



# Agile Digital Services

Contracting body

30 Jan 2026

Issue 1.0

© 2026 CGI IT UK Ltd

**CGI**

# Table of contents

|                              |                                                 |          |
|------------------------------|-------------------------------------------------|----------|
| <b>1.</b>                    | <b>Service Description</b>                      | <b>4</b> |
| 1.1.                         | Service Delivery and Approach                   | 4        |
| 1.2.                         | Agile Digital Services model                    | 5        |
| 1.3.                         | Team structure                                  | 5        |
| 1.4.                         | Squad model                                     | 5        |
| 1.5.                         | Client engagement process                       | 6        |
| 1.6.                         | Tools and technologies                          | 7        |
| 1.7.                         | Agile commercial models                         | 7        |
| <b>2.</b>                    | <b>Security</b>                                 | <b>8</b> |
| <b>3.</b>                    | <b>Service Pricing and Terms and Conditions</b> | <b>8</b> |
| 3.1.                         | Pricing                                         | 8        |
| 3.2.                         | Terms and Conditions                            | 9        |
| <b>4.</b>                    | <b>Further Information</b>                      | <b>9</b> |
| PROPRIETARY AND CONFIDENTIAL |                                                 | 10       |

# Service Definition Overview

CGI Agile Digital Services is for organisations who need to rapidly accelerate or scale their Agile capabilities to realise their digital transformation ambitions. We augment, supplement and coach our clients' teams. This enables them to rapidly and effectively apply technology, increase organisational agility and deliver better products, faster.

## Why CGI?

Through our global insights and local experts, we have access to leaders in fields such as Internet of Things (IoT), automation, analytics, cloud technologies, design, and more. These expertise and specialisms are tried and trusted across a myriad of sectors from Government, Health, Space, Transportation and Logistics, Communications and Media and more.

CGI Agile Digital Services can access this expertise effortlessly and seamlessly to bring the collective experience of 94,000 + professionals right to the problem you are trying to solve with the solution you are trying to build in any number of the specialisms in Figure 1.



Figure 1 - An Illustration of CGI's Agile Digital Capabilities

# 1. Service Description

CGI Agile Digital Services (ADS) is your partner for achieving groundbreaking digital transformation and accelerating Agile capabilities across all levels of your organisation. Whether you are looking to rapidly scale your Agile practices or enhance your digital capabilities, our comprehensive service offerings are customised to meet your business needs.

With an expanded portfolio that includes Agile Technical and Delivery Specialists, Team to Enterprise Agile Coaches, and extensive Training and Certification capabilities, we are equipped to support your journey from idea to execution and supporting services and illustrated in Figure 2.

Our world-class Agile Squads and Coaches work closely with your in-house teams, providing the expertise and guidance needed to seamlessly integrate technology, boost organisational agility, value, and deliver superior products in outstanding time. By choosing CGI Agile Digital Services, you are opting for a partner that is committed to delivering transformational business excellence at any scale or complexity.

We are familiar with the challenges modern businesses and organisations face, such as:

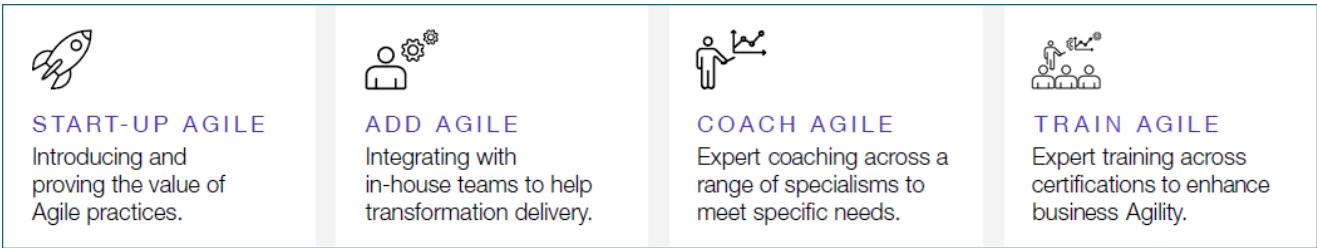


Figure 2 - Features of CGI's Agile Digital Services Approach

- Adapting to rapidly evolving customer expectations and technological advancements.
- Seamlessly integrating new and existing systems for operational excellence.
- Managing risks and ensuring high security and compliance in a digital world.
- Embracing sustainable practices in a digital-first environment.
- Staying ahead of cyber threats and safeguarding sensitive data.
- Scaling digital initiatives to support business growth and market expansion.
- Nurturing a culture of innovation to maintain a competitive edge.
- Balancing speed and quality in digital delivery.
- Leveraging data analytics for strategic insights and personalised experiences.

Our vision is to enhance your digital transformation journey, ensuring it is perfectly aligned with your core values and business strategies, your people, and your financial objectives. Our mission is to empower you to realise your digital transformation goals, irrespective of their scale or complexity. Let CGI Agile Digital Services be the accelerator for your digital and Agile transformation, helping you navigate the path to success with confidence and clarity.

## 1.1. Service Delivery and Approach

CGI Agile Digital Services is committed to providing you with comprehensive and flexible solutions tailored to meet the unique requirements of your organisation. Our approach is an adaptive Agile framework designed to align with the specific needs of each client from team to enterprise.

Our approach is rooted in our core Agile principles, which is the foundations of our innovative, successful, and trusting partnerships. These principles guide every aspect of our service delivery, ensuring that we deliver exceptional outcomes that align with your goals.

Agile Digital Services Principles:

- Maintain a shared purpose and vision that resonates with our client's objectives.
- Prioritise the delivery of high-quality results that drive value and satisfaction.
- Encourage a culture of ownership, autonomy, and perpetual learning within our teams.

- Foster a high-trust environment that nurtures collaboration and innovation.
- Embrace a lean mindset, focusing on efficiency and effectiveness in all we do.
- Stay at the forefront of technology to provide thought leadership and cutting-edge solutions.
- Demonstrate the tangible benefits of continuous and iterative delivery.
- Find the perfect harmony between creativity and compliance, ensuring innovative yet secure solutions.
- Embrace shared responsibilities and risks, ensuring a collaborative approach to challenges.
- Break down barriers to form multidisciplinary teams that bring diverse perspectives and skills.
- Leverage technology as a strategic tool to overcome business challenges.

CGI Agile Digital Services ensures a flexible, adaptive approach that is customised to meet the evolving needs of our clients, driving their digital transformation journeys forward with agility and precision.

## 1.2. Agile Digital Services model

CGI Agile Digital Services enables clients to deploy our trusted Agile delivery experts. Figure 3 describes the four stages of our model.

## 1.3. Team structure

Our CGI Agile Digital Services team structure is designed with a people-centric, self-governing methodology that scales Agile by highlighting foundational principles, cultural ethos, and collaborative networks. Its central benefits lie in structuring work to align with value streams, maintaining an emphasis on simplicity throughout the process. Figure 4 defines Squads and Chapters in the context of the delivery of our Agile Digital Services.



Figure 3 - An Overview of CGI's Agile Digital Services Model



Figure 4 - Differentiation between CGI's Squads and Chapters

## 1.4. Squad model

CGI Agile Digital Services align work around delivering value and our squads bring structure and process to this continuous delivery approach. Our squads consist of cross-functional roles with the ability to deliver value within one distinct team, grouped by common business goals, as shown in Figure 5. This model allows our teams to grow together as people and teams bringing even more value and operational effectiveness to our clients.

Our cross-functional squads are supported by subject matter experts dedicated to delivering high-value expertise directly to our clients.

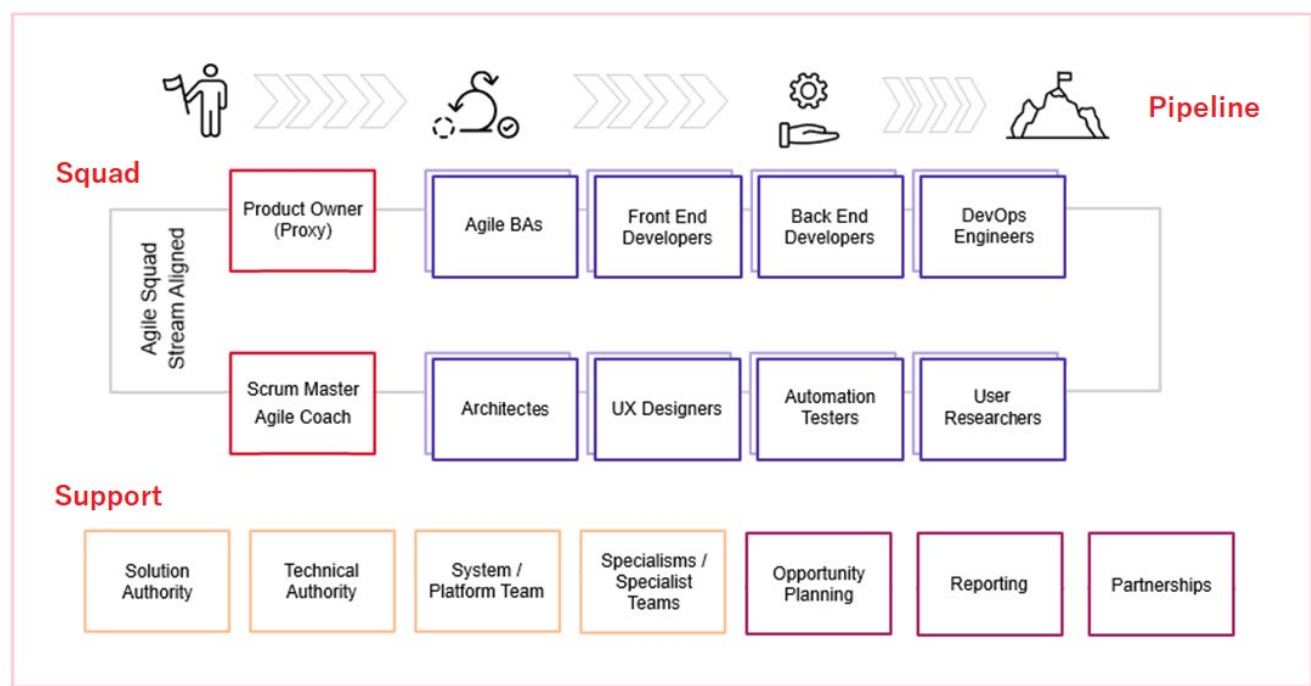


Figure 5 - An Overview of CGI's Agile Squads Model

### 1.5. Client engagement process

As a leading global IT and business consulting firm, CGI prioritises the development of transparent and trust-based partnerships with our clients. Recognising the unique requirements of each client and the nature of every project, our Agile Digital Services follows the four critical phases shown in Figure 6 that our team employs to guarantee comprehensive project scoping and delivery.

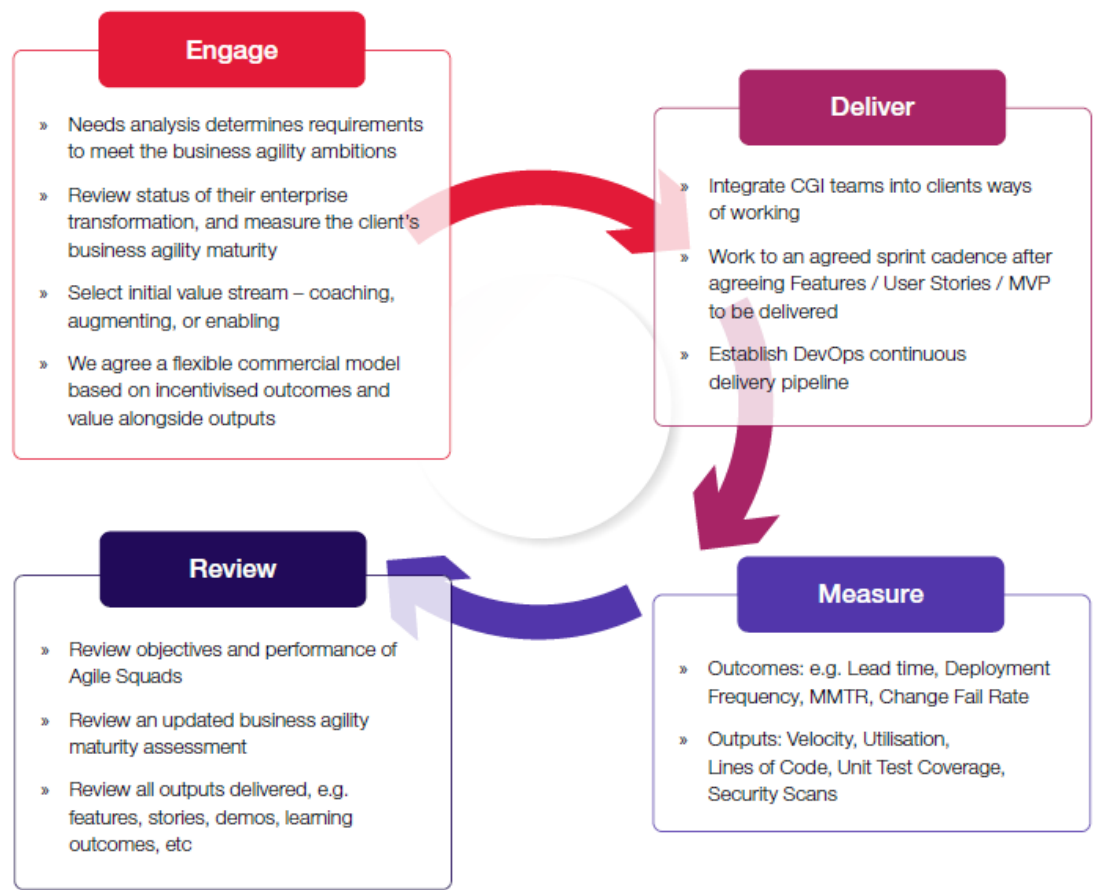


Figure 6 - An overview of CGI's Agile Digital Services Engagement Model

This approach is designed to generate meaningful value, significant impact, and valuable insights.

### 1.6. Tools and technologies

A person is only as good as the tools they use and at CGI we use a wide range of languages and frameworks, tools and data visualisation platforms. This allows our people and teams to deliver secure, stable, scalable solutions through some of the world's most innovative technologies. Our cross-functional squads and tribes contain subject-matter experts and bring that value to you.

Leveraging our worldwide network and domain experts, we offer unparalleled leadership in cutting-edge areas including Cloud Integration, Artificial Intelligence, Intelligent Automation, Cybersecurity, Data Science, Advanced Analytics and User Experience Design, among many others.

Our proven capabilities span a diverse range of industries, such as:

|                |            |               |                               |                    |
|----------------|------------|---------------|-------------------------------|--------------------|
| Banking        | Government | Intelligence  | Post & Logistics              | Insurance          |
| Communications | Space      | Manufacturing | Retail, Consumer and Services | Transportation     |
| Cross-Industry | Defence    | Oil & Gas     | Health and Life Sciences      | Energy & Utilities |

At CGI, we understand that proficiency is amplified by the quality of the tools at disposal. We empower our teams with an extensive selection of programming languages and frameworks, an array of development tools, and sophisticated data visualisation platforms (shown in Figure 7).

This comprehensive toolkit enables our professionals to develop solutions that are not only secure and stable but also scalable, harnessing the power of the world's most advanced technologies.

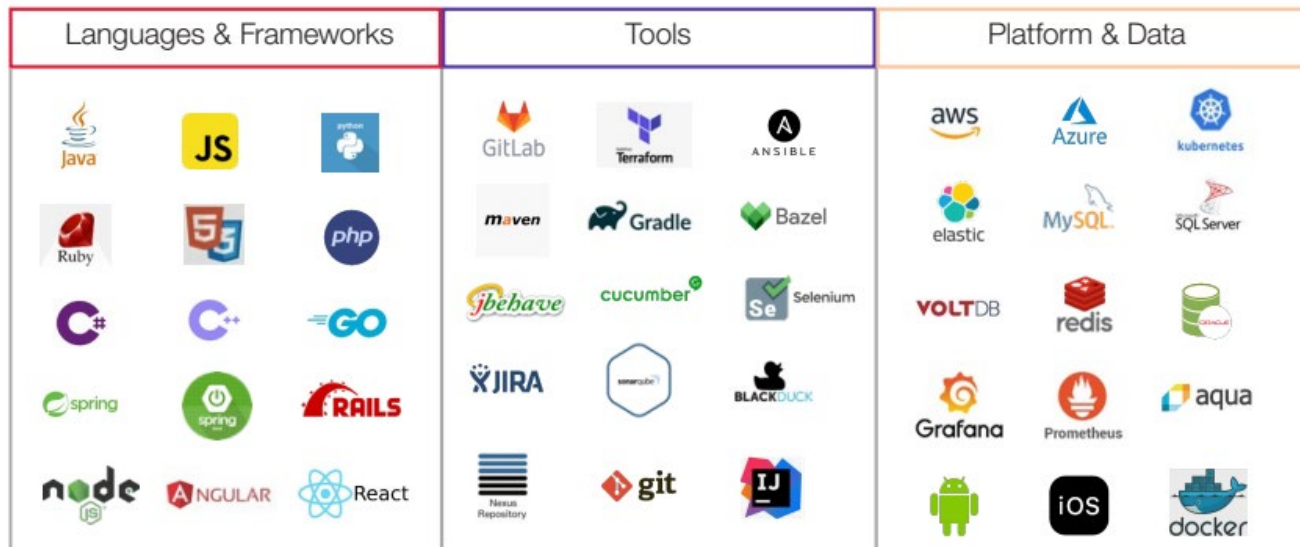


Figure 7 - An overview of the tools and technologies CGI uses in delivery of Agile Digital Services

### 1.7. Agile commercial models

The way value is delivered is changing fast and through CGI Agile Digital Services we have the principles, people and processes to work and win. We offer agile commercial models to suit your needs and will work with you to find the best value. Table 1 outlines the range of available commercial models.

Table 1 - CGI's different commercial models available for Agile Digital Services

| Model                                                                                                                | Description                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
|  <b>Flexible T&amp;M contract</b> | Time and Materials contract, with high-level scope, non-enforceable time constraints & budget considerations, with light-touch governance. |

| Model                                                                                                                                 | Description                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <b>Contract based on a defined team (cost) rate</b> | Defined team & cost - single rate for all squad members. Focus on throughput improvement and mutual governance with option for incentives.                                                |
|  <b>Unit / output based contract</b>                 | Defined team & cost - single rate for all squad members. Focus on throughput improvement and mutual governance with option for incentives but with target performance, incentives & KPIs. |
|  <b>Fixed capacity from Scope based contract</b>     | Fixed time & fixed price contract with agile delivery. Consider for short periods or duration of service <3 months.                                                                       |
|  <b>Outcome based contract</b>                       | Contract based on business value & stakeholder satisfaction.                                                                                                                              |

## 2. 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 9001:2008.

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 of our Public Sector and Commercial engagements.

Our accreditations include:

- ISO9001, ISO27001 and ISO20000
- ISO/IEC 27001:2005 Audit and Certification SSAE 16/ISAE 3402 Attestation
- E.U. Data Protection Directive - (95/46/EC).

All information is held at the appropriate security level for the service. CGI hosted services can be provided at any level defined in the new Government Security Classification (GSC) policy with the appropriate assurance.

### Information Principles for the UK Public Sector supported and documented?

CGI recognises the UK Public Sector information principles which are fundamental to the efficient and effective delivery of public services. Where we store and manage government information in our G-Cloud services we aim to ensure that it is appropriately protected and available to exploit. Through this we would aim to maintain and, depending on the particular service purchased, enhance the quality of the information stored in a standard manner that enables its re-use. Where the selected services require it, we would engage positively both to support the buyer in the publication of public information and to support them in the access of information by citizens and business.

## 3. Service Pricing and Terms and Conditions

### 3.1. Pricing

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

## 3.2. Terms and Conditions

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

# 4. 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**

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

