



Virtual Desktop (AWS and Azure) Managed

Contracting body

30 Jan 2026

Issue 1.0

© 2026 CGI IT UK Ltd

CGI

Table of contents

1.	Service Description	4
2.	Data backup and restore	5
3.	Service Continuity	5
4.	Onboarding and Offboarding	6
5.	Service constraints	7
6.	Service levels	7
7.	After sales support	7
8.	Technical requirements	7
9.	Outage and maintenance management	7
10.	Security	8
11.	Service Pricing and Terms and Conditions	9
12.	Further information	9
PROPRIETARY AND CONFIDENTIAL		11

Service Definition overview

CGI's Virtual Desktop management services enable you to accelerate your business, as well as increase workforce flexibility and productivity while lowering desktop total cost of ownership. Just as critical, Virtual Desktops provides end-users the freedom to choose the device with which they can access corporate applications, data, and personal settings, ensuring your business greater mobility. This means virtualised desktops, data and applications are stored on a remote central locations or the cloud. This provides users with a seamless and consistent way of accessing their personal Virtual Desktop on any capable device, including thin clients, tablets, and smartphones, while ensuring their data is secured in a corporate location.

All services are backed up by CGI's UK-based award-winning 5-star service desk, and UK-based managed support services. CGI proactively pushes initiatives through our Continual Service Improvement Programme (CSIP) to ensure service quality and availability.

Benefits

- Improved employee satisfaction, performance, and productivity.
- Enhanced security and reliability: desktops, applications, and corporate data are hosted in managed locations or secure cloud infrastructure that comply with the highest security and quality standards, ensuring secure access, high reliability, and around-the-clock availability.
- Streamlined IT through centralised management of your end-user computing environment: experience significant operational efficiencies and cost savings in areas such as desktop maintenance and support, new software deployment, and asset management. Refocus your IT resources to more strategic, value-added projects.
- Realise cost savings and added flexibility: Virtual Desktops lets you move from a traditional CAPEX investment model to a predictable, recurring OPEX model while providing the flexibility to scale your end user environment up or down based on your unique business needs.

Why CGI?

CGI has been a leading service integration provider, with over 40 years of experience in managing the relationships and interactions between different service providers, on behalf of clients' efficiently and effectively.

With 94,000 staff worldwide, CGI is geared to provide specialist adoption services and delivery services across all the major technical platforms. This extensive expertise, coupled with our detailed public sector and commercial knowledge, enables CGI to offer best of breed solutions for public sector organisations. Our areas of specialism in security and data privacy will provide you with added assurance of meeting Government compliance standards.

1. Service Description

1.1. Overview

CGI's Virtual Desktops service is ITIL-aligned and is coordinated using the Service Management System, customised to complement CGI's standard processes as defined in the within the Client Partnership Management Framework (CPMF).

CGI's Virtual Desktop service covers the following technology stacks:

- Cloud Desktops and/or VDI infrastructure such as:
- VMware Workspace One
- Azure Virtual Desktops
- Windows 365
- Amazon Workspaces
- Key components, which are typically integrated with the above:
- Nerdio
- FSLogix.

1.2. Ivanti Environment Management.

A typical virtual desktop solution has multiple layers, this service focuses on the virtual desktop pool itself and respective management layer, where the remaining layers are key dependencies, as illustrated in the following diagram:

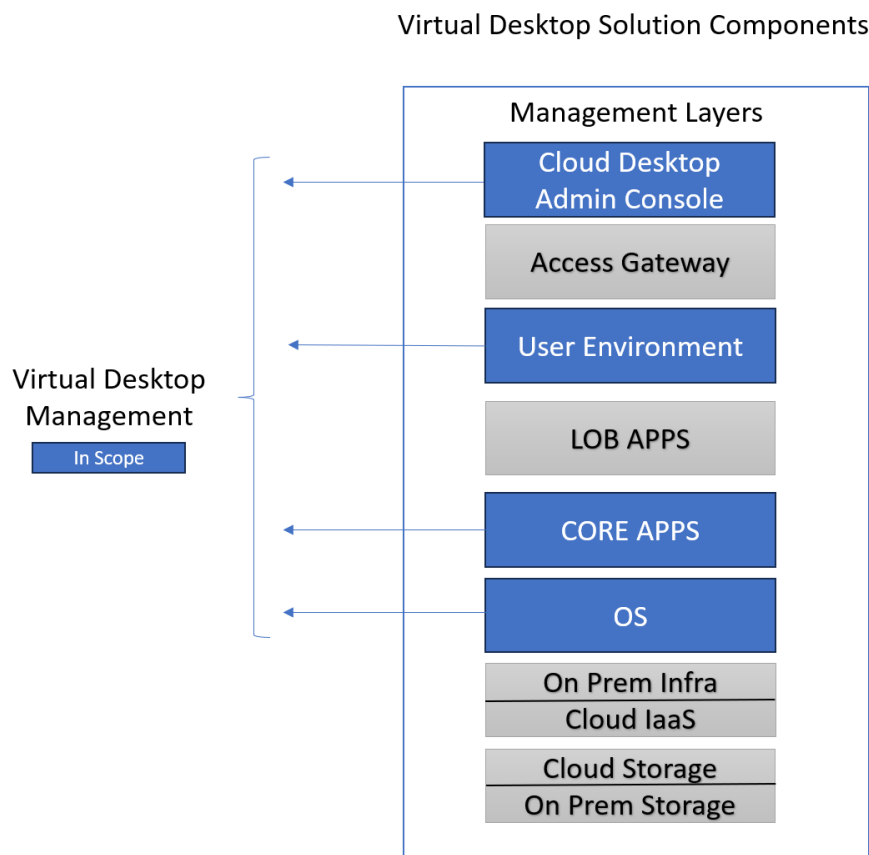


Figure 1 Virtual Desktop Solution Components

Note: although CGI can manage the whole stack (i.e. the out-of-scope layers), which would be a combination of multiple services across the layers, the service we're describing in this document is the Virtual Desktop Management layer and respective virtual desktops.

1.3. Dedicated Support

This is a 3rd line support team that assist with any technical issues related with the cloud desktop environment. Users can reach out, via the service desk, through various channels, including phone, email, or online chat. The following diagram illustrates the support model:

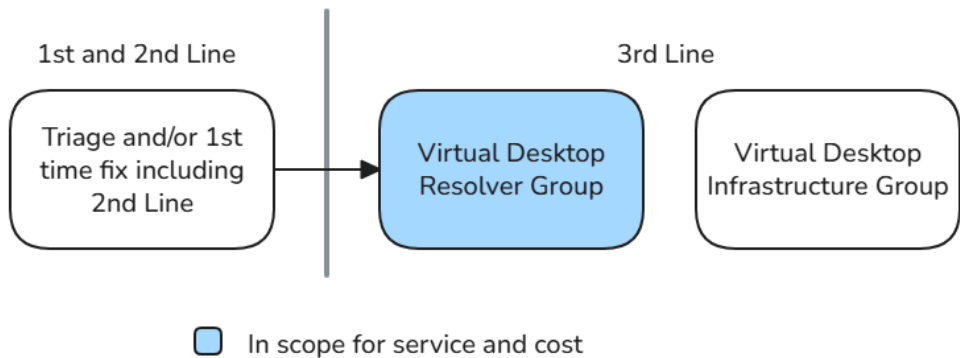


Figure 2 Dedicated Support Model

1.4. Proactive Monitoring

The cloud desktop solution is continuously monitored using native monitoring tools as well as CGI owned intelligent automation solution (AIOps). These tools track performance metrics, resource utilisation, and potential anomalies. This proactive approach allows the support team to identify and address potential issues before they escalate, minimising downtime and disruptions.

We recommend including device analytics tools (such as Nexthink which is part of CGI's Digital Employee Experience management service) to be used to monitor the virtual desktop service, which can be used in a similar way as with a physical desktop, as illustrated below.

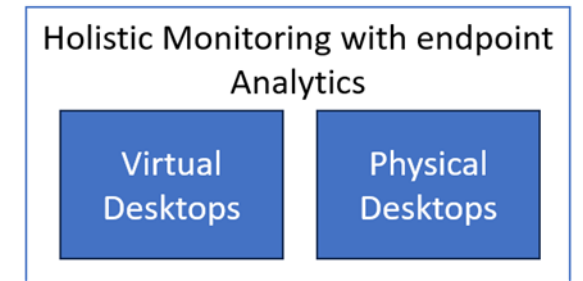


Figure 3 Proactive Monitoring of Virtual Desktop

Although the native virtual desktop services often include a monitor element, it's often limited in scope, hence we should always consider a holistic approach leveraging endpoint analytics to complement the native capabilities of the virtual desktop solution.

2. Data backup and restore

Data backup and restore requirements vary significantly depending on the infrastructure and client requirements. These will be discussed during onboarding.

3. Service Continuity

CGI operates a Business Continuity Framework with associated templates – designed to align with Business Continuity Institute Good Practice Guidelines (2013), an integral part of our Quality System (ISO:9001 2008 certified). We have held ISO:22301 certification since 2018. We follow a consistent process throughout the company, as is shown in the schematic of our Business Continuity Management process extract below:

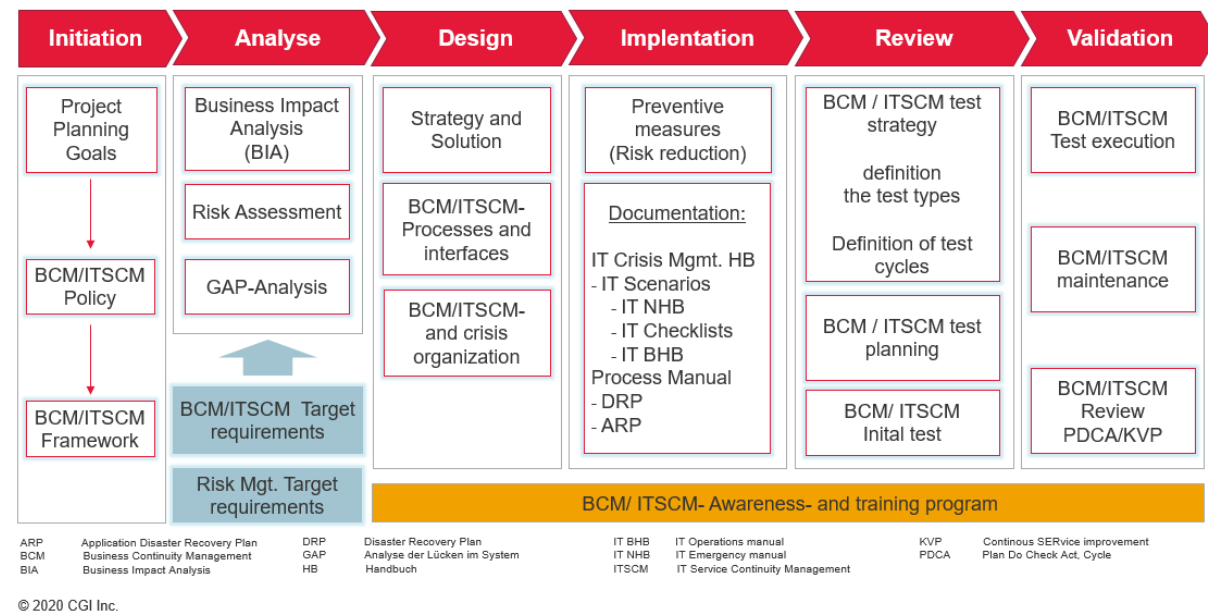


Figure 4 Business Continuity Management Process

A key element of this approach is collaboration, i.e. we collaborate with clients to develop comprehensive disaster recovery plans that leverage cloud-based solutions, hybrid or on-prem, including recovery time objectives (RTOs) and recovery point objectives (RPOs) to guide backup and restore strategies.

4. Onboarding and Offboarding

4.1. Onboarding

CGI has proven and effective on and off boarding skills, tools, and methodologies. We have successfully transitioned numerous Public Sector clients onto Cloud infrastructures and services. CGI has a dedicated team of managers who specialise in transition and who bring to bear considerable previous experience in this area. CGI will apply its standard transition methodology which has been used in all service on- and off-boarding's within CGI for many years. The transition process is flexible and can be used for both small and large scale on-boarding requirements.

The approach taken by CGI is to understand the client's requirements and make the transition phase specific to the needs of the client whilst leveraging the experience, lessons learnt and methodology from many years of transition experience.

CGI will apply its standard transition methodology which has been used in all service on- and off-boarding within CGI for many years. The transition process is flexible and can be used for small, medium, and large scale on-boarding requirements.

4.2. Offboarding

Service Off boarding is instigated by a client request or after expiration of the service agreement. Deletion of any data will occur in line with the service agreement. Any required data will be made available using appropriate media, in line with the data security classification. Pricing of this service is dependent on requirements; please contact CGI for details.

4.2.1. Access to data upon exit

CGI will purge and destroy client data from any compute or storage device/media that remains part of CGI's estate.

5. Service constraints

Service definition will be agreed during the planning stages of a Virtual Desktop management deployment.

Current virtual desktop solution provided software as a service and as such, service levels and services presented to users are in accordance with the respective vendors licensing terms and conditions.

6. Service levels

The 3rd line support team works between 08:00 – 18:00, Monday to Friday (excluding UK Bank Holidays). 24x7 support options available for 1st line via CGI Service Desk.

Standard Service Level Targets for Incident Response and Resolution are (based on hours of service):

Priority	Response Time	Resolution Time	Target %
Critical	30 Minutes	4 Hour	95% *
High	1 Hour	8 Hours	95% *
Medium	4 Hours	22.5 Hours	90%
Low	8 Hours	37.5 Hours	90%

Table 1 Standard Service Level Targets

* Consideration should be given to the expected volume of Incidents per measurement period when agreeing Service Level Targets and provision should be made to allow a minimum of one failure per period. These will be discussed and agreed during onboarding.

CGI tracks a number of internal Key Performance Indicators to determine the performance of the Virtual Desktop Service for our clients. We will agree the client KPIs in advance of the service commencing; however, CGI typically forms the KPIs around the following activities:

- Monitoring
- Reporting
- Notification
- IMACs and change schedule completion.

7. After sales support

The overall accountability for the relationship with the client lies with CGI's Executive Sponsor and CGI Account Manager and they provide strategic governance to the service working closely with the client's Senior Executive team. The purpose of this team is to ensure that after sales the relationship is healthy, the service is delivering, the governance model is working, and best practice is being applied.

8. Technical requirements

Access to the management layer of the virtual desktop environment is required, as well as any key dependency such as monitoring and alerting tooling. Details to be discussed during onboarding.

9. Outage and maintenance management

Infrastructure, either on prem or in the cloud, is not in scope for this service, rather it's a dependency. However, as part of the service we monitor not only the Virtual Desktop Service health but it's core dependencies as well,

such as network connectivity, storage availability, and server health. During onboarding we'll discuss and agree the implementation of monitoring tools that can detect issues within the virtual desktop environment caused by infrastructure outages.

Maintenance of virtual desktops within CGI's service takes into consideration the physical desktop maintenance and patching cycle, so that both virtual and physical desktops are aligned as much as possible. However, there could be a technical difference between physical and virtual when it comes to the patching deployment, which tends to be single instance management. This happens when there's a pooled desktop environment, where all desktops are cloned from a single image, as illustrated below.

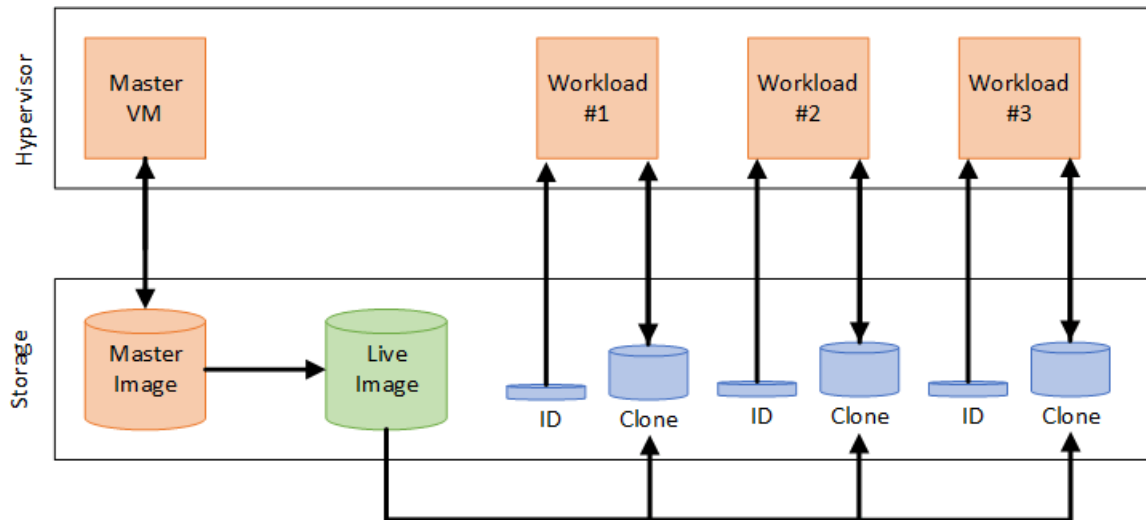


Figure 5 Maintenance of Virtual and Physical Desktops

This means all patching/updates happen on a single image and all the cloned desktops get the updates upon restart, hence the name single instance management. If this is the case, the overall update cadence and outcome for both cloud and physical desktops should be the same, the difference is the implementation method, where in a traditional desktop environment, software like Configuration Manager or Intune pushes the updates to every single machine, in a single instance management environment, Configuration Manager or Intune pushes the updates to a master image only, and the clones are updated automatically when they reboot. During onboarding these topics are discussed and agreed to meet your specific requirements. For additional tooling requirements please reach out for further discussions.

9.1. Hosting options and locations

Will be dependent on your virtual desktop solution, which will be discussed and agreed during the onboarding process.

10. Security

10.1. Information Assurance

CGI uses our Management Foundation including our Integrated Management System (IMS) for information assurance. These IMS processes are independently certified to BS/EN/ISO 9001:2008.

CGI is committed to retaining our current range of UK-based certifications and will extend these to meet client expectations as required.

The CGI Management Foundation design allows incorporation of best practice from across all our Public Sector and Commercial engagements.

Our accreditations include:

- ISO9001, ISO27001 and ISO20000

- ISO/IEC 27001:2005 Audit and Certification SSAE 16/ISAE 3402 Attestation
- E.U. Data Protection Directive - (95/46/EC).

All information is held at the appropriate security level for the service. CGI hosted services can be provided at any level defined in the new Government Security Classification (GSC) policy with the appropriate assurance.

10.2. Information Principles for the UK Public Sector

CGI recognises the UK Public Sector information principles which are fundamental to the efficient and effective delivery of public services. Where we store and manage government information in our G-Cloud services we aim to ensure that it is appropriately protected and available to exploit. Through this we would aim to maintain and, depending on the particular service purchased, enhance the quality of the information stored in a standard manner that enables its re-use. Where the selected services require it, we would engage positively both to support the buyer in the publication of public information and to support them in the access of information by citizens and business.

10.3. Government ICT Strategy and Greening Government ICT Strategy

The design and delivery of our Cloud-based SaaS offerings is consistent with the principles of the Greening Government ICT Strategy. Scalable, Cloud-based services allow pooling of capacity across multiple clients, reducing overall hardware requirements. These are further reduced through virtualisation, which has delivered up to a 90% reduction in server numbers and power consumption for some of our services. We select modern, energy efficient servers, storage and network hardware and have also invested heavily in improving the energy efficiency of our data centres. This includes initiatives such as free air cooling, aisle containment, power supply upgrades, lighting controls and power management and monitoring software. In the UK, electricity for our data centres is sourced from renewables, which is also the case for many of our third-party hosting providers. We closely manage the impact of IT hardware throughout its lifecycle, aiming to optimise refresh cycles to balance in-use carbon savings of newer, more efficient hardware against the carbon impact of its manufacture. At end of life, we also ensure responsible disposal through resale or recycling of old hardware wherever possible. Our sustainability performance has won widespread recognition, including our listing on the Carbon Disclosure Leadership Index for four consecutive years and our certification under the Carbon Trust Standard.

11. Service Pricing and Terms and Conditions

11.1. Pricing

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

11.2. Terms and Conditions

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

12. 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.

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

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.

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

The information contained in this document is confidential to CGI and/or CGI group companies. This document shall not be reproduced in any form or by any mechanical or electronic means, including electronic archival systems, or submitted to a generative AI tool without the prior written approval of CGI. The receiving party may use this document and the information contained in it for the purpose of evaluating CGI's proposal only. Any personal data included in this document must not be replicated, stored or distributed beyond the immediate recipient or used for any purpose other than evaluating the document.

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.

If you have received this document by mistake, note that the reading, the reproduction or the distribution of this document is strictly forbidden. You are hereby requested to inform us by telephone at +44 0845 070 7765 and to return this document by special delivery marked for the attention of Simon Figg.

Except where indicated otherwise, all names, trademarks, logos and brands (registered or not) referred to in this document are the property of a company in the CGI group or its licensors.

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

