



iD360 Intelligence Led Strategy and Transformation

Contracting body

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CGI

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Service Definition overview

CGI defines and delivers intelligence and risk-led strategy and transformation, from strategic vision and operating model design to business case development, benefits realisation, planning, and performance measurement. Delivery is led by NPPV, SC, and DV cleared intelligence experts with proven public sector experience.

Why CGI?

For over 40 years, CGI has supported government and commercial organisations in securing and delivering complex, mission-critical technology, services, and platforms that underpin national infrastructure across policing, law enforcement, and justice. This experience provides the foundation for CGI's Intelligence Led Strategy and Transformation offering, which supports organisations to define and deliver strategy informed by intelligence, evidence, and operational insight.

The service applies an intelligence-led and evidence-based approach to strategic change, combining CGI's proven delivery of large-scale, high-assurance programmes with deep expertise in modern technology, data, and analytics. This enables organisations to develop strategies that are practical, scalable, and aligned to operational reality, supporting transformation that improves effectiveness, efficiency, and resilience in complex and high-risk environments.

CGI's Intelligence Led Strategy and Transformation service is delivered by a multi-disciplinary in-house team with experience spanning operational policing, intelligence, analytics, organisational transformation, and technology delivery. This capability is complemented by CGI's extensive partner ecosystem, allowing additional specialist expertise to be engaged where required. The service provides consultancy and transformation support to a wide range of organisations, from highly sensitive government and law enforcement bodies to organisations responsible for safeguarding and public protection, ensuring strategy and transformation activity is evidence-led, outcome-focused, and aligned to policing and public safety priorities.

1. Service Description

The CGI iD360 Intelligence Led Strategy and Transformation service supports law enforcement, criminal justice, health and social care, and partner organisations to use data and intelligence to inform strategic decision-making and drive intelligence-led practice. The service enables organisations to improve effectiveness and efficiency through better prioritisation and deployment of operational resources.

The service is designed to address the challenges of increasing demand, financial constraint, and the need for improved collaboration and secure data sharing. CGI works with customers to identify and realise transformation opportunities through digitisation, advanced analytics, and the responsible use of emerging technologies, including artificial intelligence, delivering measurable improvements in performance and cost efficiency.

CGI delivers intelligence-led transformation programmes in partnership with customers, supporting the development of robust business and investment cases and the delivery of change. Activities include scoping and diagnosis, defining target operating models, agreeing outcomes and performance measures, and supporting implementation through to operational delivery.

The engagement model is flexible, with scope, deliverables, and timescales agreed at service initiation. CGI can provide end-to-end programme leadership or targeted advisory support through mentoring, coaching, and specialist consultancy, enabling customers to retain ownership of transformation activity where required.

The service is delivered by security-cleared (NPPV, SC, DV) consultants with experience in transformation management, risk mitigation, business process design, and modern enabling technologies. All advice is impartial, evidence-led, and focused on achieving practical, operational outcomes. The service is delivered as a secure G-Cloud 15 framework service within high-assurance environments.

2. Onboarding and Offboarding

2.1. Onboarding

CGI provides proven and effective onboarding and transition capabilities, supported by established tools, processes, and methodologies. The service has been successfully used to mobilise strategy and transformation programmes for numerous UK public sector organisations, including complex and high-assurance cloud environments.

Onboarding is delivered by dedicated CGI transition managers with experience in managing strategic, technical, and operational change. CGI applies a standard, repeatable transition methodology that has been used consistently across CGI services for many years. This ensures structured mobilisation, clear governance, and alignment between strategic objectives, delivery approach, and transformation outcomes.

The onboarding approach is flexible and scalable, supporting both small-scale advisory engagements and large, multi-workstream transformation programmes. This enables services to be mobilised efficiently while maintaining control, security, and continuity.

2.2. Offboarding

Service offboarding is initiated either at customer request or on expiry of the service agreement. CGI manages offboarding in line with agreed contractual terms, transformation governance arrangements, and data security requirements.

All virtual machine images, configurations, and customer data are managed in accordance with the service agreement and relevant data security classifications. Where required, customer data is securely extracted and returned using agreed formats and appropriate transfer media to support continuity of service and knowledge transfer.

Following customer confirmation that data has been successfully received and validated, CGI securely purges and destroys all remaining customer data held within CGI-managed compute, storage, or backup environments. Offboarding activities are delivered in a controlled and auditable manner. Pricing for offboarding services is dependent on scope and requirements and is available on request.

2.2.1. Access to data upon exit

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.

3. Service levels

3.1. Performance Governance

As set out in Section 2, CGI will mobilise the appropriate strategic, analytical, and delivery expertise and work with the customer to agree intelligence-led objectives and a delivery model aligned to organisational priorities. At service initiation, CGI will establish a proportionate governance and performance framework to monitor delivery against the agreed programme of work.

The governance approach enables performance, risk, and benefit realisation to be tracked against defined outcomes and success measures, supporting informed decision-making, assurance, and continuous improvement throughout the strategy and transformation lifecycle.

4. Hosting options and locations

CGI operates a network of offices across the United Kingdom and Northern Ireland, enabling delivery of strategy and transformation services through flexible hybrid working models. This approach supports secure, efficient delivery while allowing access to the appropriate expertise regardless of location.

CGI recognises that some customers require consultants to work on-site to support sensitive activity, stakeholder engagement, or operational assurance. CGI's distributed UK footprint enables on-site delivery where required, alongside remote and hybrid working arrangements.

Hosting and delivery location requirements, including on-site, off-site, or hybrid models, are agreed during contract negotiation to ensure alignment with security, operational, and governance needs.

5. Security

CGI has invested extensively in the development and operation of its Enterprise Security Management Framework (ESMF), which is aligned to recognised international standards and applicable legislation. The framework is informed by standards and control models including ISO/IEC 27001, ISO/IEC 27701, NIST, COBIT, CIS, and relevant data protection legislation such as UK GDPR and CCPA, where applicable.

The ESMF is applied consistently across CGI's global operations to protect information assets, technology platforms, facilities, and personnel, including all data processed as part of CGI's strategy and transformation services. It is underpinned by CGI's security and privacy policies, standards, and controls (the Security Baseline), which are embedded within CGI delivery processes, governance practices, services, and engagements with approved third parties.

Across CGI, technical and organisational security measures are defined using a risk-based approach. This considers the nature, scope, context, and purposes of processing, as well as the potential risks to the rights and freedoms of individuals, whether CGI is acting as a data controller or as a data processor on behalf of a customer. This ensures that security and privacy controls remain proportionate, appropriate, and aligned to accountability requirements.

The CGI Security Baseline represents the minimum mandatory security standard for all CGI offerings, including cloud-based and G-Cloud services. Where strategy and transformation activity involves sensitive personal data, regulated environments, or elevated risk, additional security or privacy controls may be required. Any enhanced measures are defined and agreed within the contracted service scope, particularly where CGI acts as a data processor for the customer.

6. Service Pricing and Terms and Conditions

6.1. Pricing

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

6.2. Terms and Conditions

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

7. Further information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: uk.gen.ccsframeworks@cgi.com, including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

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The information in this proposal is submitted on 30 Jan 2026 - Issue 1.0 on behalf of CGI by the following authorised representative:

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