



Microsoft 365 Services

Contracting body

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CGI

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Service Definition overview.

CGI provides proven capability to manage all aspects of deploying and supporting Microsoft 365 services and required business change to help organisations introduce the Microsoft cloud-based productivity platforms.

Microsoft 365, Microsoft's subscription-based cloud productivity suite provides organisations with simple and rapid deployment of the Microsoft tools that their users rely on, day in day out. It provides a ready-made, evergreen and highly scalable platform that can offer just as much, or as little capacity as required. This helps reduce capital expenditure and operational costs and simplifies management and administration.

Microsoft 365 comprises the following Microsoft infrastructure and application services:



Figure 1 Microsoft 365 components.

Whilst Microsoft 365 presents these software platforms in a convenient and accessible 'bundle', successful deployment requires an experienced partner able to help design the right business approach and user experience, implement the appropriate security controls, and help with the complex task of migration. In addition, the potential requirement for a hybrid environment (cloud and on premise) needs to be carefully considered to ensure the end result is a service that meets the business and technology requirements of your organisation.

Why CGI?

High-level principles

- CGI's 5 Star Service Desk provides a single point of contact for users of the service.
- CGI's monitoring provision constantly monitors the health of the on-premises hardware and software in detail, as well as the overall status of the Cloud components.

- Microsoft-aligned Evergreen approach to operating system and Microsoft 365 component features and quality updates.
- CGI's hosting facilities manage all aspects of providing, supporting, and maintaining any on-premises hardware and software components.
- The service is predicated on the client purchasing a Premier Support Agreement with Microsoft and CGI's Managed Service of Microsoft 365 to provide a consistent interface for the client for both on-premises and Cloud components of Microsoft 365.
- In all cases the client manages the payment of invoices to Microsoft for the 'compute' element of the managed cloud services.

CGI capability

CGI's Microsoft 365 specialists have helped to migrate over 600,000 end users worldwide and 200,000 in the UK to cloud-based working across government, local public sector, health, education, and commercial sectors across the globe. Our Microsoft 365 capability is underpinned with:

- A strong global alliance with Microsoft (Microsoft Gold certified Partner).
- Analytics option available using endpoint analytics (e.g. Nexthink) to provide detailed forensic information about end user device and application and performance, user personas and Microsoft 365 subscription mapping per user.
- World class Cyber-Security practice providing the 'know how' to design the appropriate security, identity, and access solution for Microsoft 365 in a public sector enterprise.
- Application assessment and migration experience for line of business applications to cloud platforms.
- Mobile and flexible working strategy design and implementation expertise.
- Experience managing 800,000 end-user devices through skilled staff, sophisticated test environments and robust management processes.

Enterprise class 'service wrap' to provide one stop support to users through CGI 5 Star service desk.

1. Service Description

When considering the move to Microsoft 365, there are a number of key considerations that influence the complexity and timescale for implementation.

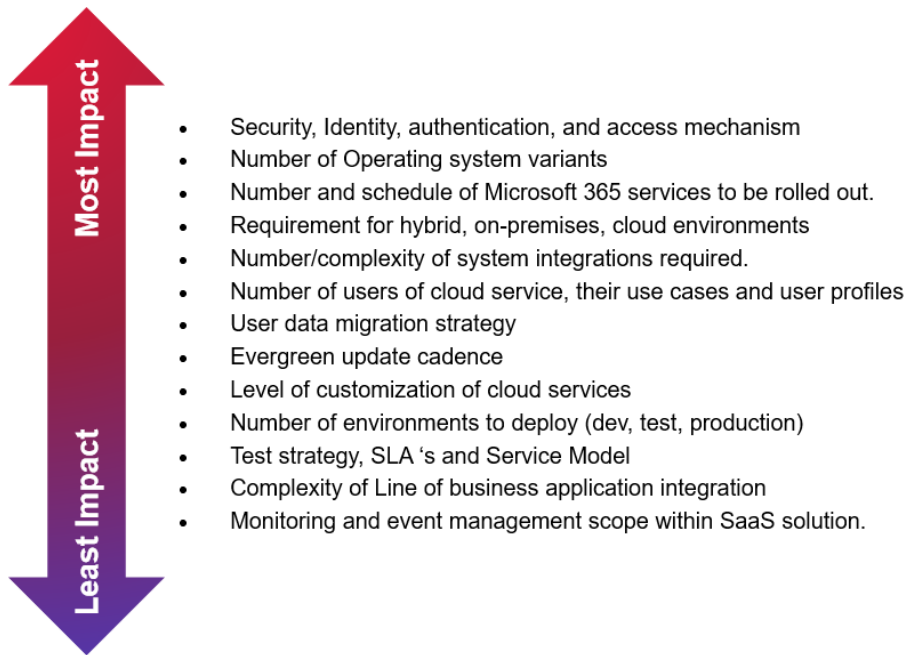


Figure 2 Factors influencing the implementation plan for a Microsoft 365 deployment.

1.1. Five step approach

CGI has developed a five-step approach to implementing Microsoft 365 that addresses all these points. We will work with key stakeholders within your organisation to plan, design and deliver the best approach for your business.

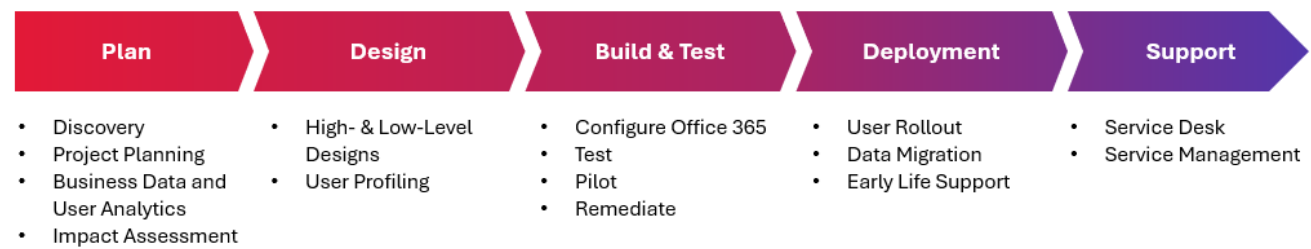


Figure 3 CGI's 5-step Microsoft 365 Services process.

1.1.1. Planning

The planning stage considers the many elements to achieve the desired collaborative working behaviours from Microsoft 365:

- Hybrid working strategy
- Windows Modern Management
- Mobile Device Management
- End-user device policy
- Bring Your Own Device strategy.
- Impact assessment; User, Infrastructure, Network and Service
- Information design
- Service and support requirements

- User application needs
- Security requirements
- Business change.

To ensure a Microsoft 365 implementation meets both business and user needs, CGI will perform a business impact and risk assessment including aspects such as security, data governance, mail migration strategy, end-user use-cases and the best approach for transition all coming together in a business case.

CGI will work with your organisation to plan the project, agree milestones, success criteria and help you develop communications and training plans. CGI will consider and quantify dependencies, such as network and AD design, number of mailboxes to be migrated, client application versions and configurations.

Discovery and workspace analytics

Should you wish, we can provide deep analysis of your end user environment using some digital collection software, alongside how your business currently uses Microsoft 365. We are experienced in capturing and analysing the information which will provide you with accurate Microsoft 365 subscription validation.

By analysing the way users interact with office automation products such as word processors, spreadsheets etc. CGI is able to provide a breakdown of its estimations of which users should be allocated to which Microsoft 365 subscription type. This will assist in the procurement of new Microsoft 365 subscriptions for your users, or validation of a current Microsoft 365 subscription model. This provides opportunities for cost savings or highlighting potential mismatches.

To determine which Microsoft 365 subscription is appropriate for a given user, analyses is performed on the software packages that align with Microsoft 365 components; Word Processors, Spreadsheets etc.; these can be from any vendor. The resulting matrix provides matches against real-world usage with the most appropriate subscription model:

Application	Categories	Unlicensed	E1	E3 to E1	E3	E3 or E5
No Applications		x				
OneDrive	File Share		x	x	x	x
Teams	Group Chat		x	x	x	x
Outlook	Email		Web Based	x	x	x
Word	Word Process		Web Based	x	x	x
Excel	Spreadsheet		Web Based	x	x	x
Powerpoint	Presentation				x	x
OneNote	Document Sharing				x	x
Skype	Meeting				x	x
Access	Database					x
Publisher	Publishing					x

Figure 4 Microsoft 365 licence determination matrix

The following graphic shows example Microsoft 365 subscriptions from a large UK local authority.

Office 365 Subscription Recommendations

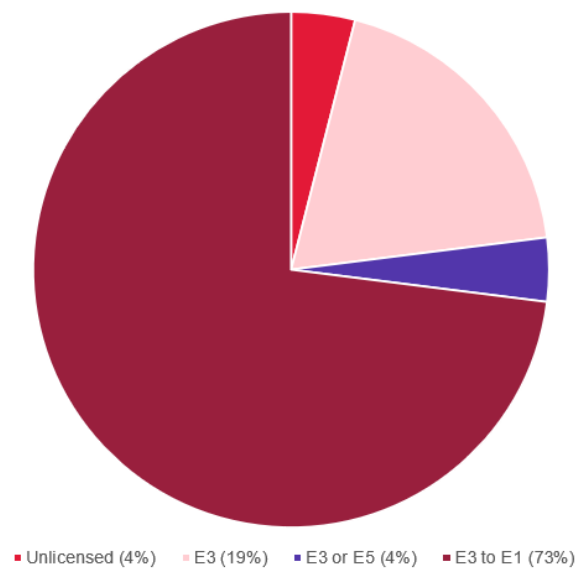


Figure 5 Example Microsoft 365 subscription recommendations

In addition to Microsoft 365 subscription analysis, we will also capture and report on the following elements:

- End-user personas - a forensic analysis of how devices are used enabling informed procurement and increased employee engagement.
- User experience metering - using quantitative workspace analytics and qualitative user surveys, understand users' perception of IT services.
- Device performance analysis - understand how your devices perform, which are working for you, and which are not.
- Productivity Impact analysis - map device performance in terms of individual user productivity and identify opportunities for improvement.
- Windows Modern Management readiness - review the use of Microsoft's cloud-based Intune management capabilities. Modern Management simplifies device management through cloud-based provision and management and has increasing traction amongst CGI clients and in the wider marketplace. Coupled with CGI's Windows as a Service, Modern Management enables clients to benefit from our 'create once, use many times' approaches. Our teams were the first to partner with Microsoft on Windows as a Service at scale to create standardised, reliable, repeatable, and robust evergreen management of users' devices.

1.1.2. Design

Solution design will be undertaken with consideration of current infrastructure, service management and business preparation required for the project including the Operating System configuration, user access and authentication, data/mailbox migration strategies, user mobility and any requirement for hybrid environments.

Through a combination of workshops and consultations we will produce high-level and low-level designs, operational support models and business change approaches. These will help prepare for the introduction of Microsoft 365 and broader enterprise mobility solutions. We will work with you to profile end-user behaviour and working scenarios within the existing operating environments. We will then use these profiles to create a set of use-cases and user profiles to ensure that the target operating environment fits your business and technology requirements.

Our specialists will also conduct data analysis to help create the right information architecture for migrating to cloud-based working. This will include creation of a roadmap that meets specific needs based on discovery and workspace analytics data.

In relation to Modern Management, to reduce risk, we will consider tactical implementation of Microsoft Intune and Endpoint Configuration Manager (MECM) co-management during transition. This will enable us to identify and move workloads to the cloud via Intune without interruption to end-users. We will agree the optimum end-

state strategy and design and implement the tasks required for standalone Intune or co-management. The graphic below shows co-management config to enable workload migration to the cloud in a phased and risk-free manner:

1.1.3. Build and Test

As we prepare for deployment, we will configure the Microsoft 365 tenant, identify logical end-user groupings, and agree a deployment approach that minimises impact on the end users and the organisation. Configuration will include domains, application settings and preparation for directory synchronisation and single sign on as required.

CGI can create a Proof-of-Concept environment for your organisation to help demonstrate and familiarise staff with the Microsoft 365 user experience. This will help prepare staff, set expectations and act as a trigger for end-user feedback.

During the Test phase, we will ensure that the system meets the requirements defined during the Planning Phase. These tests will include System tests, Integration Tests and User Acceptance Tests in our state-of-the-art model office at our South Wales Delivery Centre.

Ultimately, we will confirm that the solution is fit for purpose for end-user use.

Deployment tests will also be undertaken in preparation for the next phase.

1.1.4. Deploy

Our deployment phase will be designed to deliver the Microsoft 365 services, with minimum disruption to end users.

CGI will agree communications and operating models between partners and stakeholders. We will coordinate and streamline change requests and arrange resourcing requirements with 3rd parties and partners.

Any migration of user data or mailbox would be incorporated within this phase along with reconfiguration of client systems to connect to Microsoft 365.

These phases also include training and know how sessions for your organisation's end-users to help them best adopt Microsoft 365 within the workplace.

1.1.5. Support

CGI provide a one stop shop approach, from the start of on-boarding through BAU to completion of off-boarding,

We will tailor support to provide the optimal service for your organisation and your user communities. From 'early life' users through to full adoption, users you can take advantage of CGI's 5-star, UK-based service desk. This, combined with deep technical expertise delivered by our Microsoft 365 Centre of Excellence, working in collaboration with Microsoft technical teams allows you to concentrate on running the organisation. CGI's 5-star accredited Service Desk act as primary interface to your users and clients for Microsoft 365 specific or any ICT related issue, including, but not limited to:

- Windows and Mobile Operating Systems
 - Windows as a Service
 - Modern Management
- Microsoft 365 service management wrapper to provide you with single point of contact.
- Use of ITIL-aligned processes to ensure effective management of incidents, problems, and changes.
- Monitoring of the Microsoft 365 service across cloud and on premises implementations
- Usage monitoring and ongoing capacity management to ensure that organisation Microsoft 365 agreement delivers optimal value to client.

2. Data backup and restore.

While Microsoft provides foundational data protection measures within Microsoft 365, CGI plays a crucial role in enhancing data backup and restore capabilities to meet specific business needs and compliance requirements.

CGI adds value by implementing tailored backup solutions, ensuring data integrity, and providing proactive monitoring and management services that go beyond Microsoft's standard offerings. This shared responsibility model allows organisations to benefit from robust data protection and recovery capabilities while leveraging CGI's expertise. Here are several key data backups and restore services we offer:

2.1. Automated Backup Configuration

We set up automated backups for critical Microsoft 365 data, including Exchange Online (emails, calendars, contacts), SharePoint Online (sites, libraries), OneDrive for Business (files, folders), and Teams (chats, files). This enables us to configure backup schedules based on your specific requirements, ensuring regular and consistent backups without manual intervention.

2.2. Data Retention and Versioning

We implement retention policies and versioning settings to control how long backup data is retained and how many versions of each item are stored. We can customise retention periods based on compliance requirements and business needs.

2.3. Granular Recovery Options

Enable granular recovery capabilities to restore specific items, such as emails, files, folders, or SharePoint sites, from backup archives. Additionally, we enable clients with self-service options for retrieving deleted or corrupted data without IT intervention.

2.4. Backup Monitoring and Alerts

Implement proactive monitoring of backup jobs and status to detect and resolve any issues promptly. Set up automated alerts for backup failures, storage capacity thresholds, or other critical events that require attention.

2.5. Regular Backup Testing and Validation

Conduct regular backup testing and validation exercises to ensure the integrity and reliability of backup data. Verify that restored data is accessible and usable, simulating real-world recovery scenarios.

2.6. Compliance and Audit Support

Assist clients in meeting regulatory compliance requirements by implementing backup solutions that support data retention and auditing needs.

Provide documentation and reporting capabilities for compliance audits.

3. Service Continuity

CGI operates a Business Continuity Framework with associated templates – designed to align with Business Continuity Institute Good Practice Guidelines (2013), an integral part of our Quality System (ISO:9001 2008 certified). We have held ISO:22301 certification since 2018. We follow a consistent process throughout the company, as is shown in the schematic of our Business Continuity Management process extract below:

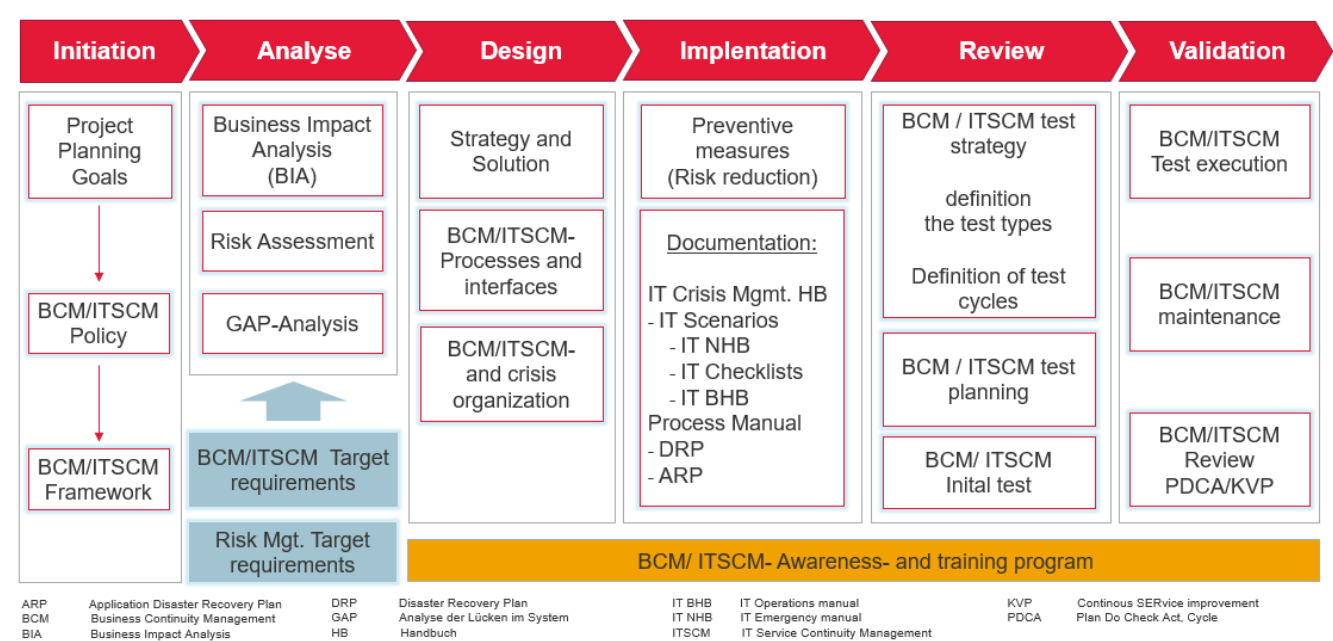


Figure 6 Business Continuity Management Process

A key element of this approach is collaboration, i.e. we collaborate with clients to develop comprehensive disaster recovery plans that leverage Microsoft 365 solutions, including recovery time objectives (RTOs) and recovery point objectives (RPOs) to guide backup and restore strategies.

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

We will manage the on-boarding process ensuring that your organisation is able to maximise the benefits from the Microsoft 365 deployment.

As part of our 5-step process, 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 small, medium, and large scale on-boarding requirements.

4.2. Offboarding

Service Off boarding is instigated by a client request or after expiration of the service agreement. Deletion of any 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.

4.2.1. Access to data upon exit

CGI will purge and destroy client data from any compute or storage device/media that remains part of CGI's estate.

5. Service constraints

Service definition will be agreed during the planning stages of a Microsoft 365 deployment.

Microsoft provides Microsoft 365 software as a service and as such, service levels and services presented to users are in accordance with Microsoft licensing terms and conditions.

6. Service levels

CGI recognises that each client will have different usage, service requirements for their Microsoft 365 support service, and in view of this, we tailor our service for each client. Service variables may include:

- Service hours
- Responsiveness to incidents
- Scope of services supported.

We will monitor and manage the service in line with the agreed service levels and report to the client on a monthly basis via a formal service report, giving the client an assurance of a fully managed service delivered to an agreed level of quality.

6.1. Support hours.

These will vary according to client needs. CGI typically offers three bands:

- Standard UK working day - Monday to Friday, excluding UK bank holidays, 09.00-17.30.
- Extended UK working day - Monday to Friday, excluding UK bank holidays, 07.00-19.00.
- Total service is available on a 24x7 basis.

6.2. Severity definitions

CGI use a standard 4 level categorisation of incidents as shown in the table below. CGI will expect to agree the details of the definitions, together with illustrative scenarios, with the client as part of the service set up process subject to responses within CGI control.

Severity	Priority	Response	Resolution	Examples
Critical	1	30 minutes	4 hours	All users affected. Incident has a major effect on client business.
High	2	1 hour	8 hours	Incident affects multiple users. Incident has minor effect on client business.
Medium	3	4 hours	24 hours	Incident affects limited number of internal / external users. Negligible impact on business users.
Low	4	8 hours	72 hours	Incident affects single internal / external user. No business impacts.

Table 1 Categorisation Levels used by CGI.

6.3. Service level payments.

These will be discussed on request, subject to activities within the control of CGI.

7. After sales support

The overall accountability for the relationship with the client lies with CGI's Executive Sponsor and CGI Account Manager and they provide strategic governance to the service working closely with the client's Senior Executive team. The purpose of this team is to ensure that after sales the relationship is healthy, the service is delivering, the governance model is working, and best practice is being applied.

8. Technical requirements

These requirements may vary depending on the client's specific needs; however, these are the standard requirements we analyse with clients during transition/onboarding:

8.1. Network Infrastructure

Reliable internet connectivity with sufficient bandwidth to support M365 administration and management tasks. To ensure seamless communication between client environments and CGI systems, a VPN might be required.

8.2. Server Infrastructure

Hosting servers for running administrative tools and management software used for M365 administration. Ensure servers have adequate resources (CPU, memory, storage) to handle workload demands.

8.3. M365 Admin Centre

Access to Microsoft 365 Admin Centre for performing day-to-day administrative tasks, user management, and service configuration.

9. Outage and maintenance management

While Microsoft manages the underlying infrastructure and service availability, CGI contributes to minimising disruptions, ensuring rapid resolution of issues, and maintaining business continuity for clients. As part of this service, we provide:

- Proactive Monitoring and Alerting
- Incident Management and Response
- Maintenance Coordination.

10. Hosting options and locations

While the core components of Microsoft 365 are hosted and managed by Microsoft in their global data centres, CGI can host on premises components (such as Hybrid Exchange deployments) in our UK based datacentres located in Bridgend, Wales.

11. 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 9001:2008.

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.

Information Principles for the UK Public Sector supported and documented?

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.

Government ICT Strategy and Greening Government ICT Strategy supported and documented?

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 closely 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.

12. Service Pricing and Terms and Conditions

12.1. Pricing

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

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.

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.

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.

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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