



Microsoft Teams Deployment Advisory & Enablement Service

Contracting body

30 Jan 2026

Issue 1.0

© 2026 CGI IT UK Ltd

CGI

Table of contents

1.	Service Description	3
2.	Data Backup and Restore	4
3.	Service Continuity	4
4.	Onboarding and Offboarding	4
4.1.	Onboarding	4
4.2.	Offboarding	5
4.3.	Access to data upon exit	5
5.	Service Constraints	5
6.	Service Levels	5
7.	After Sales Support	5
8.	Technical Requirements	5
9.	Outage and Maintenance Management	5
10.	Hosting Options and Locations	5
11.	Security	6
12.	Service Pricing and Terms and Conditions	6
12.1.	Pricing	6
12.2.	Terms and Conditions	6
13.	Further information	6
PROPRIETARY AND CONFIDENTIAL		7

Service Definition overview

CGI's Microsoft Teams Deployment Advisory & Enablement Service supports public-sector organisations in planning, deploying, and optimising Microsoft Teams as a secure, compliant, and scalable collaboration platform. The service includes analysis of organisational readiness, governance, identity, compliance configuration, meeting and calling architecture, adoption needs, and integration with wider Microsoft 365 services. Outcomes include a secure-by-design Teams deployment, measurable collaboration improvements, improved productivity, and enhanced user experience aligned to organisational and regulatory requirements.

Why CGI

CGI is a trusted partner for UK Government and regulated industries, delivering secure, modern workplace and collaboration solutions across all major Microsoft cloud platforms. Our client-proximity operating model ensures locally accountable delivery, supported by a global network of Microsoft specialists. CGI offers mature Teams deployment frameworks, governance accelerators, adoption playbooks, and deep experience with public-sector compliance, NCSC guidance, IL-level requirements, and Zero-Trust security models. Our approach ensures predictable outcomes, reduced implementation risk, and accelerated time to value.

1. Service Description

This consultancy helps organisations strategically plan and successfully deploy Microsoft Teams across meetings, chat, channels, collaboration, voice, devices, and governance. The service focuses on People – Process – Technology (PPT).

People

- Assess organisational readiness for Teams adoption (skills, culture, digital maturity).
- Identify training needs across user groups, administrators, and support teams.
- Map operational roles to DDAT job families (e.g., IT Operations Engineer, Technical Architect, Delivery Manager, Cyber Security Engineer).
- Develop a people-centric adoption strategy with change champions, training pathways, and communication plans.
- Evaluate support model readiness for post-deployment operations.

Process

- CGI reviews and designs the end-to-end operational processes required to run Microsoft Teams efficiently and securely:
- Governance model including Teams creation, lifecycle, naming conventions, archiving and retention.
- Information management policies including sharing rules, sensitivity labels, data classification and retention.
- Incident and request workflows for users, administrators and support teams.
- Change management and release management processes aligned to Microsoft Evergreen updates.
- Calling and meeting policies, device provisioning processes, and operational readiness.
- Adoption and user experience processes, including digital etiquette and collaboration standards.

Technology

CGI performs a detailed technical assessment of the Microsoft Teams environment and supporting digital workplace ecosystem:

Assessment Activities

- Microsoft 365 tenant configuration alignment (identity, compliance, security baselines).
- Network readiness study (QoS, bandwidth modelling, VPN configuration, Teams media routing).
- Review of Teams policies, governance controls, sharing configurations, and external access settings.

- Readiness for Teams Meetings, Live Events and Teams Rooms.
- Assessment of Teams Phone and PSTN architecture (Direct Routing, Operator Connect, Calling Plans).
- Device strategy for headsets, meeting rooms, personal devices, and shared devices.
- Integration review for SharePoint, OneDrive, Exchange Online and Power Platform.
- Security and compliance assessment (DLP, retention, sensitivity labels, conditional access).
- Licensing analysis and optimisation.

Optional Configuration & Deployment Activities

- Deployment of Teams policies, app permission rules, meeting policies, templates and governance.
- Configuration of Teams Phone including call queues, auto attendants, SBC integration and number plans.
- Deployment of Teams Rooms and device provisioning.
- Implementation of compliance and security controls.
- Configuration of lifecycle governance automation.
- Pilot rollout design and execution.

Deliverables

A comprehensive set of structured artefacts tailored to the buyer's scope:

- Teams Readiness Assessment Report (technical, operational, governance, adoption).
- Governance & Compliance Framework (policies, templates, naming convention, lifecycle rules).
- Network Readiness Report including optimisation recommendations for media performance.
- Meetings, Calling & Rooms Architecture Design and recommended configurations.
- Adoption & Change Management Plan with training catalogue and communication assets.
- Teams Deployment Roadmap & Prioritised Improvement Plan.
- Executive Summary outlining measurable outcomes and investment considerations.

Change Control

Any modification to scope, deliverables or timelines will be managed through CGI's formal change-control process in alignment with G-Cloud regulations.

2. Data Backup and Restore

Not applicable – consultancy service.

CGI does not host or operate buyer systems.

We assess collaboration data retention, backup posture, and Teams content lifecycle management to highlight any risks or gaps.

3. Service Continuity

Consultancy delivery only.

CGI offers resource substitution and rescheduling to maintain delivery continuity.

Buyer operational continuity, Teams platform availability and DR remain the buyer's responsibility.

4. Onboarding and Offboarding

4.1. Onboarding

- Kick-off meeting, scope confirmation and stakeholder alignment.
- Access enablement for read-only assessment activities.
- Review of existing documentation, architecture diagrams, governance artefacts and network baselines.

4.2. Offboarding

- Final artefact delivery and knowledge transfer.
- Playback session for leadership and operational teams.
- Access removal upon buyer request.

4.3. Access to data upon exit

CGI does not retain buyer data beyond contractual retention requirements. All deliverables are provided in accessible formats.

5. Service Constraints

- Read-only access to the Microsoft 365 tenant is recommended for accurate assessment.
- Buyer SMEs must be available for interviews, workshops and validation.
- No hosting or managed service operation is provided.
- Remediation or deployment beyond agreed scope may require separate commissioning.
- Applies only to environments owned by the buyer.

6. Service Levels

- Standard query response within two working days.
- Draft assessment report delivered within ten working days of discovery completion.
- Final deliverables provided within five working days of receiving feedback.
- Services provided during UK business hours unless otherwise agreed.

7. After Sales Support

- One post-delivery review and recommendations session.
- Up to five hours remote expert support for follow-up questions.
- Additional advisory assistance available via the CGI DDaT day-rate card.

8. Technical Requirements

Buyer must provide:

- Named SMEs for network, identity, security, telephony, facilities, operations and service management.
- Access to Microsoft 365 admin portals (view-only unless otherwise approved).
- Network diagrams, firewall rules, WAN architecture and VPN mappings.
- Existing governance, security and compliance documentation.
- Information on current telephony architecture (if Teams Voice is in scope).

9. Outage and Maintenance Management

Not applicable – consultancy service.

Any automated readiness or network tests will be scheduled to avoid business disruption.

10. Hosting Options and Locations

Not applicable – CGI does not host or manage buyer systems.

All work is performed within buyer-owned Microsoft 365 environments.

Delivery is UK-based unless otherwise agreed.

11. Security

- CGI staff hold BPSS as a minimum; SC-cleared resources available.
- All access is least-privilege, time-bound and approved by the buyer.
- CGI complies with ISO 27001, Cyber Essentials Plus and UK public-sector security expectations.
- No buyer data is retained beyond agreed periods.

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.

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

