including client, users and policy teams.
- User research and persona creation to understand needs and pain-points.
- Analysis of as-is operations, processes, policies and technologies.
- Bespoke set of artefacts, including user journeys and service blueprints.
- Project plan for all delivery phases (i.e., Alpha, Beta, Live).
- Detailed plan for Alpha, including cost, outcomes, timescales and team.
- Typically conducted within four to eight weeks.

1.11.2. Benefits

- Clearly defines problem and understands user needs.
- Articulates constraints for the new or reframed service.
- Understands and aligns to underlying policy.
- Adheres fully to the GDS Service Standard.
- Provides proven risk-first and award-winning delivery approach.
- Fully prepares for GDS Alpha.
- Provides access to/participation from our GDS Centre of Excellence.

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- Outcome-based engagement, with multiple commercial models.
- Continuous, open, and regular collaboration throughout.
- Ability to scale team remotely, on-site, or using hybrid models.

1.12. Alpha

We are a leading digital delivery consultancy for the UK public sector. Having successfully passed over 40 GDS assessments, we are experienced at all GDS stages. Our Alpha service focusses on outcomes to test different solutions for the user and de-risk beta delivery in terms of time and cost.

1.12.1. Features

- Iterative prototyping and user testing of discovery hypotheses.
- Focus on end user experience, accessibility, and security.
- Creation of technical proof of concept.
- Investigate/evaluate challenging or uncertain aspects of the candidate solution.
- Creation of final service blueprint.
- Continuous user research and feedback.
- Creation of revised plan and cost for remaining delivery phases.
- Alignment to key outcomes, policy goals and external interrelated milestones.
- Prioritised Beta product/service roadmap.

1.12.2. Benefits

- Seamless transition approach from discovery.
- Adheres to GDS service standard and technology code of practice.
- Increases confidence in Beta delivery outcomes, cost and timeframe.
- Preparation for GDS Beta leverages many years' experience passing assessments.
- Access to and participation from our GDS centre of excellence.
- Outcome-based engagement, with multiple commercial models.
- Continuous knowledge transfer to client • Delivers working software in Alpha.
- Continuous, open and regular collaboration throughout.
- Ability to scale team remotely, on-site or using hybrid models.

1.13. Beta

We take the outputs of Alpha into GDS-compliant live services, seamlessly transitioning through private and public beta phases, leveraging our experience of passing 40+ GDS assessments. Harnessing agile methodologies and cloud-based MVPs, we prioritise user needs, ensuring an iterative, user-centric development process that leads to impactful, fully realised digital solutions.

1.13.1. Features

- Iterative, continuous delivery development approach • Follow a DevSecOps approach to deliver services securely.
- Continuous user research and feedback.
- Relentless focus on end-user experience, accessibility, performance, maintainability and security.
- Proven and assured architecture and system integrations.
- Validate success factors, implementation of private and public Beta releases.
- Detailed plan for live support, including cost, outcomes, timescales and team.
- Regular reporting and governance support to provide confidence during delivery.
- Adopt a product-centric approach to delivering value and continuous improvement.
- Use of automation and AI to maximise delivery efficiency.

1.13.2. Benefits

- Seamless transition approach from Alpha.
- Adheres to GDS Service Standard and Technology Code of Practice.

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- Proven risk-first and award-winning delivery approach.
- Fully prepares for Live and/or transition to managed services.
- Provides confidence with automated testing and security assurance.
- Provides access to/participation from our GDS centre of excellence.
- Tailored in-house assurance for the full duration.
- Value-based engagement, with multiple commercial models.
- Ability to scale team remotely, on-site or using hybrid models.
- Provides continuous, open and regular collaboration throughout.

1.14. Citizen Experience Strategy and Design

Providing a simple, joined up and personalised experience is key to effective public services. Our approach to citizen (and colleague) experience strategy translates approaches typically seen in the private sector (CX (citizen experience) strategy) into citizen-facing products and services. We will help you identify opportunities for a more efficient, effective and human-centric service.

1.14.1. Features

- Design thinking-led, highly collaborative approach.
- Discover and define the current state of your experience.
- Define a target state vision for what good looks like.
- Identify and prioritise opportunities to improve citizen and colleague experience.
- Define experience principles to anchor your citizen experience efforts.
- Identify and quantify areas for early value realisation.
- Outline medium to long-term transformational change, portfolio and roadmap.
- Value proposition design for citizen-facing digital products and services.
- Measurement framework creation, customer data strategy and analysis.
- Co-create a compelling strategic narrative for change.

1.14.2. Benefits

- Provides deep understanding of current state through qualitative/quantitative analysis.
- Provides journey-by-journey analysis and improvement prioritisation.
- Identifies service gaps and opportunities to improve colleague experience.
- Creates clear principles and measurement framework to define success.
- Creates actionable roadmap from reduced cost-to-serve initiatives to long-term transformation.
- Maps citizen and organisational benefits clearly for investment cases.
- Creates compelling vision and visual artefacts to galvanise/inspire teams.
- Provides clear direction to people-centric experience maturity.
- Maps current and future state capabilities and technology required.
- Improves understanding of citizen-centric methods and mindset to develop culture.

1.15. Digital Strategy

We partner with government and healthcare organisations to define adaptive digital strategies, helping them use existing and emerging technology to deliver more effective citizen-centric services, automate processes and reduce costs. We use modern agile and design thinking methods to deliver holistic strategies focused on organisational and citizen outcomes.

1.15.1. Features

- Innovation and design sprints to collaboratively codesign digital strategy.
- • In-depth market research and scanning for emerging technology trends.
- • Digital strategy and transformation roadmaps to inform delivery plans.
- • Facilitation of co-creation strategy workshops and sprints to explore opportunities.
- • Technology advisory, product strategy and programme management.

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- • Human-centred design approaches focused on user outcomes.
- • Interdisciplinary teams to develop desirable, feasible and viable digital strategies.
- • Agile and design thinking methodologies, ensuring adaptive and effective strategies.
- • Considers leading market trends from related and tangential industries.

1.15.2. Benefits

- Strategy is outcome- and citizen-focussed, realistic and achievable.
- Strategy is value-based, anchored on efficiency and user experience.
- Collaborative approach to digital strategy increases organisational adoption.
- Defines and aligns people, process, and technology enablers to strategy.
- Impactful artefacts (e.g., blueprints and playbooks) allow future strategy refinement.
- Aligns organisation on iterative continual improvement strategies and techniques.
- Embeds new ways of working, increasing organisational agility.
- Embeds a culture of citizen-centric design to deliver effective outcomes.
- Prepares organisation to meet constantly changing citizen needs.
- Increases success rates through iterative discover, design and deliver cycles.

1.16. Digital Transformation

We partner with government and healthcare organisations to digitally transform the way they work, enabling them to evolve continually to meet citizen needs. We help you become digital first organisations, launching new services and products with velocity and agility. Extensive experience of passing all stages of the GDS Service Assessment.

1.16.1. Features

- Multidisciplinary teams that support all GDS phases.
- Human-centred design and technology engineering working seamlessly together.
- Agile change management: operating model design and automation strategies.
- Award-winning Enterprise Agile® approach to delivery of digital services.
- Capability in user research, service design, UX, and content design.
- Agile maturity assessment encompassing culture, methods, capability, governance, and management.
- Service design and service blueprinting to map the end-to-end experience.
- Digital product and portfolio management.
- Journey to DevOps: accelerated implementation of enterprise tools and methods.
- Digital architecture: architectural review and roadmap to support transformation.

1.16.2. Benefits

- Collaborative approach to digital strategy increases adoption.
- Embeds new ways of working, increasing organisational agility.
- Prepares organisation to meet constantly changing citizen needs.
- Employs a collaborative process, building internal capability.
- Cuts through complex change to focus on greatest value.
- Increases success rates through iterative discover, design, deliver cycles.
- GDS component accelerator speeds up overall delivery timelines.
- GDS centre of excellence ensures quality, compliance, and reduces risk.
- Embeds a culture of citizen-centric design to deliver effective outcomes.
- Automation strategies reduce manual effort and focus on citizen experience.

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2. Onboarding and Offboarding

2.1. Onboarding

- Kick-off workshop to agree scope, teams, outcomes, roles and working arrangements.
- Access to required documentation, systems (read-only unless otherwise agreed) and interviews.

2.2. Offboarding

- Handover of assessment reports, improvement backlog and roadmap.
- Playback session with stakeholders to walk through findings.
- Optional knowledge transfer session on how to progress recommended actions.

2.2.1. Access to data upon exit

All access removed on completion.

3. Service constraints

- Consultancy service only: no managed service or operational delivery.
- Findings are dependent on availability of buyer SMEs and required documentation.

4. After sales support

CGI can provide a support window of up to 30 days following final deliverable completion, including Q&A, clarification on recommendations, and one playback session for stakeholders.

5. Service Pricing and Terms and Conditions

5.1. Pricing

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

5.2. Terms and Conditions

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

6. 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.

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

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3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

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:

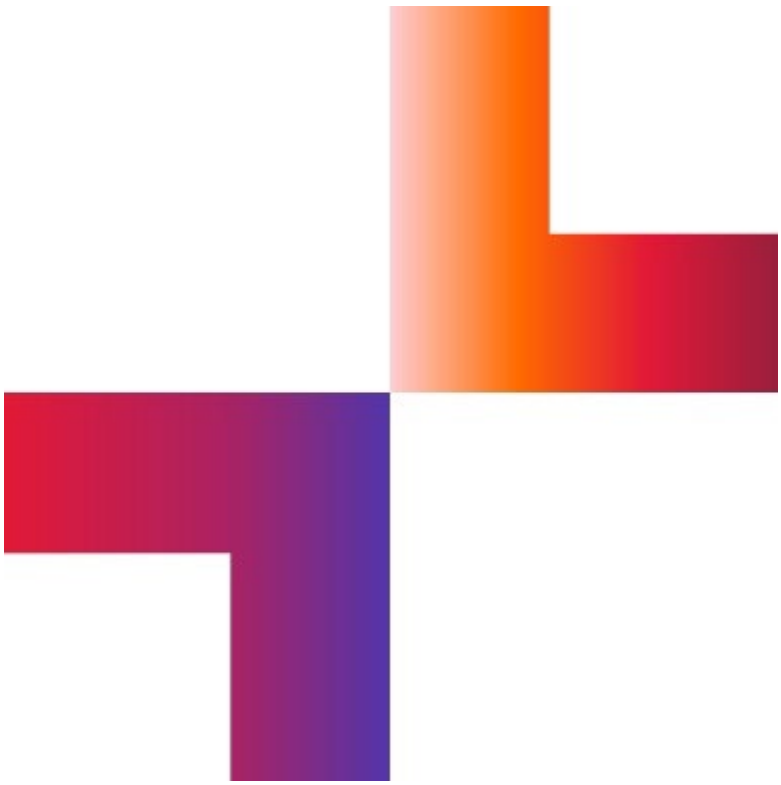
Simon Figg

Frameworks Manager

CGI IT UK Ltd

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

Tel: +44 0845 070 7765



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