



Microsoft SharePoint Deployment

Contracting Body

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CGI

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Service Definition Overview

SharePoint Online is a cloud-based collaboration platform offering document-management, team collaboration, intranet portals, workflow automation, and business intelligence capabilities. Customisation options allow organisations to tailor SharePoint Online to their specific needs. As a leading public-sector provider of Microsoft expertise, CGI can enable your organisation to harness Microsoft SharePoint Online benefits.

Security features include data encryption, access controls, and compliance tools. Integration with Microsoft 365 applications ensures a seamless user experience.

Why CGI?

CGI place their clients at the heart of everything we do. Our experts build trusted relationships with your organisation to guide you every step of the way.

Our experts collaborate with you to design customised, powerful strategies and solutions that achieve your goals and help you stay ahead of the curve.

Then, we proactively refine and continuously innovate to support your organisation and users with sustainable transformation.

We are a strategic partner with Microsoft, as illustrated in Figure 1 below and have been trusted by many clients to deliver on their digital transformation initiatives.

Strategic Alliances CGI and Microsoft

CGI and Microsoft share a vision for innovation. Using Microsoft's technology, CGI delivers enterprise services and solutions that drive enterprise agility, collaboration and innovation. As a Globally Managed Services Partner, a Solutions Partner for all 6 designations, we offer one of the largest suite of Microsoft offerings in the market.

25,000+
Experts

10,000+
Infrastructure experts

33
Service centers

12
Technology centers

6 + 7
Solutions Partner Designations
and Specializations

CGI has 8,000+ professionals specializing in Microsoft solutions and services. Our expertise is spread across more than 40 countries and provides customers with in-depth knowledge and experience in the implementation, support, management and integration of Microsoft technologies.

Key capabilities

- Solutions Partner - Data & AI Azure
- Solutions Partner - Digital & App Innovation Azure
- Solutions Partner - Infrastructure Azure
- Solutions Partner - Modern Work
- Solutions Partner - Security
- Solutions Partner - Business Applications

Technology capabilities

- Microsoft Azure
- Microsoft 365
- Dynamics 365
- Data & Analytics
- Industry Cloud Solutions
- Power Platform
- Security

About Microsoft

Microsoft's mission is "to empower every person and every organization on the planet to achieve more." Microsoft software helps businesses and consumers to reach their full potential, however they define it. Woven throughout daily life, whether it be work or play, Microsoft technologies flourish when they get into the hands of millions of global partners and customers enabling innovation often in new ways.

Learn more about the [CGI and Microsoft](#) partnership on [cgi.com](#).



Key industry alignment

- Financial Services
- Government
- Manufacturing
- Retail
- Telecommunications
- Energy and Utilities
- Healthcare



Figure 1 CGI and Microsoft Strategic Alliance

ISO/IEC 22301:2012

E.U. Data Protection Directive - (95/46/EC)

1. Service Description

CGI's SharePoint Online Deployment Service provides an outcome-focused, advisory-led approach for Public Sector organisations seeking to modernise collaboration, content management, and workflow automation within Microsoft 365. The service enables organisations to establish a secure, scalable, and well-governed digital workplace aligned to their business objectives and information governance requirements.

Our approach begins with a structured discovery exercise to understand current collaboration practices, information flows, legacy repositories, technical constraints, and organisational goals. This baseline assessment identifies pain points, risks, and opportunities for improvement and informs the target information architecture, security model, and adoption approach.

Working collaboratively with the buyer, CGI designs and configures SharePoint Online to reflect organisational structures, role-based access requirements, governance controls, and required business processes. Whether the primary need is improved document lifecycle management, cross-team collaboration, workflow automation, or preparing for wider Microsoft 365 adoption, CGI ensures the platform supports measurable business outcomes.

We apply a People – Process – Technology (PPT) framework to ensure value is realised sustainably:

- **People**
 - Identify user groups, required capabilities, and change impacts.
 - Shape user adoption plans, communications, and training approaches.
 - Support development of internal capability for ongoing ownership.
- **Process**
 - Define document and records management standards aligned to organisational policy.
 - Map workflows and business processes to Microsoft 365 automation capabilities such as Power Automate.
 - Establish governance processes for site provisioning, access control, content lifecycle, and compliance.
- **Technology**
 - Configure SharePoint Online information architecture and security model.
 - Integrate with Microsoft 365 services including Teams, OneDrive, and Power Platform where required.
 - Establish audit, monitoring, and configuration controls aligned with good practice.

CGI provides expert guidance throughout planning, configuration, pilot deployment, early life support, and adoption activity. All work follows Microsoft recommended practices and public-sector security expectations to minimise disruption and reduce risk. The outcome is a modern collaboration platform that enhances productivity, strengthens information governance, and provides a foundation for wider digital transformation.

1.1. Migration Process

CGI applies a structured, low-risk migration methodology designed specifically for Public Sector environments where data integrity, auditability, and continuity of service are essential. Our approach ensures that content, permissions, and business processes transition to SharePoint Online safely, predictably, and with minimal disruption.

Discovery and Assessment

We begin with a detailed assessment of existing SharePoint estates, network file shares, or other repositories identified for migration. This includes analysing data volumes, site structures, metadata, customisations, technical dependencies, and compliance requirements. Findings inform a migration blueprint that defines scope, sequencing, responsibilities, risk mitigations, and indicative timelines.

Information Architecture and Permissions Mapping

A core component of successful migration is the accurate mapping of legacy content and permissions to the target SharePoint Online information architecture. CGI works with the buyer to classify content by ownership,

business relevance, sensitivity, retention requirement, and access needs. This ensures alignment with organisational policy and prevents permission drift, orphaned items, or governance gaps.

Pre-Migration Validation

We conduct pre-migration checks to identify potential blockers—unsupported file types, broken links, legacy workflows, excessive permissions inheritance, or unstable custom solutions. Early remediation reduces downtime and ensures a predictable migration experience.

Pilot Migration

Before any full-scale move, CGI runs a controlled pilot migration. This validates tooling, migration sequencing, permission outcomes, and user experience. The pilot confirms data integrity, verifies metadata behaviour, and ensures the approach is acceptable to business owners before progressing to wider cutover phases.

Full Migration Execution

The full migration is delivered in structured waves agreed with the buyer, using approved tooling and aligned to operational windows. CGI monitors progress in real time, performs iterative validation, and maintains a clear communication cadence with stakeholders. Any exceptions are resolved collaboratively through established governance channels.

Post-Migration Assurance

When migration is complete, CGI conducts comprehensive validation to confirm that all content, metadata, permissions, and integrations function as intended. User acceptance testing (UAT) verifies that business processes remain uninterrupted. We provide targeted training, knowledge transfer, and early life guidance to support adoption and embed good practice.

Outcomes

This systematic approach reduces risk, maintains data integrity, and delivers a compliant, well-structured SharePoint Online environment. Public Sector organisations benefit from improved collaboration, enhanced information governance, and a modern platform that supports wider digital transformation objectives.

1.2. Information Assurance

CGI applies a mature and independently certified Information Assurance framework through our Integrated Management System (IMS), which forms part of the CGI Management Foundation. The IMS governs how we manage quality, security, service delivery, and risk across all engagements, including advisory and configuration services delivered under this offering.

CGI's IMS is independently certified to recognised UK and international standards, including:

- **ISO 9001** – Quality Management
- **ISO/IEC 20000-1** – IT Service Management
- **ISO/IEC 27001** – Information Security Management (aligned to the 2022 control set)
- **ISAE 3402 / SSAE 18** – Assurance Reporting for control environments (where applicable).

These certifications ensure that CGI consultants follow established, auditable processes for protecting information, managing change, and delivering secure advisory services to UK Public Sector organisations.

CGI maintains a wide range of UK-based certifications and will work with the buyer to meet additional assurance or audit requirements where required for delivery of consultancy services.

2. Data Backup and Restore

Not applicable – consultancy service. CGI does not host, operate, or manage the buyer's SharePoint Online environment. Responsibility for backup and restore remains with the buyer and their Microsoft 365 platform.

As part of this consultancy engagement, CGI can assess the buyer's existing data protection posture for SharePoint Online, including the use of native Microsoft 365 capabilities such as retention policies, versioning, the recycle bin hierarchy, and governance controls. Where appropriate, we provide advisory guidance on the

suitability of third-party backup solutions, retention configurations, and risk mitigations to strengthen overall information resilience.

Any recommendations made will align with relevant public-sector information governance requirements and Microsoft best practice. All implementation or operational use of backup solutions remains the responsibility of the buyer.

3. Service Continuity

Consultancy delivery only. CGI provides resource substitution and delivery rescheduling to maintain continuity of consultancy activities. Continuity of the buyer's SharePoint Online platform, associated environments, and any disaster recovery arrangements remain the responsibility of the buyer and their technology providers.

As part of this advisory service, CGI applies established delivery governance, risk management, and quality controls to ensure that consultancy outputs are delivered predictably and to agreed timelines. Where required, CGI can assess the buyer's approach to resilience, information governance, and configuration within Microsoft 365 and provide recommendations aligned with good practice and public-sector guidelines.

Our consultants operate within structured engagement management processes to minimise disruption to planned work, maintain clear communication, and ensure consistent progress throughout the engagement. This enables Public Sector organisations to advance their SharePoint Online deployment with confidence, while retaining full ownership of operational continuity.

4. Onboarding and Offboarding

CGI provides structured onboarding and offboarding processes to support the effective initiation, delivery, and closure of this consultancy engagement. These processes ensure that access, scope, and deliverables are clearly defined at the start of the project, and that all artefacts and knowledge are handed over to the buyer at completion. CGI does not perform operational user provisioning, access management, or live service administration within the buyer's Microsoft 365 environment.

4.1. Onboarding Process GC15

During onboarding, CGI works with the buyer to establish the foundations required for a successful SharePoint Online deployment or migration. Activities typically include:

- **People**
 - Identifying key stakeholders, product owners, and subject matter experts.
 - Agreeing communication channels, governance cadence, and decision-making structures.
 - Conducting initial awareness sessions to set expectations and outline the delivery approach.
- **Process**
 - Confirming the scope, success criteria, and dependencies for the engagement.
 - Reviewing existing policies, information governance standards, and operational processes.
 - Establishing access requirements for CGI consultants (time-bound, least-privilege).
 - Aligning the engagement to the buyer's change control and assurance processes.
- **Technology**
 - Reviewing tenant readiness, licensing, baseline configuration, and any constraints impacting delivery.
 - Setting up agreed working environments or configuration areas for assessment activities.
 - Preparing tooling, templates, and artefacts required to deliver discovery and design work.

CGI may also deliver training, knowledge-transfer sessions, and adoption planning workshops to support organisational readiness for SharePoint Online.

4.2. Offboarding Process GC15

At the conclusion of the engagement, CGI ensures that the buyer receives all relevant deliverables, documentation, and knowledge required to operate and evolve their SharePoint Online environment independently.

Typical offboarding activities include:

- **People**
 - Conducting playback sessions and handover workshops with buyer stakeholders.
 - Transferring knowledge regarding governance models, configuration decisions, and recommended next steps.
- **Process**
 - Providing final documentation, including design artefacts, migration assessments, configuration records, and agreed roadmaps.
 - Ensuring all actions are closed or formally transferred into the buyer's backlog.
 - Supporting buyer review and sign-off processes.
- **Technology**
 - Ensuring any CGI-created assets (e.g., scripts, templates, configuration outputs) are transferred to the buyer.
 - Revoking CGI access to buyer systems in accordance with agreed exit procedures.
 - Confirming that all work products are stored in locations designated by the buyer.

CGI does not manage operational account deactivation, permissions revocation, or ongoing data lifecycle tasks within the buyer's tenant.

4.3. Access to Data Upon Exit

All artefacts produced during the engagement—such as reports, configuration documentation, migration outputs, templates, and recommendations—will be provided to the buyer in full at the point of service completion. CGI does not retain buyer data beyond the period required for consultancy delivery and removes all copies in line with contractual obligations and CGI's ISO-aligned data handling policies.

Control of, and access to, buyer production data within Microsoft 365 remains the responsibility of the buyer at all times.

5. Service Constraints

The service is delivered as a consultancy engagement and therefore operates within several constraints that must be understood and managed jointly with the buyer.

Scope and Delivery Constraints

CGI does not host, operate, or provide live support for the buyer's SharePoint Online environment. All configuration activities are performed within the buyer's Microsoft 365 tenant under agreed, time-bound access.

Any changes to scope, priorities, or timelines will follow an agreed change control process.

Activities are dependent on timely access to required systems, documentation, and buyer subject matter experts.

Platform and Technical Constraints

Microsoft 365 and SharePoint Online platform limitations (including storage thresholds, file size limits, throttling, and feature availability) may affect design decisions. These constraints are determined by the vendor and cannot be overridden by CGI.

Legacy customisations, unsupported workflows, third-party integrations, or bespoke code may restrict the extent or method of migration and may require remediation before work can proceed.

Platform updates released by Microsoft may impact configuration options or delivery timelines; CGI will provide advisory guidance but does not control scheduling or technical behaviour of the platform.

Security, Regulatory, and Governance Constraints

All work must align with the buyer's security policies, retention schedules, and information governance rules (e.g., GDPR, Data Protection Act, Freedom of Information requirements).

External sharing, retention policies, and sensitivity labelling decisions remain the responsibility of the buyer; CGI provides guidance but does not implement organisation-wide policy changes without explicit approval.

Dependency Constraints

Buyer-provided content inventories, permissions data, and architectural information must be complete and accurate to enable effective analysis and migration planning.

Successful delivery depends on the availability of business owners for decision-making, validation, and testing (including UAT and acceptance of deliverables).

Access to third-party tools or systems may require separate licences or approvals, which must be provided by the buyer.

Operational Boundaries

CGI does not provide 24x7 operational support, incident response, or live service management under this offering.

Any required downtime, freeze periods, or user communication relating to migration activities must be coordinated and managed by the buyer.

6. Service Levels

As this offering is a consultancy service, it does not include operational service levels for uptime, availability, incident response, or platform performance. Microsoft's SharePoint Online SLAs apply directly between the buyer and Microsoft and do not form part of this service.

CGI provides consultancy-specific service levels to support effective engagement delivery:

Consultancy Response and Engagement Levels

- **Response to buyer queries:** CGI will respond to queries related to the engagement within two working days unless otherwise agreed in the Statement of Work.
- **Turnaround for draft deliverables:** Draft documentation (e.g., assessments, designs, reports) will typically be provided within five to ten working days of completing the relevant discovery or workshop activities.
- **Review cycles:** Updates to deliverables following buyer feedback will be completed within five working days, subject to scope and complexity.

Availability of CGI Consultants

- Consultancy activities are delivered during UK business hours (Monday–Friday, excluding public holidays).
- Consultant availability is scheduled in accordance with the agreed project plan.
- Resource substitution will be provided as required to maintain continuity of delivery.

Buyer Responsibilities

To support timely delivery of service levels, the buyer is expected to:

- Provide access to key stakeholders, subject matter experts, and relevant systems as required.
- Review deliverables within agreed turnaround times.
- Communicate any changes to priorities or dependencies via the agreed governance process.

Out of Scope

This service does not include:

- Platform availability or uptime commitments
- Incident response or operational break/fix activities

- Monitoring or management of SharePoint Online environments
- Any SLAs relating to Microsoft 365 performance or security.

Those responsibilities remain with the buyer and Microsoft or their chosen managed service provider.

7. After Sales Support:

Following completion of the consultancy engagement, CGI provides a defined period of after-sales support to ensure the buyer has clarity on deliverables and next steps.

CGI offers:

- **A post-engagement Q&A window** (typically up to 10 working days) to address queries relating to the consultancy outputs, such as configuration recommendations, migration findings, or documentation.
- **A playback or handover session**, where CGI presents key findings, recommendations, and artefacts to the buyer's nominated stakeholders.
- **Guidance on next steps**, including optional follow-on advisory services that the buyer may procure separately through G-Cloud if further assistance is required.

This service does not include operational support, incident resolution, break/fix activities, or troubleshooting of the live SharePoint Online platform. All operational support remains the responsibility of the buyer or their managed service provider.

8. Technical Requirements

To deliver this consultancy engagement effectively, several technical prerequisites and conditions must be met by the buyer. These ensure CGI can assess the existing environment, provide informed recommendations, and support the configuration and deployment of SharePoint Online within the buyer's Microsoft 365 tenant.

Buyer Prerequisites

The buyer is expected to provide:

- **Named stakeholders and subject matter experts (SMEs)** for workshops, validation, and decision-making.
- **Access to relevant systems and repositories**, including existing SharePoint environments, network file shares, legacy content stores, or identity platforms, with read-only access where appropriate.
- **Documentation and artefacts**, such as architectural diagrams, information governance policies, retention schedules, security standards, and operational procedures.
- **A Microsoft 365 tenant** with appropriate licensing, administrative approval processes, and test areas where configuration or pilot activities can be performed.
- **Connectivity and device standards** that meet Microsoft 365 minimum requirements.
- **Access to any third-party tooling** requested by the buyer for migration or analysis (if applicable).

Technical Considerations for SharePoint Online Deployment

As part of the consultancy service, CGI can review and advise on the following technical areas to support a successful deployment:

Network Readiness

- Assessment of network performance, bandwidth, and routing considerations to ensure a satisfactory user experience when accessing SharePoint Online and Microsoft 365 workloads.

Client Device Compatibility

- Confirmation that end-user devices, operating systems, and browsers meet Microsoft 365 requirements. Recommendations will be made where configuration or accessibility improvements are necessary.

Authentication and Identity Integration

- Advisory support covering identity models such as Azure AD, single sign-on (SSO), multi-factor authentication (MFA), and conditional access (CA). CGI provides guidance; implementation of tenant-wide identity controls remains the buyer's responsibility.

Integration Points

- Review of dependencies and integration needs with other systems, such as Teams, Exchange Online, document management platforms, or line-of-business applications. CGI identifies compatibility considerations and provides configuration guidance.

Information Governance and Compliance

- Advisory support aligned to public-sector obligations, including GDPR, Data Protection Act requirements, retention schedules, sensitivity labels, audit configurations, and accessibility (WCAG) considerations. CGI provides recommendations; policy enforcement remains buyer-owned.

Security and Risk Controls

- Review of Microsoft 365 security posture, including encryption defaults, RBAC, auditing, and monitoring capabilities. CGI recommends best-practice configurations, but operational security configuration and monitoring remain the buyer's responsibility.

Scope Boundaries

This service does not include:

- Operational configuration of tenant-wide policies (unless explicitly agreed in scope)
- Ongoing support or incident resolution
- Live service monitoring or break/fix
- Management of production identity or security systems.

CGI provides advisory, assessment, configuration guidance, and knowledge transfer, with all operational responsibilities remaining with the buyer.

9. Outage and Maintenance Management

Not applicable – consultancy service. CGI does not host, operate, monitor, or provide outage or maintenance management for SharePoint Online. All platform maintenance, updates, patching, and notifications are managed directly by Microsoft as part of the Microsoft 365 service.

As part of this consultancy engagement, CGI can provide advisory guidance on how the buyer may prepare for Microsoft maintenance windows, understand service health reporting, and adopt governance processes that minimise disruption to business operations. Any operational actions, incident responses, or continuity procedures remain the responsibility of the buyer and Microsoft.

10. Hosting Options and Locations

Not applicable – no hosting is provided as part of this consultancy service. All SharePoint Online hosting is delivered entirely by Microsoft within its global and UK data centres in accordance with Microsoft's own compliance, residency and security frameworks.

CGI can provide advisory support to help the buyer interpret Microsoft's data residency commitments, governance considerations, and compliance implications (e.g. UK GDPR, Data Protection Act, GSC policy). Responsibility for region selection, tenant configuration, and enforcement of data locality or sovereignty requirements remains with the buyer and Microsoft.

11. Security

CGI applies established, ISO-certified security practices when delivering consultancy services and ensures all engagement activities align with the buyer's security, governance and data handling policies. During this engagement, CGI provides advisory guidance on security considerations for SharePoint Online, including:

- Role-based access control (RBAC), group and permission models.
- Identity and access management patterns using Azure AD, conditional access (CA) and multi-factor authentication (MFA).
- Information protection features such as sensitivity labels, retention, audit logging and data loss prevention (DLP).
- Alignment to public-sector security obligations including GDPR, Data Protection Act and Government Security Classifications (GSC).

CGI may review the buyer's existing Microsoft 365 security posture and recommend improvements based on good practice. However, CGI does not provide live security monitoring, threat detection, incident response or operational enforcement under this service. Responsibility for platform security configuration and ongoing risk management remains with the buyer.

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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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.

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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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