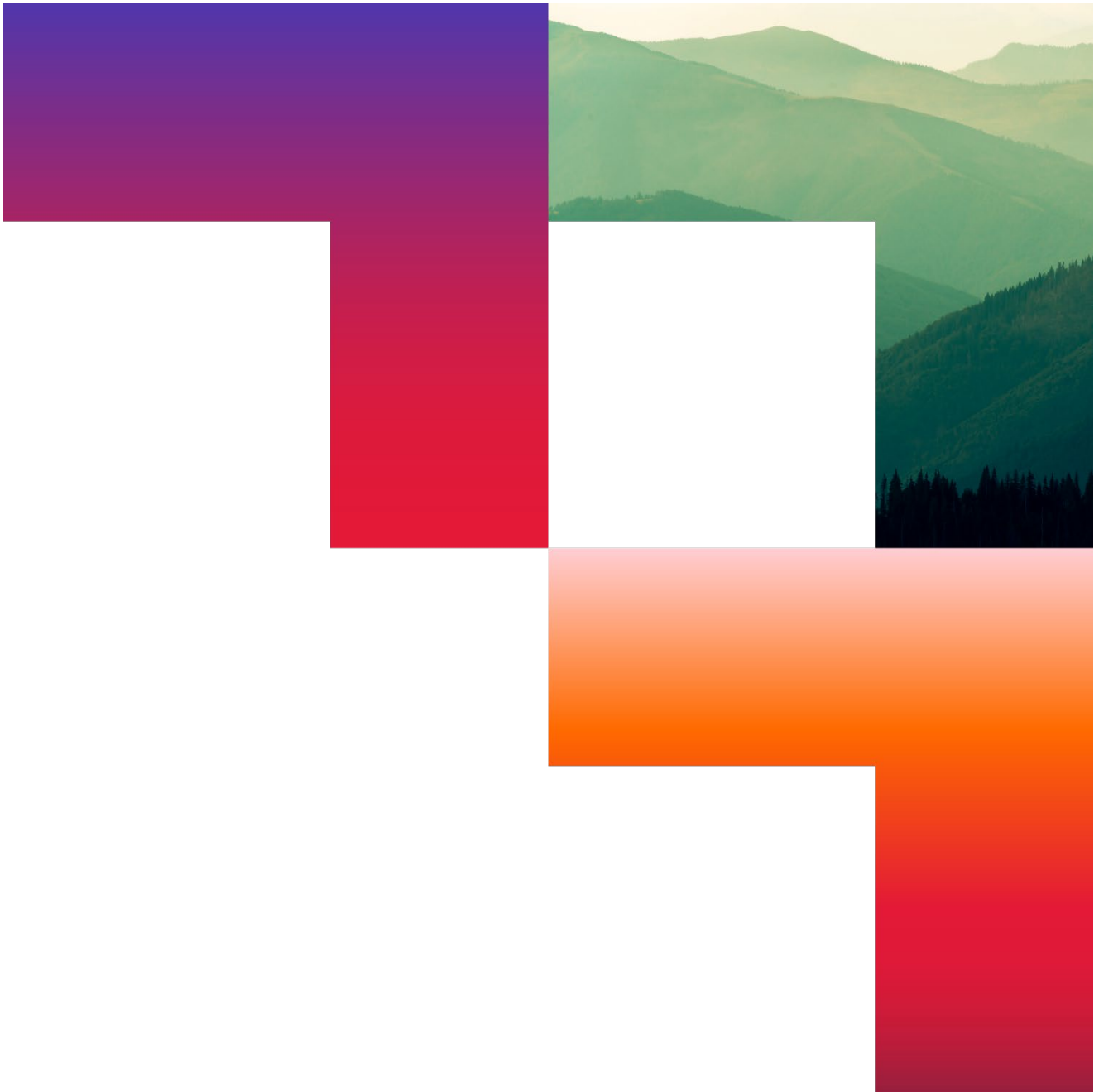




Digital and Information Strategy

Contracting Body

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Issue 1.0

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CGI

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Service Definition Overview

CGI's Digital and Information Strategy service helps to align technology initiatives with organisational objectives, serving as a roadmap to ensure holistic and purposeful approach to digital transformation. Our framework enables organisations to leverage digital tools and platforms to unlock value, enhance operational efficiency, improve customer experiences, and make information-led decisions.

Why CGI?

CGI delivers an end-to-end portfolio of capabilities, from high-end IT and business consulting to systems integration to IT and business process outsourcing services. Our services are supported by our unique differentiators:

- **Client-proximity model:** CGI organises operations within metro markets where clients have concentrated footprints. Our client-proximity model empowers local teams to build strong, trusted, in-person relationships and ensure accountability for delivering client success. Through this proximity, CGI gains deep knowledge of our clients' businesses and industries and stays attuned to market and cultural needs. It also enables us to deliver innovative solutions proactively, and to grow alongside our clients.
- **Domain expertise:** Through our focus on ten industries and dozens of sub-industries, we provide local experts who understand clients' industries and local business environment. These experts are supported by global insights from our network of industry-focused centres of excellence, emerging technology practices, and global delivery centres, providing clients with applied innovation, clarity of accountability, and measurable results.
- **Intellectual property:** CGI's 150+ digital business solutions support our clients' mission-critical business functions and accelerate their digital transformation. These industry and cross-industry solutions include digital-enabling software applications, reusable frameworks, and innovative delivery methodologies such as Software as a Service.
- **Global delivery network:** At CGI, our best-fit global delivery model includes onshore, nearshore, and offshore delivery centres that support client-proximity teams in accelerating clients' transformation. With skilled resources operating under a common governance model, centres are strategically located throughout North America, Europe, and Asia Pacific to provide the best mix of services configured to clients' needs and preferences.

This G-Cloud offering forms part of our wider set of capabilities in Digital Strategy and Consulting, including:

- **Digital and Information Strategy:** We help organisations to align their strategic aspirations with their operational capabilities, facilitate effectiveness, identify cost-saving opportunities, optimise IT infrastructure and operations, and develop cost reduction strategies.
- **Data Strategy:** We offer expertise across the data landscape, from the development of strategies and governance to the delivery of performant data-driven insight.
- **Operational Models:** CGI's approach to the establishment of effective operational models allows organisations to combine technical and human issues such that the models are efficient, optimise the technological framework and provide empowering ways of working for users.
- **Change Management:** We recognise that technology is just one component that drives digital success. We provide cultural and behavioural consulting that allows leaders and stakeholders to capitalise on their investment in technology.

1. Service Description

A digital and information strategy serves as a roadmap that aligns technology initiatives with organisational objectives, ensuring a holistic and purposeful approach to digital transformation. This strategic framework enables organisations to leverage digital tools and platforms to unlock value, enhance operational efficiency, improve customer experiences, and stay competitive in the market.

The challenges steering organisations toward the development of digital and information strategies are intricate and diverse. From technological disruption to the complex tapestry of global business, data management dilemmas, and competitive pressures, these challenges underscore the imperative for a strategic and holistic approach to digital transformation. A well-defined digital and information strategy not only addresses these challenges but positions organisations to thrive in the digital age, fostering innovation, adaptability, and sustained competitiveness.

A well-defined digital and information strategy facilitates the integration of technologies, operating models, and people into business processes. This integration allows organisations to make informed decisions based on data-driven insights, optimise internal operations, and create innovative solutions. An aligned digital and information strategy helps organisations adapt to changing consumer behaviours and expectations, fostering agility and responsiveness.

By focusing on digital and information strategy, organisations can establish a strong online presence, expand their reach, and engage with customers through numerous digital channels. This not only enhances customer satisfaction but also opens new avenues for revenue generation. Digital and information strategies support collaboration and communication within the organisation, breaking down silos and fostering a culture of innovation.

1.1. Service Approach

At CGI, we know that becoming digital is about achieving business agility and innovation. Our digital and information strategy consulting offerings, as seen in Figures 1 and 2, empower organisations to become leaders through digital leadership, vision, and strategic planning.

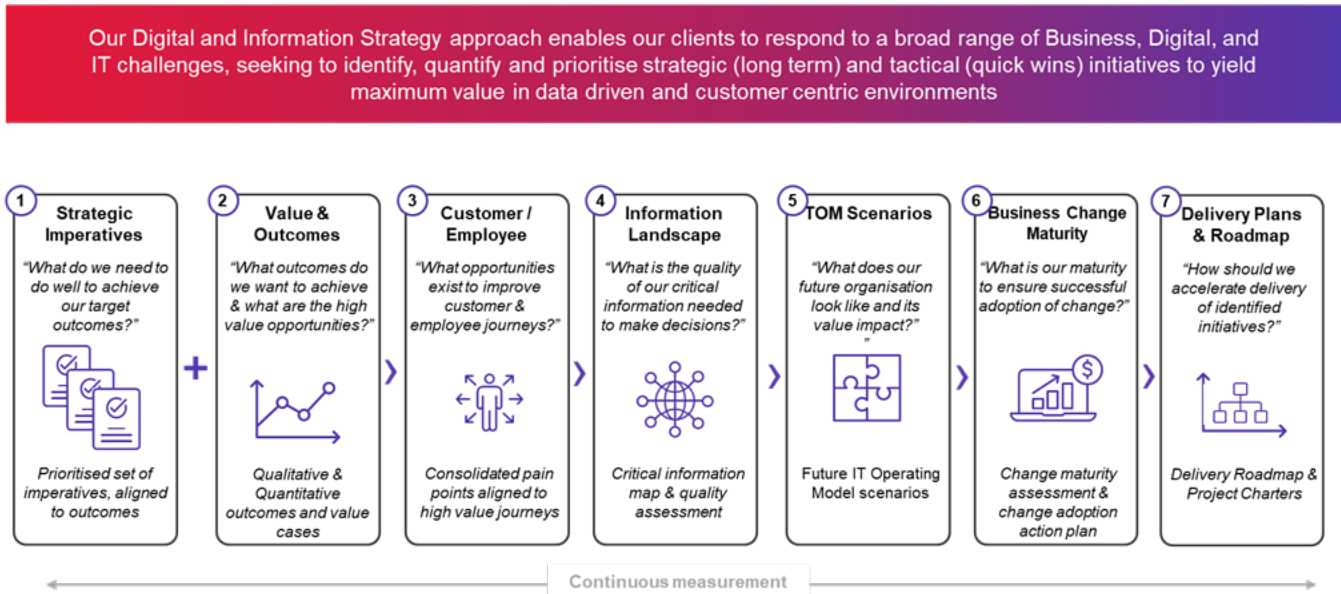


Figure 1. Digital and Information Strategy

Through our collaborative approach, we will develop a well-defined digital and information strategy that not only enhances the overall customer experience, but also facilitates efficient internal processes, driving return on investment, innovation, and scalability.

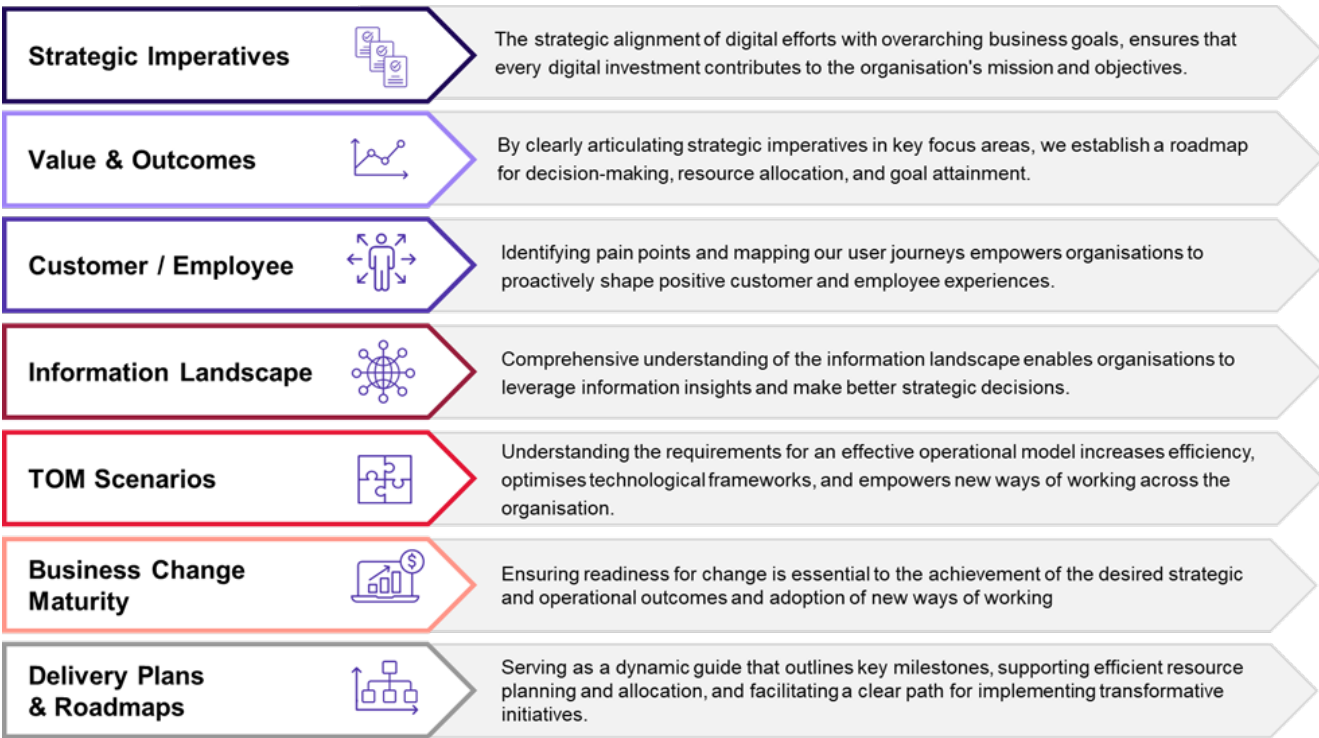


Figure 2. Digital and Information Strategy Approach

1.2. Key benefits

Developing Digital and Information Strategies enables our clients to adapt to rapidly evolving market trends, engage with target audiences through various digital channels, and leverage data analytics for informed decision-making. These newfound capabilities allow our clients to realise several key benefits, as detailed in Figure 3 below.

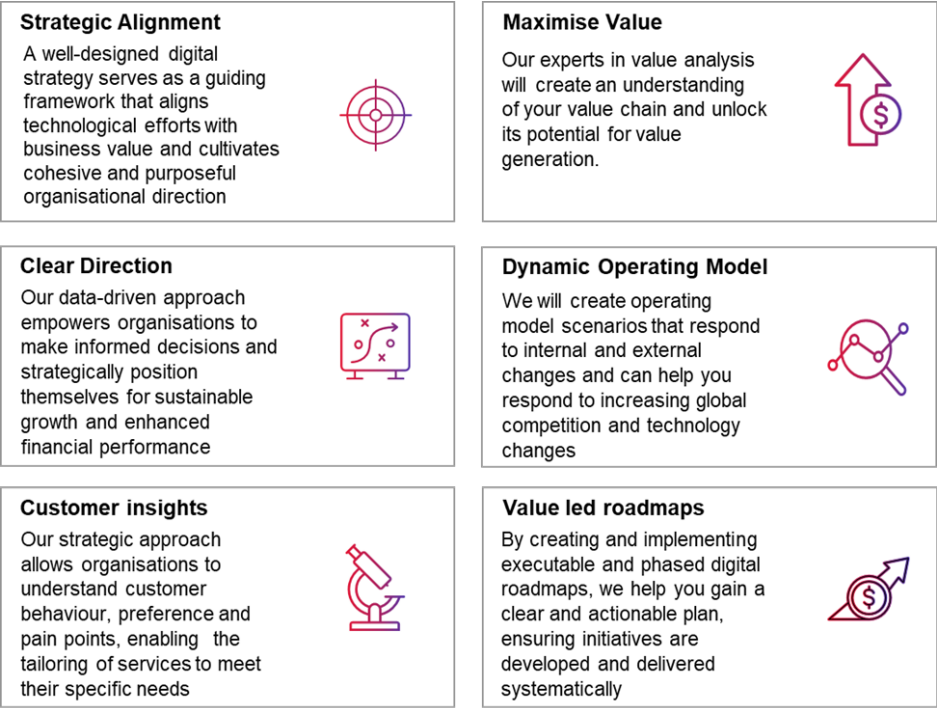


Figure 3. Key Benefits

1.3. Service Delivery

CGI is one of the largest IT and business consulting services firms in the world. We invest in building trusted relationship and robust processes with our clients. While each client is unique and each project different, our

Digital and Information Strategy engagement process, as seen in Figure 4, outlines the seven key steps the team will take to ensure the project is effectively scoped and delivered creating value, impact, and learnings.

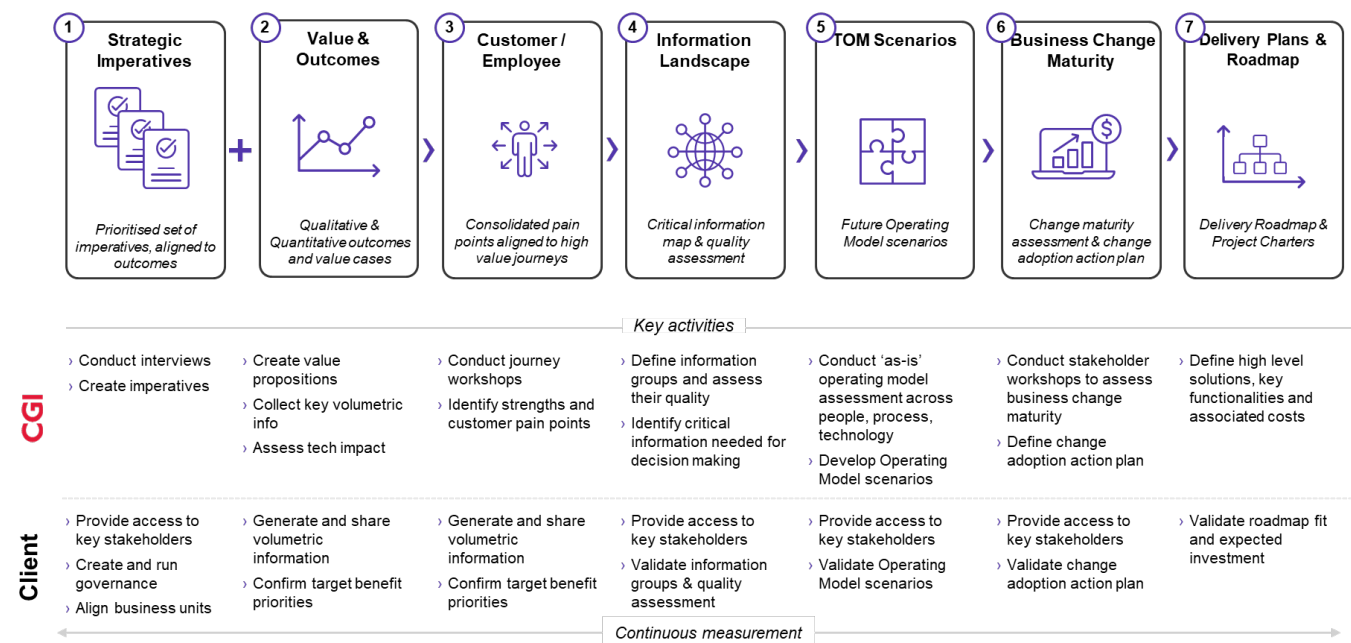


Figure 4. Digital and Information Strategy delivery approach

Our Business Strategy Advisory experts provide a positive experience of change, especially with complex projects. Our clients compliment us on how we make their transition from old to new feel 'seamless.' That is because we help people into their new ways of working with care, attention to detail and a strong focus on what is important for them.

We have real-world experience of end-to-end design and delivery of digital and information strategies. We have helped organisations leverage digital tools and platforms to unlock value, enhance efficiency, and improve customer experience. Using our expertise, we have created an evidence-based approach that enables us to work in the context of your organisation's specific digital transformation needs.

Our engagement team structure, Figure 5, is built around experience and expertise, involving SMEs as well as providing client assurances through integrated review and escalation points. We prioritise collaboration and a 'one team' approach in delivering outcomes. Our engagement team would typically consist of a blend of roles to ensure there is 'enough feet on the ground' to collaborate with the client team as well as provide expert industry insights and knowhow.

Engagement Team Structure

Role	Proposed team member*	Description
e.g. Digital Advisory SME	[Name, Surname]	- Overall accountability - Key project escalation point
e.g. Engagement Manager	[Name, Surname]	- Main point of contact for Client Engagement Sponsor - Lead interviews, workshops & team management
e.g. Digital Advisory Consultant	[Name, Surname]	- Deliverables creation - Produce relevant analysis - Support workshops as required
e.g. Junior Digital Advisory Consultant	[Name, Surname]	- Produce relevant analysis - Support workshops as required

*Subject to availability at time of project commencement

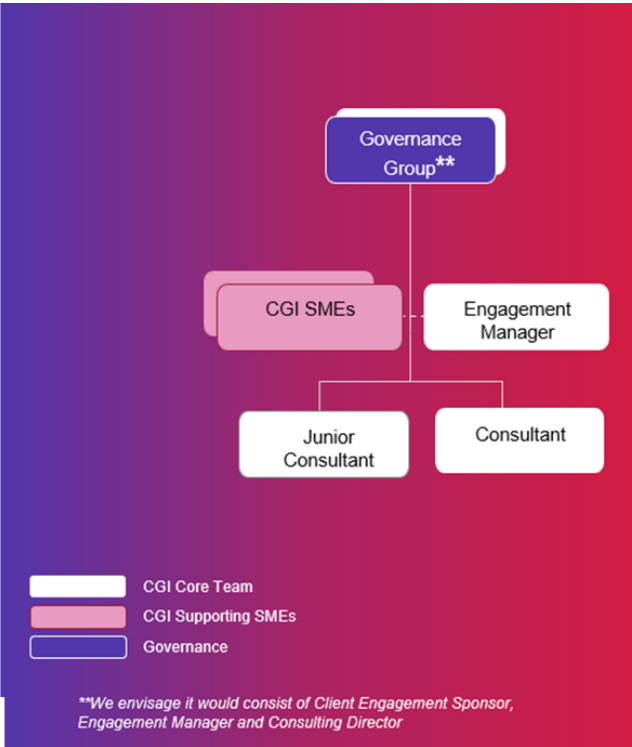


Figure 5. Engagement Team Structure

1.4. Our specialisms

Through our global insights and local experts, we have access to leaders in fields such as Internet of Things (IoT), automation, analytics, cloud technologies, design, and more. This expertise and specialisms are tried and trusted across a myriad of sectors from Government, Health, Space, Transportation and Logistics, Communications and Media and more.

CGI Business Advisory can access this expertise effortlessly and seamlessly to bring the collective experience of 80,000 + professionals to the heart of the problem you are trying to solve, with the solution you are trying to build. Our propositions are shown in Figure 6 below.

Business Strategy	Business Strategy	Digital & Information Strategy		
		Roadmap & Business Case		
Process & Change	Operating Model	Operating Model	Service Design	
		People & Organisational Change	Process Excellence	
	Change Management & Enablement	L&D Advisory	Business Analysis as a Service	Benefits Management
		Change Management Assurance		
Data & Digital Architecture	Data & Analytics	Data Architecture Review	Data & AI Strategic Roadmap	Data Blueprint
		Data & AI Governance	Data Workflow Assessment	Define & Build Insight Solutions
	Digital Architecture	Digital Architecture		
Sustainability	Sustainability	Net Zero & Sustainability Strategy	CGI GreenStart	Scope 3 Emissions
		Supply Chain Optimisation	Digital Sustainability	ESG Data Solutions

Figure 6. CGI Business Consulting Propositions

2. Onboarding and Offboarding

2.1. Onboarding

Prior to commencing the engagement, we will collaborate with the client to identify stakeholders and existing materials e.g strategy documents. Once these have been identified, we will start to schedule the discovery activities to ensure there are no delays in accessing the required information for formulating the strategic assessment and value analysis.

We will set up periodic governance sessions with key stakeholders to keep them up to date with activity progress and make sure they are aware of any issues which may impact the final outcome.

2.2. Offboarding

Upon completion of the engagement, all key deliverables will be handed over to the client. CGI will run a final handover session to walk key stakeholders through the deliverables and explain the composition of artefacts as well as the conclusions outlined within.

3. Service Pricing and Terms and Conditions

3.1. Pricing

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

3.2. Terms and Conditions

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

4. Further information

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

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

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

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

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

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

PROPRIETARY AND CONFIDENTIAL

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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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