



Cloud Secure Service Edge Pricing

Contracting body

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1. Pricing

1.1. G-Cloud 15 Pricing Model Overview

Service Summary

CGI's Zscaler Internet and Private Access Services, also referred to as Cloud Secure Service Edge, provide a cloud-native, zero-trust security platform that enables secure internet and private application access for distributed users. By leveraging Zscaler's global cloud infrastructure, this service replaces legacy VPNs and perimeter-based security with identity-centric policy enforcement, seamless user experience, and strong threat protection.

The service is designed to help organisations secure their hybrid workforce, support access to cloud-hosted and on-premises applications and maintain visibility and control across all traffic without backhauling or complex hardware dependencies. Supported by CGI's experienced operations and engineering teams, we deliver proactive monitoring, incident management, and platform optimisation tailored to your environment.

Price Table

Summary of Pricing Parameters Illustration	Total Annual Price (£)
Cloud Secure Service Edge scenario priced here, for illustrative purposes is based on a typical mid-sized enterprise scenario comprising: • 1000 users (enterprise user community) • Up to 3 Zscaler App Connectors (hosted in either customer managed data centres or public cloud environments) • Zscaler Internet Access (ZIA) for secure cloud and internet connectivity • Zscaler Private Access (ZPA) for secure, policy-based access to internal apps ** The pricing aligns to the detailed service descriptions explanation. The service description provides a more comprehensive summary of what is supported, included and not accounted for in this illustrative example. ** The Supplier can provide multiple illustrations and scenarios-based pricing for the G-Cloud customers specific requirements and unique parameters. This price represents 1 year, (12 month) engagement	£85,075.00

Scenario-Based Pricing Model

This document illustrates the annual support costs for a typical Cloud Secure Service Edge deployment based on the following scenario:

- 1000 users (enterprise user community).
- Up to 3 Zscaler App Connectors.(hosted in either customer-managed data centres or public cloud environments).
- Zscaler Internet Access (ZIA) for secure cloud and internet connectivity.
- Zscaler Private Access (ZPA) for secure, policy-based access to internal apps.

1.2. CGI Pricing

CGI provides a flexible pricing model based on users, App Connectors, and the breadth of services managed. Unlike purely licence-based or project-only offerings, our managed service bundles operational delivery with proactive support and modern security practices.

Our standard support package includes:

- 24x7 monitoring and alerting from CGI's Digital Command Centre in South Wales.
- Incident management and escalation.
- Proactive configuration and policy support for both Internet and Private Access services.
- Monitoring and optimisation of App Connectors.
- Support for integration with identity and authorisation systems such as Azure Active Directory / Entra ID.
- Assistance with traffic policy controls, rule updates and platform tuning.
- Dashboard reporting, health checks, and ongoing compliance insights.
- Incident and trend reporting to help you maintain a secure posture.
- Vendor escalation management with Zscaler as required.
- Monitoring tool licences for the specified managed elements.

This approach enables organisations to focus on their core business while CGI ensures the Zscaler platform runs securely, efficiently, and in alignment with evolving requirements.

1.3. What Is Included

Our Cloud Secure Service Edge management covers:

- Operational monitoring and escalation.
- User and application access policy support.
- App Connector health and performance monitoring.
- Support for integration with identity platforms (e.g., Azure AD / Entra).
- Assistance with platform reports and dashboards.
- Incident response aligned to published SLAs.

These services reflect best practices used by professional managed Zscaler support providers covering configuration oversight, policy management, compliance awareness, and rapid troubleshooting.

1.4. Exclusions & Customisations

The following items are not included in this pricing model and will be scoped separately based on customer needs:

- Zscaler licence subscriptions and vendor support costs.
- Professional services for design, deployment, or initial onboarding.
- On-site hardware or infrastructure support.
- Customer-specific infrastructure hosting costs (e.g., cloud VM costs for App Connectors).

1.5. Why CGI for Your Zscaler Services?

CGI combines deep security expertise with hands-on experience managing cloud security platforms at scale. Our approach helps you:

- Simplify security operations and reduce internal overhead.
- Maintain consistent enforcement of zero-trust policies.
- Gain actionable insights through proactive monitoring and reporting.
- Ensure integration with your identity and access management systems.

By partnering with CGI, clients benefit from a managed service that supports the evolving needs of hybrid work, cloud-hosted applications, and modern security postures.

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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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