



AI Solution Delivery & Integration Advisory

Contracting Body

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CGI

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Service Definition overview

The AI Solution Delivery & Integration Advisory is a service delivered by CGI, designed to help government organisations strategically plan, design, implement, and govern the delivery and integration of advanced AI capabilities into their digital landscape to enhance functionality, automate tasks, and drive measurable business value.

This offering centres on guiding clients through the safe and effective deployment of AI solutions—including agents, connectors, and integration patterns, to address key business priorities, whilst ensuring robust controls over data access, security, and regulatory compliance. CGI partners with clients to assess organisational readiness, evaluate potential risks and constraints, and develop tailored design options that align with corporate policies and operational models.

This service helps UK Government organisations adopt AI safely, ensuring compliance with Cabinet Office AI principles, and G-Cloud standards, while delivering measurable business outcomes.

Why CGI?

CGI's advisory expertise enables clients to fully understand the implications of adopting AI solutions, including assessing organisational readiness, evaluating risks and constraints, and aligning with regulatory and corporate policies. CGI's collaborative approach ensures that recommendations are tailored, actionable, and structured to support confident decision-making before any build or deployment begins, helping organisations realise business value from AI integration safely and effectively.

CGI's approach

CGI's advisory service for AI Solution Delivery & Integration is centred on helping organisations realise measurable value from AI solution delivery and integration, while maintaining robust risk management and compliance with government frameworks.

Through this offering, CGI will:

- Work collaboratively with clients which involves assessment, data preparation, model development, testing and deployment, whilst delivering meaningful business outcomes aligned to public sector priorities.
- Provide clear guidance on how Copilot and other AI capabilities interact with enterprise data and systems, ensuring full awareness of governance, security, and regulatory implications.
- Evaluate alignment with Zero-Trust architecture and NCSC guidance.
- Define tailored boundaries, guardrails, and operating controls that reflect G-Cloud 15 requirements and organisational policies.
- Develop a structured roadmap for the controlled, scalable, and safe adoption of AI solutions, supporting confident decision-making before any implementation begins.

Strategic Alliances

CGI and Microsoft

CGI and Microsoft share a vision for innovation. Using Microsoft's technology, CGI delivers enterprise services and solutions that drive enterprise agility, collaboration and innovation. As a Globally Managed Services Partner, a Solutions Partner for all 6 designations, we offer one of the largest suite of Microsoft offerings in the market.

25,000+

Experts

10,000+

Infrastructure experts

33

Service centers

12

Technology centers

6 + 7

Solutions Partner Designations and Specializations

CGI has 8,000+ professionals specializing in Microsoft solutions and services. Our expertise is spread across more than 40 countries and provides customers with in-depth knowledge and experience in the implementation, support, management and integration of Microsoft technologies.

Key capabilities

- Solutions Partner - Data & AI Azure
- Solutions Partner - Digital & App Innovation Azure
- Solutions Partner - Infrastructure Azure
- Solutions Partner - Modern Work
- Solutions Partner - Security
- Solutions Partner - Business Applications

Technology capabilities

- Microsoft Azure
- Microsoft 365
- Dynamics 365
- Data & Analytics
- Industry Cloud Solutions
- Power Platform
- Security

About Microsoft

Microsoft's mission is "to empower every person and every organization on the planet to achieve more." Microsoft software helps businesses and consumers to reach their full potential, however they define it. Woven throughout daily life, whether it be work or play, Microsoft technologies flourish when they get into the hands of millions of global partners and customers enabling innovation often in new ways.

Learn more about the [CGI and Microsoft](https://www.cgi.com/microsoft) partnership on [cgi.com](https://www.cgi.com).



Key industry alignment

- Financial Services
- Government
- Manufacturing
- Retail
- Telecommunications
- Energy and Utilities
- Healthcare



Microsoft Cloud

Figure 1 CGI and Microsoft Strategic Alliance

How CGI works with clients

CGI typically works with a multi-disciplinary client team to ensure recommendations are balanced across technology, governance, and operations, including:

- Business Stakeholders to ensure alignment with strategic goals.
- AI & Data Teams to deliver technical excellence.
- Integration & Cloud Teams to guarantee seamless connectivity and scalability.
- Security & Compliance teams to protect data and meet regulatory requirements.
- Change Management & Training to drive adoption and ROI.
- Support & Analytics teams to ensure long-term success and continuous improvement.

CGI facilitates workshops, evidence reviews, and validation sessions to ensure findings and recommendations are accurate, relevant, and actionable.

What differentiates CGI for this service

- Experience delivering AI advisory for UK Government departments.
- Membership in relevant frameworks.
- Proven methodologies for AI risk assessment and governance.
- Advisory-first delivery: CGI provides independent assessment and design guidance; implementation is not included unless separately agreed.
- Risk-aware enablement: Recommendations explicitly consider data exposure, permissions, compliance, and operational impact.
- Clear service boundaries: Scope, assumptions, constraints, and client responsibilities are defined upfront.
- Actionable outputs: CGI delivers prioritised recommendations and a roadmap that clients can take forward confidently.

Alignment to wider CGI advisory services

This G-Cloud service forms part of CGI's broader Digital Workplace, Enterprise Architecture, and CIO Advisory capability. It can be used independently or alongside related advisory services such as:

- Microsoft 365 Copilot Governance and Readiness Advisory.
- Microsoft 365 Information Governance Advisory.
- Cloud and integration strategy advisory.
- Operating model and service design advisory.

1. Service Description

CGI's AI Solution Delivery & Integration Advisory Service is designed to help UK Government organisations plan and govern the adoption of Artificial Intelligence (AI) solutions in a secure, controlled, and sustainable manner. This service provides expert guidance on integrating AI capabilities—such as intelligent automation, advanced analytics, and generative AI, into existing environments while ensuring compliance, governance, and operational integrity.

This is an advisory-only engagement. CGI does not design, build, or deploy AI models or custom integrations as part of this service. Instead, we provide structured analysis, architectural guidance, and prioritised recommendations to enable informed decision-making and support organisations in planning subsequent implementation activities under separate arrangements.

Our approach balances business objectives, technical architecture, and governance requirements. We work collaboratively with stakeholders to assess the current position, identify constraints and dependencies, and define practical design options aligned to organisational policies, risk appetite, and target operating models.

The engagement begins with Discovery and Scoping workshops to confirm objectives, priority use cases, and in-scope systems. This is followed by an Assessment Phase, reviewing existing governance artefacts, security controls, and integration considerations. Based on this analysis, CGI develops Design Options and Recommendations, including guardrails, operating controls, and patterns for AI integration. Finally, we produce a Prioritised Roadmap outlining sequencing, dependencies, and suggested ownership to support controlled and scalable adoption.

Benefits to Government Organisations:

- Risk Reduction: Ensures AI adoption aligns with governance and compliance requirements.
- Strategic Alignment: Recommendations tailored to organisational objectives and operating models.
- Informed Decision-Making: Clear design options and sequencing for future implementation.
- Scalable Adoption: Establishes guardrails and patterns for sustainable AI integration.
- Operational Clarity: Defines ownership, lifecycle management, and auditability controls.

To deliver effectively, CGI requires access to key stakeholders (service owner, IT, security, governance teams) and relevant governance artefacts. Read-only access to administrative areas may be requested. Where access is limited, CGI documents assumptions and tailors recommendations accordingly.

No changes are made to live environments as part of this advisory unless explicitly agreed under a separate contract.

2. Data backup and restore

The AI Solution Delivery & Integration Advisory is an advisory service and does not include the provision, operation, or management of data backup or data restore capabilities.

As part of this service:

- CGI does not perform backup or restore activities for existing services, agents, integrations, or connected data sources.
- Responsibility for data protection, backup, and restore remains with the client and their technology providers.
- No service levels are provided for backup or restore under this service.

Where relevant to the agreed scope, CGI may review existing backup and restore arrangements at a high level and provide advisory guidance on considerations related to data protection, retention, and recovery in the context of AI integrations. This guidance is non-intrusive and does not involve configuration changes, validation activities, or operational testing.

Any recommendations provided are intended to inform decision-making only and do not constitute an assurance of backup or recovery capability.

3. Service Continuity

The AI Solution Delivery & Integration Advisory: Agents and Integrations is delivered as a time-bound advisory engagement. Service continuity relates to CGI's ability to continue delivery of the advisory service and maintain secure handling of client information, rather than continuity of client systems or platforms.

CGI maintains internal arrangements to ensure continuity of service delivery, including resource management, knowledge transfer within the delivery team, and adherence to established delivery and information security processes. These arrangements are designed to minimise disruption to the advisory engagement in the event of staff absence or other delivery impacts.

Key aspects of service continuity include:

- Delivery is planned and managed through an agreed engagement plan, with clear milestones and responsibilities.
- CGI ensures appropriate handover and documentation within the delivery team to support continuity where personnel changes occur.
- Client information and artefacts are handled in accordance with CGI's information security policies throughout the engagement.

As this service is advisory in nature:

- CGI does not provide business continuity or disaster recovery services for client environments.
- CGI does not operate or manage AI capabilities, agents, or integrations.
- Continuity of client systems, data, and services remains the responsibility of the client and their platform providers.

In the event of a disruption that may affect service delivery, CGI will communicate with the client and agree any necessary adjustments to delivery timelines or approach.

4. Onboarding and Offboarding

This section describes onboarding and offboarding arrangements for the advisory service only.

4.1. Onboarding

CGI supports onboarding to the service through a structured initiation process designed to confirm scope, access, and governance arrangements prior to delivery. This typically includes:

- Introductory engagement and scoping discussions to confirm objectives and priorities.
- Agreement of access requirements, documentation needs, and stakeholder groups.
- Establishment of agreed collaboration mechanisms (for example, a Microsoft Teams workspace).
- Scheduling of workshops, assessments, and governance or validation sessions.
- Confirmation of project governance arrangements, reporting cadence, and escalation pathways.

CGI does not require privileged or persistent administrative access to client systems. Where access is required, read-only access or the provision of exported configuration and reporting data is preferred and agreed in advance.

4.2. Offboarding

At completion of the engagement, CGI supports an orderly and controlled service exit. This typically includes:

- Provision of final advisory outputs, including governance documentation and assessment findings.
- Delivery of configuration and design recommendations relevant to AI delivery and integration, where in scope.
- Provision of pilot findings or adoption planning artefacts, where applicable.
- Knowledge transfer sessions for relevant client teams.
- Handover of all deliverables agreed within the Statement of Work.

CGI ensures that the service is concluded without creating ongoing operational dependencies on CGI resources.

4.2.1. Access to data upon exit

CGI does not store or retain client production data as part of this advisory service.

Upon exit from the service, the client retains full ownership and control of:

- All documentation and artefacts produced during the engagement.
- All system configurations.
- Any workshop outputs, assessments, or governance frameworks developed.

Any temporary access, collaboration workspaces, or document-sharing permissions granted to CGI for the purpose of the engagement are removed in accordance with CGI's internal data-handling policies and the client's security requirements.

5. Service constraints

This service operates under the following constraints:

The AI Solution Delivery & Integration Advisory: Agents and Integrations is delivered as a time-bound advisory service and is subject to the following constraints.

The service is advisory in nature. CGI provides assessment, architectural guidance, and recommendations only. The service does not include the design, build, configuration, deployment, or operation of agents, connectors, integrations, or custom code unless explicitly agreed under a separate contract.

Delivery of the service is dependent on the scope, access, and information agreed during onboarding. Recommendations are based on evidence gathered through documentation review, and stakeholder engagement. Where access to systems, documentation, or stakeholders is limited, CGI documents assumptions and constraints and tailors recommendations accordingly.

The depth and breadth of the advisory are constrained by the agreed duration and scope of the engagement. CGI does not provide a comprehensive review of all services, integrations, or third-party systems unless they are explicitly included in scope.

- The service is also subject to the following constraints:
- Advice is provided based on the client's existing licensing and feature availability. CGI does not enable, procure, or modify licences as part of this service.
- Advice relating to third-party systems or data sources is limited to information and access made available by the client or system owners.
- The service does not provide formal security assurance, accreditation, penetration testing, or compliance certification.
- No changes are made to live environments as part of the advisory unless explicitly agreed under a separate contract.
- CGI will communicate any material constraints or risks identified during delivery and agree appropriate mitigation or adjustment with the client.

6. Service levels

The AI Solution Delivery & Integration Advisory: Agents and Integrations is delivered as a time-bound advisory engagement. Service levels relate to the management and delivery of the advisory service, rather than the performance or availability of AI agents or integrations.

CGI delivers the service in line with an agreed engagement plan, including defined milestones, deliverables, and reporting arrangements. Service levels are agreed during onboarding and tailored to the scope and duration of the engagement.

Key service level characteristics include:

- Delivery is provided during UK business hours, unless otherwise agreed.
- A named CGI engagement lead is responsible for service delivery, coordination, and stakeholder communication.
- Progress is monitored against agreed milestones, with regular status updates provided to the client.
- Risks, issues, and dependencies are tracked and communicated through agreed governance mechanisms.

As this is an advisory service:

- CGI does not provide service level agreements (SLAs) for system availability, performance, or incident response.
- CGI does not provide operational support or break-fix services for services including agents, or integrations.
- Any changes to scope, timelines, or service levels are managed through agreed change control arrangements and documented accordingly.

7. After sales support

This advisory service is delivered as a time-bound engagement. After-sales support is limited to clarification and knowledge transfer associated with the outputs produced during delivery and does not constitute ongoing operational or technical support.

Following completion of the engagement, CGI provides a defined period of after-sales support to:

- Clarify findings, recommendations, and deliverables produced as part of the advisory.
- Respond to reasonable questions relating to the content and interpretation of the outputs.
- Support client understanding of the recommended roadmap and next steps.

After-sales support does not include additional assessment, rework of deliverables, implementation activity, or operational support unless separately agreed.

CGI does not provide ongoing monitoring, break-fix support, or managed services AI solutions, capabilities, agents, or integrations as part of this advisory. Any requirement for further advisory, implementation, or operational support can be discussed and contracted separately.

8. Technical requirements

This advisory service does not require the installation of software, deployment of tooling, or changes to the client's technical environment.

Delivery is dependent on the availability of appropriate access, information, and collaboration facilities, agreed during onboarding.

8.1. Client technical requirements

To enable effective delivery, the client is expected to provide:

- Access to relevant administrative portals and reporting capabilities, read-only where possible, appropriate to the agreed scope.
- Availability of configuration exports, reports, or screenshots where direct access is not permitted.
- High-level information on target systems, data sources, or platforms considered for integration with AI solutions, including authentication and access models where available.
- Existing technical documentation relevant to Microsoft and other cloud services, governance, identity, security, or integration architecture, where such documentation exists.

8.2. Collaboration and delivery

- The service is delivered remotely using agreed collaboration tools (for example, Microsoft Teams).

- Workshops, interviews, and review sessions are conducted using the client's preferred collaboration methods, where feasible.

8.3. Constraints and assumptions

- Advice is based on the client's existing configurations, licensing, and feature availability.
- CGI does not require persistent or privileged administrative access to client systems.
- Where access to systems or technical information is restricted, CGI will document assumptions and tailor recommendations accordingly.

No changes are made to the live environments as part of this advisory unless explicitly agreed under a separate contract.

9. Outage and maintenance management

This advisory service does not involve the operation, maintenance, or management of client systems or platforms.

CGI does not manage outages, incidents, or maintenance activities for Microsoft 365, agent capabilities, integrations, or any connected systems as part of this engagement. Responsibility for system availability, incident management, and maintenance remains with the client and their platform providers.

As part of the advisory, CGI does not introduce changes to live environment and does not require planned maintenance windows. Where relevant to the scope of the engagement, CGI may consider outage and maintenance arrangements at a high level when assessing operating model or governance considerations, and may provide advisory guidance on roles, responsibilities, and dependencies. This guidance does not include execution, validation, or operational support.

In the event that an outage or maintenance activity affects the availability of client systems during the engagement, CGI will work with the client to reschedule workshops or review activities as required, without assuming responsibility for the underlying issue.

10. Hosting options and locations

This advisory service does not provide hosting services and does not require the deployment of infrastructure or platforms by CGI.

All client data, applications, and services reviewed as part of the engagement remain hosted within the client's existing environment and any associated client-managed or third-party platforms. Hosting locations are determined by the client's configuration and contractual arrangements with Microsoft and other providers.

CGI does not host, store, or process client production data as part of this service, except for limited advisory artefacts and documentation generated during delivery. Any such artefacts are stored and handled in accordance with CGI's internal information security policies and the client's requirements.

The service is delivered remotely and does not require access to or use of CGI-hosted environments.

11. Security

This advisory service is delivered in accordance with CGI's internal information security policies and applicable UK data protection legislation and will follow guidance from the Government Cyber Security Strategy. Security considerations relate to the protection of client information accessed or produced during delivery of the advisory, rather than the operation or security of client systems.

CGI limits access to client information to authorised personnel involved in the delivery of the engagement.

Access is granted on a least-privilege basis and is restricted to what is necessary to perform the agreed advisory activities. Where access to client systems is required, read-only access or the provision of exported configuration and reporting data is preferred.

Client information and advisory artefacts are handled securely throughout the engagement. Any documentation or outputs produced are stored and transmitted using approved CGI systems and processes, in line with CGI's information security controls and the client's requirements where agreed.

As this is an advisory service:

- CGI does not operate, monitor, or secure client environments, or AI integrations.
- CGI does not provide security operations, incident response, penetration testing, or formal security assurance or accreditation services.
- Responsibility for the security configuration and operation of client systems remains with the client.

CGI's accreditations include:

- ISO9001 and ISO20000
- ISO/IEC 27001:2013 Audit and Certification SSAE 16/ISAE 3402 Attestation
- ISO/IEC 22301:2012
- E.U. Data Protection Directive - (95/46/EC)

Other:

- CGI staff hold BPSS as a minimum; SC-cleared resources available.
- All access is least-privilege, time-bound and approved by the buyer.
- No buyer data is retained beyond agreed periods.

Such guidance is provided as recommendations only and does not involve implementation or validation activities.

12. Service Pricing and Terms and Conditions

12.1. Pricing

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

12.2. Terms and Conditions

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

13. 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 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.

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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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