



Health and Social Care Digital and Cloud Transformation

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CGI

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Service definition overview

CGI collaborates with national healthcare bodies, integrated care systems (ICSs), Trusts, private providers, ALBs and health-techs, helping them find, build and deploy technology solutions that are innovative, cost-effective, compliant, interoperable and user-centred. We use best-practice automation and AI in the cloud to deliver efficiencies for health and social care clients.

Why CGI?

1. Award-winning service delivery

CGI UK has a distinguished track record of award-winning service delivery across cloud, health and social care.

We secured the Industry Collaboration Award at the Digital Health and Social Care Awards 2024 for our partnership with Scottish Borders Council in transforming adult social care services.

The integration of BJSS - now part of CGI - further strengthens our credentials, bringing as they do 30 years of award-winning delivery, including:

- UK IT Industry Awards 2023: Healthcare Sector Project of the Year
- National Technology Awards 2023: Healthcare Tech of the Year
- AWS Partner Awards (EMEA) 2023: Innovation Partner of the Year (Winner).

This powerful combination underlines CGI's capability to deliver cloud-based solutions at scale, and to support health and social care organisations with innovative services that move our clients towards their goals. With 8,500 UK-based people, we have the scale and the skills to tackle your most complex technical, operational, and strategic challenges.

2. Our mission and values

Mission: to help our clients succeed through outstanding quality, competence and objectivity, providing thought leadership and delivering the best services and solutions to fully satisfy client objectives in information technology, business processes, and management.

Vision: to be a global world-class end-to-end IT and business consulting services leader helping our clients succeed.

Values: our guiding principles include:

- Partnership & Quality
- Objectivity & Integrity
- Intrapreneurship & Sharing
- Respect
- Financial Strength
- Corporate Social Responsibility.

3. Our user-centred design capability

CGI's user-centred design capability is significantly strengthened through our recent acquisition of BJSS. BJSS strengthens the CGI offer with its deep-rooted expertise designing digital services in healthcare, and strong track record in agile delivery of large-scale, high-quality software systems, including critical national infrastructure.

Stand-out examples of delivering UCD in healthcare settings include NHS Education for Scotland's Digital Front Door, NHS.uk and the NHS App. Now embedded within CGI's global consulting portfolio, this capability means CGI can offer a seamless blend of strategic advisory, technical engineering and human-centred design - ensuring that digital transformation initiatives are grounded in real user needs, driving both adoption, and measurable business outcomes.

4. Trusted in the public sector

CGI is a trusted digital transformation partner to government and public sector organisations across the UK and beyond, bringing together decades of expertise delivering critical national services and technology platforms for clients such as Department for Health and Social Care, Crown Prosecution Service, Office for National Statistics, His Majesty's Courts and Tribunals Service, Home Office, Cabinet Office, Department for Transport, Department for Energy Security & Net Zero, UK Health Security Agency (UKSA), Civil Aviation Authority, National Highways, Disclosure Scotland, Education Scotland, Met Office, UK Research and Innovation, Natural Resources Wales, NHS England, NHS Scotland, NICE, and numerous universities including Essex and Coventry. This combined capability enhances CGI's ability to design, build, and operate secure, scalable solutions that improve public services, strengthen national resilience, and deliver measurable value to citizens.

5. Delivery partner to the NHS for 10+ years

CGI is a trusted delivery partner to the NHS England and the wider NHS system, bringing end-to-end capability across strategy, design, transformation, and digital operations.

With deep experience working on national platforms such as the replacement of the Spine infrastructure, migrating the e-Referral Service (e-RS) to the cloud and developing user-centred digital experiences for NHS-branded channels, CGI helps health and care organisations deliver rapid, scalable change while keeping patients and clinicians at the centre.

“[CGI] helped us define our CX vision and the role our national digital channels play in putting health and care directly in the hands of people in the future. They ensured this was not only grounded in best practice but brought to life for multiple audiences, laying the foundations for CX principles/thinking being embedded across our work.”

Emma Bradley, Head of Customer Experience - NHS Transformation Directorate

As delivery experts with a long pedigree in working with NHSE and other NHSE bodies, we bring unrivalled knowledge and experience of interoperability standards, engineering Red Lines and standards, and clinical and information governance specific to the UK healthcare sector.

We also have a wealth of experience in UK health and social care outside the NHS - examples include UKHSA, DHSC, Care Fertility, and other private healthcare organisations and healthtechs.

6. Extensive experience working to GDS and NHS Service Standards

CGI brings extensive proven experience meeting the Government Digital Service (GDS) Service Standard in UK public-sector digital programmes, now strengthened further through our acquisition of BJSS.

With BJSS's track record - which includes delivering user-centred, agile digital services aligned with GDS principles for clients including DVSA, CAA, UKRI, NHS, and DHSC, CGI can demonstrate end-to-end capability in delivering services that understand users, solve whole problems, iterate rapidly, use the right tools, and maintain reliability and accessibility.

7. Case studies

7.1. Helping keep UK skies safe: migration to Azure for the Civil Aviation Authority

As drones become increasingly affordable and widespread, the number of aircraft in UK skies has grown dramatically. To manage this safely, the UK Government introduced the Drone and Model Aircraft Registration and Education Scheme (DMARES), requiring all drone and model aircraft operators to register with the Civil Aviation Authority (CAA) and for remote pilots to complete an online safety test.

CGI, in collaboration with the CAA, developed a new digital service to support DMARES. The platform enabled the public to register their drones in compliance with legislation, ensuring both operators and pilots were correctly registered.

Using an agile delivery approach, the project moved rapidly through GDS Discovery and Alpha approvals, with user testing and iterative improvements shaping the final service. Built on GOV.UK PaaS, the platform launched a month ahead of the DMARES legislation coming into force.

7.1.1. The challenge

Two and a half years after launch - and with nearly 500,000 users enrolled - the CAA faced a new challenge: the UK Government's decision to retire the GOV.UK PaaS platform by December 2023. This meant DMARES needed a new hosting solution to ensure continued compliance with legal and safety obligations. To address this, the CAA engaged CGI to manage the migration of the DMARES platform to a new environment, ensuring continuity of service and long-term scalability.

7.1.2. The solution

After a joint review of hosting options, CGI recommended migrating DMARES to Microsoft Azure as the most robust and future-proof solution. Given the tight timelines, the critical need for service continuity, and CGI's proven experience with complex cloud migrations, the CAA appointed CGI to lead the project under its existing framework.

Through its strategic partnership with Microsoft, CGI gained privileged access to the Azure Migration and Modernisation Program (AMMP), leveraging expert support, best-practice guidance, and agile funding to accelerate delivery.

CGI conducted a comprehensive Well-Architected Review to design a secure, compliant Azure and Azure AD environment, establishing strong guardrails for a public service handling sensitive personal data. Over the following six months, CGI worked closely with the CAA to migrate the service and its 5.2 million records to the CAA's Azure estate.

The migration was executed with minimal downtime and negligible impact on users. Alongside the migration, CGI identified and implemented several modernisation opportunities, enabling DMARES to take greater advantage of native Azure capabilities and enhancing the overall performance, resilience, and maintainability of the platform.

7.1.3. The outcomes

CGI successfully completed the DMARES migration to Azure with only two hours of downtime, maintaining continuity of service for hundreds of thousands of users. The full 5.2 million records were transferred with a 100% success rate, and the modernised platform now delivers improved scalability, reliability, and security.

CGI's end-to-end technical expertise, deep knowledge of public sector digital services, and focus on continuous improvement ensured a seamless transition and a future-ready solution for the Civil Aviation Authority.

7.2. Reinventing the NHS national digital channel strategy

7.2.1. The challenge

The use of digital services and tools in the NHS has gathered significant momentum since the start of the Covid-19 pandemic. In 2021, the NHS App was the most downloaded app across England. But despite this progress, the NHS is still on a journey to providing a nationally consistent, digital and personalised health and care experience. NHSX recognised the need for a vision of what role digital technology should play in helping people better manage their health. Therefore, it wanted to reimagine the NHS' digital customer experience (CX) strategy for people-facing digital products. The challenge was to understand how the NHS could use both the customer experience success stories from adjacent industries as well as their own digital achievements to set out the principles, strategy, and channel roadmap for people-facing digital services.

7.2.2. The solution

Working with the NHSX team for over 20 weeks, CGI took a user-centred design approach to undertake a customer experience discovery, including:

- Direct and secondary research with NHS patients and customers
- 1:1 interviews and workshops with NHS colleagues currently delivering frontline and digital services at a national and local level; and
- Consultations with customer experience leaders from across a range of industries.

The team used the output from these activities to establish an experience baseline across a diverse cross-section of citizens/patients, including those with high and low digital access/expectations.

Given the complexity of needs across the user experience and the current digital landscape in the NHS, CGI worked with NHSX to iteratively build the framework and recommendations for the national customer experience. This building block approach enabled the team to challenge the status quo of digital expectations gradually.

CGI then defined the 'north star' for what CX should look like for the NHS going forward, including how national digital services should be used to achieve this.

7.2.3. The outcomes

As a result of this work, CGI helped to deliver numerous benefits for the NHS. The NHS now has a clear CX vision and set of principles, which outline the future state of customer experience across the health service. These assets act as 'guardrails' when designing new products and services. The CGI team also delivered a comprehensive CX measurement framework aligned to the CX principles to encourage continuous improvement. Additionally, the NHS now has a clear national digital channel strategy, setting out the value propositions for each channel and the ambition for how they should work within the health and care ecosystem. CGI provided the NHS with an extensive list of recommendations for delivering on the CX vision and principles, which are integral to rolling out the national digital channel strategy.

7.3. Digitising the practical driving test for the DVSA

The Driver and Vehicle Standards Agency (DVSA), an executive agency of the Department for Transport, is responsible for ensuring that drivers and vehicles can legally use the UK's roads. As part of its wider digital transformation, CGI successfully managed and engineered a major programme to digitise the practical driving test, replacing a heavily manual, paper-based process with a fully automated digital system that delivers improved service reliability, performance, and resilience.

7.3.1. The paper-based driving test report – a system no longer fit for purpose

The practical driving test ensures that candidates can drive safely and responsibly in various road and traffic conditions. Nearly two million tests are conducted each year.

Until recently, the process relied on examiners completing and annotating pre-printed forms and journals by hand - a system largely unchanged since its introduction in 1934. Over time, as the number of driving tests grew, this approach created a substantial administrative burden for back-office teams.

The legacy process also failed to keep pace with modern digital practices and was not integrated with newer systems, such as the online test booking service. Recognising these limitations, the paper-based driving test report was identified as a key priority for transformation.

7.3.2. Delivering the single biggest change to an 85-year-old business process

As a government organisation, the DVSA is required to adhere to Government Digital Service (GDS) standards for all digital projects. Leveraging its extensive experience in public sector transformation, CGI became a trusted delivery partner for this initiative.

Through its GDS Centre of Excellence, CGI introduced agile delivery methods and user-centred design, ensuring full compliance with the GDS Service Standard.

From the outset, CGI placed user experience at the heart of delivery. The team visited driving test centres across the UK to engage directly with stakeholders — including DVSA staff and test candidates — to understand both operational challenges and user needs.

A cohort of driving examiners with varying levels of digital literacy was assembled to provide rapid feedback as prototypes were developed and refined. Through workshops and interviews, CGI iteratively designed and improved the system to ensure it catered to all levels of technical confidence.

This approach led to the rapid creation of a Minimum Viable Product (MVP), which was continuously refined into the full production system. Like other DVSA digital solutions delivered by CGI, the platform is cloud-hosted, allowing for scalability, cost control, and high resilience.

7.3.3. A fully digitised practical driving test

The new solution replaces the paper-based report with a digital version operated via tablet devices. These tablets also provide remote access to DVSA corporate systems, email, and intranet resources for over 1,900 examiners and managers.

The user interface was carefully designed to mirror the look and feel of the old paper form, enabling examiners to conduct tests in the same way while capturing results electronically. This familiar layout reduced training requirements and minimised resistance to adopting the new system.

The solution ensures that every test is carried out objectively and consistently. It helps examiners complete forms accurately and provides alerts if a critical test component has not been assessed. Built-in safety features, such as automatic suppression of notifications during tests, help prevent distractions.

At the end of each test, the system automatically determines a pass or fail result. Results are captured electronically in DVSA's operational systems and sent immediately to the DVLA, enabling faster licence issuance. The automation also reduces the risk of fraud and eliminates paper-handling errors in back-office operations.

7.3.4. Benefits

Thanks to CGI's deep understanding of GDS standards and its user-centred service design, the DVSA launched a digital test capture process that was smoothly adopted with minimal training. Integrated with other DVSA systems, it provides a fully connected environment that supports examiners in their daily work.

Driving test results are now captured with greater accuracy and speed, improving data quality, protection, and GDPR compliance. Automation has significantly reduced duplication and the risk of unauthorised data access.

Throughout the engagement, CGI provided agile and digital coaching to DVSA's service operations team. Combined with the flexibility of a cloud-hosted solution, this has enabled DVSA to rapidly enhance and scale the live service nationwide.

As a result, examiners are more empowered, administrative burdens are reduced, and the DVSA has taken a major step toward making Britain's roads safer.

7.4. Innovating legacy applications with low code solutions

A multinational law firm identified the opportunity to innovate some of its legacy applications with low code solutions. The client's legacy systems had limited capabilities in reporting, flexibility, and opportunities to make use of the latest AI technologies. Paralegals were spending hours copying data from paper documents into digital forms, costing the business time that could be spent with its clients.

We collaborated with the client's stakeholders and users on a six-week piece of work following the lean product methodology, with the aim of building out a proof-of-concept that demonstrated the validity of Power Platform as a low code platform for this purpose. In the first two weeks, we validated whether low code was the appropriate technology for this opportunity; in the next four weeks, we validated the other hypotheses that were considered for the project.

We used model-driven apps combined with Microsoft's AI builder to provide automation within the client's environment to demonstrate the hypotheses and validated the automation and BI visualisations. The AI builder demonstrated that NLP could extract key terms from contracts, and pre-populate them for validation, rather than requiring timely manual extraction from a human. A sample form structure of an existing document process demonstrated the ease of recording data by the client's paralegals. This showed the existing capabilities of the legacy application were achievable.

7.5. Food sharing platform

A major UK supermarket identified that 80% of surplus food from its stores was not being redistributed to its community group partners via its current food share approach. The client had not found any commercially or technically viable off-the-shelf offers in the market to address this issue. The challenge was to build a food sharing application in a short timeframe that could later be scaled to other retailers and food businesses.

CGI used the Lean Product approach to develop a new digital platform. In collaboration with the client, we conducted a rapid 16-week collaborative project to research, design, prototype, build, test and deploy the platform with an automated CI/CD pipeline. We designed the platform with users, using rapid feedback cycles to update the product iteratively. We validated its desirability, feasibility, and viability before conducting private and public Beta phases. Our design and development team worked hand-in-hand to iteratively design and build 'just enough' at pace.

We built the solution using Microsoft's low-code technology, which allowed for rapid development and deployment. The new web application enables the end-to-end charity and retailer journey, including features such as charity sign-up and automated verification, scheduling and advertising of available food waste, automated notifications, and analytical dashboards.

We ran a six-week trial of the platform before rolling it out successfully to all 2,600 stores. The platform is currently used by 87% of the client's stores, and has 910 community groups signed up to it. This scale represents more coverage than many established food sharing platforms, with further retailers in the pipeline. The project was completed in significantly less time and under half the budget of a pro-code build, demonstrating the efficiency of the low-code approach.

7.6. Building a modern flood warning system for Wales

7.6.1. The challenge

A Welsh Government-sponsored body required a new flood warning system to replace its ageing legacy platform. However, traditional waterfall processes, limited testing capabilities, and a lack of cloud and platform expertise posed major barriers to success.

The client needed a strategic technology partner who could:

- Deliver a new, reliable flood warning system before the retirement of the legacy platform.
- Drive cultural and technical transformation to help the organisation adopt modern technologies, agile ways of working, and greater self-sufficiency.

7.6.2. The solution

CGI deployed a multidisciplinary delivery team, blending CGI specialists with client colleagues and third-party partners to design and deliver the new Flood Warning System.

Key elements of the solution included:

- Cloud-native architecture and API-driven design, integrating with third-party systems such as GOV.UK Notify and leveraging CI/CD pipelines with automated testing. The service also included bilingual functionality for Welsh and English users.
- Collaborative upskilling through pair programming, hands-on workshops, and shadowing sessions with client developers and operations teams to embed agile and cloud-first practices.
- A design-led approach, incorporating UX specialists into the delivery team and developing design systems and interactive prototypes using Figma and Balsamiq.

This approach ensured that delivery of the new platform was not just a technology replacement, but a catalyst for digital transformation across the organisation.

7.6.3. The outcomes

The success and quality of CGI's work led the client to extend the partnership, commissioning an additional team to modernise legacy applications built on outdated frameworks. CGI introduced repeatable delivery patterns and templates to ensure long-term sustainability and scalability.

As part of the engagement, CGI implemented a comprehensive governance framework, including:

- A Technical Design Authority (TDA) for architectural oversight
- Key Decision Documents (KDDs) to ensure traceable, consistent decision-making
- Architectural review sessions to align delivery across teams.

Through coaching and mentoring, CGI helped the client establish multiple Product Owners, where previously there had been none, and expanded its platform engineering capability by training new engineers within the delivery team.

The result is an empowered, agile organisation with the skills, structures, and modern technology needed to manage and evolve its flood warning services - ensuring resilience and safety for communities across Wales.

8. Service description

We partner with government and healthcare organisations to digitally transform the way they work, enabling them to evolve continually to meet citizen needs. We help you become a digital first organisation, launching new services and products with velocity and agility. We have extensive experience of passing GDS service assessments all stages. This service includes capabilities including:

- Digital strategy
- Cloud strategy
- Discovery, Alpha and Beta
- User-centred design and service design
- Operational transformation
- Technology assessment and selection
- Software development
- Agile delivery.

9. Service continuity

We'll work with you to define suitable, compliant service continuity measures.

CGI UK maintains a comprehensive Business Continuity and Disaster Recovery (BC/DR) framework that is certified to the ISO:22301 standard. This framework includes a UK Business Recovery Plan, which outlines

roles and responsibilities for the UK Business Recovery Team, and a Crisis Management Plan for high-level operations.

Each CGI site has a Facility Continuity Plan, while shared service teams have Service Line Continuity Plans addressing all relevant aspects such as personnel, systems, and suppliers.

Emergency procedures cover various risks, including natural disasters and IT incidents, ensuring effective communication with clients and stakeholders during a disaster. The BCMS provides templates and guidance for planning and testing BC/DR protocols, with annual rehearsals to ensure preparedness.

10. Onboarding and offboarding

10.1. Onboarding

We use an agile delivery approach, aligned to the GDS framework, to guide clients through the planning and implementation of cloud services. We're experienced taking on existing services and keeping them running with no interruption.

10.2. Offboarding

After service delivery, we conduct a thorough offboarding and knowledge-transfer phase to provide a smooth transition and operational stability, while empowering client teams.

11. Service levels

CGI's Global Technology Operations (GTO) provides a range of service levels for supported services, adhering to standard ITIL processes to ensure operational excellence. The service levels include timely incident resolution, change implementation, request fulfilment, and problem root cause resolution, all while maintaining compliance with ITIL-based processes. GTO offers three levels of support: level 1, level 2, and level 3, ensuring continuous improvement through optimisation, automation, and proactive problem management. Additionally, service metrics are reported monthly, providing insights into system uptime, incident resolution timelines, and client satisfaction, which are collaboratively reviewed to enhance service delivery.

Support is delivered in accordance with defined incident severity levels and is priced on a client-requirement basis, with all applicable roles detailed within the G-Cloud rate card. Support resources, for example a Technical Account Manager or Cloud Support Engineer, are provided where required, with the specific resources and service levels agreed with the client. All pricing is clearly defined in the G-Cloud rate card so clients can easily understand the cost of the services provided.

Incidents are categorised from Priority 1 (Critical) to Priority 4 (Low) based on business impact and number of users affected. Priority 1 incidents involve total service loss impacting all users and receive a response within 30 minutes, with a target restoration time of 4 hours. Priority 2 incidents affect a department or location with no available workaround and have a 1-hour response and 8-hour restoration target. Priority 3 incidents impact individual users or small groups where a workaround is available, while Priority 4 incidents relate to single-user issues with lower urgency.

12. After sales support

We can provide services on a resource augmentation basis, as part of a project team, as an outsourced service, and as a fully managed service, customised to client service requirements. We can also provide transition and transformation services and will manage client environments, either on-premises or hosted in the public cloud. Key features include:

- Proactive monitoring and alerting
- SPOC for third-party suppliers and the business

- 24/7/365 monitoring and management
- Real-time, automated, alerting and dashboards
- Network Operations Centre service
- Licence management of components within the cloud
- Integration with Incident and Change management tools
- Proactive capacity management
- Regular service reviews.

13. Hosting options and locations

CGI has a robust hosting capability, with our own data centres located in the UK, where client data is securely managed. We operate over 1200 managed racks and support more than 150 UK clients from multiple data centre locations, ensuring high availability and compliance with UK jurisdiction for data storage. We also have strong relationships with hyperscalers - this hybrid approach enables us to host client data both on-premises and in the public cloud, ensuring flexibility and scalability while maintaining stringent security controls.

Compliance and security

Data centres are ISO:27001, -9001, and -14001 certified, ensuring high standards of security and quality.

Overall, CGI provides a comprehensive range of hosting solutions tailored to meet the needs of various sectors, including government and critical national infrastructure.

Managed services

- Full IT and application outsourcing, including lifecycle support for applications and cloud platforms.
- Co-location services, as demonstrated in projects with clients like Glasgow City Council.

13.1. Relationships with public cloud hyperscalers

CGI is consistently recognised in the IAOP Global Outsourcing 100 and by IDC and other analyst firms for our cloud transformation capabilities, reinforcing our standing with major hyperscalers.

13.1.1. AWS

CGI has a global strategic alliance with AWS and is an AWS Advanced Consulting Partner. We have over 1000 AWS-certified professionals, and we're recognised as an AWS Well-Architected Partner, with competencies including Migration and Modernization Consulting.

In 2023, BJSS (now CGI) was awarded AWS EMEA Innovation Partner of the Year and in 2022, AWS Global Healthcare Partner of the Year.

13.1.2. Microsoft Azure

CGI is a Microsoft Solutions Partner for Microsoft Cloud, having achieved all six Solutions Partner designations (Data & AI, Digital & App Innovation, Infrastructure, Security, Modern Work, and Business Applications).

We have over 8000 Microsoft-skilled professionals, holding multiple Advanced Specializations such as Cloud Security, Threat Protection, Modernization of Web Apps, Infrastructure & Database Migration, Low-Code, and Analytics on Azure. We were recognised as Microsoft Country Partner of the Year – United Kingdom (2017), and UK implementations include Azure migrations for organisations such as the Civil Aviation Authority and Sodexo UK.

13.1.3. Google Cloud

CGI is a Google Cloud Partner and a certified Google Global Service Partner, using it extensively in our data, AI, and modernisation portfolio.

13.1.4. Databricks

In 2025, we achieved Select Partner Program status with Databricks, building on more than five years of joint innovation with Databricks across multiple sectors. We have more than 100 Databricks-certified consultants in data engineering, ML, and data science.

14. Security

CGI offers a comprehensive range of cybersecurity services, including consulting and risk assessment, security architecture and engineering, managed security services, and incident response. Our team of over 250 UK-based cyber security professionals provide expertise in risk management, compliance, and security operations, ensuring organisations can effectively protect their systems and respond to threats. CGI also operates certification and testing laboratories to support compliance with international security standards. We offer:

- Security strategy
- Security risk management
- Security design
- Cyber security consultancy
- Security incident management
- Security audit services
- Security operations centre (SOC) services.

We're also experienced working with NHS and other healthcare clients to adhere to Cyber Security Operations Centre (CSOC) principles and standards.

15. Service pricing and terms and conditions

15.1. Pricing

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

15.2. Terms and conditions

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

16. 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.

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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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