



Public Cloud Hosting Service

Contracting body

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CGI

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Service Definition Overview

CGI delivers Public, Private and Hybrid Cloud solutions for UK government agencies, leveraging our extensive industry expertise. Our commitment is to uphold the highest standards of security, compliance, and data protection, while aligning with stringent government requirements.

CGI partners with over 150 technology companies so that we can dynamically bring you best-of-breed public cloud hosting solutions and associated marketplace technologies, to not only help you deliver today's business outcomes, but also be ready for tomorrow's IT challenges such as transforming away from legacy applications and eliminating technical debt.

Why CGI?

With a firm focus on delivering optimal value for money, we combine our deep industry experience and partner network with cutting-edge technology to provide trusted, reliable cloud support services and cost-effective solutions for hosting your data and services.

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 94,000 professionals provide comprehensive, scalable, and sustainable IT and business consulting services that are informed globally and delivered locally.

In addition to our core public cloud hosting offerings, we excel in seamlessly integrating public cloud services with on-premises private cloud platforms. This expertise enables us to create dynamic hybrid cloud solutions tailored to meet your specific hosting needs. Embracing the best of both public and private cloud technologies, our hybrid cloud approach ensures flexibility and scalability while accommodating even the most specialised client requirements.

Microsoft Partnership

As a Microsoft Solutions Partner and Global Managed Services Provider, CGI delivers a broad portfolio of Microsoft cloud offerings that help clients drive innovation, collaboration, and business agility. CGI's local presence, combined with our global scale and broad portfolio of Microsoft solutions, enable clients to adapt to new digital realities. As a Microsoft partner, we help clients achieve their business goals and become industry leaders.

With more than 8,000+ Microsoft-skilled professionals, 6 Solution Designations globally and Specialization in Cloud Security, Threat Protection, Modernization of Web Applications, Infrastructure and Database Migration, Low Code Application Development and Analytics on Azure, CGI is your partner of choice in implementing Microsoft technologies.



Figure 1 - Microsoft Solutions Partner for Microsoft Cloud

AWS Partnership

AWS is a global strategic partner of CGI and, together, we provide industry-leading cloud services to clients. CGI's local presence, combined with our global delivery centres, enable us, in partnership with AWS, to deliver innovative cloud solutions for our clients. With more than 1,000+ dedicated AWS professionals, CGI is your partner of choice for advancing your digital performance with AWS technologies.



Figure 2 - AWS Partner for Advanced Tier Services

Our current government clients frequently attest to the fact that our cloud hosting solutions meet the highest standards of compliance, and performance while enabling agility and scalability to effectively deliver and meet their requirements.

1. Service Description

CGI's Public Cloud services greatly expand client options, complementing our robust Private CGI Cloud Connect IaaS platform. We offer enhanced flexibility, integrating popular Public Cloud providers such as Microsoft Azure, Amazon Web Services (AWS), Google Cloud, and Oracle Cloud into our offerings. Our expertise extends to crafting hybrid solutions, blending private and public cloud infrastructures with diverse service management choices.

By selecting the appropriate CGI cloud services, our clients can be sure that they receive the right level of service management, security, availability, and support – all at a competitive price. All services are backed up by CGI's UK based award winning 5-star service desk which utilises support services based both on and offshore.

CGI are geared to provide specialist consultancy and delivery services across all the major technical platforms. This extensive expertise coupled with detailed public sector and commercial knowledge enables CGI to offer best of breed solutions for public sector organisations.

CGI effectively becomes an extension of your organisation's IT department to manage Public Cloud resources. In doing so it frees up valuable IT resources within your own organisation to concentrate on project deliveries and proactive effort, rather than troubleshooting IT support issues. CGI will work with your IT department to establish an effective and efficient working relationship to best define and deliver your IT services.

CGI can provide:

- Upfront consultancy to design a valid supported Public Cloud service.
- Optimised management stack in the Public Cloud
- Infrastructure implementation / deployment
- Network Design
- Remote Infrastructure Management link
- Migration / onboarding
- Active Directory Federation / Identity management
- Ongoing support and management
- AIOps Nova (Artificial Intelligence for IT Operations) - automation, predictive analysis, and root cause analysis
- FinOps (Financial Operations) Management - cost visibility and optimisation.

Our public cloud managed services provide our clients the confidence that every aspect of their cloud-based services (subject to a design, validated by CGI) is owned and managed by experts in the field, so that clients can focus on delivering service to employees and citizens.

Providing:

- Enhanced security provision through greater visibility.
- 24x7x365 monitoring of systems with real-time alerting.
- Enabler for innovation and capability to deploy new services rapidly.
- Robust infrastructure with redundant systems, ensuring high availability.
- Hourly based consumption pricing reported and charged monthly.
- Greater agility and automation.
- Dynamic IT resource scaling in response to changing demand.
- Secure UK Sovereign hosting.
- Adherence of governance, regulation, and compliance.
- Applications and data can be accessed from anywhere via internet.

1.1. Features and Options

CGI can help guide you through your Public Cloud journey, transforming your operations and driving success by providing a comprehensive set of services empowering you to exploit the unmatched scalability, flexibility, and reliability, of Public Cloud hosting to meet your agency's business objectives.

Our service offers the following key features and options, which can be tailored to your specific requirements:

1.1.1. Service Transition

Onboarding into a public cloud hosting service involves several key activities to ensure a smooth transition and successful adoption. Our approach includes undertaking the following activities.

- **Assessment and Planning** - evaluating your current IT infrastructure, applications, and data to determine which of your services can be transitioned / migrated to Public Cloud, identifying business goals and end user requirements, and then developing a migration strategy, considering factors such as workload priorities, dependencies, and security requirements driven by data classification.
- **Security and Compliance Review** - assess your system and data security and compliance needs specific to your agency's requirements in line with the Government's Security Classification (GSC). Understanding and designing the solution to comply with the necessary security governance data compliance certifications required by the business services you offer.
- **Developing customised security policies and procedures** for your Public Cloud usage, including identity and access management, data encryption, and threat detection.
- **Migration and Deployment** - our migration team will refine and execute the migration plan developed during the assessment phase. We will advise on the appropriate migration methods, such as rehosting, re-platforming, or refactoring, based on your requirements and constraints. Deploy necessary resources and configurations in the cloud environment, including networking, storage, and compute instances.
- **Monitoring and Optimisation** - Our Support Team will implement monitoring and logging solutions to track the performance, availability, and cost of cloud resources.
- Finally, we will establish governance policies to manage resource usage, enforce compliance, and control costs. Continuously optimise your cloud environment by rightsizing instances, leveraging autoscaling, and adopting cost-saving strategies such as reserved instances or spot instances.

1.1.2. Transparent Pricing and Cost Management

We offer a monthly utility platform with aggregated hourly billing based on usage, with transparent pricing models and cost management tools to help you manage cloud spending effectively and ensure cost predictability.

1.1.3. Compliance Certifications and Security Standards

Our service adheres to rigorous security standards to protect government data from unauthorized access, data breaches, and cyber threats. We ensure that the relevant compliance certifications and attestations are in place that demonstrate their adherence to government standards and regulatory requirements, such as Cyber Essentials, ISO/IEC27001, National Cyber security (NCSC), GSC and GDPR, in addition to any specific certifications required by UK government agencies.

1.1.4. Data Sovereignty

We ensure that Government data is hosted and maintained to strict data sovereignty requirements, ensuring secure storage and processing within the UK or within data centres approved by the government to ensure control and jurisdiction over the data.

1.1.5. Service Level Agreements (SLAs)

Our SLAs guarantee uptime, availability, and performance of the services provided. These SLAs will meet or exceed government department requirements to ensure uninterrupted service delivery. Please refer to **Section 6** below.

1.1.6. Access Controls and Identity Management

Robust access controls and identity management systems are essential to ensure that only authorized personnel can access government data and services hosted on the public cloud platform. Our services include tools, rigorous processes, and procedures to ensure RBAC controls are effectively maintained.

1.1.7. Financial Operational Management (FinOps)

Our Support Teams undertake rigorous FinOps practices to ensure your resources are provisioned and delivered with vital optimisation processes to minimise cloud spending.

We will utilise cloud vendor tooling (e.g. Azure and AWS Cost Management and Billing), to establish clear cost visibility and accountability by emphasising continuous optimisation through resource rightsizing, leveraging spot instances, and optimising reserved capacity. Whenever possible, our processes focus on automation of cost management tasks, streamlining processes and reducing manual effort.

1.1.8. Audit and Monitoring Capabilities

We provide comprehensive tools and capabilities for continuous infrastructure monitoring, auditing, and logging of activities within the cloud environments to ensure compliance, detect anomalies, and investigate security incidents. Critical services are monitored with alerting and auto incident ticketing, integrated within our service desk to ensure prompt resolution. Infrastructure monitoring and AI driven operational activities are co-ordinated and centralised within our Cloud Management Digital Command Centre.

1.1.9. Data Encryption

Data encryption both in transit and at rest is essential to protect sensitive government information from unauthorised access. We fully support the cloud provider's encryption mechanisms to ensure government data is secured.

1.1.10. Disaster Recovery and Business Continuity

We have many reference design patterns to ensure that applications and services are deployed with robust disaster recovery and business continuity capabilities to ensure that government services remain available, and data remains accessible in the event of unexpected incidents or disasters. This includes features such as VM and data replication, failover mechanisms, backup and restore options, and disaster recovery planning.

1.1.11. Accredited 'OFFICIAL' Management Infrastructure

In addition to our standard, commercial management infrastructure for public cloud, CGI can also provide an accredited option up to a protective marking of 'OFFICIAL' plus additional security caveats for "OFFICIAL Sensitive". Please contact CGI for more information and detailed pricing.

1.1.12. Data Centres, Data Storage and Data Processing

Clients' data will reside within our cloud partners' locations, as per the agreed design, in conjunction with the client's Geopolitical requirements (typically UK sovereignty) for data residency.

1.1.13. Patching Process

Where IaaS delivered Virtual Server management has been selected, the patching process and schedule is specified, managed, and deployed by CGI. All servers will be patched with applicable patches. CGI reserves the right to apply patches for fix-on-fail and security reasons at any time. Public cloud providers may reserve the right to apply patches as laid out in their terms and conditions.

1.1.14. Software Licensing and Ownership

Licensing arrangements will depend upon the public cloud provider(s) selected. Should clients wish to re-use existing Microsoft licences, Azure will support Microsoft License Mobility, but an active Enterprise Agreement with Software Assurance (SA) must be demonstrated.

A number of other Public Cloud providers are Microsoft License Mobility partners.

1.1.15. CGI Remote Infrastructure Management link

For virtual machines hosted in Public Cloud, clients can choose to include standard Remote Infrastructure Management. This provides management traffic to and from Public Cloud to CGI and is required for management. The standard option is limited to 17Mbps bandwidth on a Virtual Private Network leveraging shared Fortinet devices. Where greater than 17Mbps bandwidth is required, CGI can provide a quote for a dedicated connection between our cloud partners data centre and CGI.

This is costed per link to our partners' data centre from CGI; services running in two regions require two links.

1.1.16. Optimised Management Stack

To reduce the proliferation of servers required for the management of a client's environment, CGI has developed an efficient and robust coexistence model for the common server roles.

- Centralised Digital Command Centre
- Terminal Server
- Monitoring Gateway
- Domain Controller
- NetBackup Server
- DBA Tools.

This provides the following benefits:

- Streamlined IT through centralised management of your client environment.
- Experience significant operational efficiencies and cost savings in areas such as patching, licensing, and Antivirus.
- Solution can be scaled to meet availability and capacity requirements.

1.2. Service Description Table

The following table outlines the available options for management of Infrastructure, Platform and Software as a Service (IaaS, PaaS and SaaS). These elements can be chosen in any combination and support all service-level requirements including full, production and development / test environments:

Component	Scope	Description
Virtual Server Management	IaaS	Support for Windows and Linux servers includes the following: • Troubleshooting • Provisioning / build • Management of Antivirus • OS security Patching of VM • Access Management • Backup and Recovery (Cloud backup) • Onshore/Offshore options • Charged in relation to compute cost. • FinOPS support
Antivirus (AV)	IaaS	Standard: Where Antivirus (AV) is selected as an option, this is provided by CGI. Optional: Clients may request other AV products which will be costed separately. CGI does not recommend the use of the built-in Endpoint Protection provider by cloud partners as this is not a CGI standard and provides a lesser level of protection as other AV products.
Microsoft Premier Support Agreement	IaaS PaaS SaaS	Option 1: Client owned Premier agreement with CGI as a named support contact for escalations with our cloud partner. Option 2: Premier support features supplied by CGI for escalations with our cloud partner

Component	Scope	Description
Monitoring	IaaS PaaS SaaS	For virtual machines hosted in the public cloud, clients can choose to include a standard virtual monitoring service. Standard: CGI monitor server OS health using CGI & native cloud monitoring tools. This uses a standard baseline which can be modified on a per-client basis if required. Optional: Additional modules can be added to monitor services such as websites, exchange etc.
Service Management	IaaS PaaS SaaS	CGI's Service desk will act as the first and single point of contact for incidents related to the public cloud platform. Where the issue is identified as being caused by the cloud infrastructure, the CGI service desk will open a support ticket and escalate to the Public Cloud provider. A range of reporting options is available, integrating (where appropriate) native cloud reporting with relevant elements of CGI's service reporting. CGI's ITIL-aligned Service Management offerings are used to integrate with our cloud partners' support of their platform. Onshore/Offshore options available.
Network	All	For virtual machines hosted with one of our public cloud partners, clients can choose to include standard Remote Infrastructure Management. This provides management traffic to and from the public cloud to CGI and is required for management. Option 1: The standard option is limited to 17Mbps bandwidth on a Virtual Private Network leveraging shared Fortinet devices. Option 2: Where greater than 17Mbps bandwidth is required, CGI can provide a quote for a dedicated connection between our cloud partner and CGI.

Table 1 - Summary of Service options

2. Data Backup and Restore

Our comprehensive approach includes using best of breed Public Cloud technologies to implement and enforce data availability and data consistency. We routinely use features such as Azure Backup, Azure Site Recovery, Azure Storage Replication in addition to Azure SQL backup. Within AWS we routinely use AWS Backup, Amazon Database Automated Backups, Elastic Block Store Snapshots plus features included with AWS S3 storage. Our approach includes careful consideration for application deployment to ensure high availability and we ensure our client's RTO and RPO objectives can be met using the most appropriate design topologies such as ensuring VM images and data sets are replicated to alternative regional hosting locations, in-built application failover mechanisms, in conjunction with meticulous disaster recovery planning and testing regimes.

3. Service Continuity

Empowering government services to operate without interruption, our Public Cloud hosting solutions are designed to provide resilient disaster recovery and business continuity features. In the face of unforeseen incidents or disasters, we can help to ensure uninterrupted service availability and seamless data accessibility.

At every step, we collaborate closely with you, starting from the requirements specification stage. Our goal is to craft a solution that not only addresses your daily service availability needs but also aligns with your Recovery Time Objective (RTO), Recovery Point Objective (RPO), and data retention and security governance. By meticulously designing each aspect of the solution together, we ensure it is not just a fit for your present demands but also future-proofed for scalability and resilience.

4. Onboarding and Offboarding

4.1. Onboarding

CGI has proven and effective on and off-boarding skills, tools, and methodologies. We have successfully 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. CGI will apply its standard transition methodology which has been used in all service on- and off-boarding within CGI for many years. The transition process is flexible and can be used for both small and large scale on-boarding requirements.

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 knowledge, lessons learnt and methodology from many years of transition experience.

Service On-boarding is achieved through the following high-level steps:

- CGI will work with the client to ensure that the most effective and appropriate service is delivered to the end user community.
- CGI on-boarding approach has been developed to support the rapid take on of clients and reduce the time needed to onboard complex IT environments through our scalable process / orchestrations and robotic offerings (where applicable) to meet the changing demands of the industry and its clients.
- CGI will assist in calculating the required compute and storage requirements along with appropriate additional services as required. Initially this will involve contacting the CGI Account Manager, or via contact details described earlier in this document.
- Service templates are identified from the existing service catalogue and a solution design is created.
- Service levels are selected to reflect the client's agreed requirements.
- The requested services (virtual machines, storage, and network) are deployed.
- CGI finalises the client's configuration then provides connection details to enable application loading, administration, and rollout.
- During on-boarding, ownership and accountability lines are identified and communicated between the Cloud service and project team.
- Automation / capacity management / monitoring is all enabled to ensure that services are integrated into CGI's Service Desk and Digital Command Centre.

The transition stage covers the acquisition of the licenses and the installation of operating system software and monitoring capability, followed by carrying out standard tests to prove the environment. Operational Members are trained in the specific requirements of the service, and operational documentation is delivered. At this stage, any additional agreed activities (such as the build and test of applications to run on the cloud) are carried out. At go-live, the client is given access to the service. Transition ends with a period of early life support immediately following go live.

The operation stage runs from go-live. According to the options purchased, monitoring is conducted, and the Service Desk notified to ensure prompt action in the case of any reduction in service quality. Service reports are delivered to the client and reviewed between the client and the Service Delivery Manager.

For Azure implementations, the Account Manager must ensure that the client maintains the Premier Support agreement with Microsoft.

Throughout the stages above, but particularly within the operation stage, CGI's approach to Continual Service Improvement applies. This facilitates the identification (by any party) of potential improvements and (jointly with the client) the assessment, prioritisation, and development of agreed improvement.

4.2. Offboarding

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. Pricing of this service is dependent on requirements; please contact CGI for details.

4.2.1. Access to data upon exit

Any required data will be made available on contract exit, using appropriate media, in line with the data security classification. After client notification that data has been successfully recovered, CGI will purge and destroy client data from any compute or storage device / media that main remain part of CGI's estate.

5. Service constraints

5.1.1. Service Constraints are as follows

- Design and support limited to security constraints as appropriate to the Government Security Classification Policy (GCSP) framework.
- Notification of planned maintenance will be provided at least 24 hours in advance and six hours' notice of emergency maintenance will be provided where possible.
- Standard system patching is undertaken quarterly (optionally monthly patching available at additional cost)
- Support of business applications hosted within the service is excluded.
- Connectivity to the client environment is excluded (available at additional cost).
- Integration of management tooling with client systems excluded (available at additional cost).

6. Service levels

CGI operates an ITIL compliant, award winning service management solution to back our Public Cloud Hosting Service, a mandatory element of our service to ensure seamless delivery of service and ongoing support.

Services include:

- Continual Service Improvement
- Service Desk
- Major Incident Management
- Problem Management
- Change Management
- Availability and Capacity
- Service Level Management
- Configuration Management.

The CGI Service Desk operates during normal UK business hours Monday to Friday and extends up to 24x7 subject to business need. The service monitors and manages alerts and tickets from multiple channels through to resolution. Major incidents (e.g. loss of service) are handled by a Major Incident Management process.

CGI's public cloud managed service will be delivered to an agreed set of performance standards backed by a specific Service Level Agreement (SLA) as agreed with you.

6.1. Availability and incident responses

6.1.1. Reporting and Service Management

A range of reporting options are available, integrating (where appropriate) native cloud reporting with relevant elements of CGI's service reporting. CGI's ITIL-aligned Service Management offerings are used to integrate with cloud partners support of their platform.

6.1.2. Monitoring and Event Management

Refer to our cloud partners' documentation for the 'native' monitoring of services.

Where CGI has been contracted to manage monitoring, monitoring of the IaaS virtual server will be included as part of the virtual machine image and integrated as part of the image provision.

In addition to the monitoring of the status of services in the public cloud by our UK-based Digital Command Centre the status of any subscription to the cloud partner must also be monitored to avoid errors caused by expired subscriptions.

Service Delivery Manager (SDM) will be responsible for overseeing delivery against all service levels and is primarily responsible for ensuring that the service continues to meet client's needs and service levels.

6.1.3. Problem Management

Our public cloud partners are responsible for the management of problems with the global provision of their infrastructure. Results are limited to information about the incidents and shown on the Service Health Dashboard. No Problem, Management activity is carried out for specific clients.

For issues not directly related to the cloud platform itself, Problem Management activities are carried out in line with non-public cloud services and is the responsibility of CGI if the Service Management option is selected. If not, problem management is the responsibility of the client.

6.1.4. Release and Deployment Management

Note that public cloud partner will define a release schedule that needs to be adhered to.

For Infrastructure as a Service, where Service Management (Service Desk) is selected in isolation (for virtual servers in a development/test environment, for example) the client is responsible for the management of changes and releases. They may elect to engage CGI on a project basis to assist with specific changes.

Where the client requires virtual server management (Windows or Linux), CGI will manage changes and releases and ensure that:

- The public cloud partner defined release schedule is aligned.
- Mandated changes are authorised, built, tested, and deployed.
- Changes to components related to this service are authorised, built, and tested, including compatibility testing (for new and changed applications) with the cloud platform and deployed into the appropriate environment.
- For Platform/Software as a Service, there are no tangible components that can be managed other than monitoring and configuration of the service. The underlying platform and software elements are the responsibility of the public cloud partner.

6.1.5. Service Desk

CGI will, as a minimum level of support, provide a 1st line Service Desk function for receiving issues relating to the services hosted with our public cloud partners. This will allow CGI to have the necessary visibility of problems and issues so that the application change and release can be properly managed. In addition, after diagnosing the problem the Service Desk will, if necessary, pass the call onto the 2nd/3rd line support teams.

The CGI Service Desk will provide escalation in line with any agreed SLA, change request and release management processes, following the standardised ITIL model that CGI uses for all its clients.

6.1.6. Capacity Management

Capacity planning and management are the joint responsibility of the client organisation and CGI. Typically, the client will inform CGI of significant changes in the expected usage of the system in order to allow CGI time to plan necessary changes in system or network capacity. CGI will raise or process change requests resulting from capacity demands or trends to make sufficient system capacity available.

6.1.7. Infrastructure Support

2nd Line support for Infrastructure issues is provided by CGI Infrastructure support teams. Issues will be captured by the Service Desk using the CGI ITSM tools.

7. After sales support

Technical support for our Public Cloud Hosting Service is provided on a 24x7x365 basis via our Service Desk. With regards to Service Management (ITSM) and service levels our approach is articulated in section 6 above.

8. Technical requirements

Our Public Cloud Hosting Service is provided as a Remote Infrastructure Management (RIM) service located from within our secured delivery locations in South Wales. Subscribing to the service will require remote connectivity and detailed design which will be undertaken during initial requirements specification and service transition phase to meet the client's explicit needs.

9. Outage and maintenance management

9.1. Event Management

Our Public Cloud management console provides alerts for IaaS and PaaS by email as default. In addition, CGI can provide a proactive alerting solution using webhooks. This takes the URL calls produced by webhooks and can deliver alerts in three ways:

- Direct email to a resolver group
- Direct import to CGI's enterprise ITSM tool Remedy - raises a ticket targeted at the resolver queue embedded in the URL call
- Direct Integration with our Digital Command Centre
- Optionally we can integrate event alerting with the client's ITSM toolset as an additional cost during service transition

Our service also provides native IaaS and PaaS health monitoring. This also extends to a range of other technologies such as:

- Azure monitor
- MS SQL database
- Internet Service Monitoring – IIS
- Integration of 3rd party solution (WUG, Nagios, IBMD, HPOV, WUG, SPLUNK, Ops centre, MySQL etc.).

9.2. Scheduled Maintenance

Maintenance Windows

Our Technical and Service Management Teams will communicate with the client's stakeholders to confirm the cloud provider's maintenance schedules, including planned maintenance windows when the provider performs maintenance tasks that may impact service availability.

Impact Assessment and Communication Plan

Our Technical and Service Management Teams will impact assess scheduled maintenance activities potentially effecting your services and will communicate this information 24 hours prior to the maintenance window occurring.

They will provide regular updates on maintenance schedules progress and any changes to the plan to always ensure operational visibility.

10. Hosting options and locations

CGI can provide hosting services from most Azure or AWS data centre locations. Typically, from within UK sovereign data centres in-line with the Government Security Classification Policy and depending on our client's specific requirements.

Our Public Cloud Hosting Service is operated remotely from within our secured delivery centres located in South Wales.

11. Security

Our service adheres to rigorous security standards to protect government data from unauthorised access, data breaches, and cyber threats. We ensure that the relevant compliance certifications and attestations are in place that demonstrate their adherence to government standards and regulatory requirements, such as Cyber Essentials, ISO/IEC27001, National Cyber security (NCSC), GSCP and GDPR, in addition to any specific certifications required by UK government agencies.

In addition to our standard, commercial management infrastructure for Public Cloud, CGI can also provide an accredited option up to a protective marking of 'OFFICIAL' plus additional security caveats for "OFFICIAL Sensitive".

Our service adheres to rigorous security standards to protect government data from unauthorized access, data breaches, and cyber threats. We ensure that the relevant compliance certifications and attestations are in place that demonstrate their adherence to government standards and regulatory requirements, such as Cyber Essentials, ISO/IEC27001, National Cyber security (NCSC), GSC and GDPR, in addition to any specific certifications required by UK government agencies.

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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