



Strategic Artificial Intelligence and Automation Readiness Assessment (SAIARA)

Contracting body

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Service Definition Overview

Within the dynamic landscape of business, Artificial Intelligence and automation (AI) have emerged as a catalyst, reshaping operational paradigms and fostering innovation. The potential benefit of AI encompasses heightened productivity, enhanced efficiency, superior quality, elevated customer satisfaction, and unprecedented revenue growth. Understanding this is the challenge CGI unlocks.

At the core of these benefits lies AI's ability to process vast amounts of data, uncover and predict patterns, generate content, take action and derive actionable insights at speeds and reach far beyond human capacity. By leveraging machine learning algorithms, natural language processing, computer vision, and other AI techniques, businesses can unlock new opportunities, optimise processes, and gain competitive advantages in rapidly evolving markets.

Embracing automation and implementing a hybrid workforce is a significant undertaking, not least in terms of managing the business change required. Furthermore, the roadmap for adopting robotic process automation and wider Intelligent Automation is not identical for each organisation. Scaling automation is similar to a wide-ranging business change programme but its impact is far reaching, commonly across many enterprise functions.

A range of factors contribute to the creation of a roadmap that supports an organisation's business goals, operational business drivers and approach to service implementation.

Typically, a Strategic Artificial Intelligence & Automation Readiness Assessment is undertaken over four to six weeks with the output being a strategy / plan to kick-start a long-term AI and automation journey.

However, the transformative power of AI is accompanied by a spectrum of challenges ranging from ethical dilemmas to legal complexities, social implications, technical intricacies, and organisational considerations.

Ethical concerns surrounding AI include issues of bias, privacy, transparency, and accountability, which demand careful attention to ensure responsible and ethical AI deployment. Legal complexities such as data protection regulations, intellectual property rights, and liability in autonomous systems require clear legal frameworks and compliance measures to mitigate risks and ensure legal compliance.

The societal impact of AI, including its potential to disrupt labour markets, exacerbate inequality, and influence decision-making processes, underscores the importance of considering broader social implications in AI development and deployment.

Technical challenges such as algorithmic biases, data quality, scalability, and interpretability further underscore the need for rigorous research, testing, and validation to ensure the reliability and robustness of AI systems.

Organisational considerations, including enterprise cultural readiness, impact on current and future job roles, talent acquisition, change management, and strategic alignment, play a crucial role in successful AI adoption.

Building a culture that embraces experimentation, learning, and collaboration is essential for fostering innovation and driving AI-driven transformation within an organisation. Furthermore, attracting and retaining top AI talent, including data scientists, machine learning engineers, and AI ethicists, is vital for building internal capabilities and driving AI innovation.

To adeptly navigate these challenges and harness the full potential of AI in enterprises, the development and implementation of comprehensive and effective AI operating models become imperative. Such models serve as the linchpin, aligning AI solutions with strategic objectives, organisational values, and corporate culture. By establishing clear governance structures, defining roles and responsibilities, and implementing robust risk management practices, organisations can ensure the responsible and ethical use of AI while maximising its value and minimising potential risks. Additionally, fostering collaboration across multidisciplinary teams, including data scientists, domain experts, ethicists, legal advisors, and business leaders, is essential for driving AI-driven innovation and addressing complex challenges holistically.

Why CGI?

Over the last two decades, CGI has delivered intelligent automation and AI technologies as part of our services and solutions, notably in our IP where we can test and train new models with speed and security—and then apply the learnings across our end-to-end offerings portfolio. We are drawing upon proven AI use cases and pre-built, industry-focused solutions powered by trusted domain data sets to help clients navigate the hype and make the best-return investments.

As the next generation of AI evolves and client demand rises, we are committed to expanding our talent base and capabilities in line with our Build and Buy profitable growth strategy. We believe that we are at the beginning of a new wave of innovation and that the business value of AI will be achieved through the combination of human expertise and ethical use of technology.

1. Service Description

Goals of a Strategic Artificial Intelligence and Automation Readiness Assessment (SAIARA)

CGI's **Strategic AI & Automation Readiness Assessment** helps clients understand and evaluate the key factors that contribute to planning an AI & automation journey.

Key questions addressed include:

- What will be the impact on my workforce?
- What is the impact on Standard Operating Models, Processes and Procedures?
- Will skills requirements change?
- What technologies can help achieve deliver AI & Automation?
- How will AI & automation impact the security and privacy of our business and customers?
- What ethical concerns do we need to consider such as bias, transparency accountability.
- What is the infrastructure landscape required including data landscape?

A SAIARA aims to assess an organisation's current state of readiness for AI & automation, highlighting the key capabilities required to introduce an enduring AI and automation Hub/Centre of Excellence and make recommendations that will improve overall readiness required to deliver true Service Modernisation and Transformation.

We have aligned the scope of the SAIARA to the key components of an AI Operating Model (AIOM). At its core, the AIOM has seven elements, which provide a robust framework for delivering and maintaining a productive virtual AI workforce.

CGI conduct the SAIARA over several meetings, workshop(s) and interviews to inform the creation of an AI and Automation Readiness Plan. The engagement starts with a senior executive team to pose strategic questions and identify pressing pain points that could be mitigated by introducing a virtual AI workforce.

Subsequent workshops with the client extended programme team will evaluate an organisation's readiness and identify any outstanding decisions that should be made in preparation for an AI and Automation journey.

1.1. SAIARA and the AI Operating Model

CGI recommends that organisations employ a comprehensive, enterprise-wide AI Operating Model (AIOM) in order to deliver and maintain a virtual AI workforce at scale.

The AIOM is the product of more than a decade of experience

and knowledge of Automation and AI deployments at scale.

It is essential that organisations deploy a virtual AI workforce in a structured and controlled manner within a defined operating model.

The proposed AIOM is a framework and as such does not dictate the methods used to achieve the capabilities of each element, thereby allowing use of existing each organisation's established strategies, methodologies and practices as required.

The AIOM allows an organisation to evolve its current operating model to a hybrid AI workforce that embraces a bi-directional flow of work between the staff and virtual AI and automation workers.

Key objectives for instituting an AIOM include:

- To provide a scalable and robust enterprise-level virtual AI workforce solution.
- To implement effective and secure AI & automated operations which allow the virtual AI workforce to operate alongside staff.
- To provide a strong pipeline of AI & automation opportunities to deliver strategic objectives.
- Acknowledging that AI thrives on data, this dimension underscores the importance of a robust data management strategy to ensure accuracy, completeness, and availability for AI systems.



Figure 1 - The AI Operating Model

2. Data Backup and Restore

If process and/or task mining tooling is used as part of the process discovery stage, then at the contract stage it will be agreed what data can be collected and stored in CGI's UK cloud instance and when data will be destroyed at the end of the project.

3. Onboarding and Offboarding

3.1. 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 infrastructure and services. CGI has a dedicated team of managers who specialise in transition and who bring to bear considerable experience in this area. CGI will apply its standard transition methodology which has been used in all service on- and off-boardings within CGI. 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.

3.1.1. Training, Skills and Knowledge Transfer

One of the key roles of the Strategic Artificial Intelligence & Automation Readiness Assessment is to educate and raise awareness of the need for AI and automation, the impact of AI & automation and what AI & automation actually is and how it can be deployed smoothly and successfully.

Knowledge transfer is undertaken during the meetings and workshops throughout the Strategic AI & Automation Readiness Assessment.

3.1.2. Benefits Realisation

The outputs of Strategic AI & Automation Readiness Assessment are tailored to the need of each client to provide a strategy / recommendations / action plan to jump start a bespoke long-term AI & automation journey.

3.2. Off-boarding

Service off-boarding 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 notification from the client 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.

3.2.1. Access to data upon exit

All data belonging to the client will be made available to the client on project exit.

4. Technical Requirements

This is dependent on the software that the client selects, should they choose so, for process and task mining, and robotic process automation. This will be discussed with the client as and when it arises.

5. Outage and Maintenance Management

Not applicable for this service.

6. Hosting Options and Locations

This is dependent on the software that the client selects, should they choose so, for process and task mining, and robotic process automation, and the hosting options that they select. This will be discussed with the client as and when it arises.

7. Security

This is dependent on the software that the client selects, should they choose so, for process and task mining, and robotic process automation. This will be discussed with the client as and when it arises.

8. Service Pricing and Terms and Conditions

8.1. Pricing

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

8.2. Terms and Conditions

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

9. 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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