



Healthcare Data Platform and Analytics

Contracting Body

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CGI

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Service definition overview

We develop and support secure healthcare data platforms (e.g., UKHSA's Halo), offering robust, scalable architecture and storage, real-time processing, powerful analytics, and advanced AI and machine learning capabilities. Our user-centred data platforms and products enable informed, data-driven decision-making about patient care and resource allocation across health and social care organisations.

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. National Highways progresses towards data-driven approach

National Highways is a government-owned company that is responsible for the operation, maintenance and improvement of England's motorways and major A-roads. Its mission is to connect the country through better journeys.

To fulfil this mission in the future, CGI has been working with National Highways to support its journey to a data-driven organisation. From designing and building a cloud-based data architecture platform to designing its service wrap and providing a clear view of data across the organisation.

Technological changes are altering the UK's transport network and roads, as well as our concept of mobility.

This presents several challenges and opportunities for National Highways and its Strategic Road Network (SRN). From a potential increase in demand on the SRN and infrastructure through to society's adoption of advanced technology.

To prepare for the new digital era, National Highways has developed an Information Vision and Strategy that sets out to future proof the SRN – the 4,500 miles of motorways and major A-roads at the heart of England's road system.

A fundamental aspect of National Highways' vision is its ability to utilise data to provide safe, reliable and better journeys for their customers. However, as with many large organisations, National Highways' data was dispersed right across the company over tens of thousands of spreadsheets and disconnected systems.

To become a truly data-driven organisation, National Highways needed to bring its systems and data together to act as one. CGI is helping National Highways to achieve this by delivering CASE STUDY National Highways progresses towards data-driven approach Data as a Service (DaaS).

We form one part of a wider supplier ecosystem that is working towards supporting National Highways' journey to a data-driven organisation. Our responsibility was to deliver DaaS – a critical enabler to National Highways' broader data programme.

Following an intensive four-week Discovery phase to identify the problem areas and user needs, we then delivered DaaS using an agile approach.

To deliver DaaS we:

- Developed a clear picture of the data held within National Highways. This saw the team map over 80% of the data entities held within National Highways, building connections between them. We then produced a Proof-of-Value (PoV) visualisation tool that makes the exploration of the ontology as easy as possible.
- Designed and built a cloud-based data architecture platform. Using Azure Databricks and Azure Synapse, our Cloud & Platform capability designed and developed a cloud-native data architecture platform. The platform, which is now fully owned by National Highways, allows any team to build data pipelines and deliver data projects in one place.
- Designed and delivered a service wrap for the platform. We defined and rolled out two services with collateral to support the platform – an adoption service and an operational service. The adoption service supports users who are looking to onboard project data into the platform. The operational service supports the management of the platform and ensures users can discover and access data.

The establishment of DaaS is a crucial first step in National Highways' data journey.

7.3. An enterprise data platform for Just, the UK's retirement specialist

The FTSE-250 UK-based life insurance provider, Just Group plc (Just), required an enterprise data platform to deliver its strategy to become a more data-driven organisation.

CGI carried out workshops with Just to scope requirements, identify use cases and ensure data governance could be embedded in the business and data teams. The work carried out by CGI was completed in a time-effective manner, with the first use case being delivered within just eight weeks.

The work of the CGI team will help Just uncover savings and revenue growth to provide a significant return on investment.

7.3.1. The challenge

The workshops offered an opportunity for CGI to understand the requirements of Just. As a result, the following areas of interest were identified for adoption: data platform/infrastructure architecture, data governance, data engineering, data science and the use of citizen data scientists, Power BI, and data visualisation.

The capabilities of modern data platforms using Microsoft Azure were also discussed in these initial workshops. A use case was identified for a Proof-of-Value (PoV) project that could demonstrate the capabilities of Microsoft Azure and serve as a design blueprint for the architecture of the enterprise data platform.

The agreed use case was to provide insights that would allow Just to optimise its Lifetime Mortgage prospect pipeline. The Just team had suspected that more revenue could be realised with improved insight into the prospect pipeline.

7.3.2. The solution

Using a framework and accelerators from CGI, the Lifetime Mortgage pipeline was identified as requiring new insights to optimise revenue generation and Business Information/Management Information (BI/MI) dashboards were delivered to employees working on the project to support these decisions.

A team of six was formed to take on the project. This team included a delivery manager, a data architect, two data engineers, a platform engineer and a data analyst. It was at this stage that the work began in discovering the different data sources, mapping out business processes and gaining a solid understanding of how different customer interactions generated data in source systems.

In addition, a minimal data platform was created that provided a means to ingest, cleanse and validate the data. The data was then conformed to a data model and presented to business decision makers. A model was created for Just aligned to its sales process, including all the KPIs required to track and understand performance and the customer journey. It was vital to ensure that all Just's non-functional requirements around security, performance and scalability were also met. The CGI team then created the report and worked with business users to make sure it accurately showed the required figures.

When it came to the first iteration of the report, the confidence of seeing Just's data in Power BI and the ability to interact with it was a massive leap in capabilities. This initial step allowed for further iterations of the report to be developed.

Simultaneously, meetings were held with other teams and stakeholders to gain an understanding of the data that they consumed and produced and how data was used by their systems and processes. The information allowed for the enterprise data platform architecture to be built to meet the future needs around document processing, executing scalable actuarial models, advanced analysis of data, and data sharing with third parties. As well as all the functional needs and capabilities for the platform being captured, so too were the data governance, privacy, retention and security requirements, with these being employed to help design the new platform.

At the end of the PoV phase, Just measured the value delivered by the data and analytics that were produced by the CGI team and found that the theory that insight could help improve outcomes for customers was correct. New analytics highlighted areas for improvement within data capture to reduce friction for customers. This allowed the team to maintain timely communication with the customer on their application journey. Overall, this improved the efficiency of the sales team and led to better customer outcomes.

Following this, the CGI team shifted its focus to scaling the platform and building the enterprise data platform fully, bringing more data sources to the platform and providing training to the teams at Just. An additional four data sources were integrated into the start of the "Customer 360" model. CGI also continued to support and evolve the datasets and analytics that were provided to Just through the PoV.

The CGI team ensured all the data pipelines were feeding information into the data governance tooling, enabling Just to catalogue data assets, view the quality of data being ingested, align data to business glossaries and to record the lineage of all data processing.

7.3.3. The outcomes

The partnership between CGI and Just resulted in wide-ranging outcomes across all aspects of the business. Data governance was embedded through the data team to ensure regulatory compliance was met and to ensure high-quality, trusted analytics were delivered to end users. Data governance and data compliance teams at Just were provided with training on adopting the tooling. Data proficiency was increased in business and data teams and rapid iteration of analytics became possible.

In terms of outcomes for Just colleagues, a well-architected review of existing cloud estate identified new skills and roles for operations and management of the platform and data. While delivering the data platform for Just, CGI also helped train internal teams to use the tools. Since then, CGI has assisted Just with data pipeline performance and optimisation, both through assessment of new pipelines created by their new delivery partner and by providing augmentation to their team to deliver some of the recommendations, with pipeline processing time halved.

The data scientists at Just have been supported to create dashboards using natural language processing (NLP) models to analyse customer complaints and survey feedback data to support their obligations to Financial Conduct Authority consumer duty regulations. Ongoing data architecture support is being provided to enable future initiatives and to help steer the data engineering and analysis teams.

Partnering with CGI has resulted in greater data insights for Just Group. The organisation can now identify and irradicate areas of potential revenue loss. The enterprise data platform has been a critical deliverable of their data strategy, resulting in Just becoming a more data-driven organisation.

7.4. Enterprise data model and taxonomy for a global standards provider

7.4.1. The challenge

Our client was undergoing a data transformation to a new analytics platform. Key to this migration was deeper understanding of its data assets, driven by a data governance and modelling workstream.

7.4.2. The solution

We were engaged to develop a data modelling process and approach for identifying and organising data. We worked with data stewards, modellers, and architects to identify and align data, vocabulary, and information to business domains.

To achieve this, we first supported the data stewards and data modellers in defining their approach to discovering, inventorying, and classifying their data assets.

Our business analysts worked with the client stakeholders to develop value stream and process maps that identified how the organisation delivered services. We also defined data domains and subdomains and aligned each value stream and process to one or more domains. We used our proven data modelling approach to work with business users to identify how they produce and consume data as part of their daily activities.

By mapping the end-to-end data journey, Analysts, Stewards, and Modellers were able to capture the business vocabulary, entities, relationships, and metrics used by each business unit. These were mapped to applications and value streams, organised into domains and subdomains, and used as the basis for conceptual, physical, and dimensional models.

The key outputs of the exercise were to identify the core information concepts, critical data elements, metrics, and key performance indicators used for tracking process performance and efficiency, and the populate the business glossary. We achieved this by creating a data taxonomy aligned to business domains and subdomains; this was ratified by the data governance council.

7.4.3. The outcomes

The client now has a greater understanding of its business data and how it is used by different processes. This understanding informs the key metrics for realising value, enabling the client to identify high priority data areas that unlock greater operational value.

7.5. Retail Trust: happiness dashboard

The Retail Trust is well established, with excellent links within the retail industry, and a loyal client base. However, to secure its long-term prosperity and become the nation's number one wellbeing provider, it was looking to leverage data, analytics, and technology to transform its offering, providing proactive rather than reactive care to better support the UK retail workforce and ultimately improve employee happiness within the retail sector.

7.5.1. Overview

We carried out a rapid strategic discovery, quantifying potential growth opportunities and the commercial model across the previously identified transformation levers as well as understanding the viability and feasibility of the data platform. The detailed analysis enabled us to support the development of the business case and resulted in funding being secured for the platform design and implementation.

Following the strategic assessment, over a ten-week period we developed the first iteration of the platform, utilising our lean product approach. We applied rapid hypothesis-driven learning cycles to test and develop ideas at pace with retailers, ensuring the platform and insights delivered value, thus reducing excess and waste and increasing time to commercial viability.

7.5.2. Outcomes

- Increased confidence and assurance in the strategic direction of the organisation and how the platform will deliver commercial and social impact
- Secured funding for the platform delivery, design and implementation
- Gained early validation and buy-in from its retail customers on the value of the product, data and insights
- Proved the feasibility of the concept, delivering a secure, extensible data platform and presentation layer and enabling future ingestion and storage of multiple data sets.

7.6. Elexon: Market-wide Half-hourly Settlement (MHHS)

Not since its privatisation in the late 1980s has the UK energy sector undergone an overhaul of its systems and processes as profound as the one occurring today. While facing an unyielding global energy crisis, a slower-than-anticipated smart meter rollout, and the recent implementation of the Faster Switching Programme, another challenge has entered the fray – the 2026 move to Market-wide Half-Hourly Settlement (MHHS).

Once implemented, MHHS will provide a faster, more accurate settlement process for all market participants through site-specific half-hourly meter readings. Expected to save consumers up to £4.5BN over the next 20 years, MHHS is being vaunted as the first step in defining the 'blueprint' for future large change programmes within the energy industry.

Elexon is a not-for-profit entity responsible for managing the Balancing and Settlement Code (BSC) for Great Britain's electricity market and is funded by its participants. Simply put, it compares the amount of electricity that suppliers expect to be consumed with the amount actually consumed then calculates the monetary cost of resolving any shortfall (or oversupply). Elexon then transfers funds between the relevant parties.

Today, Elexon handles more than 1.5 million meter readings daily and manages billions of pounds of supplier money each year. Post-MHHS, the organisation expects the number of readings it handles to increase to 1.5 billion. Accordingly, it's always looking for ways to evolve and innovate.

7.6.1. The challenge

The MHHS programme is an industry first in that Ofgem has placed responsibility on the industry for its delivery, with Elexon appointed as the programme's Senior Responsible Owner (SRO).

For Elexon, more is at stake than mere reputation. A successfully delivered MHHS will pave the way for greater national energy efficiency, added agility for suppliers, and the creation of cheaper, more bespoke customer tariffs.

To ensure they get it right, Elexon initiated its Helix Programme, a major digital transformation project based on a multi-vendor delivery model consisting of multiple scrum teams with varied levels of agile maturity. Helix aims

to re-develop the BSC Central Systems that support MHHS and re-engineer the processes and procedures capable of unlocking the benefits of MHHS for suppliers.

A highly sensitive and complex undertaking, Elexon brought in CGI to provide expert consultancy and guidance for running the Helix programme, using the Scaled Agile Framework® (SAFe®). We were also responsible for implementing a core component of the solution, the Data Acquisition Hub, and supporting the programme's overall leadership.

The Scaled Agile Framework®: To start, we developed the participating teams' knowledge of Scrum and Lean Agile Mindset, both essential for working effectively within agile environments.

As a mature understanding of Scrum and Lean Agile thinking is crucial for operating at scale, we were tasked with bringing all participating vendors to a base-level understanding of scrum and helping them harness a Lean Agile Mindset.

The Data Acquisition Hub: The Data Acquisition Hub is the central data management component for the Helix system. It manages the ingestion of around 1.5 billion rows of data each day, validating them, storing them, and making them available to other elements of the solution.

As well as dealing with the technical challenges of managing data at this scale, our team needed to develop a data governance strategy capable of absorbing significant changes to the baseline specifications as the MHHS programme evolved.

7.6.2. The solution

We began by conducting a Discovery & Design Programme Increment (PI) to help participating vendors achieve a base-level understanding of Scrum and harness a Lean Agile Mindset. From here, we then introduced the Scaled Agile Framework (SAFe®) with some light training and coaching.

Coaching included 1-2-1 sessions with Scrum Masters and introducing SAFe® events - Scrum of Scrums (SoS), Product Owner Sync, and ART Sync - to shape mindset and approach and gradually bring theory into practice.

The Data Hub - crucial to the success of Helix as it underpins the other components of the programme – was implemented using ETL pipelines built on top of the Databricks distributed data management platform and deployed into Microsoft Azure. We also provided an extensive automated regression test capability to allow for changes without impacting existing functionality.

Throughout the delivery, we worked closely with Microsoft, leveraging our Microsoft Gold Partner status to ensure best practice and maximise the value of Azure cloud technologies to support the Helix programme.

We're proud to support Elexon's Helix programme, a multi-year programme representing the most extensive transformation of Elexon's central systems and infrastructure for over twenty years.

Of the many ways we can help suppliers adopt MHHS, a key one is the provision of specialist support when manually testing MHHS's multiple elements with existing infrastructures to ensure they conform with the new systems.

With MHHS testing complete and adoption achieved, suppliers will be able to offer new products and services to their customers based on a half-hourly market, such as optimal charging times for EVs, bonuses for concentrating energy usage during off-peak periods, and the development of apps for creating more engaging user experiences.

Perhaps most importantly, the efficiencies promised by MHHS mean suppliers can take a giant stride toward the attribute gaining increasing prominence across the sector – Net Zero.

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

Improve your business insights, support effective decision-making, and generate outstanding customer experiences by adopting intelligent data solutions. We have invested in a talented team of data scientists and data engineers who routinely deliver insightful production data science, enabling efficiency, cost savings and highlights potential new lines of business. Within this service, you can access a range of capabilities including:

- AI-readiness assessment
- Artificial intelligence and machine learning
- Natural language processing
- Generative AI solutions
- BI and data visualisation
- Data maturity assessments
- Data strategy
- Data operating model
- Data governance
- Data platform and architecture services
- Data platform managed service
- Data-as-a-Service.

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.

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

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.

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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