



Responsible AI Adoption

Contracting body

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Service Definition overview

The adoption of Artificial Intelligence is accelerating across public and private sectors, bringing significant opportunities for improved outcomes, efficiency and insight. At the same time, AI introduces new risks relating to ethics, transparency, bias, safety, accountability and regulatory compliance. Legislative and regulatory expectations for the use of AI are increasing rapidly, including the EU AI Act, the UK's AI regulatory principles and emerging international standards such as ISO/IEC 42001.

Organisations are therefore required to take a more structured and proportionate approach to the responsible adoption and governance of AI. This requires clear leadership, well-defined policy and decision-making frameworks, effective risk management and the ability to evidence that AI systems are designed, deployed and operated in a trustworthy manner throughout their lifecycle. Responsibility for AI risk and assurance must sit at senior management and board level and be embedded within organisational culture, rather than treated as a purely technical or compliance activity.

CGI's Responsible AI Consultancy and AI Risk Management Framework (AI RMF) service is designed to meet these demands. The service supports organisations to define how AI should be used, identify and prioritise appropriate use cases, establish practical guardrails, and then operationalise and assure those decisions through an evidence-based governance and risk management framework aligned to the NIST AI RMF. The approach is proportionate to organisational size, risk appetite and the criticality of AI use cases, and supports both early-stage adoption and mature AI estates.

Why CGI?

For over 40 years, CGI has supported government and commercial organisations in delivering complex, high-assurance digital services and operating in highly regulated environments. This experience underpins CGI's approach to Responsible AI and AI governance, which combines strategic advisory capability with practical, audit-ready assurance.

CGI brings together in-house expertise across policy development, risk management, data, analytics, digital delivery, assurance and regulation to support the responsible adoption of AI. Our approach recognises that effective AI governance is not achieved through policy alone, but through clear accountability, proportionate controls and demonstrable evidence that risks are understood and managed in practice.

CGI has significant experience working with public sector organisations to establish governance frameworks, maturity models and assurance mechanisms that stand up to board scrutiny, audit and regulatory review. Our Responsible AI Consultancy and AI RMF service builds on this background by providing an end-to-end offering that supports organisations from initial AI strategy and use case identification through to ongoing assurance, maturity assessment and regulatory readiness.

1. Service Description

CGI's Responsible AI Adoption and AI Risk Management services support organisations to adopt Artificial Intelligence safely, ethically and with confidence.

The service helps organisations define how AI should be used, identify and prioritise appropriate use cases, implement proportionate guardrails, and demonstrate effective governance to boards, auditors and regulators.

1.1. Responsible AI Principles (Summary)

CGI supports organisations to define and operationalise Responsible AI principles that reflect UK public sector values and regulatory expectations. These principles typically include:

- Lawfulness and fairness in AI-enabled decision making.
- Transparency and explainability appropriate to the use case.
- Human oversight and accountability.
- Data quality, privacy and security.
- Robustness, safety and resilience.
- Proportionality and risk-based controls.

1.2. Responsible AI Operating Model

CGI implements Responsible AI through a practical operating model that integrates policy, delivery and assurance:

- Define – AI strategy, principles and policies.
- Select – Identify and prioritise AI use cases.
- Guard – Apply proportionate guardrails and controls.
- Assure – Measure, monitor and evidence outcomes.
- Improve – Continuous learning and maturity uplift.

2. Data backup and restore

Where CGI processes or stores client information as part of the AI RMF service, backup and restore arrangements are implemented in accordance with ISO/IEC 27001. Backup activities support the confidentiality, integrity and availability of information.

3. Service Continuity

Service continuity is embedded within the AI RMF service to ensure assurance activities, governance processes and reporting can be maintained throughout the engagement. Continuity arrangements are proportionate to service criticality and client requirements.

4. Onboarding and Offboarding

4.1. Onboarding

Onboarding establishes the foundations for AI RMF delivery. CGI works with the Contracting Body to confirm scope, AI system inventory, risk appetite and regulatory obligations. Roles, responsibilities and governance arrangements are agreed prior to service commencement.

4.2. Offboarding

Offboarding is managed securely and proportionately. CGI ensures that access is withdrawn, documentation is handed over and any client data is returned or securely destroyed in line with contractual and regulatory requirements.

5. Service constraints

Effective delivery of the AI RMF service relies on collaboration with the Contracting Body. This includes timely access to relevant documentation, availability of stakeholders and clear assignment of risk ownership.

Example activities and requirements include:

- Share the existing internal sponsorship and governance for Information Assurance.
- Assign or appoint a suitably skilled and empowered person to act as the receiving client.
- Provide appropriate access to its policies, processes and standards for the Information Assurance service and other suppliers.
- Provide timely information relating to its business plans, goals and projects.

As a main feature of any Service will necessitate an on-going dialogue with client representatives, the most important responsibility of the Contracting Body is to ensure the timely availability of individuals for fact-finding interviews.

6. Service levels

Service levels are agreed during service definition and tailored to client requirements. AI RMF activities are delivered on a shared responsibility basis, with CGI providing expert delivery and the Contracting Body retaining ownership of business and risk decisions.

7. Outage and maintenance management

As a governance and assurance service, the AI RMF offering does not introduce service outages. Planned activities are scheduled collaboratively with the Contracting Body.

8. Hosting options and locations

CGI has a network of 21 offices across the United Kingdom and Northern Ireland, with our UK members having the capability to deliver as hybrid-workers. Through our engagements we also understand that for some clients it is essential that our members are physically present on their sites, our distributed network of offices makes this possible. The AI RMF service is delivered by UK-based personnel. Any data processing locations are agreed with the Contracting Body in advance and aligned to data residency requirements.

9. Security

CGI has invested significant resources to develop an Enterprise Security Management Framework (ESMF) based on recognized industry standards and applicable regulations or legislation such as ISO 27001, ISO27701, NIST, COBIT, CIS, CCPA and GDPR to name but a few. This framework is used across the global organization to protect information assets, technologies, facilities, and CGI members, including the data managed across the business, and is supported by CGI's security and privacy policies, standards and controls (Security Baseline) which are implemented through our processes, practices, services, solutions and our interactions with any third parties working on behalf of CGI.

Across the CGI business, the technical and organizational measures are defined using a risk-based approach. This considers the nature, scope, context and purposes of processing as well as the risk to the rights and

freedoms of natural persons, where CGI is acting as either the data controller or data processor. This ensures a level of security and privacy appropriate to the risk, in situations where CGI holds responsibility and accountability for personal data processing.

CGI's ESMF Security Baseline is the minimum-security standard for all CGI offerings (including cloud-based services) to be applied by both CGI and clients. In some cases, CGI Security or Data Privacy may wish to add additional controls e.g. where sensitive personal data is involved. Where CGI or our clients agree to strengthen the level of security or privacy to consider specific requirements (risks, regulatory requirements, etc.) these additional security or protective measures will be defined within the CGI contracted services, particularly where CGI may be acting as data processor on behalf of a client.

10. Service Pricing and Terms and Conditions

10.1. Pricing

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

10.2. Terms and Conditions

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

11. 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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This proposal is subject to contract and shall not be binding unless and until execution by CGI and Contracting body of a final agreement to the proposal, containing the terms and conditions that will govern the relationship between the parties. Any final agreement is conditional (inter alia) upon due diligence and customary business investigations by CGI. The results of such due diligence and/or investigations may impact upon content of this proposal, including the business structure, business terms and financial arrangements.

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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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