



Managed Database Services

Contracting body

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CGI

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Service Definition Overview

CGI Database Management Services (DBMS) is a cloud computing service that provides businesses with a managed platform for creating, managing, and scaling databases. These services offer a range of features and tools to facilitate the storage, retrieval, and manipulation of data.

We offer a service that encompasses architecture, design, and scalability responsibility. Utilising multi-faceted and technology certified DBAs. This ensures that Database, Applications, and the Infrastructure (Cloud or on-premise) are operationally streamlined, investing time in continual development of infrastructure-as-code automation and high availability that is cost optimised with the ability to scale as required.

Why CGI?

CGI's database administration (DBA) team is ITIL-aligned and ISO accredited, supporting a wide range of clients across all sectors including finance, government, transport, health, defence, telecoms, electricity, and oil and gas.

1. Service Description

We design, build, maintain and support on-premises databases, predominately working with technologies such as Oracle, MySQL, and Microsoft SQL Server, including support of Cloud DB technologies such as MS Azure, Amazon AWS, Google Cloud, Oracle Cloud. In addition, emerging database technologies such as MongoDB, CosmosDB, PostGreSQL, VoltDB, Redis, Neo4J have also been adopted.

GTO's database administration (DBA) team is ITIL-aligned and ISO accredited, supporting a wide range of customers across all sectors including finance, government, transport, health, defence, telecoms, electricity, and oil and gas.

Our core DBA service is based in Bridgend, South Wales, but can be delivered remotely to any part of the world.

Our UK team provides BAU, transition, change and consultancy services, including the design, build maintenance and support of databases.

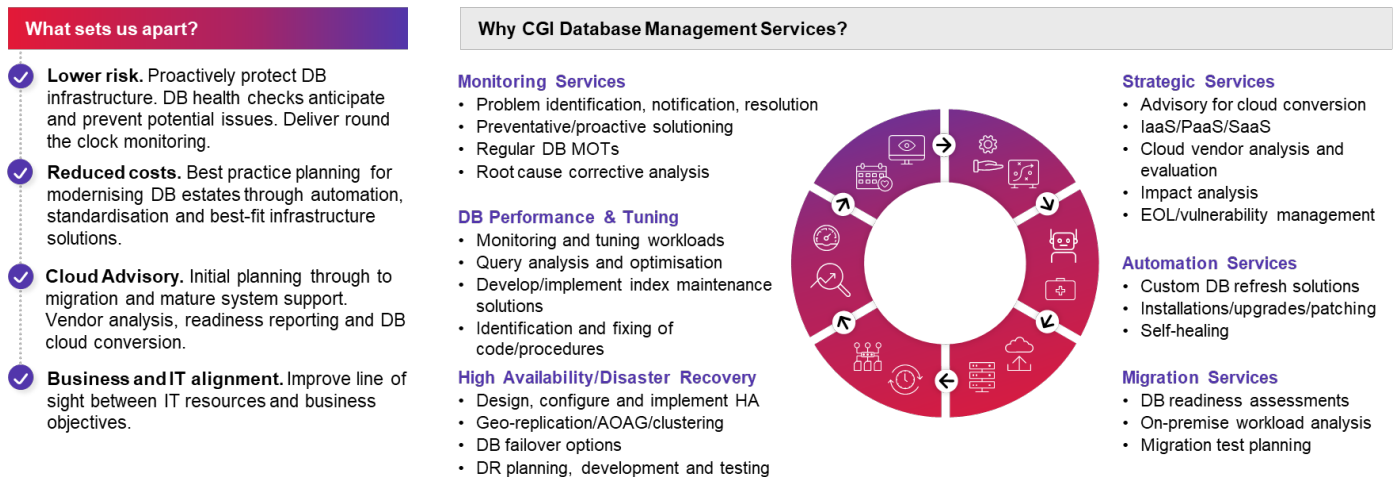


Figure 1: Service overview.

2. Data Backup and Restore

CGI also offer other services to compliment DBMS that include built-in backup and recovery features, ensuring that data is regularly backed up and can be restored in the event of data loss or system failure. These services offer automated backup scheduling and retention policies including:

- Configure long-term backup retention for databases per SLA requirements.
- Configure custom backups to ensure recoverability for code deploys, test system refreshes, critical workload execution.
- Perform emergency restores of test and production databases due to corruption or irreparable data loss, including to specific points in-time.
- Provide periodic test restores of databases to ensure recoverability.

3. Service Continuity

CGI is able to provide Service Continuity at all levels, leveraging both Cloud native and traditional methods or a hybrid of the two.

High Availability (HA):

- **Failover Clustering:** Implementing a cluster of servers where if one node fails, another node in the cluster takes over seamlessly, ensuring uninterrupted database access.
- **Replication:** Replicating database changes in real-time from a primary database server to one or more standby servers, allowing for automatic failover in case of primary server failure.
- **Always On Availability Groups (SQL Server):** Feature in Microsoft SQL Server that provides high availability and disaster recovery solutions, allowing for automatic failover of a group of databases between instances.

- **Oracle Data Guard (Oracle Database):** Provides standby databases that can be automatically activated if the primary database becomes unavailable.

Disaster Recovery (DR):

- **Offsite Backup:** Regularly backing up the database and storing backups in an offsite location to protect against data loss in case of disasters such as fire, floods, or earthquakes.
- **Geo-Replication:** Replicating databases to a geographically distant location to ensure data redundancy and minimise the impact of regional disasters.
- **Cloud-based Disaster Recovery:** Leveraging cloud services for disaster recovery by replicating databases to a cloud environment and using cloud infrastructure for failover and recovery.
- **Point-in-Time Recovery:** Implementing mechanisms to restore databases to a specific point in time before a disaster occurred, minimising data loss.

Load Balancing and Traffic Management:

- Implementing load balancers to distribute database traffic across multiple servers or instances to improve performance and reliability.
- Using global traffic management solutions to automatically reroute database traffic to healthy servers or data centres in case of failures.

Automated Monitoring and Alerting:

- Setting up monitoring tools to continuously monitor database health, performance metrics, and availability.
- Configuring automated alerts to notify administrators of potential issues or failures so that corrective actions can be taken promptly.

Testing and Disaster Recovery Planning:

- Regularly testing disaster recovery procedures to ensure that they work as expected and can be executed quickly and effectively in case of a disaster.
- Documenting and maintaining comprehensive disaster recovery plans outlining procedures, roles, responsibilities, and contact information for key personnel.

By implementing robust high availability and disaster recovery services for databases CGI can help organisations minimize downtime, protect against data loss, and maintain business continuity even in the face of unforeseen disruptions or disasters. CGI can:

- Educate client in cloud disaster recovery options and features.
- Review of client DR strategies, give estimated times for recovery and offer solutions to facilitate reliable failover/recovery activities.
- Assist with developing full-scale DR plans.
- Participate in test and live disaster recovery restoration activities.
- Design, configure and implement high availability architectures.
- Azure Geo-Replication / AWS DRS.

4. Onboarding and Offboarding

4.1. Onboarding

CGI has proven and effective on and off boarding skills, tools, and methodologies. We have successfully transitioned numerous Public Sector clients onto Cloud infrastructures and services. We have a dedicated team of managers who specialise in transition and have considerable previous experience in this area. We apply a tried and tested transition methodology which has been used in all service on- and off-boarding's within CGI for many years, combined with a transition process that is flexible and can be used for both small and large scale on-boarding requirements.

The approach taken by CGI is to understand the client's requirements and make the transition phase specific to the needs of the client whilst leveraging the experience, lessons learnt and methodology from previous engagements.

CGI offers a full set of onboarding service for all Cloud types and hybrids.

Onboarding databases to the cloud involves several steps to ensure a smooth transition and optimal performance. The outline of the process is as follows:

Assessment and Planning:

- Evaluate your current database infrastructure, including the types of databases you are using, their sizes, and performance requirements.
- Determine which databases are suitable for migration to the cloud. Factors to consider include data sensitivity, compliance requirements, and performance needs.
- Choose the appropriate cloud provider and database service based on your requirements, such as Amazon RDS, Google Cloud SQL, or Azure SQL Database.

Data Migration Strategy:

- Decide on the migration approach: lift and shift, re-platforming, or re-architecting. This depends on factors like compatibility, downtime tolerance, and the desired benefits of moving to the cloud.

Plan for data transfer:

- This may involve tools provided by the cloud provider, such as AWS Database Migration Service or Azure Database Migration Service, or third-party tools.
- Perform a trial migration to identify and address any potential issues before migrating production data.

Configuration and Optimisation:

- Configure the cloud database environment according to best practices for security, performance, and high availability.
- Optimise database settings, such as instance size, storage type, and networking configuration, to meet performance requirements while minimising costs.
- Implement monitoring and alerting to track database performance and health metrics.

Application Integration:

- Update application connection strings and configurations to point to the new cloud database endpoints.
- Test application functionality thoroughly to ensure compatibility with the cloud database.

Backup and Disaster Recovery:

- Set up automated backups and retention policies to protect against data loss.
- Implement disaster recovery mechanisms, such as multi-region replication or failover, to ensure high availability and business continuity.

Security and Compliance:

- Configure security measures such as encryption at rest and in transit, network access controls, and authentication mechanisms.
- Ensure compliance with relevant regulations and standards, such as GDPR or HIPAA, by implementing necessary controls and auditing mechanisms.

Training and Documentation:

- Provide training for database administrators and developers on managing and optimising the cloud database environment.
- Document the new architecture, including configurations, procedures, and troubleshooting guidelines, to facilitate ongoing maintenance and support.

Post-migration Testing and Optimisation:

- Conduct thorough testing of the migrated databases to verify data integrity, performance, and functionality.
- Fine-tune database configurations and application performance as needed based on testing results and user feedback.

Continuous Monitoring and Maintenance:

- Monitor database performance and usage patterns to identify opportunities for optimisation and cost reduction.

- Perform regular maintenance tasks such as software updates, security patches, and database optimisations to keep the environment healthy and secure.
- By following these steps and adapting them to your specific requirements and cloud provider, CGI can successfully onboard your databases to the cloud while ensuring performance, security, and reliability.

4.2. Offboarding

Off-boarding follows the same logical methodology as on-boarding. These processes remain standard whether you move from Cloud back to on-premises or indeed to another Cloud provider. CGI uses the same rigour in all migration instances.

The Service Offboarding is instigated by a client request or after expiration of the service agreement. Deletion of any virtual machine image and data will occur in line with the service agreement. Any required data will be made available using appropriate media, in line with the data security classification. Pricing of this service is dependent on requirements. After client notification that data has been successfully recovered, we purge and destroy client data from any compute or storage device/media that remains part of CGI's estate in line with client secure disposal requirements.

4.2.1. Access to data upon exit

Ensuring client access to data after service exit is crucial for maintaining trust and fulfilling any legal or contractual obligations. CGI has extensive experience in this process and we use the following template of processes in assisting client in this requirement and therefore is tailored to suit:

Communication and Notification:

- CGI notify clients well in advance of the service exit date, clearly communicate the timeline, reasons for the service exit, and how it will impact their access to data.
- Provide guidance on how clients can access their data during and after the service exit process.
- Establish a point of contact for clients to address any questions or concerns regarding data access.

Data Export and Transfer:

- We offer clients the option to export their data from the service before the exit date. Provide tools or mechanisms for clients to easily download their data in a commonly used format.
- We offer flexibility, at extra cost, facilitating the transfer of data to an alternative service provider chosen by the client or indeed the client themselves. Ensure that data transfer agreements and security measures are in place to protect the confidentiality and integrity of the data during transit.

Data Retention Policies:

- We define clear data retention policies, specifying how long client data will be retained after the service exit date and ensure that these policies comply with any legal or regulatory requirements.
- Communication of the data retention policies to clients for planning, so that it is understood how long their data will be available for access after the service exit.

Data Access Mechanisms:

- CGI can provide, at extra cost, secure mechanisms for clients to access their data during and after the service exit process. This could include web portals, APIs, or other access methods for example.
- We ensure that clients have the necessary credentials and permissions to access their data and provide guidance on how to authenticate and retrieve data securely.

Data Deletion and Disposal:

- We implement procedures for securely delete client data from the service after the designated retention period has expired in accordance with the clients' requirements.
- Our data destruction methods comply with industry best practices and regulatory requirements to ensure that data is irreversibly erased from storage devices.

Contractual Obligations:

- CGI will review contractual agreements with clients to understand any obligations related to data access and retention during and after service exit.

- Ensure that the service exit process adheres to the terms and conditions outlined in the contract, including any provisions for data access and transfer.

Documentation and Record Keeping:

- CGI will maintain records of all communications, actions, and decisions related to the service exit process, including client requests for data access and data transfer activities.
- Document any data export or transfer procedures performed on behalf of clients to demonstrate compliance with contractual obligations and regulatory requirements.
- By following these guidelines, CGI can help ensure a smooth transition for clients during the service exit process and maintain trust by facilitating continued access to their data.

5. Service constraints

To enable the categorisation of a particular server environment, two levels have been defined, basic and standardised. The roadmap for service adoption is that any new service that does not conform to the Standardised service will be classified as basic. A basic service may undergo a transformation phase where CGI will apply its strategic toolsets and standard builds to transform the Service into a standardised service. The service can then be remotely managed at a client site or moved to a CGI Data Centre. For any transformation of a basic service that involves TUPE, costing of this area would need to be reviewed but, in most instances, would consist of staff costs plus a management cost.

- **Basic Service** A basic service is one that is taken on “As Is” or uses client tools for incident management, change management or database monitoring. A basic service is also one where there are security constraints that may involve separate rooms or equipment needed to be used for database access or DBA sited on client sites. Basic services also include client whose servers are located in their own data centres or on third party sites. Where this is the case, access must be provided to CGI DBAs as required and remote database management facilities must be in place. The data centre owner will be responsible for the Environment, Physical Security and backup and recovery tape management. Full criteria is shown in the table below.
- **Standardised Service** For a standardised Service, all CGI declared toolsets are mandatory for qualification in the categories and all databases have been built to CGI GTO DBA standards. Full criteria is shown in the table below.

Database Environment category comparison

The table below is generic and relates to all service offerings across all supported RDBMS products.

Criteria	Basic	Standardised	Outlier
Automation	No automated processes are implemented	Repetitive administrative tasks are automated where possible.	Full Daily checking would be regarded as an outlier and be classed as Basic/Dedicated Service
Obsolescence	Some or all of the hardware, Operating Systems, RDBMS, or software installed is no longer supported by the appropriate vendor	All hardware, operating systems and software are supported by the appropriate vendor.	If a Database service falls out of vendor support, then if the service is experiencing issues, it will be regarded as an outlier which means Instance Rate charging will be replaced by T&M.
Backup & Restore	Client or CGI Backup/Restore policy and	Client or CGI Backup/Restore policy and process is defined	Other

Criteria	Basic	Standardised	Outlier
	process is defined and implemented for all servers.	and implemented for all servers. CGI supported backup software is installed on all servers. CGI backup monitoring and reporting tool is deployed.	
Hardware	Hardware Maintenance / Warranties in place	Hardware Maintenance / Warranties in place	If Hardware Maintenance / Warranties are not in place, then Instance Rate charging will be replaced with T&M.
Operating Systems	Different versions of Operating Systems are being used in the server's estate	Operating system is Standardised on one supported version per hardware type.	
RDBMS Software	Different versions of the same software products are installed across the estate	CGI support technologies are Standardised on one supported version. There are no more than one supported patchset / service pack levels deployed across the estate for each product.	If conflicting software causes issues T&M charging will be issued.
Standard Builds	No standard server build is in place on the estate.	Either client standard server build is defined and implemented for all servers in the environment, or the CGI standard server build is implemented for all servers in the environment. As a guideline, there should be no more than two standard builds for each Hardware / Operating System platform and no more than two standard builds per application.	Services with Incidents arising from non-standard builds will be regarded as Outliers and chargeable changes will be raised to correct issues.
Security	No security standards or procedures in place.	Client has clearly defined and documented roles and privileges for support staff or CGI defined roles	If DBA Admin or SA rights or Unix Root access is held by Third parties, then the service

Criteria	Basic	Standardised	Outlier
	Separate rooms or DBA located on Site to access Databases. Separate laptops or equipment required to access databases.	and privileges are implemented. Permissions / roles are implemented via delegation. Client's Server hardening policies are defined, documented, and applied to the server environment or CGI server hardening policies are applied to the server environment.	is an outlier and T&M Rates will apply.
Monitoring	No server monitoring tool is deployed in the estate. Monitoring performed by Client or Third Party	Client, Cloud native or CGI standard server monitoring tool is deployed across the estate. Client defined monitoring policies are defined, documented, and implemented on all servers in the environment, or CGI standard policy sets are implemented in the environment. RDBMS monitoring toolset is integrated with the CGI incident management process.	Full Daily manual monitoring "eyes on glass" would mean the service is a dedicated service and T&M charges will apply.
Patch Management (RDBMS)	No patch management policy is defined, or policy is defined but not adhered to. No patch management tool is deployed in the estate. Patching is performed manually ad-hoc, as requested; when either a security vulnerability has been identified or a RDBMS bug has been encountered.	Client or CGI Patch Management policy and schedule is defined, documented, and implemented. Client or CGI Patch Management process is defined and documented. Patch management tool is deployed and is used to enforce the policy.	Other
Standard Management Toolsets	No standard toolsets are deployed and used, with the exception: ServiceNow Service Desk	CGI mandated management tool sets implemented for the following:	If more than two non-standard Toolset must be used by DBA team, then T&M charging can be levied.

Criteria	Basic	Standardised	Outlier
		Capacity Reporting (ACP) Monitoring (Zabbix) and/or OMS Remote Control Patch Management Remedy Service Desk AXIS	
Capacity Management	Capacity monitoring and reporting is not performed.	Client or CGI Capacity Management process is implemented. CGI capacity reporting tool is deployed, and capacity reporting is performed monthly.	If CGI DBA's report capacity issues that can only be resolved by filestore purchase, then a failure of the client to do so will result in T&M charging.
Problem Management	Problem Management process is either not defined or is defined and not implemented. Problem management tool not implemented	Client or CGI Problem Management procedure and process are implemented. CGI Remedy Service Desk tool is in use for Problem Management.	Other
Incident Management	Incident Management process is either not defined or is defined and not implemented. Incident management tool not implemented	Client or CGI Incident Management procedures and process are implemented. CGI Remedy Service Desk tool is in use for Incident Management.	Other
Configuration Management	Configuration management process is either not defined or is defined but not implemented.	Client or CGI Configuration Management process is implemented. CGI AXIS Tool is implemented and collecting configuration information for server environment.	Other
Availability Management	Availability Management process is either not defined or is defined but not implemented.	Client or CGI Availability Management process is implemented.	Other

Criteria	Basic	Standardised	Outlier
Service Level Management	Service Level Management process is either not defined or is defined but not implemented.	Client or CGI Service Level Management process is implemented.	Other
Service Continuity Management	Service Continuity Management process is either not defined or is defined but not implemented.	Client or CGI Service Continuity Management process is implemented.	Other

6. Service levels

Service hours are specified by client, with the following DBA Support available from the team as standard:

- Office Hours Support – covered by the standard service and covering Monday – Friday, 08:00 – 18.00, excluding UK Public Holidays.
- 24x7 – this provides limited incident resolution service (P1 & P2) outside of Standard Hours and covers 24 hours a day, 7 days a week, 365 days a year. This is a BAU Production database service.

Dedicated support can be requested such as a request for DBA Services to provide dedicated weekend or overnight support for critical jobs.

7. Hosting options and locations

CGI is able to provide DBMS services across a wide range of Cloud hosting scenarios. This includes commercial, government secure, hybrid or private etc. environments.

CGI also can support client hosted, 3rd party hosted and indeed, hosting in our own data centres.

8. Security

We have extensive security capabilities and controls and the ability to configure and maintain access controls, manage encryption, manage logging and database events, as well as the enforcement of privileges and permissions.

We configure security measures such as encryption at rest and in transit, network access controls, and authentication mechanisms.

We ensure compliance with relevant regulations and standards, such as CIS Benchmarks, GDPR or HIPAA, by implementing necessary controls and auditing mechanisms.

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.

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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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