



Salesforce IT and Business Consultancy Service

Contracting body

30 Jan 2026

Issue 1.0

© 2026 CGI IT UK Ltd

CGI

Table of contents

1.	Service Description	4
2.	Onboarding and Offboarding	5
2.1.	On-boarding	5
2.2.	Off-boarding	5
3.	Training Skills and Knowledge Transfer	5
4.	Service Pricing and Terms and Conditions	5
4.1.	Pricing	5
4.2.	Terms and Conditions	5
5.	Further Information	6
PROPRIETARY AND CONFIDENTIAL		7

Service Definition Overview

CGI's Salesforce IT and Business Consultancy service is scalable and flexible. It can provide full life-cycle support, from consultancy advice to taking full end-to-end responsibility for leveraging Salesforce as a platform.

We are a Platinum Salesforce Partner with over a decade of Salesforce experience. We have experience in over ten industries and have worked with many public sector, FTSE 100, and Fortune 500 clients.

We offer Consultancy, Managed IT, and business process services that cover design, development, integration, configuration, implementation, testing, rollout, support, training, and knowledge transfer across the Salesforce Clouds, Industries, and AppExchange products. We provide these services from nearshore and offshore locations, leveraging CGI's client proximity model outside the UK wherever appropriate.

Why CGI?

We can combine the power of the Salesforce platform with CGI's decades of expertise. As a Salesforce partner since 2010, we have implemented customer engagement solutions using a unique client relationship approach backed by CGI's global insights and local proximity.

CGI's approach is unique when it comes to Salesforce solution implementations. We put people—users, clients, employees, and partners—at the centre. Having the right Salesforce partner and approach helps to ensure you effectively manage change and achieve better adoption and business results.

We provide tools customized to your needs so that you get the total value from your Salesforce investment. With deep Salesforce expertise across industries, we offer a full range of services, including strategy and consulting, design and implementation, integration, managed services, and accelerators for leveraging the Salesforce platform.

Our Salesforce credentials include:

- 500+ completed Salesforce projects for 300+ clients.
- 9.4 Salesforce customer satisfaction rating.
- 2015 Salesforce Innovator Award and 2017 Manufacturing Solution of the Year nominee.
- 400+ certified team members.

1. Service Description

Salesforce is becoming increasingly adopted across the Public Sector. It is used for more than just a CRM solution—it is increasingly a "Customer Engagement Platform" and, in the Health sector, can be used as a "Patient Engagement Platform".

CGI can help you navigate your choices to lead to a successful implementation and adoption. As a large-scale IT organisation, we are much more than a Salesforce specialist, being able to bring the best of a wide range of capabilities to suit your needs.

For clients looking to:		CGI can deliver value by:
	Increase citizen engagement	Leveraging Salesforce and a 360° citizen view to create an ecosystem for employees, partners and citizens to collaborate on same platform
	Offer more services	Using predictive analysis and trends to accelerate sales, enabling the contact centre to serve multiple services, and using AI and automation to reduce manual work
	Deliver exceptional citizen experiences	Creating a 360° view of the citizen, omni-channel capabilities and a consistent customer experience across all channels
	Drive efficiency and agility into operations	Leveraging SAFe and Agile practices to design and implement new business processes that take advantage of the new capabilities derived from the platform

Figure 1 CGI can deliver value

We have Salesforce-related IP and Accelerators in specific industries, including Health and Government that can help with fast and successful implementations.

We can deliver end-to-end services for clients leveraging Salesforce as a platform.

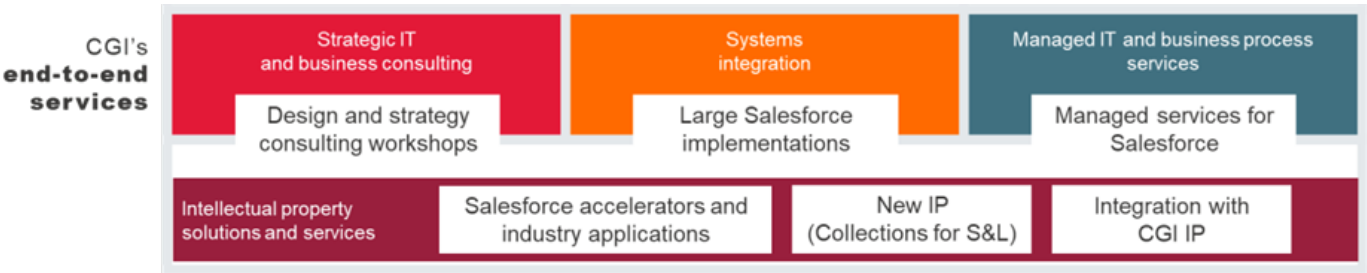


Figure 2 Salesforce as a platform

- Our Salesforce team can encompass many activities, including:
- Architecting end-to-end technical solutions within the Salesforce platform.
 - Configuring Salesforce.
 - Providing advice, guidance, and implementation of available AppExchange products within the Salesforce ecosystem.
 - Developing customised solutions within the Salesforce platform.
 - Designing, coding, and implementing integrations with 3rd party applications.
 - Testing the stability and functionality of the application.
 - Maintaining the security and integrity of the Salesforce environment.
 - Write technical documents and provide training for client Support, Operations or DevOps teams.
 - Release Management services.
 - Project and Change Management.

- Planning and executing data migration and data cleansing.
- Troubleshooting and bug fixing.
- Acting as an escalation point for technical issues.

2. Onboarding and Offboarding

2.1. On-boarding

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 considerable previous experience in this area to bear. CGI will apply its standard transition methodology, which has been used in all services, both on- and off-boarding, within CGI for many years. The transition process is adaptable for both small and large-scale onboarding requirements.

The approach taken by CGI is to understand the client's requirements and tailor the transition phase to meet those needs while incorporating lessons learned and methodology from years of experience.

2.2. Off-boarding

Service Offboarding & Decommissioning 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. Training Skills and Knowledge Transfer

CGI can provide a range of Salesforce-related training/development services, including:

- Executive Briefings.
- One- or Two-Day Workshops for Managers or Service Teams.
- Training to end-users.
- Training and knowledge transfer to development teams.
- Introduction and use of Salesforce technologies such as Trailhead, my Trailhead and In App Guidance.

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.

PROPRIETARY AND CONFIDENTIAL

The information contained in this document is confidential to CGI and/or CGI group companies. This document shall not be reproduced in any form or by any mechanical or electronic means, including electronic archival systems, or submitted to a generative AI tool without the prior written approval of CGI. The receiving party may use this document and the information contained in it for the purpose of evaluating CGI's proposal only. Any personal data included in this document must not be replicated, stored or distributed beyond the immediate recipient or used for any purpose other than evaluating the document.

This proposal is subject to contract and shall not be binding unless and until execution by CGI and Contracting body of a final agreement to the proposal, containing the terms and conditions that will govern the relationship between the parties. Any final agreement is conditional (inter alia) upon due diligence and customary business investigations by CGI. The results of such due diligence and/or investigations may impact upon content of this proposal, including the business structure, business terms and financial arrangements.

If you have received this document by mistake, note that the reading, the reproduction or the distribution of this document is strictly forbidden. You are hereby requested to inform us by telephone at +44 0845 070 7765 and to return this document by special delivery marked for the attention of Simon Figg.

Except where indicated otherwise, all names, trademarks, logos and brands (registered or not) referred to in this document are the property of a company in the CGI group or its licensors.

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

