



Cloud Well Architected Framework Assessment (AWS, Azure, and OCI)

Contracting body

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Service Definition Overview

CGI's Well-Architected Framework (WAF) Review is a time-boxed consultancy that assesses how your AWS, Microsoft Azure and Oracle Cloud Infrastructure (OCI) environments align to cloud vendor best practice. We examine the relevant pillars – for example Security, Reliability, Operational Excellence, Performance Efficiency, Cost Optimisation and Sustainability – and provide clear, prioritised actions. Outcomes include a quantified risk and cost posture, a pragmatic remediation roadmap and executive-ready materials to support investment decisions. The service is advisory only – no hosting or live operations are provided – and it is delivered in the buyer's cloud environments by UK-based teams as default.

Why CGI?

CGI brings public-sector domain expertise, a client-proximity delivery model across the UK, and a best-fit global delivery network to accelerate outcomes. Our multi-cloud partnerships and proven methods for FinOps, DevOps and security architecture help buyers evidence compliance, reduce risk and unlock measurable value. We combine local accountability with access to specialist centres of excellence to deliver consistent, quality-assured results for UK government and regulated sectors.

1. Service Description

Our approach centres around a people, process, and technology methodology.

1.1. People

- Stakeholder alignment and discovery workshops with Service Owner, Product Manager, Delivery Manager, Technical and Security Architects, Cloud/Platform Engineers and FinOps leads.
- Role-mapped engagement team from CGI (DDaT-aligned) providing Cloud Architecture, Security Architecture, FinOps and DevOps expertise.

1.2. Process

- Scope and plan: Confirm in-scope cloud(s), business services and pillars; lock scope and acceptance criteria in Statement of Work (SoW).
- Assess: Evidence-based review against the selected vendor WAFs (AWS, Azure, OCI), policies and regulatory obligations (e.g. GDPR, PCI DSS as applicable to buyer context).
- Analyse and prioritise: Risk and gap analysis, cost and usage profiling, dependency mapping; prioritisation using risk, cost, value and effort.
- Playback and agree: Draft findings walkthrough, challenge session and action refinement with accountable owners.
- Handover: Final report, remediation backlog, architecture visuals and executive summary; optional coaching to mobilise quick wins.

All changes to scope are managed via formal change control.

1.3. Technology

- Read-only analysis of target subscriptions/accounts/tenancies using buyer-approved tooling for configuration and cost data collection.
- Assessment topics by pillar typically include:
- Security: Identity and access controls, encryption, network segmentation, logging, threat detection, compliance evidence.
- Reliability: High availability, backup and recovery posture, DR objectives, single points of failure.
- Operational Excellence: Monitoring, observability, automation, incident/problem/change practices, CI/CD and IaC hygiene.
- Performance Efficiency: Right-sizing, scaling strategy, caching, data and storage patterns.
- Cost Optimisation / FinOps: Spend drivers, rightsizing, reservations/commitments, lifecycle policies, chargeback/showback.
- Sustainability (AWS) / operational efficiency (OCI): Resource efficiency opportunities, data lifecycle, environment hygiene.

1.4. Deliverables

- Well-Architected Review Report with RAG-rated findings per pillar and per workload.
- Architecture diagrams and inventories of key components and data flows.
- Gap analysis and risk register with quantified likelihood/impact and owners.
- Cost optimisation analysis with projected savings and confidence ranges.
- Security and compliance findings with remediation recommendations.
- Scalability and performance recommendations, including test observations where feasible.
- Operational excellence guidance covering monitoring, automation and pipelines.
- Prioritised remediation backlog and 90-day action plan.
- Executive summary presentation and playback session.

1.5. Benefits (typical, dependent on scope and buyer context)

- Identify 10–25% cost-optimisation opportunities across in-scope estates.
- Reduce critical and high risks by 40–70% through targeted remediations.
- Improve reliability posture to meet stated RTO/RPO for priority services.
- Accelerate audit and assurance by providing structured evidence packs.
- Establish a measurable FinOps practice with showback/chargeback readiness.

2. Data Backup and Restore

Not applicable - consultancy service. We do not host or operate buyer systems. We assess the buyer's backup and restore posture and report any gaps.

3. Service Continuity

Consultancy delivery only. We provide resource substitution and rescheduling to maintain continuity. Buyer platform continuity and DR remain the buyer's responsibility.

4. Onboarding and Offboarding

4.1. On-boarding

- Confirm SoW, scope, pillars, workloads and success criteria.
- Nominate buyer roles and approve read-only access model and tooling.
- Kick-off workshop and artefact request list issued.
- Schedule interviews, discovery sessions and data collection windows.

4.2. Off-boarding

- Final playback and acceptance of deliverables.
- Handover of artefacts, diagrams, evidence and remediation backlog.
- Revoke CGI access and remove any deployed read-only assessment tooling.
- Optional follow-on SoW for remediation support or checkpoints.

5. Service Constraints

- Advisory and assessment service only – no hosting, no managed operations, no 24 by 7 run support.
- Scope limited to accounts/subscriptions/tenancies and pillars defined in the SoW.
- Read-only access required to target environments or a buyer-provided proxy.
- Use of automated discovery is scheduled to avoid service impact.
- Delivery windows depend on timely access, artefacts and buyer SME availability.
- Any extension of scope, extra pillars or additional workloads is via change control.

6. Service Levels

- Acknowledgement of requests and incidents related to the engagement – within one UK business day.
- Kick-off – within 5–10 working days of call-off (subject to access and SME availability).
- Draft findings – within 10 working days of final discovery workshop or data cut-off.
- Final report and executive playback – within 5 working days of feedback on the draft.
- Working hours – 09:00 to 17:30 UK time, Monday to Friday, excluding UK public holidays.

7. After Sales Support

- 30-day post-engagement Q&A window by email plus one 2-hour playback/clinics session.
- Minor clarifications and signposting to vendor guidance are included.
- Optional add-ons under a separate call-off: remediation sprints, IaC and CI/CD uplift, FinOps guardrails, security hardening and assurance evidence packs.

8. Technical Requirements

- Named buyer contacts: Service Owner, Product Manager, Delivery Manager, Technical Architect, Security Architect, Cloud/Platform Engineer, and FinOps lead.
- Current architecture diagrams, network topology, policies/standards and any audit reports.
- Access to cost and usage data and tagging strategy.
- Read-only access to in-scope cloud environments or an approved proxy approach.
- Access to CI/CD, IaC and monitoring/observability configurations where relevant.
- Confirmation of regulatory obligations affecting scope (e.g. data residency, PSN, OFFICIAL/SENSITIVE handling).

9. Outage and Maintenance Management

Not applicable - consultancy service. We do not run a live service. Any automated discovery is scheduled with the buyer to avoid impact.

10. Hosting Options and Locations

Not applicable - no hosting is provided. Work is performed within the buyer's cloud environments. Delivery is UK based by default.

11. Security

- Access control: Least-privilege, time-bound, read-only access via named accounts; MFA enforced. Access granted and revoked via agreed process.
- Data handling: We minimise data export. Where extracts are required, they are encrypted in transit and at rest using buyer-approved tooling. No production data copied outside buyer control without written approval.
- Information retention: Working copies retained for up to 90 days after acceptance, then securely deleted unless otherwise agreed in the call-off.
- Personnel: UK-based consultants, BPSS-cleared as standard and SC-cleared or SC-eligible where required by the buyer.
- Confidentiality: Deliverables marked and handled in line with the buyer's information classification policy.

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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