



IT Service Management and Enterprise Service Management Advisory Services

Contracting body

30 Jan 2026

Issue 1.0

CGI

Table of contents

1.	Service Description	4
1.1.	Service Management Strategy, Practice Design and Implementation	5
1.2.	ESM and ITSM Tooling Assessment, Design and Delivery	5
1.3.	Enterprise Service Management Strategy and Transformation	6
1.4.	Responsible and Effective Use of Artificial Intelligence in ITSM and ESM	7
1.5.	SIAM Consultancy and Operations	8
1.6.	Supplier On- and Off-boarding Services	10
1.7.	ITSM and Service Desk Maturity Assessment	10
1.8.	Contact Centre, Customer Experience and Channel Consultancy	11
1.9.	Software and Service Asset and Configuration Management Consultancy	12
1.10.	Service Delivery and Approach	13
2.	Service constraints	14
3.	Service Pricing and Terms and Conditions	14
3.1.	Pricing	14
3.2.	Terms and Conditions	14
4.	Further information	14
PROPRIETARY AND CONFIDENTIAL		15

Service Definition overview

CGI's IT Service Management (ITSM)/ Enterprise Service Management (ESM) Advisory Services exploit world-class delivery experience from our Service Desk Institute (SDI) accredited five-star (5*) service centre and IT Service Management Forum (itSMF) Professional Service Management Framework (PSMF). We help organisations exploit DevOps/Agile practices alongside traditional approaches, orchestrating and integrating services for today's disaggregated ecosystems delivering high-velocity IT.

Why CGI?

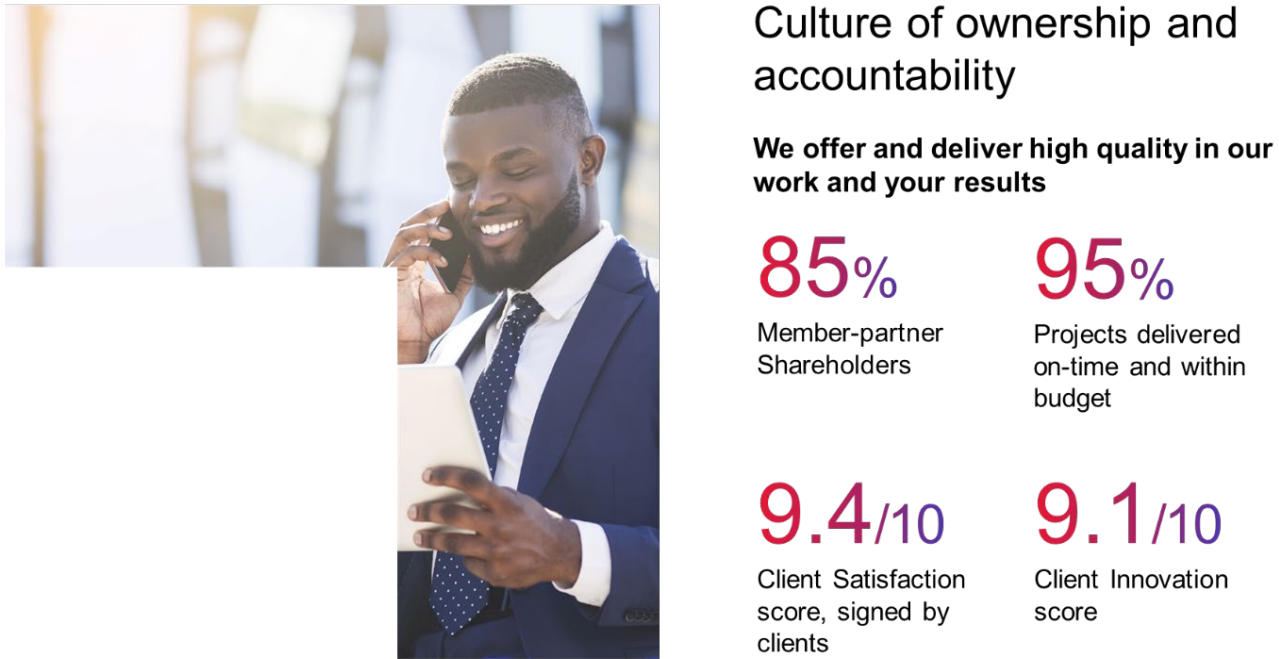


Figure 1 - A summary of Why CGI

Incorporating our award-winning 14-year SDI-certificated five-star UK Service Centre, 2500 specialists advise on and operate ITSM and ESM processes for over 200 clients, handling 3 million contacts, managing 100,000 changes and proactively addressing over 2000 problems each year. Our average client satisfaction rating is consistently over 93%. We operate a mature, standard set of service management processes across all our services, tailoring them where necessary to align with specific client needs.

We apply this practical experience and our extensive toolkit of service management capabilities to deliver a range of tactical quick wins and strategic initiatives to improve the efficiency and effectiveness of your IT service operations.

1. Service Description

CGI recognises that ITSM must evolve to keep pace with today's extreme levels of technology advancement and ever-increasing user expectations - enabling next-generation IT services including IaaS, PaaS, SaaS cloud services, along with the DevOps / DevSecOps approach to Artificial Intelligence (AI), Continual Integration, Continual Delivery (CI/CD), all whilst protecting heritage services that will continue to support businesses for some time. ITSM has to be a strategic business enabler and contribute to shaping the organisations future.

Demand for ESM is increasing, as organisations seek the benefits that can be realised by applying the discipline and rigour of ITSM into other enterprise services such as finance, HR and facilities management.

CGI's Service Management Advisory Services help organisations understand how to support multi-speed DevOps and Agile delivery practices alongside traditional approaches, and how to orchestrate / cohere the plethora of suppliers that underpin today's disaggregated supplier ecosystems to deliver high-velocity IT.

CGI's Advisory Services build upon our world-class service delivery capability. Our Service Centre has held the coveted Service Desk Institute (SDI) five-star accreditation for fourteen years. We also hold the IT Service Management Forum (itSMF) Professional Service Management Framework (PSMF) accreditation.

CGI Advisory Consultants will help you understand the maturity of your ITSM and ESM operating practices, acting as a 'critical friend' to advise and support you to target specific issues and opportunities. We can embed skilled practitioners to add horsepower to your in-house team as part of your IT Services strategy.

Our ITSM and ESM Advisory Services are delivered through seven key offerings, outlined in Figure 1 below:



Figure 2 - CGI ITSM and ESM Advisory Service offerings

1.1. Service Management Strategy, Practice Design and Implementation

By leveraging our extensive practical experience of operating best practice ITSM and ESM processes across our wide client base, we will help you to develop, mature and operate your own processes, adapted to the specific needs and shape of your business, and aligned to the adoption of your future technology needs.

Where appropriate, we will use the intelligence gathered from our supporting Service Management Maturity Assessment product to prioritise future practice design for service management, focused on integrating ITSM and ESM with other best practices such as DevOps, SAsFe, SRE, PRINCE2.Activities

Our engagement will typically involve the following key activities:

- Kick-off presentation and workshop at the start of the engagement to agree our terms of reference and to develop a detailed plan to achieve your objectives.
- Review your existing governance structure and ITSM and ESM strategy to identify your aims and aspirations.
- Review of existing ITSM and ESM processes against your current barriers and blockers
- Interviews and/or focus groups with key staff to validate our findings.
- Developing and documenting improved policies, processes and procedures
- Assist you in testing and deploying the enhanced processes.
- Presentation of outcomes and recommendations for further improvement.

Outputs

Our engagement will deliver a range of outputs agreed at the initiation workshop. Typically, we would expect to deliver:

- Assessment report with recommendations and maturity roadmap.
- A Service Management Strategy and underpinning Service Management and Governance Frameworks.
- Target Operating Model and Organisational Design.
- An agreed set of Policies and Processes tailored to suit your organisation and addressing your particular challenges and aspirations.
- A plan to operationalise these outputs.

1.2. ESM and ITSM Tooling Assessment, Design and Delivery

CGI has extensive experience and capability of procuring, configuring, deploying and maintaining many ESM/ITSM tools to support a wide variety of organisations across multiple industry sectors. As an integrated Managed Service Provider (MSP) to our clients, we have built unrivalled knowledge and truly agnostic capability in both heritage and industry-leading ESM and ITSM tools (for example ServiceNow, Freshworks and BMC Remedy/Helix) that manage IT and enterprise services. These can range from modern Service Desk tools to manage user experience, service integration tools for Service Integration and Management (SIAM) environments, to Continual Service Improvement tools (CSI) to manage business change programmes.

We can assess the maturity of your complete IT and enterprise management tooling environment to confirm they are sufficiently/optimally integrated to provide the governance, data integrity and service reporting needed to support the modern, rapidly changing organisation.

We can help and support organisations to:

- Assess the maturity of existing toolsets and their integration.
- Support requirements definition for new tools, whether across or between ITSM and ESM practices.
- Run options appraisals and support procurements for new toolsets, selecting the most appropriate tools for the requirements.
- Configure and deploy new tools to optimise functionality and maximise value.

- Upgrade existing toolsets to latest versions to take advantage of new functionality such as artificial intelligence, self-service, robotic process automation (RPA), intelligent automation (IA), Virtual Assistants and the ability to deploy 'Shift Left' practices.
- Integrate existing tools by either using mechanisms within existing tools or by developing new technical integration capabilities to better orchestrate cross supply-chain deployments.
- Review existing configuration management practices and establish a fully integrated asset database (CMDB) that effectively manages the organisation's Service Assets
- Implement self-service portals, 'shift left' programmes, RPA, IA and Customer Experience (CX) capture.

Activities

Our engagement will typically involve the following key activities:

- Kick-off presentation and workshop at the start of the engagement to agree our terms of reference and to develop a detailed plan to achieve your objectives.
- Review current ITSM / ESM tooling capabilities, scope of deployment and existing configuration challenges.
- Review the level of integration between ITSM / ESM tools to understand the gaps and challenges for data flows between them.
- Interviews / focus groups with key operational staff to validate our findings.

Outputs

Our engagement will deliver a range of outputs agreed at the initiation workshop. Typically, we would expect to deliver:

- A report detailing the maturity of your ITSM and/or ESM toolsets and recommendations to improve tooling integration.
- A presentation of the results and recommendations to executive sponsors.
- Options appraisal and tooling evaluation reports.
- A plan of future activity to develop the maturity of your ITSM and/or ESM tooling environment.
- Defined and agreed minimum data set and data dictionary to support supplier / client tooling integration.
- High-level and low-level designs for future tooling solutions.
- Implementation plans including testing / cutover / migration and early-life support strategies.

1.3. Enterprise Service Management Strategy and Transformation

CGI helps organisations extend the principles and value of IT Service Management into wider business functions through our Enterprise Service Management Advisory Services. Enterprise Service Management enables organisations to adopt a consistent approach to service design, workflow automation, governance and continual improvement across business domains such as HR, Finance, Estates, Facilities, Legal, Procurement and other enterprise services.

Building on our extensive experience of operating mature service management processes across diverse client environments, we help clients to develop and operate enterprise-wide service management practices that improve user experience, enhance efficiency and support organisational transformation.

Activities

Our Enterprise Service Management Advisory engagements typically involve the following key activities:

- Conducting discovery sessions and workshops to understand current enterprise service processes, organisational structures and objectives.
- Assessing existing enterprise workflows, service catalogues, governance arrangements and supporting toolsets.
- Identifying opportunities to improve cross functional collaboration, workflow efficiency, automation, customer and user experience and service governance.

- Designing improved enterprise service processes, governance arrangements and operating models that are aligned to business goals.
- Developing enterprise service catalogues, service definitions and associated governance frameworks.
- Supporting the implementation of Enterprise Service Management solutions including workflow configuration, process integration, organisational change and knowledge enablement.

Outputs

Our Enterprise Service Management Advisory engagements will typically deliver:

- An assessment of current enterprise service processes and opportunities for improvement.
- A recommended Enterprise Service Management operating model and governance approach tailored to the organisation.
- A documented enterprise service catalogue, supporting service definitions and associated policies and processes.
- A roadmap and plan to operationalise Enterprise Service Management including workflow automation, toolset enhancements and change management activities.
- Recommendations for future enhancements to increase the maturity and effectiveness of enterprise service management practices.

1.4. Responsible and Effective Use of Artificial Intelligence in ITSM and ESM

Artificial Intelligence provides significant opportunities to enhance the efficiency, quality and user experience of IT and enterprise services. CGI supports clients in understanding, adopting and operationalising Artificial Intelligence capabilities that deliver measurable improvements across both IT Service Management and Enterprise Service Management disciplines.

Artificial Intelligence can support service management operations in a wide range of practical and targeted ways, including:

- Using Artificial Intelligence driven classification and routing to improve incident and request handling and accelerate time to resolution.
- Deploying Artificial Intelligence enabled virtual assistants and conversational interfaces to support shift left strategies and enhance self-service.
- Applying machine learning and pattern analysis to identify emerging issues, forecast demand and support proactive problem management.
- Using Artificial Intelligence to generate, refine and recommend knowledge articles to improve findability and consistency.
- Streamlining enterprise workflows through intelligent automation and robotic process automation across domains such as HR, Finance and Procurement.
- Using Artificial Intelligence to analyse operational performance data and support data driven decision making.
- Applying Artificial Intelligence enabled sentiment analysis to improve understanding of customer and user experience.

Our Responsible Approach to Artificial Intelligence

The adoption of Artificial Intelligence within IT Service Management and Enterprise Service Management is governed by CGI's global Management Foundation and our Responsible Use of Artificial Intelligence principles. This ensures that Artificial Intelligence is introduced safely, transparently and in alignment with organisational, legal and regulatory requirements.

CGI's Artificial Intelligence framework is based on three core principles:

- **Robust:** Applying CGI's global delivery, testing and governance standards to ensure the reliability, safety and compliance of Artificial Intelligence supported outcomes.

- **Ethical:** Designing solutions that align with human values and individual rights, reduce bias and promote fairness, inclusivity and sustainable benefit.
- **Trustworthy:** Ensuring that Artificial Intelligence supported decisions are explainable and transparent with CGI maintaining clear accountability for the Artificial Intelligence technologies and processes under our control.

CGI applies a structured Artificial Intelligence risk management process that includes:

- Data protection, privacy and data governance controls.
- Intellectual property and model governance considerations.
- Security assessments, threat analysis and operational risk management.
- Quality assurance, testing and validation of Artificial Intelligence outputs.
- Human oversight and monitoring where required.
- Compliance with contractual, legal and regulatory obligations.

CGI also follows a defined Artificial Intelligence service lifecycle to ensure that any Artificial Intelligence capability deployed within IT Service Management or Enterprise Service Management environments is aligned to business need, based on high quality data and embedded effectively into operational practice.

1.5. SIAM Consultancy and Operations

IT service ecosystems are increasingly disaggregated, with the adoption of SaaS, PaaS and IaaS cloud services from multiple providers while retaining and transforming legacy MSP delivery models for other services. To address this, many organisations have adopted, or are considering adopting, a SIAM model as the integrated, coherent and holistic approach to managing their service providers. While the benefits of this approach to ITSM have been well understood for some time, many organisations have struggled to realise them; often hindered by inadequate internal capabilities, poor stakeholder buy-in, legacy operating practices or inappropriate contracting methods.

CGI can help organisations to design and adopt the most effective SIAM model for their organisation, combining the best of your internal capability with suitable support from leading industry practice. Building on our heritage of delivering world-class service from our SDI accredited five-star service centre, we are using that experience and capability to advise our clients on improving the quality of their SIAM.

Our Consultants can help you through our four-stage engagement model as outlined in 2 below:



Figure 2 - Our four-stage engagement approach

Activities

Our SIAM engagements vary in nature but will typically involve one or more of the following key activities:

- **Assess**
 - Evaluating your capability and recommending improvements.
 - Current capability and skills assessment.
 - SWOT analysis.

- Plan
 - Defining your target operating model - the service portfolio, organisation and sourcing approach.
 - Defining your disaggregation/reaggregation strategy and supporting you to implement it.
 - Sizing your retained "intelligent client function" and helping you to justify investment where needed.
 - Supporting your procurement approach, requirements and evaluation of bids from potential service providers.
 - Defining the transition steps needed to implement your SIAM model and mapping the transition states for each component service.
- Perform
 - Designing your SIAM function, policies and processes.
 - Support the renegotiation of legacy MSP contracts to fit with your new operating model.
 - Supporting you to achieve the cultural changes necessary for a successful SIAM operation.
 - Implementing your SIAM service model.
 - On-boarding new MSPs and off-boarding the retired services.
- Sustain
 - Redesigning your ITSM processes to enable effective and efficient management of cloud and legacy services.
 - Optimising the value, you realise from your services ecosystem or supply chain.
 - Tactically augmenting gaps in your internal capability or capacity with suitably qualified and experienced practitioners on an interim basis.

Outputs

Our engagement will deliver a range of outputs agreed at the initiation workshop and in line with the engagement scope. Typical outputs we would expect to deliver, include:

- Assess
 - Assessment results report and recommendations.
 - Presentation of results and recommendations.
- Plan
 - Documented and agreed target operating model design - scope, organisation and sourcing approach.
 - Documented and agreed disaggregation/reaggregation strategy.
 - An optimised organisational model.
 - An impartial bid evaluation report.
 - An agreed transition approach and transition states model.
- Perform
 - Renegotiated contracts.
 - Successful cultural change.
 - Successfully implemented SIAM service model.
 - Successfully on-boarded suppliers / services and retired legacy services.
 - New and optimised SIAM function, policies and processes, based on proven templates but tailored to your environment.
- Sustain
 - Re-designed ITSM processes for cloud and legacy services.
 - Measurable increase in value from your services ecosystem.
 - Flexible Interim staffing to augment your in-house team.

We structure each engagement to meet the needs of the client, offering flexible terms to allow us jointly to adapt to the evolving needs of your business.

1.6. Supplier On- and Off-boarding Services

Implementing a disaggregation strategy requires specialist skills and experienced supply chain practitioners to manage the complex exercise of off-boarding legacy and safely on-boarding new suppliers. Our long-term experience as an MSP and client-side adviser means that we understand the challenges and risks faced by you and your transforming supply chain. We have learned lessons from performing this in our own organisation and for our clients. We use this knowledge and capability to support and enhance your supplier management team to manage the risks effectively.

Activities

Our engagement typically can involve any of the following key activities:

- Kick-off workshop that agrees our terms of reference and to develop a detailed plan to achieve your objectives.
- Developing a sourcing strategy, formal options appraisals and providing procurement support.
- Managing the transformation programme for on-boarding of new and off-boarding of retired services.

Develop a transition 'runbook' to enable the safe and controlled cut over of services to the new service provider.

- Identifying and remediating poor supplier performance.
- Independently assessing your IT supply chain for quality, performance, sustainability and resilience.

Outputs

Our engagement will deliver a range of outputs agreed at the initiation workshop. Typically, we would expect to deliver one or more of:

- A detailed plan to on-board new MSPs and off board exiting MSPs and its subsequent implementation.
- An agreed sourcing strategy with fully appraised options in line with HMT 5-case model, with appropriately skilled supplier management practitioners to support you in procuring new MSPs.
- Assessment of under-performing MSPs and recommended remediations.
- A plan to remediate under-performing MSPs and restore service quality to SLA, or to replace the MSP if this is not achievable.
- An independent assessment of your supply chain, MSPs and internal suppliers, with recommended actions that deliver improvements which aligned IT services to your business requirements.

1.7. ITSM and Service Desk Maturity Assessment

We will deliver a structured approach to assessing your capability to operate ITSM practices and the service desk through a structured series of interviews, workshops, and documentation reviews. The review considers the appropriate process capability required for your organisation and delivers tailored recommendations for improvement that will inform your business case for future change.

We use our 'MyITSM' approach based on a leading capability-assessment product which we have enhanced to enable us to build an improvement programme from the results. The base assessment is aligned to ITIL best practice and indicates the level of maturity of IT Service Management as a whole together with capability levels for each individual ITSM practice, function, and process.

Activities

We initiate the assessment engagement with a planning meeting to explain the overall concept of 'MyITSM' and to establish a shared understanding of your specific requirements. We always plan collaboratively with you to ensure the scope and timescales will achieve your organisation's objectives. Experienced CGI practitioners will conduct the assessment, which may be for select ITSM processes to identify targeted improvements or a complete review of the whole ITSM process landscape. The assessment consists of activities including:

- Targeted interviews with key stakeholders, including process sponsors, practitioners and users.
- Observing the service management disciplines in action to validate interview findings.
- Reviews of selected documentation to assess service governance and procedural maturity.

An example assessment engagement timeline is outlined below in Figure 2:

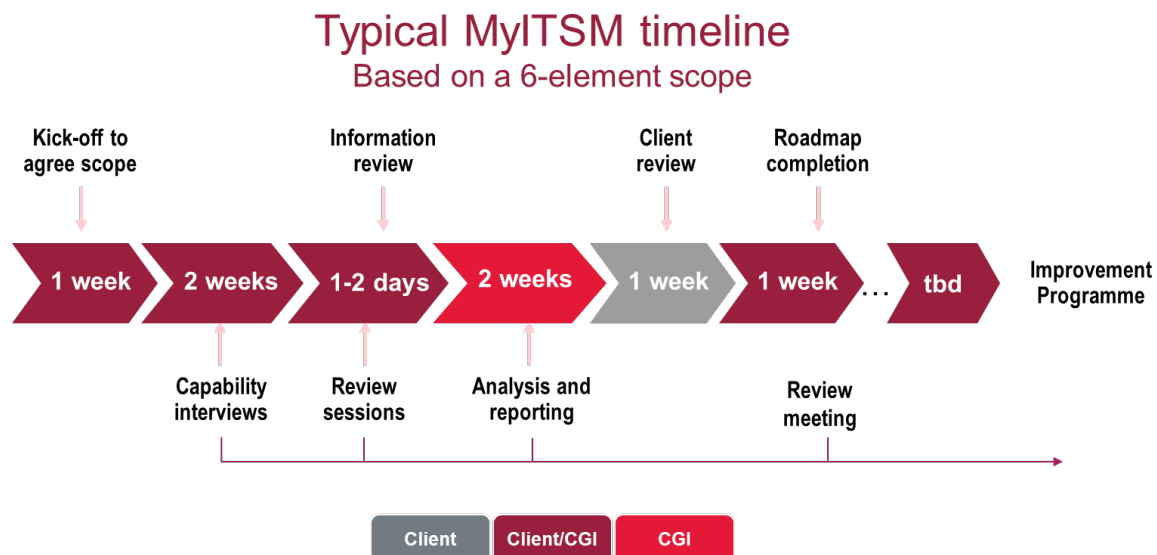


Figure 3 - Typical MyITSM Maturity Assessment Timeline

Outputs

Our engagement will deliver a range of outputs agreed at the initiation workshop and typically, we deliver:

- A report detailing the maturity of your ITSM practices and recommendations for improvement.
- A presentation of the results and recommendations to executive sponsors.
- A plan of future activity to increase the maturity of the ITSM landscape.
- Analysis of service value chains.
- A report to verify your readiness for an SDI Assessment, or against a broader transformation goal.

1.8. Contact Centre, Customer Experience and Channel Consultancy

CGI provides specialist consultancy to help organisations improve the performance, efficiency and customer experience of their contact centre operations. We deliver accredited maturity assessments, operational reviews, channel strategy design and targeted improvement programmes that strengthen capability and drive measurable service outcomes.

GI supports public sector organisations in transforming contact centre operations through expert, vendor-neutral advisory services. Our consultants have extensive experience working with complex, high-demand environments across government, health, policing, utilities and regulated industries.

Our service provides structured analysis, actionable recommendations and hands-on support to help you:

- Improve customer experience and satisfaction
- Reduce avoidable contact and improve channel adoption
- Increase operational efficiency and performance
- Enhance workforce management and forecasting
- Deploy digital and automated solutions effectively
- Modernise policies, processes, reporting and governance.

Accreditation & Maturity Assessments

We offer formal assessments of your contact centre's capability. This provides an objective baseline of performance and maturity across key areas:

- Operational performance and demand management.
- Omni-channel capability and digital readiness.
- Workforce management, scheduling and skills optimisation.
- Quality assurance, coaching and performance management.
- Customer insight, feedback and service reporting.

- Technology, automation readiness and knowledge management.
- Organisational structures, roles and responsibilities.

Each assessment results in:

- A maturity score across multiple domains.
- Evidence-based findings and improvement priorities.
- A clear roadmap to enhance capability and performance.

Contact Centre Strategy & Design

We help you define a future-ready contact centre service through:

- Target operating model design.
- Channel strategy (voice, chat, email, messaging, self-service).
- Demand management and process optimisation.
- Workforce strategy and resource planning.
- Performance, insight and reporting frameworks.
- Knowledge management strategy.

Digital, Omni-Channel & Automation Advisory

Our specialists support the design and adoption of digital tools and automated solutions, helping you improve user experience and enable scalable operations. This includes:

- Virtual assistants and intelligent chatbots.
- Workflow automation and RPA integration.
- Automated routing, triage and knowledge surfacing.
- Channel optimisation and digital experience design.

Improvement & Change Support

Following assessments or strategy work, we provide delivery support to embed improvements:

- Process, policy and procedure redesign.
- Workforce management and QA improvements.
- Implementation support for knowledge, omni-channel and automation technologies.
- Continual service improvement programmes.
- Executive reporting and benefits tracking.

Typical Engagement Activities

- Kick-off workshop to confirm scope, objectives and success criteria.
- Discovery activities, including documentation review, interviews and data analysis.
- Benchmarking against accredited and industry-standard models.
- Co-design workshops for future-state processes, channels and operating models.
- Production of recommendations, roadmaps and business cases.
- Optional delivery support to implement improvements.

Outputs

- Accredited maturity assessment report with scores and recommendations
- Executive summary and presentation of findings.
- Future operating model and channel strategy.
- Digital and automation advisory recommendations.
- Prioritised improvement roadmap with delivery plan.
- Policies, processes or procedures (where in scope).

1.9. Software and Service Asset and Configuration Management Consultancy

Managing software and other IT assets in an increasingly complex and disaggregated service supply chain presents new challenges that many organisations can struggle with. Licence compliance is increasingly an

issue for distributed organisations and the shift of workloads into the cloud, potentially across many computer "cores", exacerbates the challenge. It creates the risk of software publishers seeking remediation and financial relief against poorly managed estates where consumption exceeds entitlement.

Our Software Asset Management and IT Asset Management Consultancy services enable you to maintain or regain control of your IT and software assets.

Activities

- Policy and process design and implementation.
- SAM and ITAM review.
- SAM Maturity Assessment.
- Compliancy Assessment.
- Audit defence.
- Support ITAM function in identifying deployments across the estate.
- Work with technical teams where necessary to verify that deployments are reported, captured, and maintained through the agreed change process.
- Support ITAM function in requesting, capturing, and recording entitlements across different departments.
- Populate captured data within a SAM tool to gather the most up to date entitlement picture.
- Run reports to analyse and include the new data points in establishing the compliance position.
- Work with resellers where necessary to confirm licensing models, usage where licenses have been activated and compliance.

Outputs

Our engagement will deliver a range of outputs agreed at the initiation workshop. Typically, we deliver:

- Newly designed or refreshed policy and processes.
- A review or maturity assessment of SAM and/or ITAM practices.
- Independent assessment of compliance against licence position.
- Audit defence preparation, readiness, and support.
- Defined and agreed minimum data set and data dictionary to support tooling integration.
- CMDB relationship model to support service mapping.
- Enhanced control and verification practices to capture changes effectively and confirm accuracy.
- Service data governance framework.

1.10. Service Delivery and Approach

Our ITSM and ESM Advisory Services are delivered through a structured, consistent approach that is adaptable to the specific needs of our clients. Whilst we expect most engagements to begin with an Assessment, we can also widen the scope of the engagement to encompass further phases to help you plan, deliver and sustain on-going improvements identified in the assessments. Our four-stage approach is outlined in Figure 4 below:



Figure 4 - Our four-stage engagement approach

Throughout the engagement, we will consider the following aspects of the Service Management operation:

- **Customer Engagement** – focus on aspects influencing Customer Engagement, how quality is measured and perceived, and examining related metrics to identify quick wins.
- **Operational Efficiency** - using technology and process to guide planning and performance, ensuring you are on the right track, and maximising the benefits of your current toolsets. We will review your planning processes and analyse data to better understand resource requirements and the cost associated with serving your users.
- **Workforce Engagement** - we will work with you to benchmark performance and identify key improvement targets aligned to business outcomes, engaging your workforce and helping to sustain the changes made.
- **Desired outcomes** - we will help you develop a plan to deliver your desired outcome, aligned to cost reduction, improved collaboration, improved customer experience and an enhanced strategic view to enable sustainable change.

2. Service constraints

ITSM and ESM Advisory Services are typically provided during business hours, Monday to Friday, 0900-1730, however where variations to this are required, we can usually accommodate the client requirements. Our UK based security cleared teams regularly travel to co-locate themselves with clients based on the requirements.

We will verify and agree your requirements (which can be provided either verbally or documented) and respond with a proposal, confirming the staffing approach we will take to meet those requirements.

3. Service Pricing and Terms and Conditions

3.1. Pricing

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

3.2. Terms and Conditions

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

4. 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.

PROPRIETARY AND CONFIDENTIAL

The information contained in this document is confidential to CGI and/or CGI group companies. This document shall not be reproduced in any form or by any mechanical or electronic means, including electronic archival systems, or submitted to a generative AI tool without the prior written approval of CGI. The receiving party may use this document and the information contained in it for the purpose of evaluating CGI's proposal only. Any personal data included in this document must not be replicated, stored or distributed beyond the immediate recipient or used for any purpose other than evaluating the document.

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.

If you have received this document by mistake, note that the reading, the reproduction or the distribution of this document is strictly forbidden. You are hereby requested to inform us by telephone at +44 0845 070 7765 and to return this document by special delivery marked for the attention of Simon Figg.

Except where indicated otherwise, all names, trademarks, logos and brands (registered or not) referred to in this document are the property of a company in the CGI group or its licensors.

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

Simon Figg

Frameworks Manager

CGI IT UK Ltd

14th Floor, 20 Fenchurch Street, London, EC3M 3BY

Tel: +44 0845 070 7765

