



# iD360 Intelligence Led Investigation Accelerator

Contracting body

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**CGI**

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# Service Definition overview

The Intelligence Led Investigation Accelerator enables secure data sharing across policing, safeguarding, criminal justice, and health and social care. Delivered by NPPV, SC, and DV cleared intelligence experts, the service supports effective prioritisation and targeting of investigations, ensuring resources are deployed to improve public safeguarding outcomes.

## Why CGI?

For more than four decades, CGI has partnered with government and commercial organisations to help secure their operations and deliver some of the most complex and mission-critical technology programmes, services, and platforms in operation today. This long-standing heritage underpins our reputation for reliability, security, and successful delivery at scale, particularly in environments where resilience, assurance, and trust are paramount.

Building on this foundation, our Intelligence Led Accelerator offering brings together CGI's deep domain expertise and proven delivery capability to provide tailored, intelligence-driven solutions that respond to a wide range of operational and strategic needs. The offering enables the rapid design and deployment of secure, cloud-based platforms, combining our extensive experience in delivering highly complex programmes and supporting Critical National Infrastructure (CNI) with our strong understanding of modern, emerging technologies. The result is a flexible, scalable approach that can be adapted to meet evolving requirements while maintaining the highest standards of security and governance.

CGI is uniquely positioned to deliver this capability through the strength of our global footprint. We actively draw on innovation, best practice, and proven technologies from across our international operations, adapting and deploying them effectively within a UK context. This allows us to accelerate the adoption of new approaches while ensuring alignment with UK policy, regulatory, and operational frameworks.

The CGI Intelligence Led Accelerator is underpinned by significant in-house, multi-disciplinary subject matter expertise, spanning technology, security, intelligence, data, and operational domains. In addition, we leverage our extensive and trusted partner ecosystem to complement our own capabilities where appropriate. CGI has successfully delivered this form of design, consultancy, and implementation for a diverse range of organisations — from highly sensitive government, defence, and law enforcement bodies to organisations responsible for safeguarding and public protection, both within and beyond the traditional blue-light environment.

# 1. Service Description

CGI iD360 Investigation Accelerator is a secure, intelligence-led investigation and data-sharing service delivered by CGI's NPPV3/SC/DV cleared intelligence specialists. The service enables lawful and controlled information sharing across law enforcement, criminal justice, public safety, health and social care, and approved partner organisations, including commercial and retail security operations. It is designed to support outcome-focused investigative activity, helping organisations prioritise risk, deploy resources effectively, and improve safeguarding outcomes.

The service applies an intelligence-led, risk-based delivery approach to address common challenges faced by public sector organisations managing large volumes of sensitive, complex, and fragmented data. CGI iD360 Investigation Accelerator provides the tools and techniques required to transform data into actionable intelligence, supporting operational decision-making and investigative tasking.

Core capabilities include secure data ingestion from multiple sources, data rationalisation, cleansing, enrichment, filtering, indexing, matching, advanced search, and intelligence reporting. By compiling and comparing data sets, the service identifies new links, patterns, and associations, unlocking insights that may not be visible within siloed systems. Outputs are designed to be operationally relevant and directly usable by investigators and analysts.

CGI delivers the service in collaboration with customers, supporting both single-organisation and multi-agency operating models. This includes the design and implementation of enriched intelligence data sets and investigative views tailored to specific operational needs. The service supports a wide range of investigative and operational use cases, from day-to-day investigative analytics and resource planning through to complex, high-risk, or long-running investigations.

The CGI iD360 Investigation Accelerator is delivered as a secure, UK-hosted G-Cloud service, leveraging CGI's proven track record in delivering high-assurance solutions across policing and criminal justice environments. The service is modular, scalable, and configurable, enabling customers to adopt and scale capability in line with demand. Use cases include serious and organised crime, modern slavery and human trafficking, safeguarding and vulnerability, and retail and commercial crime investigations.

## 1.1. Listen and understand your business needs

CGI subject matter experts (SMEs) work collaboratively with customers to develop a detailed understanding of current operational requirements, future demand, and organisational priorities. This includes assessing scale, complexity, and security requirements to ensure the service is designed and delivered in line with customer needs, security and operating constraints.

During this initial discovery and onboarding phase, CGI works with stakeholders to define, ratify, and agree clear objectives, success criteria, and measurable outputs. This ensures alignment between customer outcomes and service delivery from the outset, providing a clear, structured foundation for implementation, governance, and ongoing service management.

## 1.2. Configure and deliver the right service

### 1.2.1. Allocate the right expertise

The CGI iD360 Intelligence Accelerator service is delivered by a multi-disciplinary team with extensive experience across operational policing, intelligence, business case and investment analysis, and proven technology and service delivery leadership. This breadth of expertise ensures that both operational and strategic requirements are addressed throughout the service lifecycle.

Following agreement and alignment of the outline service design and delivery approach, CGI allocates appropriately skilled and cleared resources to configure and deliver the service. The team composition is tailored to customer requirements, ensuring the right expertise is engaged at the right time to support effective implementation, assurance, and the delivery of agreed outcomes. Articulation of vision and benefits

We will jointly agree and articulate the vision and benefits to be derived from the service, both qualitative and

quantitative. This will be tailored based on size, scale and complexity of requirements and will take account of all relevant client inputs.

#### **1.2.1.1. Service levels, delivery and tracking**

Services are configured and delivered to support the customer's overarching vision and to achieve clearly defined business and operational objectives. Delivery is aligned to agreed outcomes, security requirements, and service scope.

A structured governance framework is established and maintained throughout service delivery, with appropriate stakeholder engagement. This includes regular service reviews to monitor performance, manage risk, and track progress against agreed objectives, key performance indicators (KPIs), and service levels, ensuring ongoing transparency, control, and continuous improvement.

#### **1.2.2. Rapid prototyping and proof of value**

Our service support team can take new ideas and requirements and configure and progress from workshop to prototype and proof of value quickly using a rapid agile prototype approach.

#### **1.2.3. Reference Materials**

"You will find thought leadership and case studies specific to police and law enforcement services by searching at <https://www.cgi.com/uk/en-gb/government/public-safety>

## **2. Onboarding and Offboarding**

### **2.1. Onboarding**

CGI provides proven and effective onboarding and offboarding capabilities, supported by established tools, processes, and methodologies. We have successfully transitioned numerous UK public sector organisations onto secure cloud infrastructures and managed cloud services, including complex and high-assurance environments.

Service transition is delivered by dedicated CGI teams specialising in onboarding, transition, and service mobilisation, bringing significant experience in managing both technical and operational change. CGI applies a standard, repeatable transition methodology that has been used consistently across CGI service onboarding and offboarding activities for many years.

The transition approach is flexible and scalable, enabling it to be applied effectively to both small-scale and large-scale onboarding requirements. This ensures controlled service mobilisation, minimises risk, and supports continuity of service throughout the transition period.

### **2.2. Offboarding**

Service offboarding is initiated either at customer request or on expiry of the service agreement. CGI manages offboarding in line with agreed contractual terms, security policies, and data handling requirements.

All virtual machine images, configurations, and customer data are handled in accordance with the service agreement and applicable data security classifications. Where required, customer data is securely extracted and returned using agreed formats and appropriate transfer media, aligned to the data classification and customer requirements.

Following customer confirmation that data has been successfully received and verified, CGI securely purges and destroys all remaining customer data held within CGI-managed compute, storage, or backup environments. Offboarding activities are delivered in a controlled and auditable manner. Pricing for offboarding services is dependent on customer requirements and scope and is available on request.

#### **2.2.1. Access to data upon exit**

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.

## 3. Service levels

### 3.1. Performance Governance

As described in Section 2 of this document, CGI will mobilise the right experts and will agree your business goals and the appropriate delivery model to meet expectations. At the initiation of the service, we will put in place the appropriate governance to measure and track performance against the agreed programme of work.

## 4. Hosting options and locations

CGI has a network of 21 offices across the United Kingdom and Northern Ireland, with our UK Consultants having the capability to deliver as hybrid-workers. Through our engagements we also understand that for some clients it is essential that our members are physically present on their sites; our distributed network of offices makes this possible. Whatever your requirements are, the options for hosting and locations will be agreed at contract negotiations.

## 5. Security

CGI has invested extensively in the development of its Enterprise Security Management Framework (ESMF), aligned to recognised industry standards and applicable legislation. The framework is informed by standards and control frameworks including ISO/IEC 27001, ISO/IEC 27701, NIST, COBIT, CIS, and relevant data protection legislation such as UK GDPR and CCPA, where applicable.

The ESMF is applied across CGI's global operations to protect information assets, technologies, facilities, and personnel, including data processed or managed as part of CGI services. It is supported by CGI's security and privacy policies, standards, and controls (the Security Baseline), which are implemented through CGI processes, delivery practices, services, solutions, and interactions with approved third parties.

Across CGI, technical and organisational security measures are defined using a risk-based approach, taking into account the nature, scope, context, and purposes of processing, as well as risks to the rights and freedoms of individuals. This applies where CGI acts as either a data controller or data processor, ensuring security and privacy controls remain proportionate to the assessed risk.

The CGI Security Baseline represents the minimum mandatory security standard for all CGI offerings, including cloud-based services, and applies to both CGI and customer use of the service. Where services involve sensitive personal data or higher-risk processing, additional security or privacy controls may be required and will be defined within the contracted service scope, particularly where CGI acts as a data processor on behalf of a customer.

## 6. Service Pricing and Terms and Conditions

### 6.1. Pricing

Please refer to the G-Cloud 15 portal for the rates available.

### 6.2. Terms and Conditions

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

## 7. 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](mailto: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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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.

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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

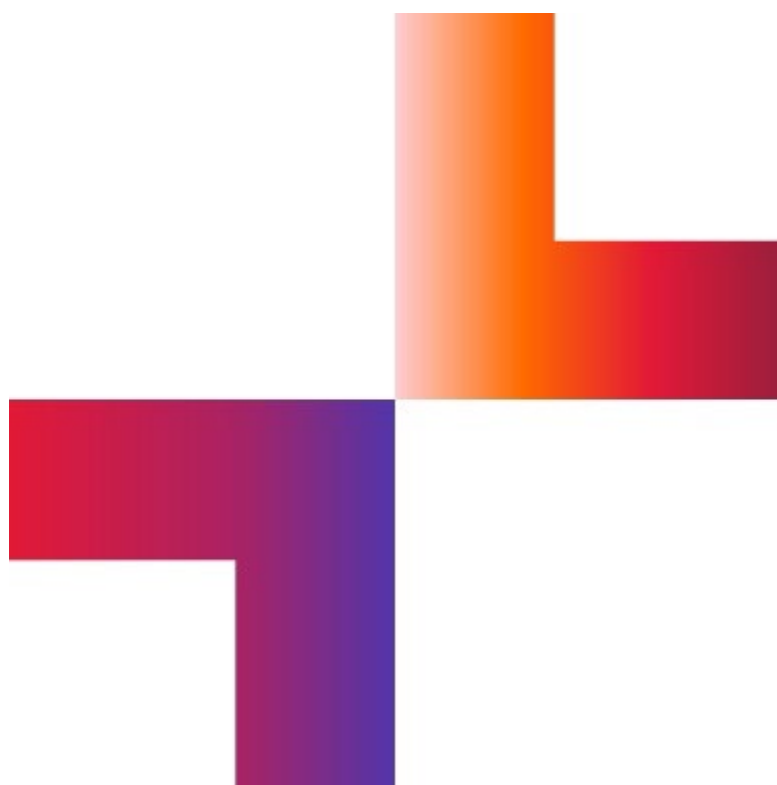
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