



Evidential Data Archiving Managed Services

Contracting body

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CGI

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Service definition overview

CGI's Evidential Data Archive (EDA) Managed Services offering provides the ongoing operational management of the archive after completion of the Implementation Service. The managed service assumes responsibility for the live archive once it has been formally handed over into service. CGI manages a service that remains secure, compliant and performant, supporting evidentially robust access to legacy data throughout its lifecycle. The service includes monitoring, configuration management, incident resolution, dataset onboarding, and governance support.

The model has been proven through long-term operation for a major UK policing organisation, where the archive supports thousands of searches each month and continues to deliver reliable service outcomes.

Why CGI?

For more than 40 years, CGI has supported policing, justice and public-sector organisations. This includes managing sensitive information systems at scale and maintaining long-term data archives requiring evidential assurance. CGI's operational model reflects decades of experience delivering mission-critical services, using ISO-aligned processes, secure UK-based teams and mature governance structures. This produces a managed service that combines operational resilience, evidential integrity, and a clear understanding of public-sector obligations.

1. Service description

The Managed Services offering provides comprehensive operational oversight of the evidential archive, maintaining security, compliance and performance. CGI manages the platform's stability, performance and security, so that the archive continues to function in accordance with organisational requirements and legal obligations.

CGI oversees the end-to-end operation of the service, coordinating incident, problem, change and request management activities. The service includes capacity monitoring, performance analysis, configuration management, log review and regular service reporting. CGI also provides guidance on archive usage and works with the organisation to encourage continuous-improvement opportunities. CGI retains ongoing responsibility for service stability, performance, compliance, and governance throughout the life of the managed service.

1.1. Operational services

CGI manages the day-to-day operation of OpenText Information Archive (InfoArchive). This includes continuous monitoring of ingestion processes, search behaviour, index health and lifecycle-rule execution. Structured and unstructured data are validated to ensure that records remain accessible and evidentially complete.

Operational responsibilities include managing role-based access controls (RBAC), maintaining search screens and metadata models, and validating audit-trail ingestion. CGI maintains performance through proactive optimisation and regular analysis of capacity, search patterns and dataset growth.

1.2. Governance, compliance and security

CGI ensures governance and compliance obligations are met across all archived datasets. Encryption, data masking, lifecycle-management rules and tamper-evident audit capabilities are maintained in line with organisational policy and legislative requirements. Governance models and disposal rules are updated as required to reflect changes in statutory obligations.

1.3. Service-management framework

CGI maintains disaster-recovery and business-continuity arrangements aligned with organisational objectives. Resilient hosting configurations, replicated storage, and controlled restoration procedures ensure that the archive can be recovered reliably. These arrangements have been validated through real-world operational use for a major UK policing organisation.

2. Data backup and restore

CGI operates backup and recovery processes defined at implementation. Backups run to agreed schedules and restoration procedures are tested to confirm data and evidential metadata can be recovered without compromising integrity. CGI works to enable recovery arrangements to continue to meet the organisation's objectives and adapts them as required when new datasets or service changes are introduced.

3. Service continuity

3.1. Disaster recovery

CGI maintains and exercises disaster-recovery arrangements that keep the archive resilient to disruption. These arrangements include multi-zone hosting models, replicated storage, documented restoration processes and periodic DR testing. CGI works with the organisation to validate that the archive can be recovered effectively in line with defined RPOs and RTOs.

3.2. Business continuity

The managed service is operated in line with CGI's Business Continuity Management System. CGI maintains the ability to continue delivering services during disruption and provides clear communication and structured recovery following incidents. Business-continuity arrangements are reviewed regularly to account for changes in operational context, data profile or legislative duty.

4. Onboarding and offboarding

4.1. Onboarding

Onboarding activities within the managed service apply only to in-life onboarding of additional datasets into an archive that is already live and operational. CGI works with stakeholders to understand the structure and governance needs of each dataset, configures appropriate search models and metadata, confirms retention and disposal rules and validates that audit-trail ingestion functions correctly. The onboarding approach enables new data to integrate safely and is managed consistently with existing archive holdings.

4.2. Onboarding (In-Life)

In-life onboarding introduces new datasets into the archive safely and consistently. CGI works with stakeholders to understand dataset structures, retention rules and audit requirements. Search models and metadata are configured to reflect the dataset's intended use. Validation steps confirm that ingestion, indexing and search behaviours function correctly prior to release.

4.3. Offboarding

CGI exports datasets in open XML-based archival formats that preserve metadata, schema definitions, lineage and retention states. Read-only access to the archive is maintained during transition, supporting evidential continuity. Data is securely deleted once successful transfer is confirmed and verified by the receiving party.

4.3.1. Access to data upon exit

During exit, the organisation retains read-only access to its archive for the agreed transition period. This allows evidential information to remain available until all export and validation activities are complete.

5. Service constraints

The managed service operates within the functional parameters of InfoArchive, which uses open archival standards and enforces structured lifecycle-management rules. Bespoke application-level customisation is not supported. Maintenance windows and hosting-platform schedules may apply.

6. Service levels

CGI agrees service levels that cover availability, responsiveness, incident resolution and performance thresholds. Service levels are reviewed periodically to ensure that they remain appropriate to operational conditions and organisational priorities.

7. After sales support

Support is provided via CGI's service desk and includes monitoring, archive-usage guidance, onboarding new datasets, and continuous improvement driven by performance data and service reviews.

8. Technical requirements

The organisation must provide access to identity-management systems, network routes, approval processes for onboarding new datasets and nominated contacts for operational communication. Technical prerequisites may vary depending on the hosting option selected.

9. Outage and maintenance management

Planned maintenance is scheduled with the organisation to minimise disruption. Planned maintenance is communicated in advance to agreed contacts. Emergency maintenance is conducted using controlled procedures that protect evidential integrity and are communicated promptly and transparently.

10. Hosting options and locations

The managed service operates on hosting procured separately through G-Cloud, using CGI's Public Cloud Hosting Service or Private Cloud Hosting Service. Both options enforce UK-based residency and appropriate information-assurance controls.

11. Security

Security is integral to all managed-service activities. CGI maintains robust controls for encryption, access governance, auditability and monitoring. Operational practices are aligned with CGI's Enterprise Security Management Framework and comply with applicable standards and legislation.

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.

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.

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

5. Your preferred timescales for starting the work. 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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