



Design and Build of Digital Healthcare Services

Contracting Body

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CGI

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Service definition overview

CGI has extensive experience designing, building and operating complex platforms underpinning the NHS, e.g., e-RS, Spine, NHS App, NHS Login. As experts in interoperability, agile, and UCD, we also support Trusts, ICSs and other healthcare organisations to build user-centric, accessible, secure digital health solutions.

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. Transforming IVF selection with AI for Care Fertility

7.1.1. The challenge

In 2020, Care Fertility - already a market leader in embryo selection - challenged BJSS (now CGI) to explore how artificial intelligence (AI) could improve and accelerate the process of embryo selection during IVF. During an IVF cycle many eggs may be fertilised producing several embryos, and embryologists must select the one most likely to result in a successful pregnancy. Yet because many embryos look remarkably similar, the standard selection process has been shown to be fairly subjective.

Care Fertility had developed a time-lapse incubator tool that uses annotated data from embryo development events to calculate each embryo's potential. However, this still required manual inspection of thousands of time-lapse images by embryologists, creating training and quality-assurance burdens and limiting scalability.

7.1.2. The solution

CGI's data science team worked side-by-side with Care Fertility's embryologists, collaborating closely to understand the complexities of embryology and ensure accurate modelling. Within nine months, CGI developed a deep-learning model using advanced computer-vision and time-series techniques. The model was applied to Care's existing embryo-selection framework and was demonstrated to perform at least as well as expert manual annotation.

The model leveraged a large historic dataset: approximately 500 million images and two million manually-annotated events from eight UK clinics over a decade.

Once validated, CGI developed a cloud-based platform to host the model, integrating with time-lapse incubators (embryoscopes) and other technologies across Care's network. The platform ingests image data hourly, enriches it with metadata, auto-annotates the embryos and presents embryologists with a modern web-interface to review results.

7.1.3. The outcomes

In less than eighteen months, CGI took the idea through development, testing, and production launch - transforming it into a fully operational service with real potential to change lives. The new solution is being rolled out across Care Fertility's 15 laboratories in the UK and Ireland, with future expansion planned for Spain and the US.

Notable measurable outcomes include:

- A significant reduction in embryologist assessment time - freeing up approximately six months of embryologist time per year (equivalent to around half an FTE).
- Reduced training overheads for embryologists thanks to the automated annotation and model-assisted workflow.
- Improved reproducibility and reliability in embryo selection - increasing the confidence in giving patients the best chance of having a baby.
- Higher granularity and consistency in image annotation enabled by the model - moving beyond manual inspection.
- Recognition of the work's innovation: CGI and Care Fertility's collaboration won awards including Healthcare Sector Project of the Year.

By working together, Care Fertility and CGI have delivered a world-class, AI-enabled embryo-selection service that enhances efficiency, accuracy, and patient outcomes.

7.2. Cohorting as a Service with NHS England

At the height of the Covid-19 pandemic, NHS England, supported by CGI and the University of Oxford, identified 1.7 million clinically extremely vulnerable individuals to be added to the national shielded patient list

and prioritised for vaccination. The blended NHS England and CGI team achieved this by developing the Covid-19 Clinical Risk Assessment and Risk Stratification tools, which processed millions of rows of demographic data through Oxford's QCovid® risk-prediction algorithm.

7.2.1. The challenge

At the start of the pandemic, the specific risk factors for Covid-19 were not well understood, making it difficult for clinicians to identify those most at risk of severe illness or death. Research commissioned by England's Chief Medical Officer uncovered several factors that significantly increased mortality risk.

In response, the University of Oxford developed QCovid®, the world's first evidence-based Covid-19 risk-prediction model meeting the highest standards of clinical assurance. With this breakthrough model in place, NHS England and CGI set out to create a data-driven solution capable of securely processing millions of NHS patient records through QCovid® to identify and prioritise those most vulnerable.

7.2.2. The solution

From the outset, NHS England and CGI worked collaboratively to define the solution's use cases through a detailed discovery phase. This identified three core requirements:

- A Clinical Risk Assessment tool to allow healthcare professionals to check an individual's risk of death from Covid-19.
- A Risk Stratification tool to process the entire adult population of England through QCovid®.
- A Population Risk Assessment Viewer to allow GPs to securely access patient-level risk results.

To deliver these, the team built a secure, cloud-based data platform on AWS, connecting to the QCovid® risk calculator through protected APIs. Clinicians could input patient data directly, and the system would instantly calculate an individual's Covid-19 risk. The front-end followed NHS England design standards to ensure a familiar, intuitive user experience.

Using NHS England's Databricks platform, the team processed 46 million lines of patient data, filtering and refining the dataset to include only those with recorded risk factors. Approximately 15.5 million records were analysed through QCovid®, identifying 1.7 million additional people for inclusion on the shielded patients list - all of whom were rapidly prioritised for vaccination.

To support GPs, CGI and NHS England also developed a secure Population Risk Assessment Viewer, enabling authorised clinicians to review risk outcomes for all 15.5 million processed patients. The tool, delivered in just four weeks, was built using NHS Mail multi-factor authentication, DynamoDB authorisation, AWS S3, NHS Databricks, and Next.js for server-side rendering.

All three systems were certified as UKCA-compliant medical devices, meeting stringent security and assurance standards.

7.2.3. Benefits

Delivered in just seven months In only seven months, the combined NHS England and CGI team designed, developed, and deployed three critical digital tools that played a vital role in the UK's Covid-19 response. Working in agile, cross-functional teams across remote locations, the partnership delivered at speed during a time of national urgency.

1.7 million patients prioritised for vaccination Since launch, the Clinical Risk Assessment and Risk Stratification tools have had a profound impact. At rollout, more than 4,900 clinical risk assessments were completed, giving clinicians instant access to patient-level Covid-19 risk data. The Risk Stratification system enabled the NHS to run population-scale analytics through QCovid®, helping identify those most at risk and prioritising 1.7 million Clinically Extremely Vulnerable patients for early vaccination.

Democratising data within the NHS The deployment of these platforms represents a transformational step forward in the NHS's use of large-scale data and advanced analytics. For the first time, the organisation could process national-level patient data through an external algorithm like QCovid®. Clinicians gained immediate access to actionable insights, improving patient outcomes - and vulnerable citizens could be confident they would receive the care and protection they needed.

7.3. Rebuilding NHS Spine

NHS Spine is one of the world's largest public healthcare platforms and forms part of the UK's critical national infrastructure. It underpins major NHS business applications, enabling interoperability and secure data sharing across healthcare systems.

CGI led a major programme to rebuild Spine, securely migrating the entire NHS to a new, modernised system. The legacy platform had become unwieldy and expensive to maintain, built on a vast bespoke codebase with numerous proprietary software components and hardware dependencies. The challenge was clear: design and deploy a replacement that would reduce development, support, and licensing costs while improving reliability, performance, and resilience.

7.3.1. A re-engineered system built on open-source technologies and agile delivery

As the strategic delivery partner for NHS England, CGI re-architected and rebuilt the Spine platform using open-source technologies and agile methods. Delivered iteratively using an agile approach, the programme replaced costly commercial software with proven open-source products, removing vendor lock-in and driving major cost efficiencies.

The system is built on 12 open-source components, from databases to developer tools, each selected for internet-scale reliability and performance. This open foundation provides a robust, scalable, and future-proof alternative to proprietary solutions.

Automation sits at the heart of the new Spine. The platform includes comprehensive end-to-end test, deployment, service-recovery, and operational automation - dramatically reducing administrative overhead and enabling rapid, low-risk updates. The result is a tenfold improvement in performance while requiring just one-tenth of the infrastructure used by the legacy system.

7.3.2. Processing over one billion transactions: more than four times the UK's card-payment network

With virtually no downtime or disruption, CGI and NHS England successfully delivered the rebuilt Spine platform, transitioning the entire NHS to a faster, more reliable, and far more cost-effective system. Operational costs have been cut by over £21 million per year through the use of commodity hardware and open-source software.

Today, Spine supports more than 500,000 health and social care professionals in England, processing over one billion transactions every month - more than four times the volume handled by the UK's entire debit and credit card systems. At peak load, Spine processes 3,500 messages per second, a number that continues to grow as new digital services are integrated.

The platform has made it significantly easier for NHS staff and partners to securely share data between key services such as the Electronic Prescription Service, Summary Care Records (SCRs), and the e-Referral Service (e-RS). CGI has played a central role in integrating these systems and enabling the rapid development of new digital services via a fully supported set of APIs.

For example, CGI helped develop a digital service for the London Ambulance Service, allowing paramedics to securely access SCRs in the field via iPads. By authenticating through the NHS Identity service, paramedics can retrieve patient information without a smartcard or N3 connection - a major advance in efficiency and patient safety.

Spine now underpins data for 65 million summary care records and 92 million personal demographic records generated by 28,000 healthcare IT systems across 21,000 care organisations. Authorised third parties, such as pharmacies, securely access this information through the Electronic Prescription Service, streamlining prescribing and dispensing. Together, these capabilities are creating a more connected NHS and improving the patient experience.

7.3.3. Generating significant cost and efficiency savings for the NHS

Since go-live, NHS England reports that the new Spine system has delivered over £130 million in savings. Operational efficiency has also improved dramatically, saving approximately 750 working hours per day and enabling the NHS to improve response times by up to 90 percent.

These savings are vital for reinvesting in front-line care. The programme also left a lasting legacy within NHS England: through close collaboration and coaching, the internal delivery team has become self-sufficient in agile project delivery, using agile methods to deliver ongoing transformation.

By replacing large, siloed teams with smaller, multi-skilled squads, the NHS has reduced personnel costs while maintaining agility and control. The result is a faster, more resilient, and more cost-effective foundation for one of the UK's most important digital health platforms.

7.4. A modern e-Referral Service for the NHS

By modernising the NHS e-Referral Service (e-RS), CGI has helped advance the NHS's paper-free vision while improving the referral experience for patients. Every day, more than 75,000 'GP-to-first outpatient' referrals are made across the NHS. Previously, this process was handled by the legacy Choose and Book service, which enabled electronic transfer of referrals between primary and secondary care providers.

Although Choose and Book marked an important step forward, it relied on a mix of paper and electronic processes, limiting its effectiveness and preventing full alignment with the NHS's digital ambitions. Usage hovered just above 50%, and the system - built in 2003, before agile delivery and open technologies were common - was difficult to scale, modify, and integrate with other NHS systems. It was also expensive to operate and license.

To support its Paperless 2020 strategy, the NHS sought to develop a new e-Referral Service that would eliminate paper referrals, reduce costs, and provide a seamless digital experience for clinicians and patients. NHS England partnered with CGI to design and deliver this new platform - one that would provide greater functionality, more choice, and a user-friendly booking experience to drive widespread adoption.

7.4.1. A highly flexible and scalable system, developed using an agile approach

Initial development focused on removing dependencies on the existing electronic healthcare records system by introducing new business-logic and data-access layers. The user interface was redesigned in collaboration with clinicians, maintaining a familiar look and feel to minimise training needs.

A robust data-migration strategy was implemented to securely move more than 25 million patient records to the new e-RS. The system was built using a lightweight, open-source technology stack and open standards, ensuring reusability, interoperability, and freedom from proprietary software - dramatically reducing licensing and running costs.

This open, agile approach enabled rapid development and created a flexible environment for future innovation. Built-in external APIs allow secure integration with other NHS digital services, reducing the need for paper referral letters and cutting costs while improving environmental sustainability.

The new e-RS also eased pressure on the NHS telephone appointment line by directing patients to the 'Manage Your Referral' website, where they can book, check, change, or cancel appointments. This, in turn, made the phone line more accessible for visually impaired and elderly patients with limited digital skills.

To ensure scalability and resilience, CGI migrated e-RS to a secure public-cloud platform, providing a modern, cost-effective, and adaptable infrastructure.

7.4.2. Alleviating the administrative burden

For referrers, e-RS has significantly reduced the time spent managing and processing referrals, allowing them to focus more on patient care. Patients can now manage referrals online or via phone, lightening the administrative load for referrers and improving communication between primary and secondary care. This streamlined process ensures patients are referred to the most appropriate clinic as quickly as possible.

7.4.3. Faster referral processing

Secondary-care providers can now manage referrals electronically, reducing processing time per referral by an average of 75% compared with paper workflows. e-RS also facilitates digital advice and guidance between providers and referrers - 57% of advice given through the platform results in patients avoiding an unnecessary outpatient appointment.

With patients managing their own referrals, providers have seen a 50% reduction in missed appointments. According to the National Audit Office, these collective efficiencies save secondary-care providers £50.5 million annually.

7.4.4. Providing patients with greater flexibility

The e-RS platform empowers patients to book appointments at a location, date, and time that suits them. On average, patients receive appointment times eight days faster when booking through e-RS. Greater control has eased patient anxiety:

- 76% of patients attend their preferred provider
- 66% gain earlier visibility of their appointment time
- 55% receive an appointment within two weeks of booking.

7.4.5. Contributing to the NHS's paper-free vision

The successful delivery of e-RS by CGI and NHS England has been a major step toward a paper-free NHS, while also enhancing the referral experience for patients, clinicians, and healthcare providers alike.

7.4.6. e-RS benefits at a glance

- 75% reduction in referral-processing times
- 50% fewer missed appointments
- £50.5 million annual savings for secondary care providers.

7.5. Futureproofing significant weather forecasts for the Met Office

7.5.1. The challenge

Established in 1854, the Met Office is the UK's national weather service and a global leader in meteorology and climate science. Its data supports critical decision-making across government, aviation, and the public, helping to keep people and operations safe.

Accurate meteorological forecasts are particularly vital in aviation, where weather hazards such as turbulence, icing, storms, volcanic ash, and cyclones can significantly affect flight safety, comfort, and scheduling. Since the early 1980s, the World Area Forecast System (WAFS) has provided aviation forecasts through Significant Weather (SIGWX) charts - used by airlines, air traffic controllers, and national weather services worldwide.

As one of only two World Area Forecast Centres, the Met Office is responsible for producing these global forecasts. However, the process remained manual and labour-intensive, with meteorologists extracting data from supercomputers and creating charts by hand every six hours. The legacy system was also limited to 24-hour forecasts and delivered via a File Transfer Protocol (FTP), no longer meeting modern aviation needs.

To address these challenges, the Met Office engaged CGI in 2022 to help automate, modernise, and futureproof the SIGWX system. The objectives were clear:

- **Automation:** eliminate manual processes in the production of global weather forecasts.
- **Increased detail:** enable more granular forecasting and customised data delivery.
- **Regulatory compliance:** transition from FTP to API-based delivery in line with System-Wide Information Management (SWIM) regulations.

7.5.2. The solution

CGI collaborated closely with the Met Office through a hybrid delivery model, combining management consultants, business analysts, engineers, and developers with Met Office scientists and product owners.

The project began with a rapid discovery phase to define the system architecture, roadmap, tooling, and delivery sequence. By involving subject matter experts from the outset, CGI secured alignment, reduced risk, and ensured a clear path to delivery.

Applying CGI's human-centred design and lean product delivery principles, the team tailored its methods to align with Met Office design frameworks - prioritising security, simplicity, and reusability. CGI also introduced modern engineering practices, including continuous integration and deployment (CI/CD) pipelines, automated testing, and agile release planning, supported by agile delivery principles and frequent stakeholder feedback loops.

Leveraging its AWS partnership, CGI ensured the new system met the AWS Well-Architected Framework, embedding robust security controls and industry standards such as OWASP. This approach delivered strong compliance with SWIM regulations and built confidence among end users and stakeholders.

By embracing a minimum viable product (MVP) approach, CGI enabled the Met Office to deliver the new automated SIGWX system in just 12 months - a major step forward in aviation weather forecasting.

7.5.3. The outcomes

The new SIGWX system, hosted on Amazon Web Services (AWS), automates the production of forecasts using Met Office science code in the ICAO Meteorological Information Exchange Model (IWXXM) format, alongside visual PNG charts.

For the first time, forecasts are produced every three hours across a 48-hour window, consolidated into a single product covering flight levels FL100-FL600 (10,000-60,000 feet). The legacy FTP has been replaced with an API-driven system, delivering tailored, real-time updates, and ensuring full compliance with SWIM and engineering data record (EDR) standards.

Already in public beta, the solution is transforming global access to weather data - benefiting the Met Office, airlines, flight planners, and aviation data providers worldwide.

Key outcomes include:

- **Automation:** complete removal of manual forecasting, freeing scientists to focus on higher-value research and analysis.
- **Granularity:** 15 forecast timesteps per model run - dramatically improving short- and long-haul flight planning accuracy.
- **Efficiency:** automated data delivery allows users to subscribe to relevant streams and customise regions of interest.
- **Compliance:** the first large-scale SWIM-compliant system of its kind, promoting consistency across the aviation industry.
- **Safety and sustainability:** more precise forecasts improve flight planning, reduce fuel use, enhance safety, and support environmental goals.

Ultimately, this collaboration between the Met Office and CGI has delivered a secure, scalable, and future-ready forecasting platform that enhances global aviation safety, improves operational efficiency, and contributes to more sustainable air travel.

7.6. Transforming migration and borders technology for the Home Office

7.6.1. The challenge

Since 2017, the Home Office (HO) has relied on strategic technology partners to help deliver its Migration and Borders Technology Portfolio (MBTP) - one of the most complex and high-impact programmes in UK government.

The portfolio includes seven interdependent programmes and around 17 workstreams, supported by the Person Centric Data Platform (PCDP) - a system containing more than 13 billion records. Together, these initiatives underpin approximately 20 mission-critical products that support immigration, border management, and public safety.

The Home Office required a trusted partner capable of rapidly deploying skilled teams, managing intricate dependencies across multiple programmes, and delivering both technical innovation and operational stability in a fast-moving policy environment.

7.6.2. The solution

CGI embedded a large multidisciplinary team - around 200 specialists - across key MBTP programmes, working closely with Home Office stakeholders, architects, and third-party suppliers to deliver essential public services and infrastructure.

Key contributions included:

- **Status Checking Services:** Supporting the delivery of the Right to Work and Rent (RTWR) and Right to Public Funds (RTPF) digital services. These public-facing systems allow employers, landlords, and government bodies to verify individuals' immigration status quickly and securely. CGI also established rapid-response 'Tiger Teams', capable of mobilising within five days to handle urgent surges or critical incidents.
- **Caseworking (Atlas):** Delivering major components of the Atlas system, which manages visa application decisions and operates on AWS infrastructure. CGI developed a Daily Operations Dashboard and integrations with services such as AccessUK and GOV.UK Notify, leading 300 people across 20 workstreams. Following initial delivery, CGI transitioned smoothly into Level 3 support, using a structured knowledge transfer process to ensure continuity.
- **Business Event Streaming Service (BESS):** Taking over from an incumbent supplier, CGI worked with Home Office architects and suppliers to enhance performance and documentation. Within a month, the team produced a comprehensive 'Guide to BESS' detailing the system's purpose, usage patterns, and best practices for internal teams integrating with the service.

Through these initiatives, CGI provided not only technical delivery but also mentorship, governance, and capability uplift, supporting the Home Office's long-term transformation goals.

7.6.3. The outcomes

CGI's contributions across the MBTP have significantly strengthened the Home Office's digital capabilities and operational resilience.

- The Atlas platform now supports automated visa application decisions - beginning with Tier 2 applications and expanding rapidly to meet changing policy demands.
- The BESS documentation and integration patterns established by CGI have become reference materials for internal teams, standardising how systems communicate across the portfolio.
- CGI's collaborative communication during complex integrations earned recognition from the Head of Architecture at the Home Office.
- Through hands-on mentoring and knowledge sharing, CGI helped upskill Home Office personnel, including Testers and Delivery Managers, notably within the Proving Things to Government (PTTG) project.

Overall, CGI has played a pivotal role in modernising and stabilising the Home Office's digital border ecosystem, ensuring that critical immigration and security systems remain resilient, scalable, and responsive to evolving national priorities.

7.7. 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.

7.7.1. 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.

7.7.2. 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.

7.7.3. 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.

7.8. Building a modern flood warning system for Wales

7.8.1. 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.

7.8.2. 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.

7.8.3. 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 design and build software that transforms the performance of some of the world's biggest and most demanding organisations. From re-engineering the world's largest public healthcare platform, to passing over 40 GDS assessments, our engineers combine innovation, experience and pragmatism to deliver measurable results with every project. Capabilities include:

- Software development and modernisation
- Cloud-native application development
- Platform engineering
- API development and integration
- DevOps
- Container management
- Continuous delivery and integration (CI/CD)
- Identity and access management
- AI consultancy and delivery
- Testing and assurance
- Web development.

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 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.

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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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