



CGI SignalSense - Surveillance as a Service

Contracting body

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CGI

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Service Definition overview

CGI SignalSense is a fused Optical, Synthetic Aperture Radar and Signals Intelligence data processing platform with a global reach. CGI SignalSense provides a single pane of glass across signals and geospatial intelligence, through which data can be visualised or integrated to via a single API in open-source formats.

Features

- Detect jamming and spoofing.
- Understand source and location of emitters over land and sea.
- Complete Spectrum Analysis to understand sources.
- Integrate ground or airborne sensors to alert in near-real-time.
- Containerised scalable processing at scale.
- Graphical feedback enabling signals analysis to rapidly deliver insights.

Benefits

- Understand and share open-source signals and maritime intelligence.
- Rapidly task, visualise and align satellite SAR/Electro-Optical data to reveal emissions.
- Improve national security by gaining new maritime insights.
- Rapid delivery of 'eyes on' global security risks.
- Security Cleared staff and Secure Facility Security Clearance hosting.
- Delivery of fused Geospatial and Signals Intelligence via one point of access from multiple suppliers.
- Access to one of the largest security-cleared UK IT workforces.
- Proven capability leveraged by Defence and Security Sector on multiple exercises.

Why CGI?

CGI is a trusted delivery partner for defence and national security organisations, with extensive experience operating secure, mission-critical digital services where resilience, availability and assurance are essential. We specialise in designing and running complex, data-driven capabilities in environments that demand strong governance, operational discipline and long-term reliability, ensuring services perform consistently under real-world conditions.

CGI SignalSense is delivered by security-cleared personnel from accredited secure facilities, with embedded controls covering information assurance, physical security and service continuity. These measures are integral to day-to-day service delivery, providing confidence that sensitive data is handled appropriately and that the service can be trusted in operational and classified environments.

CGI also brings a strong UK-focused ESG commitment to service delivery. We operate in line with CGI's UK sustainability strategy, which includes reducing operational carbon impact, responsible use of cloud infrastructure, and ethical supply-chain management. Our commitment to social value includes investment in UK skills, support for the defence community and being a signatory to the Armed Forces Covenant. Combined with our emphasis on open architectures and interoperability, this ensures CGI SignalSense is delivered aligning operational effectiveness with responsible, sustainable delivery through G-Cloud 15.

1. Service Description

What the service is

CGI SignalSense is a managed, cloud-native intelligence fusion service that delivers persistent situational awareness data across land and maritime environments to clients via API. The service integrates SIGINT, SAR, Electro-Optical (EO) imagery, GNSS monitoring and AIS to produce a coherent, continuously updated operational picture. Outputs are delivered in open, standards-based formats such as GEOJSON for direct integration into customer systems.

Approach and requirements to deliver the service

The service is delivered using a modular, scalable architecture designed to integrate with existing customer environments. CGI provides end-to-end service delivery, including secure data ingestion, analytics, fusion workflows, and dissemination. CGI SignalSense is operated by security-cleared personnel from accredited secure facilities.

2. Data backup and restore

CGI SignalSense is hosted within a UK-based accredited secure facility meeting HMG security requirements for OFFICIAL-SENSITIVE data and above, but all data is Commercial, and at OFFICIAL. CGI implements automated, policy-driven data backup for all operational data, configurations and service metadata within our environment. Backups are performed nightly and retained for a maximum of 30 days. Restore procedures are tested periodically to ensure data can be recovered within agreed recovery time and recovery point objectives.

3. Service Continuity

CGI provides comprehensive Business Continuity and Disaster Recovery (BCDR) arrangements for SignalSense. The service is designed for high availability, with redundancy across critical components and infrastructure. Disaster recovery plans are in place to support continued operation in the event of infrastructure failure, cyber incidents or loss of a primary environment.

4. Onboarding and Offboarding

4.1. Onboarding

In the first month of the contract, CGI will work with the Client to implement onboarding of their integration and protection of CGI SignalSense data delivered via API from our secure cloud hosting environment. If direct visualisation is required, access and training will be provided.

An initial assessment of the Client's tasking needs is made, to assess whether the base intelligence data package provided is suitable for the client's needs. Once the satellite tasking schedule is agreed, the protection required for CGI SignalSense data is validated. Additional data bundles or customisation / integration of new data sources is available via time and materials contracting vehicle as additional services listed within our Pricing Document.

Initial API tests data sets and data protection tests are then completed, following which the service and live data is delivered facilitating the required situational awareness, and tasking outputs for signals intelligence, synthetic aperture radar and electro optical satellite datasets.

Once the service is live, the initial satellite tasking schedule is reviewed weekly, so that new client tasking requirements of electromagnetic spectrum, synthetic aperture radar or electro-optical data can be tuned as requirements change.

If required, Maritime intelligence on dark, spoofing, or bunkering vessels is delivered daily based on processing of electro-optical images and AIS data for a defined area of interest.

4.2. Offboarding

CGI supports controlled offboarding at the end of the service term. This includes the orderly cessation of data release and ingestion, revocation of access, and support for data extraction in agreed formats.

4.2.1. Access to data upon exit

Upon exit, Clients maintain access to all data delivered during the contract.

5. Service constraints

Where maintenance windows are required, these are communicated and agreed with at least 2 weeks' notice. The service is configurable within defined parameters; however, bespoke development or deep customisation beyond the standard service offering will require separate agreement. Performance and availability may be influenced by external data availability and operational tasking priorities. SignalSense data are provided in partnership with third-party providers and may be subject to the licensing terms of those providers, as referenced in the relevant order form or by way of a direct licence entered into between the Client and the relevant service provider, to be facilitated by CGI.

This may include imaging or data that is generated and published by third-party providers and made publicly available without restriction in accordance with their standard terms.

Certain products or data sets may be subject to export control restrictions and regulatory approval requirements. Where applicable, this may affect the timing or availability of specific elements of the service, and the Supplier will comply with all applicable laws and regulations.

Service levels may be agreed as part of the Call-Off Contract to reflect the Client's specific requirements and the availability of the service to meet those requirements.

6. Service levels

CGI SignalSense Support is provided during standard UK business hours with all communication via a CGI secure mailbox:

- Monday to Friday
- 09:00 – 17:30 (UK local time)
- Excluding UK weekends and UK bank holidays.

Incidents are prioritised according to business impact with targets as follows, the Supplier's obligation being the provision of the service with reasonable skill and care.

Category	Description	Business Impact	Target Response	Target Resolution
Category 1 – Critical	Complete loss of service with no workaround available	Severe	4 business hours	2 business days
Category 2 – High	Major functionality impaired; workaround available	High	1 business day	5 business days
Category 3 – Medium	Partial loss of functionality	Medium	2 business days	As reasonably required, having regard to agreed resource prioritisation and the Supplier's obligation to exercise reasonable skill and care
Category 4 – Low	Minor issue or general enquiry	Low	3 business days	

- Response time is defined as acknowledgement and initial assessment of the incident.
- Resolution times are target times and do not constitute guarantees of a workaround, fix or software patch.
- No service credits apply.

7. After sales support

During the contract CGI provides ongoing after-sales support throughout the service lifecycle. This includes service reviews, performance reporting, continuous improvement and support for evolving operational requirements. Customers have access to a dedicated service management function to manage issues, changes and future enhancements, ensuring CGI SignalSense continues to meet operational needs over time.

8. Technical requirements

CGI SignalSense is delivered as a cloud-native managed service and requires network connectivity to agreed ingestion and delivery endpoints. Customers require systems capable of consuming open, standards-based data formats such as GEOJSON, JPG and GeoTIFF via secure data transfer mechanisms (e.g. SFTP or secure APIs). No specialist client-side software is required beyond standard web access and commonly used geospatial visualisation or integration tools (e.g. A-TAK). Where integration with existing customer platforms is required, this is achieved using documented interfaces and agreed data schemas.

9. Outage and maintenance management

Planned maintenance activities are scheduled within agreed maintenance windows and communicated to customers at least 2 weeks in advance. CGI seeks to minimise service disruption through rolling updates and redundancy across service components. In the event of an unplanned outage, incidents are managed in accordance with the defined service levels, with prioritisation based on business impact. Status updates are provided through agreed communication channels until service is restored.

10. Hosting options and locations

CGI SignalSense is hosted within CGI UK-based cloud and secure processing environments, appropriate for handling OFFICIAL and above data. The service supports cloud, hybrid and edge deployment models depending on operational and security requirements. Hosting locations and configurations are agreed during onboarding and remain subject to applicable security and accreditation requirements.

11. Security

CGI SignalSense is designed and operated in line with UK Government security principles and information assurance requirements. The service is delivered by security-cleared personnel from accredited secure facilities, with controls covering physical security, personnel security, network security and secure system administration.

Information is protected throughout its lifecycle using appropriate access controls, segregation, encryption and monitoring. Security arrangements align with UK Government guidance for handling OFFICIAL information, including incident management and auditability. Security measures are embedded into service delivery and reviewed regularly to ensure continued compliance and resilience.

12. Service Pricing and Terms and Conditions

12.1. Pricing

Please refer to the associated Pricing Document relevant for this Service.

12.2. Terms and Conditions

This service is provided in accordance with the G-Cloud 15 Framework Agreement and a Call-Off Contract formed by completion of the applicable Order Form, which may include additional service-specific terms and conditions identified in the Order Form and agreed by the Client.

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.

PROPRIETARY AND CONFIDENTIAL

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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

