



# Enterprise Service Management Pricing

Contracting body

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**CGI**

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# 1. Pricing

## 1.1. G-Cloud 15 Pricing Model Overview

### Service Summary

CGI's Service Management processes have been developed and refined through experience delivering to numerous clients across varying industry sectors to provide a standard, ITIL aligned, best practice approach. We recognise that CGI's procedures and work instructions need to be flexible, reflecting the needs of the business and incorporating agreed working practices with other suppliers. With this in mind, we adopt a collaborative approach to agreeing the appropriate processes, policies and standards. In establishing the Service Management service, we collaborate with our clients to review with them:

- The CGI standard processes and procedures, compared with existing client policies, processes and procedures.
- Specific client requirements.
- Any current process challenges and opportunities for process improvement.
- Any gaps between client required process elements and the CGI standard process.

Enterprise Service Management scenario is priced here, for illustrative purposes and is based on a representative set of parameters relevant to the Service Management discipline as detailed in the associated Service Description: All the following variables are a per annum count or proportional effort only:

### Price Table

| Summary of Pricing Parameters Illustration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Total Annual Price (£) |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| <ul style="list-style-type: none"> <li>• Major Incident Management of 6 x Priority P1's and 24 x Priority 2's tickets / ITSM records.</li> <li>• Incident Reporting for Priority 1's only.</li> <li>• Problem Management for 7 Problem tickets.</li> <li>• Proportioned 10% of a full time equivalent (FTE) Change Manager.</li> <li>• Software Asset &amp; Configuration Management up to 1250 Configuration Items.</li> <li>• Availability and Capacity via automated reports only.</li> <li>• Knowledge Management of 30 new Knowledge Articles plus a review of an existing 30 articles from Major Incident records only.</li> <li>• Service Procurement requests of 240 tickets.</li> <li>• User Access requests of 240 tickets.</li> <li>• Service Level Reporting via automated reports only.</li> </ul> | £60,384.00             |

\*\* The pricing aligns to the detailed service description 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 client's specific requirements and unique parameters. This price represents a 1 year, (12 month) engagement.

## 1.2. Exclusions & Customisations

CGI's Enterprise Service Managements services are dependent on toolset assessment and if required, ITSM tooling integrations, which would be independent of this offering.

If using a client's ITSM toolset, we will require licences for our shared services team(s). Depending on the clients requirement we may advise of other service offerings available from G-Cloud which are required to

compliment this service such as service desk capabilities or analysts. We can advise on the configuration of the tool to enable the highest quality enterprise service management.

| Function                 | Customisation                                                                                                                                                                   |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MIM                      | <ul style="list-style-type: none"><li>• P1 Support Only</li><li>• P1 &amp; P2 Support</li><li>• % of Major Incident Reports</li><li>• Shared service</li></ul>                  |
| SACM                     | <ul style="list-style-type: none"><li>• Hardware or Software Support</li><li>• Discovery Tooling</li><li>• Software Asset Management Tooling</li><li>• Shared Service</li></ul> |
| Change Management        | <ul style="list-style-type: none"><li>• Shared Service</li></ul>                                                                                                                |
| Problem Management       | <ul style="list-style-type: none"><li>• Shared Service</li></ul>                                                                                                                |
| AvCap                    | <ul style="list-style-type: none"><li>• Availability and Capacity Management Tooling</li></ul>                                                                                  |
| Service Level Management | <ul style="list-style-type: none"><li>• Suite of reports dependent on modules configured in the ITSM tool and use of CGI's Data Warehousing tool.</li></ul>                     |
| Security Clearance       | <ul style="list-style-type: none"><li>• This will be assessed on a client-by-client basis.</li></ul>                                                                            |
| Service Procurement      | <ul style="list-style-type: none"><li>• Shared Service</li><li>• Supplier agnostic</li></ul>                                                                                    |
| User Access Management   | <ul style="list-style-type: none"><li>• Shared Service</li></ul>                                                                                                                |
| Knowledge Management     | <ul style="list-style-type: none"><li>• Shared Service</li></ul>                                                                                                                |

### 1.3. Why CGI?

CGI delivers mature, reliable Service Management underpinned by ITIL-aligned, ISO 20000- and ISO 9001-certified processes embedded within a proven ServiceNow ITSM toolset and governed through strict change control. Developed and refined through delivery across multiple sectors, CGI's standardised yet flexible approach ensures consistent service quality while adapting to client-specific requirements and multi-supplier environments. Through a collaborative "one team" model, CGI collaborates with clients to align processes, address gaps, and drive continuous improvement, ensuring service operations are robust, compliant, and fully aligned to business needs.

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