



HR and Payroll – Implementation, Support and Consultancy Services

G-Cloud 15

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CGI

Table of contents

1.	Service Description	4
1.1.	Project Phases	4
1.2.	Due Diligence	4
1.3.	Design, Build and Test the Solution/Service	5
1.4.	Data Migration	5
1.5.	Training, Skills, and Knowledge Transfer	6
1.6.	Cut-over and Post go-live Support	6
1.7.	Support and Maintenance	6
1.8.	Solutions	7
1.9.	Systems Integration	7
1.10.	Consultancy and Support Services	7
1.11.	Information Assurance	8
2.	Data backup and restore	8
3.	Service Continuity	8
4.	Onboarding and Offboarding	9
4.1.	Onboarding	9
4.2.	Offboarding	9
5.	Service constraints	10
6.	Service levels	10
7.	Hosting options and locations	10
8.	Security	10
9.	Service Pricing and Terms and Conditions	10
9.1.	Pricing	10
9.2.	Terms and Conditions	10
10.	Further information	11
PROPRIETARY AND CONFIDENTIAL		12

Service Definition overview

Since 1976, CGI has delivered secure, compliant HR and Payroll implementation and consultancy services, bringing decades of proven expertise to hundreds of clients across the UK. Our UK-based team provides assistance with system setup, process improvement, upgrades and ongoing support for the Public Sector. CGI also delivers Business Processing Services to improve efficiency.

Why CGI?

CGI has been delivering HR and Payroll Services for nearly 5 decades and understands the importance and complexity associated to payroll migration. CGI's established support model and experience of such migrations mean we can provide our clients with the confidence that employee records are protected and that their migration will be delivered successfully and within timescales.

All the products and service models implemented by CGI support the specific Terms and Conditions of the Public Sector including family pay, absence (including Civil Service), pay, real time reporting, pension deductions, and reporting.

We're proud of our long history in this sector, providing services to public sector clients since 2001.

CGI is a strategic supplier to the UK Government where we deliver high profile digital transformation projects across a wide range of departments. Our ability to implement, support and deliver high quality BPO services including HR and Payroll solutions, alongside our consultancy and digital transformation capabilities, places CGI in a strong position within the HR and Payroll market.

Under RM887 and earlier G-Cloud frameworks, CGI has provided Payroll and Consultancy Services to a wide range of Government organisations and in doing so, we have developed deep specialist knowledge in the delivery of services to these organisations.

We work closely with the HMRC software development team and are involved in software user groups that give feedback on the direction of proposed legislative changes. Amongst other accreditations CGI is on the list of HMRC certified providers, having developed and maintained our ePayfact IP payroll product for many years.

Our Implementation and Support Service guide our clients through the implementation phase by leveraging our skills in delivering critical projects and deep Government knowledge to achieve excellent outcomes.

CGI's solutions and services are scalable, secure, flexible, and reliable, underpinned by infrastructure accredited to the highest levels of security and delivering a secure service based solely in the UK.

We offer a full range of processes using a range of products. Our solutions are tailor-made to fit clients' requirements and are built on modern technologies including cloud and intelligent automation.

Our delivery methodology is defined in our long established and globally used Client Partnership Management Framework (CPMF), the objective of which is to provide a clear and consistent definition for CGI's engagement processes, enabling CGI to propose viable solutions and to deliver services of high quality, competitively priced, and with minimum risk.

The ultimate goal is to meet and, in many cases, exceed our clients' expectations.

In 2025, CGI was recognised as the Best Very Big Company to Work for in the Technology Industry and in previous years has been named as a Top UK Employer for its exceptional workforce planning, career and succession management, culture, learning and development and leadership development.

CGI delivers a comprehensive range of Business Process Services (BPS), from outsourcing individual administrative processes to managing entire business functions, including our established Managed Payroll Services. Trusted by leading public sector and commercial organisations, our BPS delivers measurable operational improvements. Our Payroll BPS is supported by UK based, security accredited infrastructure meeting Government and Policing data requirements, while our wider BPS offering can also integrate with your existing systems to provide a seamless extension of your teams.

1. Service Description

1.1. Project Phases

CGI recognises the importance of high quality, early planning and this begins as soon as the G-Cloud Call-Off contract has been signed.

Our implementation plans are developed using templates that have been created and refined over many years of experience and cover all aspects of the project including:



Figure 1 - Implementation Project Phases

1.2. Due Diligence

Diligence is conducted during the procurement phase and is supplement by our requirements gathering process. This ensures a thorough understanding of our client's business needs, including the detailed and operational and technical requirements necessary for successful services delivery. Such as:

Employee terms and conditions
Target Operating Model
Process change
System requirements
Inputs, specific calculations
Outputs and integrations

Figure 2 - A summary of requirements CGI will gather

1.3. Design, Build and Test the Solution/Service

CGI will work with our client to design the overall solution, which includes the Payroll / HR software, and ensure it is aligned to the Target Operating Model or Business Case.

This phase will consider all aspects of the solution, including:

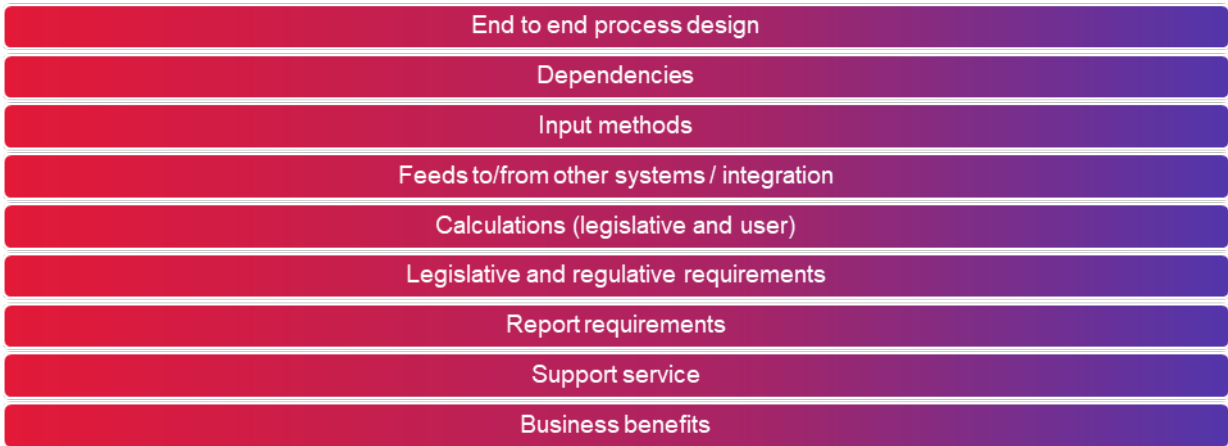


Figure 3 - A summary of CGI's Design, Build and Test Phases

We will then move into configuring the system and service, followed by end-to-end testing to ensure readiness for live operation. This testing is based on predefined and agreed requirements, and typically includes:

- Unit testing
- System testing
- User acceptance testing
- Scenario testing
- Systems integration testing
- Parallel running / comparison testing
- BACS testing
- Penetration testing
- Performance testing
- Service set up testing (including documented processes/procedures).

As each milestone is reached, we will ensure the agreed deliverables are evaluated against the agreed acceptance criteria.

1.4. Data Migration

In migrating to any new system, data will need to be transferred from its original source(s) to the new system(s).

The critical nature of data migration can be underestimated, and this can have a serious impact on any planned timescales, which can be difficult to mitigate.

CGI have established tools and processes developed over many years of delivering complex, business-critical mitigations to support this activity and reduce the risk.

Planning for this phase starts very early in the process. Based on our experience, we allow for the following key factors to plan and prepare for a successful migration:

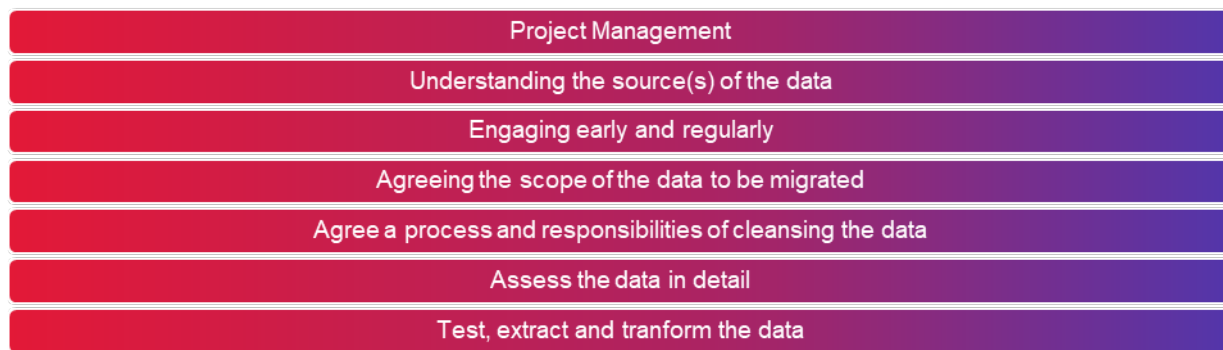


Figure 4 - A summary of CGI's Data Migration Activities

1.5. Training, Skills, and Knowledge Transfer

Formal training is provided based on the specific needs of an engagement, from basic navigation to full utilisation of systems and services. Our team will discuss any specific training requirements during the project and will size the training depending on various aspects, such as the system(s) being implemented, the type and scope of the service, and the processes being supported.

Our flexible approach allows us to tailor the training and agree the preferred delivery method. This would usually include:

- Classroom based training on client site / at CGI site
- Classroom style training delivered virtually over MS-Teams
- Train the trainer sessions
- Workshops to engage with users, utilising 'real world' examples to enhance user knowledge and support knowledge transfer.

CGI are also able to design and deliver bespoke courses to meet any specific requirements.

1.6. Cut-over and Post go-live Support

The high-level cutover plan created during the initial planning stage will form the basis of a more detailed plan to ensure that all activities are understood. Typically, the cut-over plan will include activities such as:

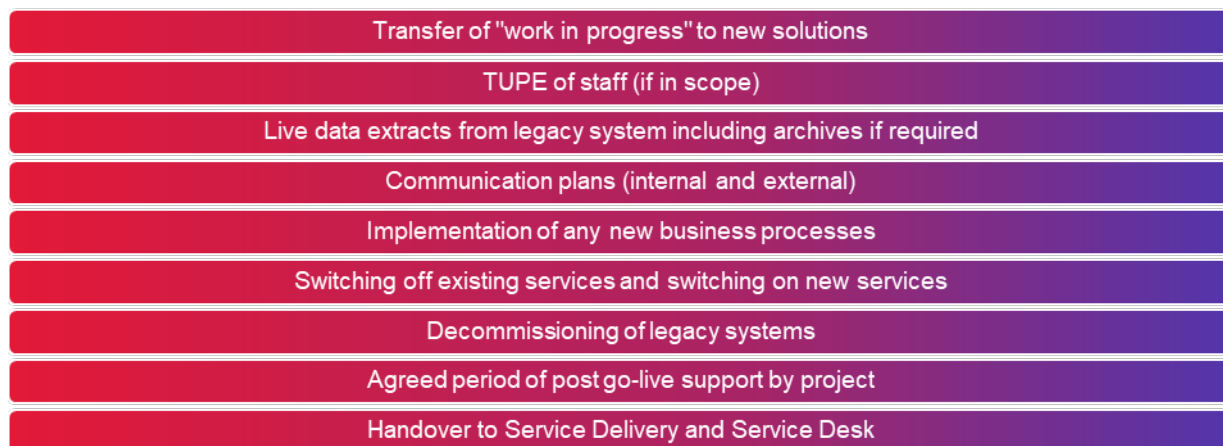


Figure 5 - A summary of CGI's Cut-over and Post go-live support Activities

1.7. Support and Maintenance

CGI offers a best-fit service model tailored to each client's requirements, ensuring that appropriately skilled resources are available when needed. In today's multi-service provider environment, CGI acts as a single, integrated point of contact, managing incidents from start to finish.

We are committed to delivering a proactive, high-quality service aligned to each client's business strategy, underpinned by service level agreements aligned to specific business requirements. Using standardised, mature ITIL based processes and workflows, CGI delivers a consistent and reliable service through integrated incident, problem and change management processes.

CGI offers a tiered, UK based HR and Payroll Service Desk with both technical and functional expertise for the management of incidents and service requests. CGI can agree a level of service delivery according to an organisation's requirements.

During the life of the contract, CGI will ensure that the HR and Payroll Product(s) used by our clients are maintained, to ensure continued compliance with UK Legislation and patch release cycles. This service includes testing the upgrades against the core system.

Where client specific customisations are within scope, CGI can provide reassurance by providing specific testing of the upgrade/patches against their bespoke solution.

1.8. Solutions

CGI offers implementation and support services for our own IP solution ePayfact.

Additionally, CGI offers services utilising the platforms of partners including but not limited to the following; Oracle, Microsoft, SAP & IRIS.

1.9. Systems Integration

Leading organisations count on CGI systems integration services to enable seamless and secure experiences for their customers and citizens, from back office through to the front office.

Our systems integration approach:

- Client proximity model that gives us deep expertise in our clients' business and technology environments.
- A global delivery network to provide the best combination of value and expertise is available.
- IP-based solutions to serve as business accelerators (CGI has built more than 175 reusable enterprise applications, giving us the know-how to consult, design, develop, implement, manage, and integrate a myriad of systems and technologies).
- Integrated security to provide proactive, business-aligned strategies that improve risk management, productivity, data integrity and compliance.

CGI offers a combination of integrated solutions and best of breed capabilities to meet a wide range of requirements. As a leading global systems integrator, CGI is well placed to design, develop and deliver complex integrations that add real business value.

1.10. Consultancy and Support Services

Bespoke requirements can be addressed through individual consultancy. Additional services offered include:



Figure 6 - A summary of CGI's Additional Services

1.11. Information Assurance

CGI uses its Management Foundation including Integrated Management System (IMS) for information assurance. These IMS processes are independently certified to BS/EN/ISO 9001:2008 standards.

The CGI Management Foundation design allows incorporation of best practice from across all our Public Sector and Commercial engagements.

CGI were one of the first UK companies to achieve the ISO27701:2019 Data privacy management certification, demonstrating our commitment to data privacy, and that we have formal data privacy and protection processes in place and the skills and expertise to handle personal data securely.

Our current range of UK-based certifications include:

- Quality Management (ISO9001)
- Information Security Management (ISO27001)
- Data Privacy Management (ISO27701)
- Business Continuity Management (ISO22301)
- Cyber Essentials Plus
- BACS Approved Bureau.

In addition to this, our payroll software solutions are **HMRC approved**, as well as recognising the **Information Principles for the UK Public Sector** and ensuring consistent alignment with the principles of the **Greening Government ICT Strategy**.

2. Data backup and restore

CGI can conduct backup and restore activities in accordance with any specific requirements and in compliance with the IA Backup / Restore policies as defined in ISO 27001; any information that has been processed as part of an engagement will be stored securely. Where applicable, this information can then be restored from an appropriate back-up, should the need arise.

3. Service Continuity

Business continuity capabilities are embedded in CGI's core business practices.

As a global IT services provider, our approach is planned globally and executed locally. Each area of the business holds a detailed and robust set of Disaster Recovery and Business Continuity Plans built on continual risk assessment and business impact analysis. The business and all service delivery centres are ISO22301 accredited.

All CGI clients benefit from our program. Examples of which include:

- The CGI global network is fully redundant between all CGI major sites with the robustness to ensure the continuity of our support services.
- Our offices are connected to CGI global network and members can work from any location.
- Secure remote access is provided to all members to facilitate remote working.
- Global practices provide specialized skill sets in multiple geographic regions.
- Critical vendors and suppliers' continuity of services is embedded in CGI's planning. CGI business continuity strategies cover three types of potential disruptive events:
 - Technological and Data (IS-IT disruption)
 - Physical (unavailability of work area)
 - Human related (e.g., pandemic, people safety).
- Strategies to support the continuity of vital and critical processes for the CGI business units include:
 - Staff relocation
 - Cross training plans as well as cross-skills plans
 - Use of alternative resources from other CGI locations

- Built-in redundancy for highly critical processes/services
- Remote work (from home or other locations) and hiring of external staff (if required).

The solution itself is designed to be resilient, the environment has redundancy built in, and both payroll processing and data hosting takes place across multiple sites. Client data is backed up nightly. Our members are trained in activation of the plan.

All of this enables services to be swiftly brought back into operation in the normal location, or at an alternative site, in the event of a disaster.

4. Onboarding and Offboarding

4.1. Onboarding

CGI's Implementation and Support Service teams guide and support clients through the onboarding journey, with each activity carefully managed and planned to reflect individual requirements.

Our experience and expertise in delivering critical programmes, combined with our deep Government sector knowledge, provides assurance that the organisations we work with will achieve successful outcomes with CGI as their partner.

CGI has an excellent long- term record of managing project delivery effectively through a consistent, disciplined, and accountable delivery approach.

CGI's globally deployed and established Client Partnership Management Framework (CPMF) will be used to deliver and govern projects.

The CPMF is flexible and allows us to optimise project delivery driven by process rather than applying overly restrictive standardisation and can integrated with client methodologies to ensure that the way that we deliver projects is consistent with our clients' expectations.

CGI Implementation and support services include:

- Business case development
- Change Management
- Development
- Configuration
- Testing
- Training
- Data Migration.

These services remain available as consultancy services for the duration of our partnership providing the flexibility to support additional activities to allow our clients to grow and enhance their employee experience.

4.2. Offboarding

At the end of a relationship, CGI works collaboratively with the client to ensure a clean, controlled offboarding from all systems and services, in line with agreed requirements, without degradation of service quality.

CGI develops a detailed exit plan that gives assurance that their service will be offboarded safely and securely. We will also work collaboratively with the client and their new service provider(s) to deliver the required information and support a smooth transition. CGI will ensure governance is in place throughout the process to monitor, manage and deliver the transition. After client confirmation of a successful exit, CGI will purge and destroy client data from any computer or storage device, or media that remains part of the CGI estate.

CGI remains committed to delivering service excellence up to and including the final day of service.

5. Service constraints

CGI will work with you to define and tailor the services to meet your specific requirements. During this definition period, detailed responsibilities will be agreed across the service delivery.

6. Service levels

Our services are delivered to a high quality underpinned by CGI's standard contractual SLAs and KPIs, which provide statistical information to clients to validate our service.

Our UK-based service delivery teams are available to support our clients during business hours.

7. Hosting options and locations

CGI has a network of 28 offices across the United Kingdom and Northern Ireland, with our UK members 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, and our distributed network of offices makes this possible. Whatever your requirements are, the options for hosting and locations will be agreed at contract negotiations. All of CGI's Business Process Services Offerings are delivered and hosted from UK locations by our UK based team.

8. Security

Our solutions implement both privacy and security by design, backed by robust assurance.

The environment where client data is hosted is accredited for:

- Information security (ISO27001)
- Privacy (ISO27701)
- Business continuity (ISO22301)
- Cyber Essentials Plus.

The environment undergoes an annual IT health check by CGI's CHECK-accredited penetration testers and any enhancements to solution functionality are penetration tested prior to going live.

Client data is encrypted in transit and at rest, and the application environment is continually monitored by analysts at CGI's UK Security Operations Centre.

9. Service Pricing and Terms and Conditions

9.1. Pricing

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

9.2. Terms and Conditions

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

10. 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

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This proposal is subject to contract and shall not be binding unless and until execution by CGI and G-Cloud 15 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:

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