



Evidential Data Archiving Implementation

Contracting body

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CGI

Table of contents

1.	Service description	4
1.1.	Advisory services	4
1.2.	Design and implementation	4
1.3.	Migration services	4
1.4.	Operational services	4
1.5.	Data discovery and archive readiness	5
1.6.	Governance, compliance, and security	5
2.	Data backup and restore	5
3.	Service continuity	5
3.1.	Disaster recovery	5
3.2.	Business continuity	5
4.	Onboarding and offboarding	5
4.1.	Onboarding	5
4.2.	Offboarding	7
5.	Service constraints	7
6.	Service levels	8
7.	After sales support	8
8.	Technical requirements	8
9.	Outage and maintenance management	8
10.	Hosting options and locations	8
11.	Security	8
12.	Service pricing and terms and conditions	8
12.1.	Pricing	8
12.2.	Terms and conditions	8
13.	Further information	9
PROPRIETARY AND CONFIDENTIAL		10

Service definition overview

The Evidential Data Archive (EDA) provides a secure, scalable, and evidentially robust environment for the long-term preservation of legacy information. It enables organisations to retire outdated and costly systems by consolidating structured and unstructured data into a single cloud-based archive that supports compliant searching, retention, and disposal. The service is built on OpenText Information Archive (InfoArchive), configured to support high-integrity evidential records and long-term accessibility while reducing the operational burden associated with maintaining multiple legacy applications.

EDA has been successfully deployed within a major UK policing organisation, where it has supported extensive legacy-system decommissioning, delivered material cost savings, and proven its reliability under sustained operational use. The archive now functions as an enterprise pattern for broader adoption across public safety.

CGI's Implementation Service is a time-bound delivery engagement that establishes a production-ready evidential archive. The service concludes once the archive has been designed, configured, populated with agreed datasets, validated, and formally handed over for operational use. It does not include ongoing in-life operation, monitoring, or support, which are provided separately under the EDA Managed Services offering.

Why CGI?

For more than forty years CGI has delivered secure evidence-handling and information-management solutions to policing and public-sector bodies. In partnership with OpenText, CGI applies mature cloud-hosting and service-delivery frameworks to design robust, high-integrity data-archive environments. CGI draws on extensive experience in data migration, digital preservation, and high-integrity information governance, allowing organisations to adopt an archive that is consistent with their statutory obligations and operational needs.

1. Service description

The Design and Implementation Service is delivered through a sequence of advisory, analytical, engineering and configuration activities that create an evidential archive ready for operational use. CGI works closely with organisational stakeholders so that the implemented archive reflects the business context, legislative duties, and technical landscape.

1.1. Advisory services

CGI provides advisory input to help shape the organisation's overall approach to evidential archiving. This includes assessing the existing legacy-system estate, understanding data characteristics, identifying compliance risks, and defining an appropriate governance and decision-making framework. The advisory phase supports the process of defining the outcomes, the scope of the archive and the business rationale underpinning the investment. This results in a structured view of the current state, together with recommendations that guide design choices and implementation priorities.

1.2. Design and implementation

The design phase defines a standards-based, evidentially robust archive using InfoArchive. The platform provides an OAI-aligned repository for structured and unstructured information, with open formats that preserve schema, metadata, and audit lineage. CGI configures role-specific views, search models, metadata structures, and lifecycle-management rules that reflect organisational governance and statutory Review, Retention and Disposal (RRD) requirements.

Implementation activities include configuration of secure search, encrypted storage, lifecycle policies, and dataset-specific user access arrangements. The service takes advantage of InfoArchive's cloud-native search indexing, including full-text analysis and optimised retrieval of high-volume datasets. Testing demonstrates that evidential behaviours, audit completeness, and long-term accessibility can be preserved consistently throughout the archive environment.

1.3. Migration services

Migration services prepare legacy datasets for ingestion into the archive using a structured, repeatable, and quality-assured approach. CGI maps each dataset to InfoArchive's open XML-based archival structures and applies transformations to preserve evidential integrity, audit lineage, and retention attributes.

The migration process supports both structured and unstructured data. CGI performs a controlled consolidation of records, including nuanced transformation of complex relational datasets and the incorporation of XML-based record attachments. For improved usability, documents may be rendered into alternative formats, such as PDF, without altering evidential content.

The migration method has been proven in large-scale, multi-year deployments for a major UK policing organisation. The approach supports rapid ingestion of large audit-oriented datasets while adapting migration techniques for complex, multi-table systems. CGI maintains predictable migration performance by tailoring extraction, transformation, and load routines to the shape of each dataset.

1.4. Operational services

The Implementation Service prepares the organisation for operational use. This section describes implementation-phase operational readiness activities only. These activities prepare the archive for live use but do not constitute in-life operational support.

CGI defines the operational model, configures monitoring and audit features, produces handover materials, and provides guidance during the early stages of using the archive. Once implementation is complete, the organisation may transition to CGI's separate Managed Services offering, which provides full and ongoing operational support.

Note: ongoing in-life operational support is provided under CGI's Managed Services offering - this implementation engagement ends at handover unless Managed Services is procured.

1.5. Data discovery and archive readiness

Data discovery identifies the characteristics, structure, and quality of each legacy dataset before migration. CGI assesses data completeness, distribution of sensitive information, audit presence, and alignment with retention rules. This analysis informs the design of search models, metadata structures, and lifecycle policies. It also supports planning for onboarding, so that organisations understand complexity, risk, and pre-migration preparation requirements.

1.6. Governance, compliance, and security

Governance and security arrangements leverage the capabilities of InfoArchive, which provides an OAIS-compliant repository, policy-based encryption, data-masking controls, and tamper-evident storage. Retention and disposal rules are managed within InfoArchive's lifecycle-management framework, allowing consistent application of RRD, privacy and statutory governance obligations. Role-based access controls restrict visibility to authorised users, while integrated audit functions capture access and ingestion activity in a manner suitable for evidential oversight. These controls operate alongside CGI's Enterprise Security Management Framework to provide a compliant and defensible long-term archive.

2. Data backup and restore

Backup and restore arrangements are defined as part of the design so that the archive can be recovered in a manner that maintains evidential integrity. CGI aligns recovery patterns with the organisation's Recovery Point Objective (RPO) and Recovery Time Objectives (RTO) and validates the ability to restore the platform and its data through structured testing. This includes keeping intact metadata, audit trails and evidential attributes following restoration.

3. Service continuity

Service continuity arrangements are established during the design phase to protect the archive against loss or degradation.

3.1. Disaster recovery

Disaster-recovery plans are designed to utilise resilient multi-zone hosting models and replicated storage. CGI prepares procedures that guide restoration activities and conducts periodic tests to promote effective recovery.

3.2. Business continuity

The design incorporates the requirements of CGI's Business Continuity Management System and aligns with recognised standards. CGI supports the organisation to understand how archive operations will be maintained during disruption and how service restoration will be prioritised following an incident.

4. Onboarding and offboarding

4.1. Onboarding

Onboarding activities within this service are limited to initial implementation and transition to live service. Ongoing dataset onboarding after go-live is explicitly excluded and is delivered under the Managed Services offering.

Onboarding follows CGI's structured transition methodology. We engage stakeholders, system owners and data-governance leads to confirm scope, evidential rules, and retention obligations. Knowledge-transfer sessions support the organisation to understand dataset-specific nuances, including historical usage patterns, exemptions, audit handling, and data-quality considerations.

CGI profiles each source dataset, defines mapping and validation rules, and prepares migration artefacts. Service-management workflows are integrated with existing support arrangements, including incident, change and request processes. Before go-live, CGI applies a gated readiness process covering search configuration, role-based access controls, audit-ingestion behaviour, and lifecycle-rule validation. The archive then transitions into live service through a structured cutover, supported by early-life guidance. The process is tailored to each organisation but follows a consistent pattern:

4.1.1. Requirements discovery and scope confirmation

CGI works directly with senior stakeholders, system owners and data governance leads to confirm the scope of the archive. This includes identifying all legacy systems and datasets to be onboarded, validating evidential integrity requirements, and confirming RRD policies. This facilitates understanding of business outcomes, legal obligations, and operational needs from the outset.

4.1.2. Transition planning and mobilisation

CGI develops a structured onboarding plan that defines roles, governance, communication models, risk controls, and acceptance criteria. This plan is aligned with proven public-sector transition methods and scaled to the size and complexity of the legacy systems involved.

4.1.3. Knowledge capture and transfer

CGI conducts a series of focused knowledge-transfer sessions so that the EDA team understand the nuances of each legacy dataset. These sessions cover data structures, historical usage patterns, exemptions, retention triggers, audit requirements, and known data-quality risks. The aim is for the archive team to replicate evidential behaviour accurately within EDA.

4.1.4. Data profiling, mapping, and migration preparation

CGI profiles the source datasets, capturing quality characteristics, schema mappings, and data lineage details. Migration readiness assessments are carried out to identify required transformations, cleansing steps and verification controls. These preparatory steps reduce risk and support a predictable ingestion process.

4.1.5. Service management integration

CGI integrates EDA service processes with the client's existing service-desk and application-support arrangements. Incident, problem, change, and request workflows are aligned, and escalation points are defined. Once live, the archive operates as part of the wider IT service ecosystem.

4.1.6. Gated readiness assurance

Before transition into live service, CGI follows a stringent gated readiness process. This includes technical validation, search-screen configuration reviews, role-based access control (RBAC) verification, audit-trail ingestion checks, retention-rule validation, and dataset-specific acceptance testing. Only when the service meets the defined readiness criteria will it progress to go-live.

4.1.7. Controlled transition to live service

The archive is introduced into operational use through a structured cutover window. CGI provides early-life support to stabilise the service, resolve any initial issues and supports the users, governance teams, and data stewards to access and use the archive confidently. Following go-live, the archive is handed over for operation as part of the wider IT service ecosystem.

This onboarding approach supports a safe and predictable transition to EDA, aligned with the depth and rigour seen in CGI's onboarding methodology.

4.2. Offboarding

Offboarding facilitates the transfer of the archived data in a standards-based, open format that preserves schema, metadata, audit lineage, and retention states. CGI aligns exit activities with the organisation's timelines and coordinates with successor providers where applicable. Knowledge transfer covers search models, governance structures, audit processes, and ingestion configurations. Once the organisation confirms successful receipt of exported datasets, CGI securely deletes remaining data from its systems in accordance with agreed procedures.

4.2.1. Exit planning and coordination

CGI aligns exit activities with the client's preferred timelines and coordinates with any incoming service provider. Where a replacement archive system is being introduced, CGI works collaboratively so that transfer of knowledge, access, metadata definitions, and audit requirements is comprehensive.

4.2.2. Dataset export and handover

All archived data is exported in open, portable formats that retain schema structure, metadata, lineage, and evidential context. CGI will provide:

- Audit trails that remain linked to source records
- Retention and disposal states that are preserved
- Export integrity that is validated prior to transfer.

Transfer mechanisms comply with client security classifications and handling protocols. This mirrors CGI's structured data-handover model, adapted for evidential integrity.

4.2.3. Knowledge transfer to the new provider or internal team

CGI provides knowledge-transfer sessions covering archive configuration, search models, RBAC structures, ingestion workflows, audit processes, and any dataset-specific handling considerations. This supports continuity of evidential access and governance.

4.2.4. Secure data deletion

Following confirmation that exported data has been successfully received and verified by the client or receiving provider, CGI securely purges the organisation's data from its systems. Deletion is carried out in accordance with the service agreement, relevant data-protection legislation, and policing information-security guidelines.

4.2.5. Controlled service closure

CGI completes final reporting, confirms completion of exit obligations, and provides closure documentation. This provides transparency and evidential assurance throughout the offboarding process.

4.2.6. Access to data upon exit

Clients retain read-only access to the EDA environment for the duration of the transition period to maintain evidential continuity. Exported datasets are provided in portable formats with complete metadata and audit context, this maintains that access to historical data remains uninterrupted. This reflects the access-continuity assurances in the CGI service model.

5. Service constraints

The archive platform supports extensive configuration of metadata, search models and retention rules but follows the standards-based patterns of InfoArchive, which uses OAIS-aligned open formats rather than bespoke archival structures. Migration timescales may depend on source-system accessibility and data quality, and hosting-platform maintenance may be required during build and testing.

6. Service levels

CGI agrees delivery-based service levels that reflect milestones, quality criteria, governance checkpoints, and acceptance testing. These service levels apply only to delivery milestones and acceptance criteria during the implementation engagement and do not represent operational SLAs. These differ from operational SLAs, which are provided separately under the Managed Services offering.

7. After sales support

Following completion of implementation and early-life assistance, ongoing support is delivered through CGI's Managed Services offering. CGI supports a smooth handover to operational teams and remains available to support, within the scope set out in any applicable contract, additional dataset onboarding where required.

8. Technical requirements

CGI is dependent on the organisation providing secure access to legacy systems, relevant schema definitions, required authentication and identity-integration details, and any necessary network connectivity. These prerequisites are used so that the design and migration activities can be undertaken safely and efficiently.

9. Outage and maintenance management

During build and migration activities, CGI plans required maintenance and communicates any expected impact to the organisation. Emergency maintenance is performed using controlled procedures to protect data integrity.

10. Hosting options and locations

The Design and Implementation Service may be delivered using CGI's Public Cloud Hosting Service or Private Cloud Hosting Service, procured separately through G-Cloud. Both hosting options provide UK-based environments aligned to required information-assurance standards.

11. Security

Security considerations underpin the entire design process. CGI applies controls for encryption, identity management, audit traceability, and access governance in accordance with established frameworks and ISO-aligned standards. These measures protect the archive throughout implementation and prepare it for secure long-term operation.

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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