



AI Incubator

Contracting body

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Service Definition Overview

A time-boxed incubator that takes 1-2 priority AI use cases from idea to running, governed prototypes on Red Hat OpenShift AI within the buyer's own estate.

We will establish platform guardrails, MLOps patterns, and an evaluation framework so teams can scale safely across clouds (OpenShift self-managed, ROSA, ARO). Outcomes focus on value, governance, and repeatability, not one-off experiments.

With open source at the core of our proposition, we encourage transparency in both technology, our builds, and our consulting. We believe that open source is the best way to ensure community certification of the quality of our work, and allows you to be able to pick any of the tools up and leverage industry standard skills rather than relying on bespoke platform knowledge.

Why CGI?

CGI blends client-proximity consulting and UK public-sector delivery with Red Hat's enterprise open-source platforms. We align to DDaT roles, use a People - Process - Technology approach, and bring accelerators for AI assurance, FinOps-for-AI, and multi-cloud landing zones. We co-design with your teams to leave sustained capability.

1. Service Description

1.1. People

The expected composition of the team will include:

- Product Manager
- Data Scientist
- MLOps Engineer
- Platform Engineer
- Security Architect
- Delivery Manager.

All these roles are GDaD-aligned.

1.2. Process

Our consulting approach for AI enablement consultancy follows a discover, design, build, then execute path.

Discover → Design → Build → Enable.

- Discover – Use-case triage and value case; data readiness; risk and DPIA pre-assessment; AI assurance guardrails (model cards, transparency records, evaluation criteria).
- Design – Reference architecture on OpenShift AI (serving, pipelines, registry); GPU readiness; access & security patterns; FinOps controls for training and inference; governance workflow.
- Build – 1–2 MVPs with automated evaluation, drift detection, rollback gates; GitOps-driven MLOps (Tekton, Argo CD); model registry and promotion.
- Enable – Customer handover, skills uplift, playbooks, and a ninety-day roadmap.

1.3. Technology

The following technologies are included within the consulting period:

Red Hat OpenShift AI, OpenShift Pipelines (Tekton), OpenShift GitOps (Argo CD), Quay, Advanced Cluster Security, OpenShift Data Foundation, GPU Operator.

Optional: Ansible Automation Platform for platform automation. For more information relating to automation, please consult our Automation with Red Hat proposition.

1.4. Deliverables

Prioritised AI backlog and business cases, governance pack, reference architecture, and IaC/GitOps repos, MLOps pipeline starter, cost model, model cards and evaluation reports, runbooks, and training materials.

1.5. Change control

All scope is baselined at kick-off. Material changes are via a documented change request agreed with the buyer.

2. Data Backup and Restore

Not applicable - consultancy service. We do not host or operate buyer systems. We assess the buyer's backup, restore posture, and report any gaps.

3. Service Continuity

Consultancy delivery only. We provide resource substitution and rescheduling to maintain continuity. Buyer platform continuity and DR remain the buyer's responsibility.

4. Onboarding and Offboarding

4.1. On-boarding

Access enablement; stakeholder mapping; discovery workshops; data access plan; non-prod landing zone confirmed; delivery plan sign-off.

4.2. Off-boarding

Artefact handover (repos, docs, runbooks); playback and knowledge transfer; access revocation; lessons learned; agreed follow-on roadmap.

5. Service Constraints

- Advisory and build-to-prototype scope only – no live operations.
- No 24 by 7 support.
- Buyer's tenancies and clusters only; no hosting provided.
- Dependency on buyer SMEs for domain knowledge and data access.
- Access to non-production environments and representative datasets is required.

6. Service Levels

- Response to written queries – within one business day.
- Draft discovery findings – within ten business days of workshops completing.
- Draft incubator report and artefacts – within five business days of final sprint review.

7. After Sales Support

- 30-day Q&A window via email or agreed channel.
- One playback session to re-run the findings and handover.
- Minor clarifications and signpost support included (no new delivery).

8. Technical Requirements

Named SMEs, access to target clusters/cloud accounts, code repositories, container registry, data dictionaries, security policies, and relevant audit or assurance requirements. Read-only access is sufficient for most discovery activities.

9. Outage and Maintenance Management

Not applicable - consultancy service. We do not run a live service. Any automated discovery is scheduled with the buyer to avoid impact.

10. Hosting Options and Locations

Not applicable - no hosting is provided. Work is performed within the buyer's cloud or on-premises environments. Delivery is UK based by default.

11. Security

- Principle of least privilege, role-based access control, MFA, and encrypted channels for all access.
- Artefacts stored in buyer-approved repositories.
- Personal data minimised; project data retained for 90 days post-handover then securely deleted.
- Personnel are BPSS as standard; SC-cleared resources available on request.

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.
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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