



Microsoft 365 Endpoint Management

Contracting body

30 Jan 2026

Issue 1.0

© 2026 CGI IT UK Ltd

CGI

Table of contents

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

Service Definition Overview

CGI's Microsoft Endpoint Manager (Intune) Advisory and Enablement Service support public-sector organisations in planning, modernising, securing, and optimising device management across Windows, iOS, Android, and macOS platforms. The service delivers a comprehensive assessment of existing device management practices, security posture, zero-trust alignment, configuration baselines, operational readiness and the wider integration with other Microsoft 365 services. The result is a tangible improvement in endpoint security, user experience, compliance, and operational efficiency through the adoption of Microsoft Intune and the broader Microsoft 365 security ecosystem.

Why CGI?

CGI is a trusted transformation partner for UK Government, specialising in secure-by-design modern workplace, cloud, and cyber programmes. Our client-proximity model ensures local engagement and accountability, while our global delivery network provides scale and specialist expertise when required. CGI consultants are experts in Microsoft 365, device management, cyber security, and public-sector operations, with deep knowledge of NCSC guidance, IL-level requirements, and Zero Trust Architecture standards. Our rich methodology, proven accelerators, and repeatable modern workplace frameworks help clients adopt Microsoft Intune at pace with minimum risk and measurable operational benefits. We have a strategic partnership with Microsoft as illustrated in Figure 1 below, and many clients have relied on us to implement their digital workplace projects.

Strategic Alliances CGI and Microsoft

CGI and Microsoft share a vision for innovation. Using Microsoft's technology, CGI delivers enterprise services and solutions that drive enterprise agility, collaboration and innovation. As a Globally Managed Services Partner, a Solutions Partner for all 6 designations, we offer one of the largest suite of Microsoft offerings in the market.

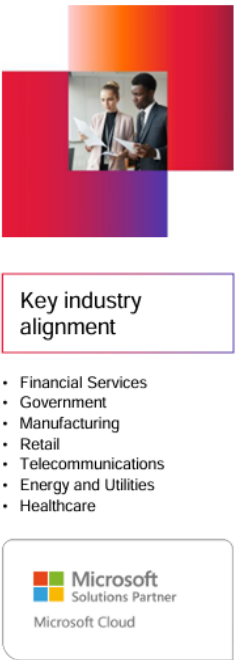


Figure 1 CGI and Microsoft Strategic Alliance

1. Service Definition Overview

This consultancy helps organisations plan and implement improved endpoint management using Microsoft Intune, Entra ID and Microsoft 365. The approach uses the required People – Process – Technology (PPT) structure and is aligned with modern workplace and Zero Trust principles.

People

- Assess current roles, skills, capabilities, and responsibilities associated with device management.
- Map responsibilities to DDAT job families (e.g., IT Operations Engineer, Technical Architect, Cyber Security Engineer).
- Identify gaps in skills for Intune, device onboarding, policy configuration, monitoring and reporting.
- Provide a recommendations plan for organisational readiness, training, and potential resourcing uplift.

Process

- CGI will review and designs the end-to-end device lifecycle processes (procurement, enrolment, configuration, patching, monitoring, retirement).
- Assess policies for compliance, access, device security, conditional access, and update management.
- Evaluate alignment with Zero-Trust architecture and NCSC guidance.
- Review and propose improvements for governance, approval processes, monitoring workflows and incident response.
- Define a future state operating model for secure, cloud-managed devices.

Technology

CGI will review the organisation's technology landscape for device management, including:

Assessment Activities:

- Review existing Intune configuration (if present).
- Evaluate Windows Autopilot readiness, provisioning, hardware management, deployment profiles and policies.
- Assess compliance policies, configuration profiles, endpoint security baselines, and app protection policies.
- Analyse Conditional Access policies and identity governance.
- Examine existing legacy tools (SCCM/ConfigMgr, Jamf, MobileIron, VMware Workspace ONE) for coexistence or migration requirements.
- Review software packaging and deployment strategies.
- Validate alignment to Microsoft 365 security baselines.
- Identify risks, misconfigurations and opportunities for optimisation.

Optional Configuration Activities:

- Build or refine Autopilot deployment profiles.
- Configure security baselines, compliance policies, and role-based access control (RBAC).
- Design and deploy Conditional Access architecture.
- Configure reporting and dashboards for operational insight.

Deliverables

CGI will provide a set of structured outputs, tailored to scope:

- Intune Readiness Assessment Report.
- Endpoint Security Assessment (aligned to NCSC + Zero Trust).
- Current-state architecture diagrams.
- Modern Workplace Operating Model.
- Configuration gap analysis and prioritised remediation plan.
- Autopilot readiness and deployment blueprint.
- Identity governance and Conditional Access improvement recommendations.
- Executive Summary for leadership with quantified benefits (e.g., uplift in compliance score, reduction in device management overhead).

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

This service is not applicable for the consultancy service as CGI does not host or operate buyer systems.

CGI assesses buyer backup and restore posture where relevant (e.g., for device recovery, BitLocker key management) and report any gaps.

3. Service Continuity

Consultancy delivery only. CGI offers resource substitution and rescheduling to maintain delivery continuity.

4. Onboarding and Offboarding

4.1. Onboarding

- Kick-off meeting, scope validation, and project planning.
- Agreement of stakeholder groups and responsibilities.
- Access enablement (documentation, read-only portal access where authorised).
- Collection of existing endpoint, identity, and device-management artefacts.

4.2. Offboarding

- Handover of all final deliverables and data artefacts.
- Knowledge-transfer workshop.
- Closure meeting and agreed next steps.
- Revocation of CGI access credentials.

5. Service Constraints

- Read-only environment access may be required for analysis.
- Buyer SME availability is required for workshops.
- Remediation or implementation support is optional and may require separate commissioning.
- No 24x7 operations or live service management is provided within this consultancy.
- In-scope work must relate to buyer-owned Microsoft 365 and endpoint estates only.

6. Service Levels

- Standard query response within 2 working days.
- Draft assessment report delivered within 10 working days of discovery completion.
- Final deliverables provided within 5 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 GDaD day-rate card.

8. Technical Requirements

The buyer must provide:

- Named SMEs for security, identity, network, device management, and service management.
- Access to relevant Microsoft 365 admin portals (read-only unless otherwise approved):
 - Microsoft Intune Admin Centre
 - Entra ID
 - Endpoint Security
 - Conditional Access
 - Entra ID Audit and Sign-in logs (or equivalent)
 - Microsoft Defender (optional).
- Architectural diagrams, policies, RBAC models and logging configuration.
- Information on device estate (device types, OS versions, management methods).

9. Outage and Maintenance Management

Not applicable – consultancy service. Any scanning or assessment tooling will be scheduled with the buyer to avoid operational disruption.

10. Hosting Options and Locations

Not applicable as Microsoft Intune is a cloud-based unified endpoint management service provided by Microsoft. Delivery is UK based unless otherwise agreed.

11. Security

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.

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 and ISO20000
- ISO/IEC 27001:2013 Audit and Certification SSAE 16/ISAE 3402 Attestation
- ISO/IEC 22301:2012

E.U. Data Protection Directive - (95/46/EC).

Other:

- CGI staff hold BPSS as a minimum; SC-cleared resources available.
- All access is least-privilege, time-bound and approved by the buyer.
- 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

