



Microsoft 365 Power Platform Centre of Excellence

Contracting body

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CGI

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Service Definition overview

CGI's Power Platform Centre of Excellence (CoE) Advisory & Enablement Service helps public-sector organisations establish a scalable, governed, secure, and well-operated Microsoft Power Platform environment. The service provides assessment, design, governance frameworks, security baselines, operating models, and capability uplift to ensure compliant, safe, and value-driven adoption of Power Apps, Power Automate, Power BI, Power Pages, and Copilot Studio. The outcome is a measurable improvement in digital enablement, innovation at scale, reduced operational risk, and a structured approach to citizen development.

Why CGI

CGI brings deep public-sector experience in low-code platforms, automation, cloud governance, cyber security, and enterprise operating models. Our consultants combine modern workplace expertise with secure digital transformation delivery across UK Government, health, policing, defence, and critical national infrastructure. CGI's differentiators include our client-proximity engagement model, global Microsoft partnership, repeatable CoE accelerators, mature governance frameworks, and proven methodologies for scaling Power Platform adoption safely and cost-effectively.

1. Service Description

This consultancy helps organisations design and implement an effective Power Platform Centre of Excellence aligned to governance, security, adoption, innovation, and operational excellence. Delivery follows the required People – Process – Technology (PPT) structure.

People

- Assess organisational readiness, roles, responsibilities, skills, and digital capability for low-code development.
- Map CoE responsibilities against DDAT job families (e.g., Technical Architect, Business Analyst, Developer, Data Architect, Cyber Security Engineer).
- Identify capability gaps, training requirements, adoption strategy needs, and resource constraints.
- Define RACI model for CoE operations, including maker enablement, environment management, compliance oversight, platform ownership and support.
- Recommend structured training pathways for makers, developers, analysts, and administrators.

Process

- CGI assesses and designs core operational processes for a compliant and scalable CoE:
- Governance framework aligned to NCSC, Cabinet Office Cloud First, and organisational policies.
- Environment strategy (Dev/Test/Prod), naming standards, DLP policies, lifecycle management, and security controls.
- Change control, app lifecycle processes, data access policies, and solution auditing.
- Innovation and demand management processes, including intake, approval, prioritisation, and citizen developer engagement.
- Adoption and enablement strategy including community of practice, learning pathways, and centralised guidance.
- Incident, risk, and platform monitoring processes.
- Power Platform Centre of Excellence operating model and roadmap.

Technology

CGI conducts a structured technical assessment across the Power Platform ecosystem:

Assessment Areas

- Tenant-level configuration (security, permissions, connectors, DLP policies, managed environments).
- Environment architecture, scalability, and boundaries.
- Data governance across Dataverse, SharePoint, SQL, API connectors.
- Review of Power Apps, Power Automate flows, Power BI workspaces, and Power Pages governance.
- Review of integration patterns, custom connectors, ALM (Application Lifecycle Management) pipelines, and GitHub/Azure DevOps integration.
- Licensing usage and optimisation.
- Platform security posture (conditional access, identity governance, audit logging, monitoring).
- Copilot and AI-related capability enablement (optional).

Optional Configuration Support

- Deployment of Microsoft CoE Starter Kit components (customised for public-sector controls).
- Configuration of managed environments, DLP policies, and monitoring dashboards.
- ALM pipeline setup and DevOps integration.
- Remediation of high-risk apps, flows, or connectors.
- Establishment of governance automation (approval workflows, automatic risk flagging, dependency mapping).

Deliverables

CGI will provide a comprehensive set of artefacts:

- Power Platform CoE Assessment Report (current state, risks, maturity evaluation).

- Governance framework (policies, standards, processes, and templates).
- Environment and DLP strategy documentation.
- Centre of Excellence Operating Model (roles, responsibilities, processes).
- Licensing and cost optimisation recommendations.
- Security baseline and compliance alignment report.
- Adoption and enablement plan (community setup, learning pathways, playbooks).
- Executive Summary for senior stakeholders outlining strategic benefits and investment priorities.

Change Control

Any change to scope, deliverables or timelines is managed through CGI's formal change control process.

2. Data Backup and Restore

Not applicable – consultancy service.

- We do not host or operate buyer systems.
- We assess the buyer's backup, retention and resilience posture for Power Platform artefacts and highlight gaps.

3. Service Continuity

Consultancy delivery only.

- CGI provides resource substitution and scheduling adjustments to maintain continuity.
- Platform resilience, data protection and DR remain the buyer's responsibility.

4. Onboarding and Offboarding

4.1. Onboarding

- Kick-off meeting and confirmation of scope, timelines and stakeholders.
- Agreement of access levels for assessment tools and admin portals.
- Collection of architecture diagrams, policies, platform usage data and documentation.

4.2. Offboarding

- Handover of all artefacts and reports.
- Playback session and optional knowledge-transfer workshop.
- Removal of CGI access credentials on client approval.

4.3. Access to data upon exit

All outputs are provided to the buyer; CGI retains no data beyond contractual retention requirements.

5. Service Constraints

- Read-only access to environment required for assessment.
- Buyer SMEs must be available for workshops and validation.
- Out-of-scope remediation or DevOps implementation may require additional commissioning.
- Applies only to buyer-owned Microsoft 365 / Power Platform tenants.
- No 24x7 operational management provided.

6. Service Levels

- Response to queries: **within two working days**.
- Draft assessment report: **within ten working days** of discovery completion.
- Final deliverables: **within five working days** of receiving feedback.
- Work delivered during standard UK business hours unless agreed otherwise.

7. After Sales Support

- One post-delivery playback session.
- Up to five hours expert Q&A support after completion.
- Optional follow-on advisory services available under GDaD rate card.

8. Technical Requirements

Buyer must provide:

- Named SMEs covering governance, security, data, platform admin, and business functions.
- Required admin or read-only access to Power Platform admin centre, Azure AD/Entra ID, and analytics dashboards.
- Access to platform usage reports, solution inventories, and licensing information.
- Existing governance policies, architecture documentation and process artefacts.

9. Outage and Maintenance Management

Not applicable – consultancy service.

Automation or monitoring tools used in assessment will be scheduled to avoid disruption.

10. Hosting Options and Locations

Not applicable – CGI does not host or manage buyer environments.

- All work occurs within the buyer's Microsoft 365 / Power Platform tenant.
- Service delivery is UK-based by default.

11. Security

- CGI personnel hold BPSS as minimum; SC-cleared consultants available.
- Least-privilege, time-bound access model is used.
- Adherence to CGI ISO 27001 and Cyber Essentials Plus controls.
- No buyer data exported or retained beyond contractually agreed timelines.

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

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

13. 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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