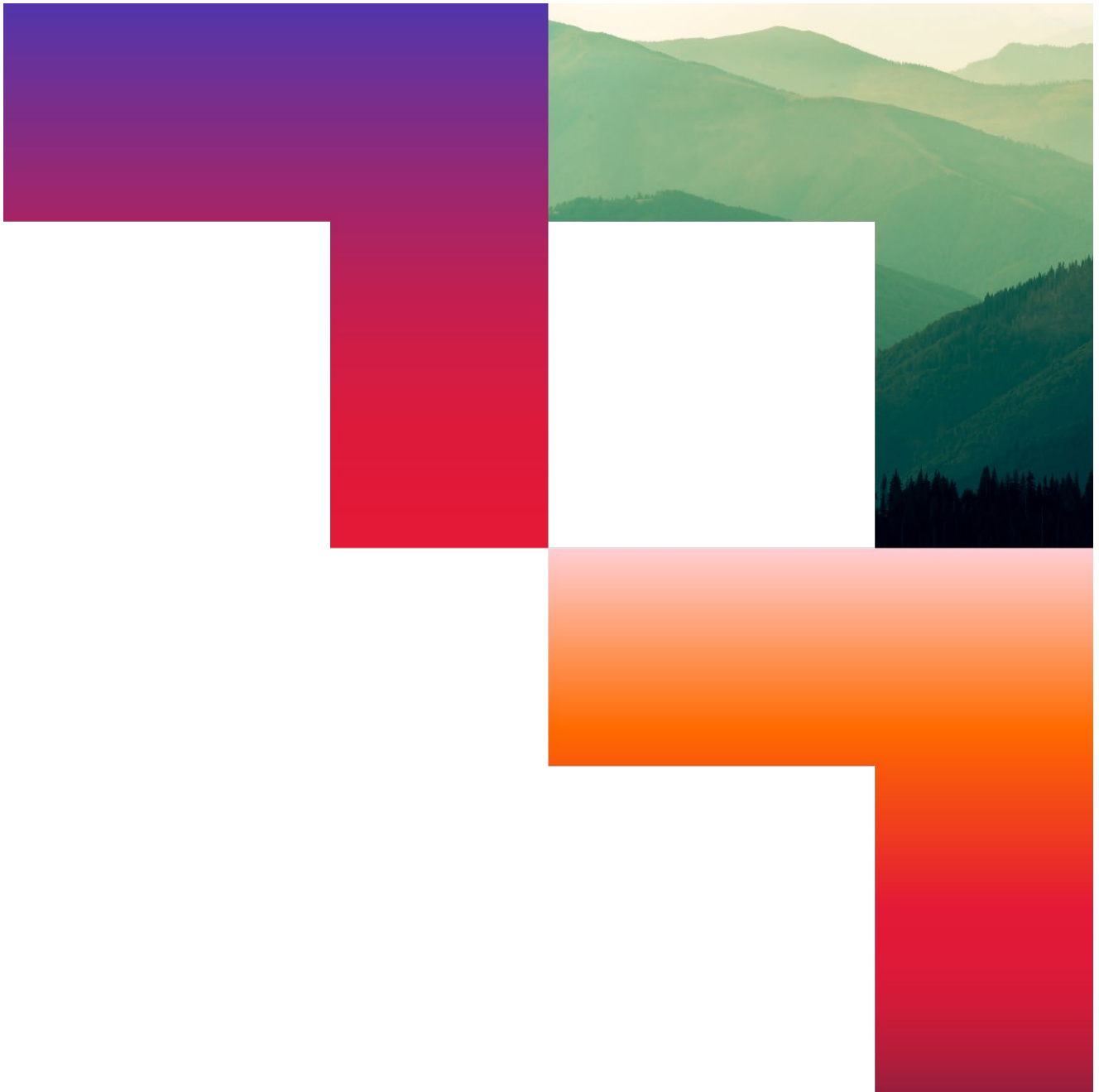




# Design & Build Data Solutions

Contracting body

30 Jan 2026

Issue 1.0

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**CGI**

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# Service Definition overview

CGI's Data Solutions Development service (part of CGI's DataWorks suite of services) helps public sector organisations embed data capabilities into their business which drive tangible business benefits for end users. Whether you are looking to curate structured datasets for sharing, develop automated BI dashboards, predictive models or advanced AI solutions our experts can build solutions which underpin and accelerate your target business outcomes. There is no one size fits all - we work closely with our clients to define, design, develop and embed sustainable solutions.

## Features

- Clarification of Business Objectives
- Specification of Data Requirements and Assessment of Data Landscape
- Technology needs alignment
- Solution Design, Build and Test
- Deploy, Monitor, Iterate and Refine.

## Benefits

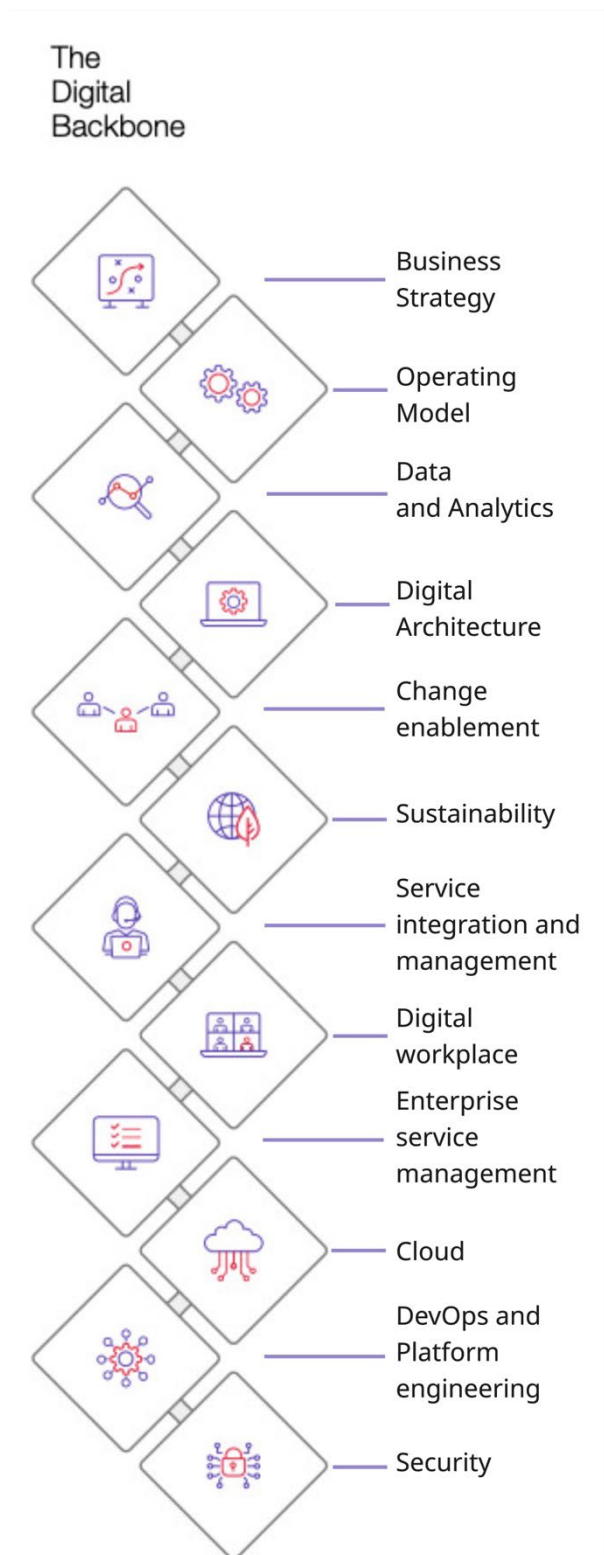
- Increased productivity of data handlers
- Improved speed to insight for decision makers
- Improved business decisions based on better data
- Improved organisational agility
- Reduced compliance risk.

# Why CGI?

CGI brings together technical, functional, and industry expertise to help global and regional clients solve business problems with data, analytics and AI.

CGI combines deep data and analytics expertise with domain knowledge across UK Government, health, policing, defence, taxation, and regulated sectors. Our client-proximity model ensures local accountability while being backed by global centres of excellence, reusable frameworks and proven methodologies. We are technology-agnostic across major cloud, data and analytics platforms, and we leverage CGI IP and accelerators where appropriate. Clients benefit from our multi-cloud partnerships, UK-cleared personnel, and our experience delivering secure, scalable, insight-driven architectures.

...all this built into our end-to-end digital transformation offering we call the digital backbone.



# 1. Service Description

## 1.1. Market Context

To remain competitive and relevant, organisations today need to continually sense the environment (data and insights), respond fast (decisions and actions) and drive on continuous improvement (performance governance)

Data enabled enterprises make evidence-based decisions. Those organisations not only have higher business agility but are also digital leaders. There's no digital transformation without data.

Data quality management, data interoperability, operational excellence & cybersecurity are becoming increasingly important business imperatives and emerging technologies such as cloud-based data lakehouses, AI & ML provide the capability to convert challenge into opportunity

Whilst across industries it is clear there are many employees skilled in data it is rare to find an organisation who optimises the use of data through it's governance framework, technical management, presentation of insights and decision making to drive bottom line benefit.

The pace of change in the industry is outstripping the availability of talent. We recognise this and CGI can offer the technical skills and business know how to fill those gaps and support clients in their data driven initiatives.

## 1.2. Our Service

CGI's Data Solutions Development service is a structured consultancy and delivery engagement that designs, builds and deploys modern data solutions across Business Intelligence (BI), analytics and AI. The service ensures that data products and insight solutions are tightly aligned to business outcomes, user needs and the organisation's wider data strategy.

### People

CGI collaborates with business and technology stakeholders including Product Owners, SMEs, data leaders and delivery teams. We shape and clarify roles across data engineering, BI development, data science, architecture, UX and change management. Capability gaps around agile delivery, data storytelling, analytics and AI literacy are identified, with role-based uplift plans aligned to DDAT/GDaD role families such as Data Architect, Data Engineer, Data Scientist, Data/Business Analyst, Technical Architect and Delivery/Project Manager.

### Process

We establish or enhance the end-to-end delivery lifecycle for data solutions, from opportunity discovery and use-case prioritisation through to design, build, test and production release. This includes backlog creation and refinement, user story definition, sprint-based delivery, testing and assurance (functional, non-functional and data quality), and DevOps/MLOps practices for BI and AI workloads. We also define operating procedures for support, monitoring, continuous improvement and controlled change so that solutions remain trusted, performant and adaptable.

### Technology

CGI designs and implements solution architectures that leverage existing data platforms, BI tools and AI/ML technologies. This can include data integration and orchestration services, semantic/data models, dashboards and reports, advanced analytics models, APIs, and AI services such as machine learning, natural language processing or generative AI. Cloud and on-premise platforms are considered, with security, compliance, scalability, interoperability and cost-effectiveness evaluated against current and future data and AI use cases.

Our Data Solutions Development service is a consultative offering which delivers tangible BI, analytics and AI solutions while building sustainable capability in the client organisation. The engagement is outcome-focused, ensuring that solutions are usable, supportable and able to evolve with changing business needs.

The scope of the engagement can include:

- Use-case discovery, value framing and benefits hypothesis.

- Definition of user journeys, personas and reporting/analytics requirements.
- Design of data products, semantic layers and analytical data models.
- Development of BI dashboards, reports and self-service analytics capabilities.
- Delivery of advanced analytics and AI/ML solutions, including integration into business processes.
- Establishment or enhancement of DevOps/MLOps practices for data and AI workloads.
- Performance optimisation, scalability planning and resilience design.
- Change management, adoption planning and training to embed new solutions.

The Outputs and Deliverables of the engagement can include:

- A validated backlog of prioritised BI, analytics and AI use cases.
- End-to-end solution designs, including architecture diagrams and data models.
- Production-grade data pipelines, curated data sets and semantic/metrics layers.
- Deployed BI dashboards, analytics workspaces and self-service data assets.
- Trained and operationalised ML/AI models with monitoring and retraining approaches.
- Test strategies, test evidence and quality assurance artefacts for data and solutions.
- Runbooks, support models and operating procedures for ongoing service management.
- Handover workshops, training materials and an adoption/benefits realisation plan.

### 1.3. Change Control

Any changes to agreed scope (e.g., additional systems, extra analysis, deep technical design) will be managed through change control in line with the buyer's governance process.

## 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. CGI provides resource substitution and rescheduling to maintain continuity. Buyer platform continuity, resilience and disaster recovery remain the buyer's responsibility.

## 4. Onboarding and Offboarding

CGI performs a mobilisation session to confirm scope, stakeholders, access, artefacts, and delivery schedule.

### **Onboarding**

- Mobilisation and governance alignment.
- Identification of stakeholders and SMEs.
- Confirmation of environments, tools and data access (read-only).
- Agreement of documentation sets to be reviewed.
- Scheduling of interviews, workshops and analysis activities.

### **Offboarding**

- Handover of final deliverables.
- Playback of findings and recommendations.
- Knowledge transfer to buyer teams.
- Access revocation and artefact hand back.

### **Access to data upon exit**

Any data provided by the buyer is used solely for assessment and is securely deleted in line with CGI retention policy unless otherwise agreed.

## 5. Service constraints

- Consultancy only – no live service management, hosting or operational run activities.
- Scope limited to buyer-owned environments and provided artefacts.
- SMEs must be available for interviews and validation sessions.
- Read-only access is agreed at mobilisation.
- Outputs depend on the accuracy and completeness of information supplied.
- Changes to scope require buyer approval.

## 6. Service levels

- Response to queries within 1–2 working days.
- Draft report within the timeframe agreed during mobilisation.
- Final report issued within 5 working days of feedback on the draft.
- Workshops and playbacks scheduled within normal business hours.

## 7. After sales support

CGI provides a post-engagement support window including:

- A playback session for senior stakeholders.
- Q&A support for 30 days following delivery.
- Optional follow-on consultancy for roadmap execution or deeper technical design.

## 8. Technical requirements

The buyer is expected to provide:

- Named SMEs for business, data and technical areas.
- Access to existing architecture diagrams, metadata, lineage, data catalogues and governance artefacts.
- Read-only system or platform access where required.
- Relevant security, privacy and retention policies.
- Access to repositories, data stores or API documentation as applicable.

## 9. Outage and maintenance management

Not applicable - consultancy 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 or on-premises environments. Delivery is UK-based by default.

## 11. Security

CGI ensures:

- Personnel hold appropriate UK Government BPSS or higher screening.
- Access follows least-privilege principles.
- Encryption is applied to any transferred artefacts.
- Data is handled in line with CGI ISO 27001 controls.

- Data is deleted following contract closure or as contractually agreed.

## 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 to this service, including termination provisions.

## 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@cqi.com](mailto:uk.gen.ccsframeworks@cqi.com)

Please include 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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