



Microsoft 365 Teams Telephony (Phone)

Contracting body

30 Jan 2026

Issue 1.0

© 2026 CGI IT UK Ltd

CGI

Table of contents

1.	Service Description	3
2.	Deliverables	4
3.	Change Control	4
4.	Data Backup and Restore	4
5.	Service Continuity	4
6.	Onboarding and Offboarding	5
6.1.	Onboarding	5
6.2.	Offboarding	5
6.3.	Access to data upon exit	5
7.	Service Constraints	5
8.	Service Levels	5
9.	After Sales Support	5
10.	Technical Requirements	5
11.	Outage and Maintenance Management	6
12.	Hosting Options and Locations	6
13.	Security	6
14.	Service Pricing and Terms and Conditions	6
14.1.	Pricing	6
14.2.	Terms and Conditions	6
15.	Further information	6
	PROPRIETARY AND CONFIDENTIAL	7

Service Definition overview

CGI's Microsoft Teams Telephony (Phone) Advisory, Design & Enablement Service helps public-sector organisations replace legacy telephony with a secure, scalable Microsoft Teams Phone solution. The service delivers structured analysis, architectural design, governance, migration planning, and optional configuration support for Direct Routing, Operator Connect, Calling Plans, SBC integration, emergency calling, call queues, auto-attendants, and device strategy. Outcomes include reduced telephony costs, simplified voice operations, improved resilience, modernised communications, and integration with Microsoft 365 collaboration and security ecosystems.

Why CGI

CGI delivers secure, modern workplace and unified communications services across central government, justice, health, policing, defence and critical national infrastructure. We bring deep Microsoft Teams Voice expertise, public-sector network and telephony knowledge, and experience migrating legacy PBX and SIP-based platforms at scale.

CGI differentiators include:

- A client-proximity delivery model ensuring local accountability.
- Global delivery network to support complex multi-site transformations.
- Mature Teams Voice deployment frameworks and accelerators.
- Proven ability to meet NCSC, PSN, IL-level and emergency services telephony requirements.
- Vendor partnerships across SBC providers, carriers, and device manufacturers.

1. Service Description

This consultancy supports the design and deployment of Microsoft Teams Phone as an enterprise-grade telephony solution. The service covers readiness, network evaluation, PSTN integration, governance, adoption, configuration, and migration planning across the People – Process – Technology model.

People

- Assess operational readiness for managing a cloud-based telephony service.
- Define role assignments for platform owners, voice engineers, call flow managers, and service desk teams.
- Map voice operations roles to DDAT job families (e.g., Technical Architect, IT Operations Engineer, Delivery Manager).
- Identify capability gaps in Teams Phone administration, SBC management, and voice troubleshooting.
- Provide a training and change-management plan targeted at end users, administrators, and contact centre roles.

Process

CGI reviews and designs telephony operational processes aligned with public-sector governance:

- Call governance: numbering strategy, call admission policies, call routing rules, emergency services compliance.
- Contact workflows: design of auto-attendants, call queues, routing logic and overflow strategies.
- Operational processes: incident management, MACD processes, change control, service reporting.
- Adoption and training: user communication plan, telephony migration sequencing and support model.
- Lifecycle and configuration management for Teams Phone, SBC firmware, and Teams Rooms devices.
- Billing and cost governance: monitoring of PSTN usage, license allocation, and call analytics.

Technology

CGI performs a structured technical review of the organisation's existing voice environment, network architecture and Microsoft 365 tenant.

Assessment Activities

- Evaluation of legacy PBX, SIP trunks, call flows, IVR trees, carrier contracts and DID ranges.
- Review of Microsoft Teams, Entra ID, licensing, security configuration, and Teams policy architecture.
- Assessment of Direct Routing, Operator Connect or Calling Plan suitability.
- Detailed network readiness assessment for real-time media traffic (QoS, bandwidth, routing, Wi-Fi, firewalls, VPN).
- SBC assessment (capacity, high availability, TLS/SRTP, survivability).
- Compliance review for emergency calling, call recording, audit logging and data retention.
- Integration assessment for contact centre platforms or specialist telephony solutions.

Optional Configuration & Deployment

- Configuration of Teams Phone policies, dial plans, call queues, resource accounts and auto-attendants.
- SBC configuration and carrier interconnect (public-sector compliant SIP implementations).
- Configuration of Direct Routing, Operator Connect, or hybrid routing models.
- Number migration and user enablement planning.
- Teams-certified device deployment playbooks (handsets, headsets, Teams Rooms).
- Pilot deployment and validation testing.

2. Deliverables

CGI provides all outputs required for a compliant, secure and scalable Teams Phone deployment:

- Teams Phone Readiness Assessment (technology, governance, network, carrier, PBX estate).
- Telephony Architecture & Design (Direct Routing, Operator Connect or Calling Plans).
- Numbering plan, routing strategy, dial plan design and migration approach.
- Contact call flow design including auto-attendants and queues.
- Network readiness report with optimisation recommendations.
- SBC design guide or carrier integration model.
- Security, data protection & compliance assessment.
- Operational Model & Voice Governance Framework.
- Adoption, training and communications plan.
- Executive Summary for leadership with ROI insights.

3. Change Control

Any changes in scope, deliverables or timelines will be handled via CGI's formal change-control process.

4. Data Backup and Restore

Not applicable – consultancy service.

- We do not host or operate buyer systems.
- We assess backup and retention configuration for Teams Phone data (e.g., compliance recordings, audit logs) and highlight gaps.

5. Service Continuity

Consultancy delivery only.

- CGI provides resource substitution and schedule optimisation to maintain continuity.
- Platform availability, DR and call survivability remain the buyer's responsibility.

6. Onboarding and Offboarding

6.1. Onboarding

- Kick-off meeting, scope confirmation and stakeholder alignment.
- Access onboarding for read-only tenant evaluation and network/log review.
- Collection of PBX/telephony architecture artefacts, numbering plans, network diagrams and carrier contracts.

6.2. Offboarding

- Handover of all deliverables and supporting artefacts.
- Playback workshop covering design decisions and next steps.
- Removal of CGI credentials upon client authorization.

6.3. Access to data upon exit

CGI provides all deliverables in standard formats and removes all buyer data following contractual retention rules.

7. Service Constraints

- Read-only access to Microsoft 365 and Teams admin portals is required for accurate assessment.
- Buyer SMEs must be available for workshops, PBX discovery and network validation.
- Change windows for testing may require alignment with buyer CAB processes.
- Out-of-scope: managed telephony operations, call routing administration, or SBC hosting.
- Telephony deployment must relate to buyer-controlled Microsoft 365 tenants.

8. Service Levels

- Consultant response to questions: within two working days.
- Draft assessment report: within 10 working days following discovery completion.
- Final deliverables: within five working days after feedback iteration.
- All work delivered during UK business hours unless otherwise agreed.

9. After Sales Support

- One post-delivery playback session.
- Up to five hours remote Q&A consultation included.
- Optional ongoing voice advisory support available via DDaT day-rate model.

10. Technical Requirements

The buyer must provide:

- SMEs for telephony, networks, identity, security, and Microsoft 365 operations.
- Access to Microsoft 365 admin portals (read-only).
- Access to relevant SBCs, carrier documentation and PBX configuration data.
- Network diagrams, WAN routing details and security policy information.
- List of DID ranges, number assignments and toll-free/critical service numbers.

11. Outage and Maintenance Management

Not applicable – consultancy service.

- Network and telephony testing is scheduled to avoid operational impact.

12. Hosting Options and Locations

Not applicable – CGI provides no hosting.

- All work is performed within the buyer's environment or tenant.
- Delivery is UK-based unless otherwise agreed.

13. Security

- CGI personnel hold BPSS at minimum; SC-cleared resources available where required.
- Access follows least-privilege and time-bound principles.
- CGI complies with ISO 27001, Cyber Essentials Plus and UK Government security policy.
- Buyer data is not retained beyond contracted timelines.

14. Service Pricing and Terms and Conditions

14.1. Pricing

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

14.2. Terms and Conditions

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

15. 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

