



Healthcare Digital and Cloud Strategy

Contracting Body

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CGI

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Service definition overview

Working with your organisation, we help co-design your digital roadmap and strategy at organisation, ICB or ICS level. This includes mapping a route to deliver national and local targets, working on technology-enabled pathway changes and help to define workstreams and governance models to help you sustainably deliver your vision.

Why CGI?

1. Award-winning service delivery

CGI UK has a distinguished track record of award-winning service delivery across cloud, health and social care.

We secured the Industry Collaboration Award at the Digital Health and Social Care Awards 2024 for our partnership with Scottish Borders Council in transforming adult social care services.

The integration of BJSS - now part of CGI - further strengthens our credentials, bringing as they do 30 years of award-winning delivery, including:

- UK IT Industry Awards 2023: Healthcare Sector Project of the Year
- National Technology Awards 2023: Healthcare Tech of the Year
- AWS Partner Awards (EMEA) 2023: Innovation Partner of the Year (Winner).

This powerful combination underlines CGI's capability to deliver cloud-based solutions at scale, and to support health and social care organisations with innovative services that move our clients towards their goals. With 6000+ UK-based people, we have the scale and the skills to tackle your most complex technical, operational, and strategic challenges.

2. Our mission and values

Mission: to help our clients succeed through outstanding quality, competence and objectivity, providing thought leadership and delivering the best services and solutions to fully satisfy client objectives in information technology, business processes, and management.

Vision: to be a global world-class end-to-end IT and business consulting services leader helping our clients succeed.

Values: our guiding principles include:

- Partnership & Quality
- Objectivity & Integrity
- Intrapreneurship & Sharing
- Respect
- Financial Strength
- Corporate Social Responsibility.

3. Our user-centred design capability

CGI's user-centred design capability is significantly strengthened through our recent acquisition of BJSS. BJSS strengthens the CGI offer with its deep-rooted expertise designing digital services in healthcare, and strong track record in agile delivery of large-scale, high-quality software systems, including critical national infrastructure.

Stand-out examples of delivering UCD in healthcare settings include NHS Education for Scotland's Digital Front Door, NHS.uk and the NHS App. Now embedded within CGI's global consulting portfolio, this capability means CGI can offer a seamless blend of strategic advisory, technical engineering and human-centred design - ensuring that digital transformation initiatives are grounded in real user needs, driving both adoption, and measurable business outcomes.

4. Trusted in the public sector

CGI is a trusted digital transformation partner to government and public sector organisations across the UK and beyond, bringing together decades of expertise delivering critical national services and technology platforms for clients such as Department for Health and Social Care, Crown Prosecution Service, Office for National Statistics, His Majesty's Courts and Tribunals Service, Home Office, Cabinet Office, Department for Transport, Department for Energy Security & Net Zero, UK Health Security Agency (UKSA), Civil Aviation Authority, National Highways, Disclosure Scotland, Education Scotland, Met Office, UK Research and Innovation, Natural Resources Wales, NHS England, NHS Scotland, NICE, and numerous universities including Essex and Coventry.

This combined capability enhances CGI's ability to design, build, and operate secure, scalable solutions that improve public services, strengthen national resilience, and deliver measurable value to citizens.

5. Delivery partner to the NHS for 10+ years

CGI is a trusted delivery partner to the NHS England and the wider NHS system, bringing end-to-end capability across strategy, design, transformation, and digital operations.

With deep experience working on national platforms such as the replacement of the Spine infrastructure, migrating the e-Referral Service (e-RS) to the cloud and developing user-centred digital experiences for NHS-branded channels, CGI helps health and care organisations deliver rapid, scalable change while keeping patients and clinicians at the centre.

"[CGI] helped us define our CX vision and the role our national digital channels play in putting health and care directly in the hands of people in the future. They ensured this was not only grounded in best practice but brought to life for multiple audiences, laying the foundations for CX principles/thinking being embedded across our work."

Emma Bradley, Head of Customer Experience - NHS Transformation Directorate

As delivery experts with a long pedigree in working with NHSE and other NHSE bodies, we bring unrivalled knowledge and experience of interoperability standards, engineering Red Lines and standards, and clinical and information governance specific to the UK healthcare sector.

We also have a wealth of experience in UK health and social care outside the NHS - examples include UKHSA, DHSC, Care Fertility, and other private healthcare organisations and healthtechs.

6. Extensive experience working to GDS and NHS Service Standards

CGI brings extensive proven experience meeting the Government Digital Service (GDS) Service Standard in UK public-sector digital programmes, now strengthened further through our acquisition of BJSS.

With BJSS's track record - which includes delivering user-centred, agile digital services aligned with GDS principles for clients including DVSA, CAA, UKRI, NHS, and DHSC, CGI can demonstrate end-to-end capability

in delivering services that understand users, solve whole problems, iterate rapidly, use the right tools, and maintain reliability and accessibility.

7. Case studies

7.1. Digital transformation of IT applications and services in healthcare

7.1.1. The challenge

This healthcare client engaged us to analyse its central IT function to improve effectiveness and efficiency in delivery of services to wider health bodies across multiple regions. This comprised a review of national screening, data storage and access, and applications. The work was undertaken against the backdrop of significant funding challenges and complex activity delivery due to decentralised and sometimes outsourced processes.

7.1.2. The solution

We conducted an eight-week discovery, undertaking document review and holding more than 100 stakeholder interviews to understand pain points, user journeys, architecture, and the service delivery in a clinical environment. From this user research, we identified and analysed common themes in which we could categorise the challenges. We analysed team structure charts to identify the quantity of current state capabilities. We quantified demand for the function by reviewing tickets, activities, and role capabilities in order to help size the team against future requirements.

In the three-month design and delivery phase, we ran co-creative collaborative workshops and structured interviews to define candidate future states for the organisation design of the client's IT support services as well as the technical architecture requirements to deliver population screening programmes into the future. Furthermore, we worked with stakeholders to define the gap to the target state capability and technical requirements. This also informed incremental improvements the client could make to its ways of working and best deployment of resources and maximise existing infrastructure.

We developed a data-driven organisational model including an implementation plan and operational and capital expenditure requirements. We worked throughout with stakeholders (clinicians, admin users, service managers, members of the technical design authority, and senior management), and worked in the open using client tooling and Miro for shared collaboration spaces. We ran an in-person day with all involved parties to set strategy, and we held a joint show-and-tell attended by CGI and client staff to support knowledge transfer and roll-out of the operating model.

7.1.3. The outcomes

We created a roadmap that showed assessment of costs, component sequencing, and relationship to horizons and interim states. We provided evidence that informed our key recommendations, based on improving the cadence of delivery, technical architecture, and operating model design. Our detailed data set and analysis was included within a business case, requesting in the region of £20m of funding to deliver full transformation of IT services, including delivery of our organisational recommendations.

7.2. ASDA: eCommerce technology platform separation

Walmart's divestment of ASDA meant a complete separation of businesses after 22 years of sharing people, processes and technology. We were asked to provide the expertise, frameworks and approaches to shape and deliver ASDA's new eCommerce platform for ASDA.com, George.com, ASDA Online Grocery sales and fulfilment as well as significant elements of the integrated Customer, Customer Care and Communications solutions.

7.2.1. Overview

We performed a detailed assessment of the functional 'as-is' capabilities and the solution ecosystem, then mapped and refined the capabilities for the target state in order to provide a robust functional structure for the design of the to-be technical architecture, then a technology selection phase, undertaking a market analysis to determine best fit amongst a suite of products across the eCommerce space.

We provided programme management capabilities leading the eCommerce technology workstream, managing risk and issues to ensure quality deliverables are produced as well as keeping the project at pace to a critical program timeline. Moreover, we designed and recommended target operating models for the running of the to-be estates. Cost models to estimate the implementation costs, as well as annual run costs have been constructed to provide assurance over the commercial viability of the recommendations being made to ASDA.

7.2.2. The outcomes

ASDA and CGI developed a strong trust and one-team ethos and approach, resulting in high-quality delivery and the establishment of a long-term partnership. We provided services across Project Management, Technology Advisory, and Cloud Platform Architecture Advisory, to complete the assessment and design phase by year end.

7.3. Commercial bank cloud migration strategy

A commercial bank wanted CGI to develop a cloud migration strategy for their transition to the cloud. Alongside this, the bank wanted to validate their use of the 'Cloud First' approach and the future state of their hyperconverged on-premises Nutanix platform. The client also wanted to define its Cloud Readiness Level and Financial Operating (FinOps) model, and receive recommendations for improving these.

7.3.1. Overview

The discovery phase consisted of understanding the bank's business and IT strategy as well as conducting interviews with business unit stakeholders to understand the departmental goals and ambitions. This information was used to align the cloud value with the each of the bank's business units and their strategy. A corresponding benefit alignment was made for each of the business units to highlight the advantage of cloud.

An assessment of the role of the Nutanix platform was conducted with regards to the 'Cloud First' approach. The assessment revolved around the financial lifecycle, internal capability, and functionality. We also considered the future of Nutanix, as it was undergoing a potential acquisition.

We conducted a cloud readiness assessment to understand the bank's current cloud capability, focussing on six key areas, including: business, people, governance, platform, security, and operations. The assessment identified current strengths and gaps; we defined a series of recommendations to increase the bank's readiness to an acceptable level. The recommendations included a governance model for managing key cloud decisions and learning paths to upskill and educate IT and the business.

We created a FinOps Model describing the structure, skills and capability required to manage cloud costs and benefits to ensure a return on investment. We made recommendations for each phase of the FinOps lifecycle, and a structure and roles needed for the FinOps team.

We used a cloud decision framework to determine the appropriate migration path for each of the key business applications. The process involved a discovery of the current IT estate and stakeholder interviews to further deep dive on each application. We created a migration roadmap that aligns with the bank's current IT Change Roadmap, thereby reducing the resource demands and change to current plans. The costs for transformation and cloud run were estimated in line with the migration roadmap.

7.3.2. The outcomes

The Nutanix platform was determined to not be strategic moving forwards, and would be phased out in line with a structure migration roadmap.

The migration roadmap, cost estimates, and readiness roadmap were used to create a business case for migrating to cloud that was successfully presented to the board. The client now feels assured about its direction

of travel with a clear roadmap of the migration options and sequencing as well as the changes require to governance and operations to better support the use of cloud.

7.4. Establishing an operating model for the global data function of a standards body

7.4.1. The challenge

Our client, a global standards provider, needed to establish and refine a Global Data function to improve its data capabilities. The team providing this function for the rest of the organisation was looking to establish structure, prioritisation, backlog management, the ability to capture and deliver value, and a clear way to offer its services to – and manage demand from – the rest of the business. We were engaged to provide a renewed team structure, a service catalogue and design to formalise services, backlog management, and agile coaching.

7.4.2. The solution

We mobilised a team of Technology Consultants, Business Consultants, Delivery Manager, Service Designers, and Business Analysts. We performed a capability assessment, identifying gaps in the client team's current capabilities to map out the as-is state. We ran interviews and workshops with the team to understand the 'to-be' state, with a clear vision of their ambitions and where they wanted to be over a six-month period.

Insights from this research enabled us to design a set of services for the team, building a service portfolio to which the backlog was aligned. We created a new operating model and new organisation model, ensuring alignment between the data platform and the team's services. We conducted agile coaching to build capability within the team.

7.4.3. The outcomes

We're working with the client now on implementing the roadmap to the 'to-be' state. So far, the client has seen reduction in duplication of work and better organisation of the team. The implementations will increase efficiency, reduce time spent on tickets, increase demand for the function, and provide better capacity management, enabling the team to become the centre of excellence for data in the organisation.

7.5. Tech advisory and change management in government

CGI was engaged with a government agency in two key areas: change management and technology leadership.

We provided data-driven change management capabilities to multiple ongoing technology programmes following poor employee engagement scores, specifically relating to leadership engagement and management of change. The environment was complex as two organisations had recently merged, which meant staff were navigating large differences in culture alongside our delivery.

We provided technical leadership within the client technology team on areas that had become increasingly complex. Multiple programmes of work with different third-party providers had created additional risk to the organisation and its goals.

7.5.1. The solution

One of the key complex technology challenges faced by the client involved consolidating two environments to drive financial and user benefits. To address this, we quickly integrated with project teams for the Atlassian consolidation. We conducted Discovery interviews with leadership, ran impact analysis workshops, and released a readiness survey. Insights from this informed our creation of a communications strategy and plan for the consolidation of both organisations' instances to cloud.

Alongside this, we provided technical advisory for the client around cloud strategy and FinOps. We provided architecture and financial direction and governance across the various programmes deploying into the cloud. We improved the cloud financial reporting, increasing visibility of cloud spend and enabled individual workloads to self-serve their consumption. We developed a FinOps governance model, covering the inform, optimise, and

operate lifecycle phases, ensuring alignment with existing design authority approval gates to facilitate adoption. We worked alongside the Technical Design Authority and Enterprise Architecture Group for ratification and to ensure they were bought into the process.

Our experience and relationship with the cloud service providers enabled the agency to have a more open relationship and negotiate improved agreements with increased discounts to reduce overall spend.

7.5.2. The outcomes

Our successful work in change management led to us taking on additional scope; we managed five workstreams of change work (Atlassian Cloud and Data Centre Consolidation; AWS Identity Provider Switchover; Cloud Platform Workloads Impact Assessment; Cloud Platform User Engagement and Awareness; Technology Engagement And Awareness; and Product-centric Portfolio Management) throughout the client's technology directorate. This involved two successful go-lives for AWS software on a changed identity provider.

The Change Management Playbook we created for the client provided a standardised approach for implementing change management in the organisation, with a full catalogue of template and example deliverables. This is now being used by the client's Lead PMO.

Through our technical leadership, the agency was able to materialise seven figure annual savings in cloud spend through increased visibility and a governance model that promoted ownership and optimisation. Our technical intervention prevented costly and unnecessarily complex designs being developed and deployed by the ongoing programmes.

7.6. Change management in aviation regulation

Our client was a UK aviation regulator looking to introduce a new digital application process that would enable them to scale their operations to meet a significant increase in customer demand. The programme significantly impacted multiple internal teams and over 8,000 external customers. We were engaged to design, build and roll-out the new digital application process.

7.6.1. Overview

As the new digital application process would have significant impact on internal teams and external customers, CGI developed a clear vision for the change that would engage key stakeholders, identify the impacts of the change, and design and deliver a change, communication and training plan to successfully roll-out the digital tool.

7.6.2. Outcomes

- A co-creation approach to the change vision, including clear 'what's in it for me' for stakeholders, enabled buy-in and meant minimal resistance was faced from stakeholders, despite significant changes to processes and ways of working
- Our Change Impact Assessment Tool, which enabled rapid and iterative identification of the impacts of the change across people, process and technology and informed a data-driven approach to developing a change strategy and plan
- A change network of leaders, middle managers, and change champions from impacted teams; we built their capability to deliver change activities, and drive engagement and ownership
- Frequent, tailored communications, including targeted communications to external customers; this ensured all stakeholders, teams and customers were informed and engaged with the change and knew what it meant for them
- A 'train-the-trainer' approach to training enabled scalable training to be delivered to teams, and upskilled the regulators own employees to deliver future training without our support.

7.7. Helping keep UK skies safe: migration to Azure for the Civil Aviation Authority

As drones become increasingly affordable and widespread, the number of aircraft in UK skies has grown dramatically. To manage this safely, the UK Government introduced the Drone and Model Aircraft Registration

and Education Scheme (DMARES), requiring all drone and model aircraft operators to register with the Civil Aviation Authority (CAA) and for remote pilots to complete an online safety test.

CGI, in collaboration with the CAA, developed a new digital service to support DMARES. The platform enabled the public to register their drones in compliance with legislation, ensuring both operators and pilots were correctly registered.

Using an agile delivery approach, the project moved rapidly through GDS Discovery and Alpha approvals, with user testing and iterative improvements shaping the final service. Built on GOV.UK PaaS, the platform launched a month ahead of the DMARES legislation coming into force.

7.7.1. The challenge

Two and a half years after launch - and with nearly 500,000 users enrolled - the CAA faced a new challenge: the UK Government's decision to retire the GOV.UK PaaS platform by December 2023. This meant DMARES needed a new hosting solution to ensure continued compliance with legal and safety obligations.

To address this, the CAA engaged CGI to manage the migration of the DMARES platform to a new environment, ensuring continuity of service and long-term scalability.

7.7.2. The solution

After a joint review of hosting options, CGI recommended migrating DMARES to Microsoft Azure as the most robust and future-proof solution. Given the tight timelines, the critical need for service continuity, and CGI's proven experience with complex cloud migrations, the CAA appointed CGI to lead the project under its existing framework.

Through its strategic partnership with Microsoft, CGI gained privileged access to the Azure Migration and Modernisation Program (AMMP), leveraging expert support, best-practice guidance, and agile funding to accelerate delivery.

CGI conducted a comprehensive Well-Architected Review to design a secure, compliant Azure and Azure AD environment, establishing strong guardrails for a public service handling sensitive personal data. Over the following six months, CGI worked closely with the CAA to migrate the service and its 5.2 million records to the CAA's Azure estate.

The migration was executed with minimal downtime and negligible impact on users. Alongside the migration, CGI identified and implemented several modernisation opportunities, enabling DMARES to take greater advantage of native Azure capabilities and enhancing the overall performance, resilience, and maintainability of the platform.

7.7.3. The outcomes

CGI successfully completed the DMARES migration to Azure with only two hours of downtime, maintaining continuity of service for hundreds of thousands of users. The full 5.2 million records were transferred with a 100% success rate, and the modernised platform now delivers improved scalability, reliability, and security.

CGI's end-to-end technical expertise, deep knowledge of public sector digital services, and focus on continuous improvement ensured a seamless transition and a future-ready solution for the Civil Aviation Authority.

7.8. Building a modern flood warning system for Wales

7.8.1. The challenge

A Welsh Government-sponsored body required a new flood warning system to replace its ageing legacy platform. However, traditional waterfall processes, limited testing capabilities, and a lack of cloud and platform expertise posed major barriers to success.

The client needed a strategic technology partner who could:

- Deliver a new, reliable flood warning system before the retirement of the legacy platform
- Drive cultural and technical transformation to help the organisation adopt modern technologies, agile ways of working, and greater self-sufficiency.

7.8.2. The solution

CGI deployed a multidisciplinary delivery team, blending CGI specialists with client colleagues and third-party partners to design and deliver the new Flood Warning System.

Key elements of the solution included:

- Cloud-native architecture and API-driven design, integrating with third-party systems such as GOV.UK Notify and leveraging CI/CD pipelines with automated testing. The service also included bilingual functionality for Welsh and English users.
- Collaborative upskilling through pair programming, hands-on workshops, and shadowing sessions with client developers and operations teams to embed agile and cloud-first practices.
- A design-led approach, incorporating UX specialists into the delivery team and developing design systems and interactive prototypes using Figma and Balsamiq.

This approach ensured that delivery of the new platform was not just a technology replacement, but a catalyst for digital transformation across the organisation.

7.8.3. The outcomes

The success and quality of CGI's work led the client to extend the partnership, commissioning an additional team to modernise legacy applications built on outdated frameworks. CGI introduced repeatable delivery patterns and templates to ensure long-term sustainability and scalability.

As part of the engagement, CGI implemented a comprehensive governance framework, including:

- A Technical Design Authority (TDA) for architectural oversight
- Key Decision Documents (KDDs) to ensure traceable, consistent decision-making
- Architectural review sessions to align delivery across teams.

Through coaching and mentoring, CGI helped the client establish multiple Product Owners, where previously there had been none, and expanded its platform engineering capability by training new engineers within the delivery team.

The result is an empowered, agile organisation with the skills, structures, and modern technology needed to manage and evolve its flood warning services - ensuring resilience and safety for communities across Wales.

8. Service description

Recognise and capitalise on the opportunities available to you and gain a competitive advantage within your market. Our leading team of business and technology consultants has extensive industry, strategy and delivery expertise. With tight integration with our world-class engineering and design teams, our advice rapidly translates into the delivery of full working products. Within this service we offer a range of capabilities, including:

- Cloud strategy
- IT strategy
- Product strategy
- Process design
- Operating model strategy
- Change management and adoption
- Technology assessment
- Agile transformation
- Automation assessment and AI consultancy
- Business case development
- FinOps and GreenOps
- Operations assessment
- Programme leadership.

9. Service continuity

We'll work with you to define suitable, compliant service continuity measures.

CGI UK maintains a comprehensive Business Continuity and Disaster Recovery (BC/DR) framework that is certified to the ISO:22301 standard. This framework includes a UK Business Recovery Plan, which outlines roles and responsibilities for the UK Business Recovery Team, and a Crisis Management Plan for high-level operations.

Each CGI site has a Facility Continuity Plan, while shared service teams have Service Line Continuity Plans addressing all relevant aspects such as personnel, systems, and suppliers.

Emergency procedures cover various risks, including natural disasters and IT incidents, ensuring effective communication with clients and stakeholders during a disaster. The BCMS provides templates and guidance for planning and testing BC/DR protocols, with annual rehearsals to ensure preparedness.

10. Onboarding and offboarding

10.1. Onboarding

We use an agile delivery approach, aligned to the GDS framework, to guide clients through the planning and implementation of cloud services. We're experienced taking on existing services and keeping them running with no interruption.

10.2. Offboarding

After service delivery, we conduct a thorough offboarding and knowledge-transfer phase to provide a smooth transition and operational stability, while empowering client teams.

11. Service levels

CGI's Global Technology Operations (GTO) provides a range of service levels for supported services, adhering to standard ITIL processes to ensure operational excellence. The service levels include timely incident resolution, change implementation, request fulfilment, and problem root cause resolution, all while maintaining compliance with ITIL-based processes. GTO offers three levels of support: level 1, level 2, and level 3, ensuring continuous improvement through optimisation, automation, and proactive problem management. Additionally, service metrics are reported monthly, providing insights into system uptime, incident resolution timelines, and client satisfaction, which are collaboratively reviewed to enhance service delivery.

Support is delivered in accordance with defined incident severity levels and is priced on a client-requirement basis, with all applicable roles detailed within the G-Cloud rate card. Support resources, for example a Technical Account Manager or Cloud Support Engineer, are provided where required, with the specific resources and service levels agreed with the client. All pricing is clearly defined in the G-Cloud rate card so clients can easily understand the cost of the services provided.

Incidents are categorised from Priority 1 (Critical) to Priority 4 (Low) based on business impact and number of users affected. Priority 1 incidents involve total service loss impacting all users and receive a response within 30 minutes, with a target restoration time of 4 hours. Priority 2 incidents affect a department or location with no available workaround and have a 1-hour response and 8-hour restoration target. Priority 3 incidents impact individual users or small groups where a workaround is available, while Priority 4 incidents relate to single-user issues with lower urgency.

12. After sales support

We can provide services on a resource augmentation basis, as part of a project team, as an outsourced service, and as a fully managed service, customised to client service requirements. We can also provide transition and transformation services and will manage client environments, either on-premises or hosted in the public cloud. Key features include:

- Proactive monitoring and alerting
- SPOC for third-party suppliers and the business
- 24/7/365 monitoring and management
- Real-time, automated, alerting and dashboards
- Network Operations Centre service
- Licence management of components within the cloud
- Integration with Incident and Change management tools
- Proactive capacity management
- Regular service reviews.

13. Hosting options and locations

CGI has a robust hosting capability, with our own data centres located in the UK, where client data is securely managed. We operate over 1200 managed racks and support more than 150 UK clients from multiple data centre locations, ensuring high availability and compliance with UK jurisdiction for data storage. We also have strong relationships with hyperscalers - this hybrid approach enables us to host client data both on-premises and in the public cloud, ensuring flexibility and scalability while maintaining stringent security controls.

Compliance and security

Data centres are ISO:27001, -9001, and -14001 certified, ensuring high standards of security and quality.

Overall, CGI provides a comprehensive range of hosting solutions tailored to meet the needs of various sectors, including government and critical national infrastructure.

Managed services

- Full IT and application outsourcing, including lifecycle support for applications and cloud platforms.
- Co-location services, as demonstrated in projects with clients like Glasgow City Council.

13.1. Relationships with public cloud hyperscalers

CGI is consistently recognised in the IAOP Global Outsourcing 100 and by IDC and other analyst firms for our cloud transformation capabilities, reinforcing our standing with major hyperscalers.

13.1.1. AWS

CGI has a global strategic alliance with AWS and is an AWS Advanced Consulting Partner. We have over 1000 AWS-certified professionals, and we're recognised as an AWS Well-Architected Partner, with competencies including Migration and Modernization Consulting.

In 2023, BJSS (now CGI) was awarded AWS EMEA Innovation Partner of the Year and in 2022, AWS Global Healthcare Partner of the Year.

13.1.2. Microsoft Azure

CGI is a Microsoft Solutions Partner for Microsoft Cloud, having achieved all six Solutions Partner designations (Data & AI, Digital & App Innovation, Infrastructure, Security, Modern Work, and Business Applications).

We have over 8000 Microsoft-skilled professionals, holding multiple Advanced Specializations such as Cloud Security, Threat Protection, Modernization of Web Apps, Infrastructure & Database Migration, Low-Code, and Analytics on Azure.

We were recognised as Microsoft Country Partner of the Year – United Kingdom (2017), and UK implementations include Azure migrations for organisations such as the Civil Aviation Authority and Sodexo UK.

13.1.3. Google Cloud

CGI is a Google Cloud Partner and a certified Google Global Service Partner, using it extensively in our data, AI, and modernisation portfolio.

13.1.4. Databricks

In 2025, we achieved Select Partner Program status with Databricks, building on more than five years of joint innovation with Databricks across multiple sectors. We have more than 100 Databricks-certified consultants in data engineering, ML, and data science.

14. Security

CGI offers a comprehensive range of cybersecurity services, including consulting and risk assessment, security architecture and engineering, managed security services, and incident response. Our team of over 250 UK-based cyber security professionals provide expertise in risk management, compliance, and security operations, ensuring organisations can effectively protect their systems and respond to threats. CGI also operates certification and testing laboratories to support compliance with international security standards.

We offer:

- Security strategy
- Security risk management
- Security design
- Cyber security consultancy
- Security incident management
- Security audit services
- Security operations centre (SOC) services.

We're also experienced working with NHS and other healthcare clients to adhere to Cyber Security Operations Centre (CSOC) principles and standards.

15. Service pricing and terms and conditions

15.1. Pricing

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

15.2. Terms and conditions

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

16. 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

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.

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

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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.

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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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