



GeoApp Cloud GIS Service

Contracting body

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CGI

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Service Definition overview

CGI GeoApp is a configurable, OSGeo-based, Geographic Content Management System (GCMS). GeoApp uses open standards from the Open Geospatial Consortium. It allows users to cost effectively create and share geospatial data, services, maps and applications and offers a suite of delivery modules that allow users to collaborate through the map.

Why CGI?

A data revolution is taking place around us and much of this data has a location element to it. Forward thinking organisations are looking to tap into the power of where however, many are struggling to exploit this opportunity due to the technical and costs barriers to entry of managing geospatial data and infrastructure. CGI GeoApp is quick and easy to deploy, configure and extend via an integrated set of core modules and it is backed by the CGI Geospatial Centre of Excellence here in the UK.

CGI GeoApp delivers tangible client benefits:

- Saves time and money in deploying location based services.
- Enables customer self-service.
- Automates geospatial tasks to free up specialists time.
- Is open by design so will integrate with your existing spatial infrastructure.
- Is secure.
- Fully supported.
- Extensible to allow customers to meet their precise needs.

1. Service Description

The service will deliver a SaaS instance of the GeoApp GIS Service. This will be delivered in consultation with the client to agreed service parameters (see below for CGI's standard operating model on which the standard price is base). The service will be delivered in-line with ITIL ISO 20000 standards.

GeoApp leverages your existing investment in geospatial technologies:

- It is built on an open architecture and uses industry standards, and can integrate with your existing open source and COTS products.
- Enables user communities to easily and cost effectively manage, publish, discover, share and analyse geospatial data and maps.
- Data can be used from within and outside the enterprise.
- Modular approach allows the combination of data and maps with a catalogue of tools to manage and publish complex geospatial applications.

CGI GeoApp consists of the following modules as illustrated in Figure 1:

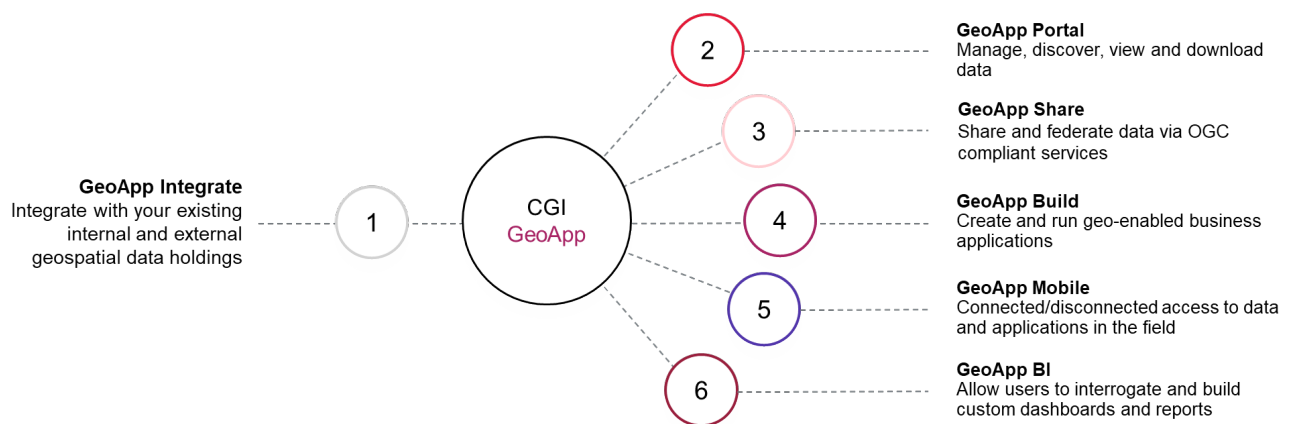


Figure 1 GeoApp modules

The service follows the Open Geospatial Consortium (<http://www.opengeospatial.org>) standards as appropriate. In addition, it provides the facility for cloud support services to be called upon to help configure the service to the client's specific needs. Where appropriate any configuration will be in line with the Government Service Design Manual approach.

2. Data backup and restore

CGI's GeoApp service is hosted on either Microsoft's Azure Cloud service or AWS, which includes a number of data backup and retention strategies configured for each client's requirements. Typically, we offer a three tier approach.

- Bronze service will provide a data retention period of one month and will be stored off site in the secondary data centre on disk only.
- Silver service will provide a data retention period of three months and will be stored off site in the secondary data centre on disk only.
- Gold service will provide a data retention period of 12 months and will be stored off site in the secondary data centre on disk only.

We will discuss the requirements for backup and restore with Contracting Bodies when setting up each contract. We will include this within the contract price that we agree.

3. Service Continuity

For illustrative pricing purposes, this bronze level service uses resilient single site infrastructure. A configuration with active-passive or active-active production services will be configured and provided on request as a separately priced capability.

4. Onboarding and Offboarding

4.1. Onboarding

GeoApp is a highly configurable framework that lends itself to a great many specific use cases. With this in mind, onboarding will be configured to suit each individual client's needs.

Prospective clients should contact CGI to express their interest in subscribing to our Cloud-based services and we will prepare the Cloud-based instance according to agreed specifications. If data migration and/or other services are required, these will be scoped and priced accordingly.

The time taken to provision the service from the point of order will be determined by the client's requirements, with regard to data migration, client-specific configurations (for example, user accounts) and other services. Should data migration and client-specific configuration not be required, the service can be provisioned based on a standard configuration. This allows for the client to upload data, test the system and conduct the necessary training activities themselves.

4.2. Offboarding

We will provide clients with a simple and quick exit process, including the retrieval of their data. Our solution for off-boarding will build upon our standard commercial practices for transition and exit management services, using the framework agreed during contract negotiations. We will take responsibility for managing our exit and, where appropriate, the transfer of that service to a new supplier.

We will discuss the requirements for the format and content of the off-boarded data with Contracting Bodies when setting up each contract. We will include this within the contract price that we agree and use the prescribed change management processes to amend the arrangements should the need arise.

4.3. End of-contract data extraction

This will be agreed on a case-by-case basis with each client depending on the security classification / sensitivity of the data in question and specific client requirements.

5. Service constraints

As indicated in Section 1 above GeoApp comes with a number of modules. These can be extended to suit specific client requirements as needed.

6. Service levels

CGI recognises that the approach to managing the service and relationship with clients is key to the success of its ongoing service. CGI is able to offer the comfort that, as well as having a structured methodology, our solution will be delivered to an agreed set of performance standards backed by a specific Service Level Agreement (SLA).

The target times for response and resolution to Incidents (in business hours) varies according to the assigned Priority; these are set out in the table below.

Incident Response/Resolution Times				
	P1	P2	P3	P4
Initial response	1 hour	1 hour	1 hour	4 hours
Resolution	4 Hours	2 days	Next scheduled maintenance release	Next scheduled maintenance release

The standard service desk hours are defined as 0900 – 1700 UK local time, Monday – Friday, English working days (although we can also provide cover up to and including 24/7/365).

As part of the Call-Off Contract a full Service Level Agreement will be agreed. Variations from the above with alternative pricing are also available on request.

7. After sales support

The GeoApp service comes with an appropriate level of after sales support as determined by the specifics of the individual service supplied.

8. Technical requirements

Supported browsers are:

- Microsoft Edge (Compliant, Latest Versions).
- Chrome (Compliant, Latest Versions).

For an explanation of Compliant / Functional / Latest Versions see

<https://www.gov.uk/servicemanual/technology/designing-for-different-browsers-and-devices>.

9. Outage and maintenance management

Routine maintenance is performed out of standard service desk hours.

10. Hosting options and locations

GeoApp can be hosted on the AWS or MS Azure platforms.

11. Security

The GeoApp service is assured under ISO 27001 Information Security Management System.

Vulnerability management approach: CGI uses industry standard sources to gather information about potential threats to the service, this information is then assessed and the appropriate action performed e.g. emergency patching.

Protective monitoring approach: CGI uses a mix of industry standard approaches to monitor, assess and respond to potential threats. Responses will take an appropriate form / timescale given the threat profile.

Incident management approach: The CGI incident management approach is in-line with ITIL and certified to ISO 20000-1. Users can report incidents in a number of ways as detailed in the SOF. Incident reporting will be in-line with the approach detailed in the SOF.

More details are available on request.

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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