



Agile Architecture Services for Digital Delivery

Contracting body

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CGI

Table of contents

1.	Service Description	4
1.1.	Service Delivery and Approach	4
1.2.	Approach	5
1.3.	Agile Architecture Method	5
1.4.	Training, Skills and Knowledge Transfer	5
1.5.	Benefits Realisation	6
1.6.	Functional	6
1.7.	Example one - A UK Government Client	6
1.8.	Example two - A UK Water Company	7
1.9.	Information Assurance	7
2.	Onboarding and Offboarding	7
2.1.	On-boarding	7
2.2.	Off-boarding	8
3.	Security	8
4.	Service Pricing and Terms and Conditions	8
4.1.	Pricing	8
4.2.	Terms and Conditions	8
5.	Further Information	9
PROPRIETARY AND CONFIDENTIAL		10

Service Definition overview

On-demand Architecture Support service offers a flexible, proven capability providing you with a full range of design, delivery and services to meet your needs in architecting traditional and digital solutions. We leverage our global experience using risk-based decision methods to deliver confident decisions linked to business objectives.

Why CGI?

CGI has a wealth of experience providing Architecture services to an array of UK Government and Wider Public Sector clients. Our skilled architects form integral parts teams dedicated to supporting Digital Transformation for clients. In our role as a System Integrator, they are accustomed to working through the consultancy and design phases, through implementation and ultimately into support. This end-to-end experience ensures architecture remains a key focus through a project's lifecycle.

We use CGI's proven Responsive, Collaborative and Digital Architecture (RCDA) as a framework to support strategic enterprise architecture decisions. RCDA is used across public and private sector clients and is fully accredited within The Open Group Architectural Framework (TOGAF), helping us to make informed, benchmarked decisions that incorporate global industry best practice. RCDA enables us to propose suitable solution designs that align with Buyer's strategic needs, reflecting managed risks and a structured approach to supporting and documenting decisions as the context changes throughout a service lifecycle.

1. Service Description

The CGI 'Agile Architecture Services for Digital Delivery' is a scalable service that provides the full range of architecture/design/delivery and training/knowledge transfer services to meet your organisation's needs.

The Service complements the CGI 'Architecture Strategy Services for Digital Transformation' and our other IT architecture, development and delivery services available on G-Cloud.

This proposition either delivers to or supports:

- Guidance provided in the Government Service Manual
- The principles of Cloud services, including:
 - The National Institute of Standards and Technology (NIST) definitions and characteristics.
 - The GDS Cloud Native policy.

Most organisations are in the process of adopting agile approaches to digital delivery, to accelerate deployment, provide more flexibility and because it is often mandated as part of service design. However, transforming into a digital organisation involves more than the deployment of new digital systems. It also requires changing the way an organisation acquires, delivers and operates its systems.

In the past, all of the processes involved in managing systems operated via top-down, gate-controlled governance. Today, they increasingly rely on collaboration rather than control, and, as a result, have become more responsive to business and technology changes. This fundamental change in systems management is necessary to achieve business agility, and it has had a profound impact on the digital architecture discipline.

Many organisations face challenges in realising the benefits of agile delivery. They find that the traditional approach of detailing requirements and design up front does not adapt to agile working. It either acts as an encumbrance and slows and frustrates delivery, or the delivery races ahead without adequate design which results in delivery delays and compromised business benefits as increasing rework is needed to retrofit architecture and design to address unforeseen functional needs, non-functional requirements and integrations.

Based on years of experience delivering digital services and solutions, CGI has developed an agile architecture approach which retains the benefits of agile delivery, while retaining sufficient design control to overcome these challenges.

1.1. Service Delivery and Approach

As a critical service for any organisation, it is essential that both change and ongoing delivery is optimised to deliver on the strategic outcomes. The typical processes of optimisation are disrupted by frequent changes either by mergers or disaggregation, market forces or legislative change. The aim of 'Agile Architecture Services for Digital Delivery' is therefore to steer investment in IT, enabling and supporting change rather than blocking it.

All too frequently, the overwhelming size and complexity of the information landscape and the underlying information systems, inhibit or completely block change.

In response to the increasing pressure to cut costs and yet still deliver more, the best solution for Public Sector organisations is to exploit properly designed and implemented IT systems. By successfully adjusting to the new digital world, organisations can manage devices, applications and data, in smart, secure and affordable ways. This ongoing change must be sustainable in business operating models for the future.

'Agile Architecture Services for Digital Delivery' supports the implementation of effective IT with specific focus on Digital transformation and Cloud Services.

- Are you struggling with your transition to Cloud-based services and architectures?
- Is your IT infrastructure and application support service cloud ready?
- Is your Information Technology (IT) aligned with your business needs?
- Does your IT constrain your business?
- Are your solutions developed by disparate teams with no shared goals using different processes and technologies to achieve them?

- Are your IT costs growing while the quality of service is deteriorating?
- Have your technological solutions failed to deliver the benefits you expected?

If your organisation is experiencing difficulties with any of these areas, our 'Agile Architecture Services for Digital Delivery' will help you respond.

1.2. Approach

CGI uses our Capability Maturity Model to assess the effectiveness of your current architecture processes and the challenges faced. The assessment identifies:

- The implicit and explicit business drivers within the organisation.
- Where current processes need improvement to address those drivers.
- How the skills of your current resources compare to the need for digital specialisations such as cloud services, agile development skills, technical SMEs, DevOps and service management.
- Gaps in current operating model and process.

It provides a baseline from which to track change and a series of recommendations for improvement. In collaboration with the stakeholders, the improvements are ranked for cost, benefit and ease of implementation.

1.3. Agile Architecture Method

As an approved TOGAF method, our award winning Responsive, Collaborative Digital Architecture (RCDA) is designed to support Agile Architecture. Where the Capability Maturity Model identifies areas for improvement, there is an RCDA practise to provide an accelerator for improving performance in that area.

- It incorporates the breadth of experience and knowledge gained from thousands of architectural engagements across the globe, and running the implementation programmes that turn architecture into delivered solutions and business services.
- It adopts a risk and cost driven approach to align the design decisions with the business needs.
- It provides alignment for client adopting SAFe (Scalable Agile Framework) as well as including other best practice (such as vendor Cloud Adoption and Well Architected Frameworks).
- RCDA is agile: it works incrementally and flexibly, providing just enough detail while ensuring decisions are understood, communicated and traceable. It supports 'travelling light' by avoiding large cumbersome design artefacts that are hard to comprehend and maintain.
- Takes account of latest development techniques such as DevOps, Mobile Technology, Big Data, Generative AI, Machine Learning with deep knowledge of established technologies.

Our philosophy is that the main output of architectural work is a set of "decisions" based on well documented reasoned arguments and appropriate to the business needs. Business imperatives and delivery timelines mean decisions often have to be made quickly. RCDA provides the means to prioritise the decision-making process to ensure that the important design decisions are made at the right time, focussing on those architectural elements that have a significant impact on delivering business value. This avoids delaying the delivery, because lower impact decisions can be taken off the critical path without increasing risk.

1.4. Training, Skills and Knowledge Transfer

RCDA is backed up by a range of training and learning aids that can be used (if required):

- Executive Briefings
- One or Two Day Workshops for Managers or Service Teams
- Three Day Practitioner Course (with certification) for architects, security consultants, technical leader leaders/managers, lead designers, scrum masters
- RCDA Manual, presentations and videos
- Templates and examples.

1.5. Benefits Realisation

Whether you require an architect for a day or a team of architects for the duration of IT service transformations, the CGI 'Agile Architecture Services for Digital Delivery' service is designed to fulfil your needs.

Many of our clients cannot justify employing a full range of architectural skills and ensuring that staff skills are kept aligned with their strategic direction that may change several times a decade.

The Service is designed to give you access to the right blend of architectural skills for the length of time your organisation requires to meet its objectives.

Typically, clients moving to Cloud and shared technologies engage CGI to:

- Assist in developing Cloud Native architectures and architectural roadmaps.
- Complete feasibility assessments and technology market assessments.
- Advise on and devise technology governance models.
- Advise on and implement data governance and data quality improvements.
- Aid the introduction of new technologies into an organisation.
- Refresh existing solutions to extend life, increase investment returns and take advantage of technical advances.

1.6. Functional

CGI maintains a team of architects with skills across all forms of business and information systems architecture backed by many years of experience across all public and private sectors. We can offer full range of roles: technical, solution (including cloud), data, security and enterprise architects.

Our architects have experience of many technologies, standards and architectural methods. Our members will fully integrate with your team and adopt existing best practise within your organisation based on the premise: if it's not broke then don't try to fix.

There is no typical engagement. You can engage one architect or a team of architects of varying size and for a varying length of time depending on the scale of the problem.

We have provided two examples where small teams were employed to fulfil our client's requirements.

1.7. Example one - A UK Government Client

Problem

A branch of the UK government required a short feasibility study to shape the requirements for a larger technology transformation and procurement process.

Engagement profile

The engagement lasted four weeks. CGI provided a small team consisting of:

- a full-time senior solution architect
- a senior SAP Finance and Control architect
- a junior integration architect
- a payment industry business architect.

The team described and planned a larger programme to:

- Elucidate the high-level business needs.
- Describe the business processes required to meet these needs.
- Produce technology option studies for: information security, functional integration, information integration and user interfaces/
- Investigate the as-is data quality and define an information governance model to support the required business processes.
- Transfer knowledge to the client team.

1.8. Example two - A UK Water Company

Problem

Early in the current water industry regulatory period (Asset Management Period - AMP 5), a UK water company engaged CGI to recommend how the operational processes for both the clean and waste water networks could be transformed along with the supporting applications and technologies.

Engagement profile

The engagement lasted 26 weeks. CGI provided a small team consisting of:

- a part-time network management expert
- a part-time change management consultant
- two full-time business architects
- a full-time enterprise architect.

The team provided:

- A comprehensive description of the as-is operational processes and supporting cottage industries that had evolved to cover the shortfalls in the as-is processes.
- A description of a to-be business model defining user roles and responsibilities, operational processes, technology and information governance models with appropriate standards, processes and policies.
- A demonstration of the technical art of the possible with technology options.

1.9. Information Assurance

CGI uses our Management Foundation including our Integrated Management System (IMS) for information assurance. These IMS processes are independently certified to BS/EN/ISO 9001.

CGI is committed to retaining our current range of UK-based certifications and will extend these to meet client expectations as required.

The CGI Management Foundation design allows incorporation of best practice from across all of our Public Sector and Commercial engagements.

Our accreditations include:

- ISO9001 and ISO20000
- ISO/IEC 27001:2013 Audit and Certification SSAE 16/ISAE 3402 Attestation
- ISO/IEC 22301:2012
- E.U. Data Protection Directive - (95/46/EC).

All information is held at the appropriate security level for the service.

2. Onboarding and Offboarding

2.1. On-boarding

CGI has proven and effective on and off-boarding skills, tools and methodologies. CGI's Client Partnership Management Framework (CPMF) covers every aspect of our managed IT services engagements, including service offerings, contract negotiations and service delivery, and makes use of the best processes and tools available. CPMF processes incorporate the industry's best standards and practices (such as ITIL®, PMI®, PMBOK®, ISO-12207, ISO-9001, ISO 27002, IEEE-1074, SEI-CMMI and COBIT), which support our full range of service delivery offerings, including transition and transformation.

For example, we have successfully on-boarded and transitioned numerous Public Sector clients onto Cloud infrastructures and services. CGI has a dedicated team of managers who specialise in transition and who bring to bear considerable previous experience in this area. We apply our standard transition methodology which has been used in all service on- and off-boarding's within CGI for many years. The transition process is flexible and

used on-boarding any scale of engagement from short consultancy engagements through multi-team delivery programmes to long term support for large organisations.

The approach taken by CGI is to understand the client's requirements and make the transition phase specific to the needs of the client whilst leveraging the experience, lessons learnt and methodology from many years of transition experience.

2.2. Off-boarding

Service Off boarding is instigated by a client request or after expiration of the service agreement. Deletion of any virtual machine image and data will occur in line with the service agreement. Any required data will be made available using appropriate media, in line with the data security classification. Pricing of this service is dependent on requirements; please contact CGI for details. After client notification that data has been successfully recovered, CGI will purge and destroy client data from any compute or storage device/media that remains part of CGI's estate.

3. Security

CGI uses our Management Foundation including our Integrated Management System (IMS) for information assurance. These IMS processes are independently certified to BS/EN/ISO 9001.

CGI is committed to retaining our current range of UK-based certifications and will extend these to meet client expectations as required.

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All information is held at the appropriate security level for the service.

4. Service Pricing and Terms and Conditions

4.1. Pricing

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

4.2. Terms and Conditions

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

5. 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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