



Robotic Process Automation (RPA) Managed Service - Public Cloud

Contracting body

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Issue 1.0

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Service Definition Overview

CGI provides end-to-end services for our clients to realise and optimise a range of benefits through accelerated adoption of Robotic Process Automation (RPA) and Artificial Intelligence (AI). We deliver complex world-class virtual workforce solutions to assist clients on their journey through digitisation of processes, ensuring enhanced stakeholder digital experiences.

Why CGI?

CGI enable clients to identify, realise and optimise a range of benefits through accelerated adoption of Robotic Process Automation (RPA) and Intelligent Automation (IA). We deliver complex vendor agnostic virtual workforce solutions to assist clients on their journey to becoming a truly digital enterprise, ensuring enhanced experiences for employees and customers.

RPA is the first step to automate what can be automated, then to reimagine and digitally transform for the benefit of customers and employees.

Our team of Automation experts will collaborate with your employees to automate and transform your organisation using CGI's methodology:

- Engagement from CGI explaining what Robotics and Process Automation is, how it works and what benefits it can provide your organisation.
- Create strategic automation strategies.
- Assess specific opportunities for Robotics and Process Automation in your business and prepare a plan to automate.
- Prepare, review, analyse and document processes for automation creating Process Definition Documents.
- Advise on how to automate end-to-end enterprise solutions for Robotics and Process Automaton.
- Advise on how to implement and embed complex enterprise-wide Robotics and Process Automation solutions.
- Advise on how to integrate Robotics and Process Automation with your existing systems and platforms.
- Advise on how your organisation should adapt to Manage Robotics and Process Automation.
- Advise on how to adapt your organisation and employees to the outcomes and impact of Robotics and Process Automation.

1. Service Description

1.1. Service Delivery and Approach

CGI have over 2000 employees actively working on RPA projects and have delivered dozens of successful RPA projects in many large / medium sized clients.

CGI provide a full range of RPA services and solutions:

- Support Services - please refer to the CGI Robotic Process Automation (RPA) and Intelligent Automation (IA) Services.
- Development Service.
- RPA Managed Service.
- Blue Prism Managed Service.
- UiPath and Automation Anywhere Reseller.

1.2. Managed Blue Prism RPA Service

Where CGI's RPA-as-a-Service is not a suitable option, we can provide a fully managed service for dedicated RPA environments.

As with our RPAaaS, CGI will develop and operationally support all automations on the RPA platform, the principal differences being:

- The dedicated environment may be hosted on CGI infrastructure, client infrastructure or any selected cloud hosting provider.
- The client has to fund the full cost for the application environment, including (but not exclusively):
 - Robot Licences.
 - Database Licences.
 - Operating System Licences.
 - Infrastructure.
 - OS and database support.
 - CGI can work with you to procure Blue Prism Licences (we are a Blue Prism reseller and partner).

1.3. Features

1.3.1. Public Cloud Provider

- Management of the Cloud Environment on which the RPA is hosted, with the appropriate CGI Cloud Manager Services Wrapper at additional cost.
- Monitoring of the Virtual Machines in the Cloud.

1.3.2. Blue Prism Application

- Scheduling of automations to meet business requirements and optimal use of robot licences.
- Management of the process automations.
- Management, investigation, and remediation of automation process exceptions.
- Management, investigation, and remediation of perceived process failure (business reported).
- Restart of an automation process in the event of environment failure (e.g. Virtual Worker fails during process run) – production and pre-production only.
- Investigation of automation failures related to platform issues, on presentation of evidence to support that perception.
- Application database maintenance routines.
- Robot licence procurement and management.
- Escalations to the RPA vendor where required.
- Notification of end of life of RPA application versions.

2. Data backup and restore

Data backup and restoration levels are dependent on the Public Cloud solution being utilised (typically Microsoft Azure or AWS).

3. Onboarding and Offboarding

3.1. Onboarding

A typical on-boarding project comprises a Discovery phase, which documents and prioritises the tools and integrations required, how resources will be authenticated and what data might need to be imported. Hosting and security aspects are also discussed and agreed. It defines an agreed, prioritised scope for the remainder of on-boarding project.

An Alpha phase delivers an Interim Operational Capability which is limited to a small proportion of the capability available to the programme. This is not just a prototype – the parts that are included are fully functional and typically comprise the capability available to a single project on the programme. It is normally followed by a review at which the scope and priorities for the remainder of the on-boarding are agreed.

A Beta phase delivers the Final Operational Capability with the full agreed scope. This may include some re-work of the Alpha delivery as agreed at the review. The duration of the Beta phase depends on the complexity of integrations required, sources and formats of data to be imported and the number of tools to be configured, as well as the security architecture and any penetration testing required.

3.2. Offboarding

3.2.1. Access to data upon exit

Service Offboarding 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.

Data is not typically held within the RPA environment and remains in the client's own business applications. Where transient data is required to be held within the environment, this will be agreed with the client before process implementation and is typically purged once processed.

All automation process schedules will be stopped, and automation processes retired. Credentials held and used by the Virtual Workers will be disabled by the client and deleted from the Virtual Workforce credentials store.

Any network or VPN connectivity will be terminated.

4. Service constraints

Exclusions for this service are as follows:

- Management and investigation of business exceptions.
- Use of any service management tool other than CGI's own service desk.
- Support of the target business applications to which the automation process requires access to run the business process.
- Connectivity to the target business application from the RPA platform (all connectivity to be handled via change controls with the appropriate parties).
- Security requirements above the standard delivered within CGI Cloud Connect.
- Recovery of data from virtual workers desktop (i.e. no data to be held on the robot desktops themselves).

5. Service levels

5.1. Availability

Availability of the Cloud Platform is dependent on the public cloud solution being used (typically Microsoft Azure and AWS).

5.2. Service Management

Any incident identification, response and resolution times are dependent on the Public Cloud solution being used and level of access and control CGI have.

Service Management related service levels are aligned to CGI's Service Desk offering (if implemented). CGI's standard Service Desk service levels in response to incidents are as follows:

- Priority 1 - Respond within 30 minutes, resolution or work-around within 24 hours.
- Priority 2 - Respond within 1 hour. resolution or work around within 3 Working Days
- Priority 3 - Respond within 4 hours, resolution or work around within 10 Working Days & Permanent Solution in next release.
- Priority 4 - Respond within 8 hours, resolution or work around within 30 Working Days & Permanent Solution in next major release.

6. After sales support

Email or online ticketing is available to submit incidents via e-mail or to CGI's Service Desk, if the client already has a CGI Service Desk in place (if not, this is available as an additional service).

7. Technical requirements

- Our RPA license will have version updates.
- The base platform of RPA runs on Microsoft Windows environment.
- Microsoft Windows environment will have the required standard security updates.

8. Outage and maintenance management

Email or online ticketing is available to submit incidents via e-mail or to CGI's Service Desk, if the client already has a CGI Service Desk in place (if not, this is available as an additional service).

9. Hosting options and locations

Public Cloud hosting options include Microsoft Azure and AWS.

10. Security

10.1. 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 our Public Sector and Commercial engagements.

Our accreditations include:

- ISO9001, ISO27001 and ISO20000
- ISO/IEC 27001:2005 Audit and Certification SSAE 16/ISAE 3402 Attestation
- E.U. Data Protection Directive - (95/46/EC).

All information is held at the appropriate security level for the service. CGI hosted services can be provided at any level defined in the new Government Security Classification (GSC) policy with the appropriate assurance.

10.2. Information Principles for the UK Public Sector

CGI recognises the UK Public Sector information principles which are fundamental to the efficient and effective delivery of public services. Where we store and manage government information in our G-Cloud services we aim to ensure that it is appropriately protected and available to exploit. Through this we would aim to maintain and, depending on the particular service purchased, enhance the quality of the information stored in a standard manner that enables its re-use. Where the selected services require it, we would engage positively both to support the buyer in the publication of public information and to support them in the access of information by citizens and business.

10.3. Government ICT Strategy and Greening Government ICT Strategy

The design and delivery of our Cloud-based SaaS offerings is consistent with the principles of the Greening Government ICT Strategy. Scalable, Cloud-based services allow pooling of capacity across multiple Clients, reducing overall hardware requirements. These are further reduced through virtualisation, which has delivered up to a 90% reduction in server numbers and power consumption for some of our services. We select modern, energy efficient servers, storage and network hardware and have also invested heavily in improving the energy efficiency of our data centres. This includes initiatives such as free air cooling, aisle containment, power supply upgrades, lighting controls and power management and monitoring software. In the UK, electricity for our data centres is sourced from renewables, which is also the case for many of our third-party hosting providers. We intensively manage the impact of IT hardware throughout its lifecycle, aiming to optimise refresh cycles to balance in-use carbon savings of newer, more efficient hardware against the carbon impact of its manufacture. At end of life, we also ensure responsible disposal through resale or recycling of old hardware wherever possible. Our sustainability performance has won widespread recognition, including our listing on the Carbon Disclosure Leadership Index for four consecutive years and our certification under the Carbon Trust Standard.

11. Service Pricing and Terms and Conditions

11.1. Pricing

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

11.2. Terms and Conditions

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

12. 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:

Simon Figg

Frameworks Manager

CGI IT UK Ltd

14th Floor, 20 Fenchurch Street, London, EC3M 3BY

Tel: +44 0845 070 7765

