



CGI DataEXP

Contracting Body

30 Jan 2026

Issue 1.0

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CGI

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Service Definition overview

DataEXP is CGI's dynamic framework for accelerating data and AI outcomes by combining an outcomes-led delivery method with a secure, managed data environment. It is designed to help organisations demonstrate value quickly, by validating data business cases and prioritising meaningful use cases, but without the cost and risk of long discovery phases or large-scale platform builds upfront. DataEXP brings together proven best practices, methodologies and tools, removing much of the operational "heavy lifting" so delivery teams can focus on creating valuable data products and actionable insights that support tangible business goals.

Our approach is structured around a simple loop of Explore, Experiment, and Expand phases, to think big, start small and scale fast. In Explore we align stakeholders on drivers, success measures and prioritised opportunities; in Experiment we rapidly prototype and iterate in a secure managed environment to prove value; and in Expand we productionise, scale and embed into operations, either enabling the client to run it or providing a managed service. This delivery model prioritises iteration and business interaction, reduces analysis paralysis, and accelerates end-user adoption by demonstrating value early and often.

DataEXP is purpose-built to shorten the path from idea to insight, while lowering the risk of failed experiments and ensuring that successful use cases can be scaled sustainably. The result is increased return on investment for data initiatives, faster delivery of decision-ready insight, and a clear, repeatable route from initial hypothesis to operational analytics at enterprise scale.

Why CGI?

CGI brings deep, independently validated cloud capability to DataEXP, combining specialist data engineering expertise with proven delivery partnerships across AWS, Azure and Databricks. This reduces delivery risk. You gain access to vendor-backed architectures, funding routes, technical SMEs and accredited practitioners who can implement and operate DataEXP in line with enterprise security, governance and service-management expectations.

Across our strategic alliances we hold significant cloud accreditations and advanced designations providing evidence of sustained investment in platform engineering, security and data/AI delivery. For AWS, CGI holds:

- 550+ AWS certifications
- 3x AWS Service Delivery Designations
- 7x AWS competencies
- AWS recognition as an Innovation Partner of the Year (two consecutive years)
- Global Healthcare AWS Partner of the Year award.

For Azure, CGI has a 30+ year partnership spanning:

- 900+ Microsoft certifications
- 3x Partner Solution Designations
7x Advanced Specialisations
- Selection as one of 10 UK Azure OpenAI pilot partners
- Early access to Microsoft Fabric.

For Databricks, CGI is a Select Consulting Partner:

- SI Customer Impact NEMEA, 2020
- 150+ technical trained professionals
- 90+ technical certified

In practical terms, this breadth of accreditation and partnership translates into faster, safer delivery and stronger outcomes. Our teams align DataEXP deployments to cloud best practices, accelerate onboarding with established guardrails, and provide credible routes to scale and operate. We support transitioning to a client-run service or supporting a CGI-managed model, without compromising the security and governance posture established during delivery.

1. Service Description

DataEXP is a dynamic framework (supported by accelerators and platform patterns) designed to help organisations swiftly and cost-effectively demonstrate the value of data against real business problems, validate strategy in real time, and then scale proven use cases across the enterprise.

It combines best practices, methodologies and tooling with a secure environment for exploring and analysing data-driven hypotheses, while removing the “heavy lift” of standing up and operating the core platform components.

The engagement model follows an iterative Explore → Experiment → Expand loop: align goals and use cases, rapidly validate with prototypes/MVP, then industrialise and scale (including an option for CGI to run the service from day 1).

CGI DataEXP is delivered through a set of pre-built, secure, scalable infrastructure modules aligned to modern data architectures, accelerating time-to-platform and enabling rapid innovation.

2. Data backup and restore

Data and platform backups are implemented as part of the platform’s operational controls and data lifecycle management:

- Data copies and source-of-truth: data is ingested as a copy of source data for analytics; operational source systems remain authoritative (no “migration” that replaces the source).
- Retention and lifecycle controls: dataset owners define retention/archiving policies; the platform enforces these using lifecycle management (e.g., tiering by age and deletion when required).
- Audit/operational logs: platform events/metrics are captured centrally with immutable log storage and streaming for external security monitoring/analytics.

Restore procedures cover (1) platform configuration and deployment artefacts (Infrastructure-as-Code), (2) data storage layers under lifecycle control, and (3) audit/monitoring telemetry. Restores are executed using controlled pipelines and validated via automated checks as part of the deployment pattern.

Restore objectives (e.g., priority datasets, ordering, validation) are agreed during onboarding and reviewed when additional data sources or new critical workloads are introduced.

3. Service Continuity

DataEXP is designed to minimise operational disruption by combining modular deployment patterns with segregated functional areas (ingestion, storage, processing, presentation) and centralised monitoring/alerting.

Continuity considerations are addressed through:

- Segregation and isolation to reduce blast radius and support parallel delivery and controlled change.
- Centralised protective monitoring (events/metrics, dashboards, alert thresholds and operational notification).
- Ongoing design evolution as more data sources are onboarded and the platform scales.

Service continuity is maintained through resilient-by-design architecture patterns, operational monitoring, and controlled release practices. Continuity targets and DR/BCP procedures are reviewed at onboarding and whenever the platform scope changes materially (e.g., new data sources, new critical reporting/analytics use cases).

4. Onboarding and Offboarding

4.1. Onboarding

Onboarding follows an accelerated, outcomes-led sequence:

1. Initial briefing (1–2 hours) to understand drivers, requirements and success measures.
2. Two-day data-driven workshop to refine objectives, prioritise use cases, and shape the first hypothesis-driven delivery cycle.
3. Prototype and MVP delivery to validate use cases rapidly, building the business case and communications around value delivered.
4. Scale / Run: productionise, embed into operations (client-run) or provide an ongoing run service.

In CGI's delivery framing, onboarding includes team mobilisation, access being secured, and the delivery environment prepared so that platform/data foundations are in place in the first weeks, ready for the development of an MVP.

This process is designed to be human-centric and low friction, combining rapid mobilisation with structured access governance so that users can start delivering value quickly and safely. In practice, DataEXP minimises the effort required to deploy new DataEXP instances, onboard users into environments, and manage Joiner-Mover-Leaver (JML) changes so teams spend less time navigating tooling and permissions and more time exploring, experimenting and delivering outcomes.

Access management is implemented with enterprise-grade controls that support time-bound access, renewal, approval workflows, and auditability. This aligns with DataEXP's secure-by-design positioning: security and governance are built into the cloud and data environments as standard, and protective monitoring provides the operational visibility required for controlled access at scale.

4.2. Offboarding

Offboarding is treated as a service transition rather than a “project end,” ensuring continuity of outcomes and a sustainable operating model. DataEXP's engagement model explicitly supports moving from validation to scale and then into “Run,” where the capability is embedded into client operations or delivered as a managed service.

As part of offboarding, we propose consultancy support to design the target managed service aligned to client needs, covering roles and responsibilities, monitoring and support processes, change/release governance, and operational controls. This transition can be implemented either (a) to enable the client's teams to run DataEXP independently in their cloud, or (b) to seamlessly transition to a CGI-managed service, maintaining the same security and governance posture while optimising for reliability and scalability.

4.2.1. Access to data upon exit

Data access on exit is handled according to the agreed service transition path. Where DataEXP is transitioned to the client (client-managed), the client retains ongoing access through their own cloud environments and identity controls. Where DataEXP transitions to a CGI-managed service, access is maintained through the managed service operating model, preserving continuity for authorised users while maintaining security, governance and auditability as standard.

Where DataEXP is used for a specific, short-lived purpose (for example, time-bound discovery, a discrete validation exercise, or a defined delivery outcome), environments can be decommissioned in a controlled manner. This securely removes customer data from the cloud environment, providing assurance that data is not retained beyond the agreed purpose and retention policy, and supporting clients' governance and peace-of-mind requirements.

5. Service constraints

DataEXP is designed to be a prescriptive data platform deployment on day 1. Out of the box, it will deploy a secure, scalable and performant data platform to provide a managed environment to Explore, Experiment and Expand a portfolio of use cases. Once deployed, DataEXP is designed to evolve, and is only constrained by the practicality of adding new services, extending to multi- or hybrid-cloud deployments, or connecting to external data platforms.

DataEXP is intended to ingest and process copies of source data for analytics and decision support; operational source systems remain authoritative, and DataEXP does not replace those systems of record.

Service delivery is constrained by the operating model selected (client-managed hosting versus CGI-managed service) and by the buyer's ability to provide timely access to required stakeholders, source systems, and identity/access governance. Retention, archiving and lifecycle requirements are defined by data owners and enforced through platform lifecycle controls; therefore, the buyer must provide policy decisions (for example: retention periods, classifications, and deletion requirements) as part of onboarding.

Where DataEXP is used for a short-lived purpose, the environment can be decommissioned to securely remove all data from the cloud environment once the agreed purpose is complete (subject to retention obligations).

6. Service levels

DataEXP service levels are underpinned by the published availability commitments of the cloud services that provide the core platform capabilities, combined with CGI's operational controls (monitoring, alerting, incident management and change control) to sustain service performance in-life. As a result, the overall service level achieved for a given client deployment is a composite of the selected components and the resilience options applied (for example, zone-redundant deployment patterns for critical networking controls). For example:

- Azure Storage (Data Lake Gen2): 99.99% (RA-GRS)
- Azure Databricks: 99.95%.

7. After sales support

After sales support is provided through the same outcomes-led model used during delivery, with continued iteration, scaling, and operational support options.

- Run / operate support: DataEXP can be embedded into client operations or delivered as a run service; designing the run service is a key aspect of service transition and offboarding post-MVP.
- Continuous improvement: post-MVP, a backlog and roadmap are provided to productionise and scale future initiatives, supporting ongoing maturity.
- Progress visibility: show-and-tell style stakeholder sessions are part of the accelerated delivery model to maintain alignment and value realisation.
- Platform evolution and staying "evergreen": cloud solutions rely on horizon scanning for updates and new capabilities; DataEXP is designed to evolve and adopt new features as released through ongoing CI practices.

8. Technical requirements

Technical requirements depend on whether the service is deployed into a client-managed cloud tenancy or operated as a managed service, but generally include:

- Identity and access integration: client-controlled identity provider governs authentication (including MFA requirements); platform enforces authorisation based on claims/tokens.

- Network connectivity: connectivity to relevant source systems (ingest) and to consuming services/users (analytics/reporting), typically using segmented network patterns for isolation.
- Delivery automation: Infrastructure-as-Code and automated testing patterns for repeatable deployment of core platform plus per-source ingestion components.
- Operational monitoring integration: centralised event/metric capture, dashboards, and alerting (including integration to SOC/SIEM if required).

9. Outage and maintenance management

Planned maintenance is executed via controlled change, using automated deployment patterns and environment segregation to reduce risk and provide predictable release management.

Unplanned outages are managed through centralised monitoring, alert thresholds, and notification to predefined operational groups; events can be streamed to external monitoring/SOC tooling.

Post-incident, operational dashboards and telemetry support root cause analysis and continuous improvement.

10. Hosting options and locations

DataEXP can be provided in two primary hosting/operating models, selected during onboarding and aligned to security, residency and operating model requirements. First, client-managed hosting, where DataEXP is deployed into the client's own cloud environments and operated by the client's teams (with CGI support as required). Second, a CGI-managed service, where CGI operates DataEXP on the client's behalf as an ongoing run service, maintaining the security and governance posture while optimising for continuity and scalability.

In both cases, DataEXP is delivered as pre-built, secure, scalable modules aligned to modern data architectures, enabling rapid deployment and consistent guardrails across environments.

Locations and data residency are agreed per client and per environment, based on regulatory, policy and latency requirements.

DataEXP is designed to integrate with existing cloud environments and networking, or can provide its own secure hub-and-spoke network topology. Environments follow cloud vendor best practices (e.g. Microsoft's Cloud Adoption Framework, including workload specific patterns for Data and Analytics).

11. Security

DataEXP applies a security-by-design approach to protect data against unauthorised access and disclosure, and to safeguard integrity and availability through layered, defence-in-depth controls. We define the required security posture with client Information Security and Enterprise Architecture stakeholders, grounded in data governance (purpose, classification and regulatory needs) and supported by cataloguing, classification, lineage and policy definition that translate into enforceable controls.

Security is implemented end-to-end across platform build, perimeter, identity, data and operations. We use Infrastructure-as-Code and CI/CD with guardrails and continuous monitoring; network segmentation to isolate services and limit lateral movement; and enterprise identity integration with role-based access controls and separation of authentication from authorisation to support oversight and privileged identity practices. Data protections are applied at appropriate granularity (files/tables/records/fields), including sensitive-data separation and fine-grained controls (e.g., row/column controls and masking where required), and all access attempts can be audited to support investigation and anomaly detection.

We also design security to work for people: DataEXP supports enterprise-grade Joiner–Mover–Leaver processes that reduce friction while strengthening control, including time-bound access, renewals, approvals and auditability. Secure engineering practices (peer review, automated build/testing, dependency scanning, OWASP-aligned assurance) and threat modelling (e.g., STRIDE) help sustain security through change and into run. During service transition (client-managed or CGI-managed), security and access controls are maintained;

where DataEXP is used for a short-lived purpose, controlled decommissioning can securely remove data from the cloud environment in line with agreed retention policies.

12. Service Pricing and Terms and Conditions

12.1. Pricing

Please refer to the associated Pricing Document relevant for this Service.

12.2. Terms and Conditions

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

13. Further information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: uk.gen.ccsframeworks@cgi.com, including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

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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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