



AI and Automation Identification, Assessment and Selection

Contracting body

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CGI

Table of contents

1.	Service Description	4
2.	Data Backup and Restore	4
3.	Onboarding and Offboarding	4
3.1.	On-boarding	4
3.2.	Off-boarding	5
4.	Service Constraints	5
5.	Service Levels	5
6.	After Sales Support	5
7.	Technical Requirements	5
8.	Outage and Maintenance Management	6
9.	Hosting Options and Locations	6
10.	Security	6
11.	Service Pricing and Terms and Conditions	6
11.1.	Pricing	6
11.2.	Terms and Conditions	6
12.	Further information	7
	PROPRIETARY AND CONFIDENTIAL	8

Service Definition Overview

CGI recognise that identifying and qualifying processes/services for artificial intelligence (AI) and automation is critical to the success of any Service Modernisation / Digital Transformation programme. We have developed a standard methodology for identifying, assessing, evaluating, and selecting processes for AI and automation.

We recognise that your business drivers for business improvement, AI and automation are unique, and our methodology is tailored to each client in advance of commencing the evaluation.

The objective of Process Identification is to quickly identify processes within a complex department/service that can be recommend and build business cases for processes / work can that be automated and / or augmented with AI and automation technologies.

For example:

- Robotic Process Automation
- Optical Character Recognition
- Intelligent Document Processes
- Low-code Applications
- Generative AI.

The objective of Process Evaluation and Assessment is to determine the complexity of the processes/services for AI and automation and at high level is there a business case for AI and automation.

Each process evaluated is scored against your agreed business drivers and criteria including CGI process evaluation matrix.

Where appropriate CGI would utilise Process Intelligence tooling the more contemporary version of Process and Task Mining. CGI is Process Intelligence tool agnostic.

Typically, clients identify a department for identification, assessment and evaluation which typically takes 6- 12 weeks to conclude the three stages and to produce a report detailing by process the complexity and business case to automate/augment/AI.

Why CGI?

Over the last two decades, CGI has delivered intelligent automation and AI technologies as part of our services and solutions, notably in our IP where we can test and train new models with speed and security—and then apply the learnings across our end-to-end offerings portfolio, We are drawing upon proven AI use cases and pre-built, industry-focused solutions powered by trusted domain data sets to help clients navigate the hype and make the best-return investments.

As the next generation of AI evolves and client demand rises, we are committed to expanding our talent base and capabilities in line with our Build and Buy profitable growth strategy. We believe that we are at the beginning of a new wave of innovation and that the business value of AI will be achieved through the combination of human expertise and ethical use of technology.

1. Service Description

CGI have developed over time a tried and trusted three Stage Process Identification, Assessment and Selection Framework that utilises cutting edge AI technology and skills CGI professional services to quickly identify and evaluate processes/services/work for improvement.

Stage 1

- Utilise CGI professional services and / or agnostic Process Intelligence tooling.
- Process Intelligence tooling deployed on individual's desktop that can uncover all the work of an individual not just the work in the systems of record.
- Conduct a high-level review of candidate processes.
- Gather metrics and agree FTE's that could be impacted due to AI and automation.
- Answer two main high-level questions:
 1. How complex is the process to be automated/augmented?
 2. Is there a viable business case to automate/augment?
- De-scope processes which will not deliver benefits where the process is too complex or the volumes are too low.

Stage 2

- Review processes against agreed Client core drivers for AI and automation.
- Review and score processes against CGI 's process valuation matrix.
- Review process for scalability of AI & automation.
- Score process complexity against CGI t-shirt pricing.
- Determine payback of AI and automation.

Stage 3

- Review processes against clients' strategic programmes or timeframes for major changes / life span of applications.

Report

- Produce a report detailing the high-level AI and automation opportunity by area reviewed.
- Produce a report detailing outputs of complexity and business case evaluation for each candidate process/service.
- Identify quick win processes for AI and automation.

2. Data Backup and Restore

If Process Intelligence tooling for example Soroco is used as part of Process Identification, Evaluation and Assessment then at the contract stage it will be agreed what data can be collected and stored in CGI's UK Cloud instance and when data will be destroyed at the end of the project.

3. Onboarding and Offboarding

3.1. On-boarding

CGI has proven and effective on and off boarding skills, tools and methodologies. We have successfully transitioned numerous Public Sector clients onto Cloud infrastructures and services. CGI has a dedicated team of managers who specialise in transition and who bring to bear considerable previous experience in this area. CGI will apply its standard transition methodology which has been used in all service on- and off-boarding's within CGI for many years. The transition process is flexible and can be used for both small and large scale on-boarding requirements.

The approach taken by CGI is to understand the client's requirements and make the transition phase specific to the needs of the client whilst leveraging the experience, lessons learnt and methodology from many years of transition experience.

Service Off boarding is instigated by a client request or after expiration of the service agreement. Deletion of any virtual machine image and data will occur in line with the service agreement. Any required data will be made available using appropriate media, in line with the data security classification. Pricing of this service is dependent on requirements; please contact CGI for details. After client notification that data has been successfully recovered, CGI will purge and destroy client data from any compute or storage device/media that remains part of CGI's estate.

3.2. Off-boarding

Service Off boarding is instigated by a client request or after expiration of the service agreement. Deletion of any virtual machine image and data will occur in line with the service agreement. Any required data will be made available using appropriate media, in line with the data security classification. Pricing of this service is dependent on requirements; please contact CGI for details. After client notification that data has been successfully recovered, CGI will purge and destroy client data from any compute or storage device/media that remains part of CGI's estate.

3.2.1. Access to data upon exit

All data will be made available to the client on project exit.

4. Service Constraints

If Process Intelligence tooling is part of the project, then client's need to be aware that Process Intelligence tooling does not work on mobile devices, Windows XP or earlier, Apple Devices and embedded Teams documents.

5. Service Levels

Process Intelligence tooling can run 24/7 as required.

6. After Sales Support

CGI will provide professional services resources and process intelligence tooling as required. CGI will also upskill client resources to be self-sufficient in Process Identification, Evaluation and Assessment.

7. Technical Requirements

If the client requires Process Intelligence tooling as part of a Process Identification, Evaluation and Assessment project then CGI would conduct a Client Readiness Check (CRC) as a pre-requisite at the start of the project.

A CRC is used to quickly certify whether the Process Intelligence tooling is compatible with the client's environment. It gets in the initial phases on the user's machine and identifies the main applications being used with their compatibility with the tooling.

A CRC doesn't require a server. It stores user's data on the user's machine. It generates a PDF report that gives us insights on the health of each of the applications running on the user's machine.

A CRC lays a process for CGI Professional Services SME's to know how to interpret the CRC and when to raise tickets.

A CRC must be used under the following circumstances:

1. Client sees major application changes such as upgrades or introduction of new applications,

2. A new business process or team is onboarded onto the Process Intelligence Platform.

3. Issues are detected in data collection and fixes are required.

8. Outage and Maintenance Management

Not applicable for this service.

9. Hosting Options and Locations

If the client selects CGI Azure Cloud to host Scout, the following security features are implemented.

- Dedicated VNET, Process Intelligence and Azure resources
- Azure NSG Firewall and default DDoS service
- Azure Recovery Services – daily backups (backups are encrypted).

10. Security

- Azure NSG Firewall and default DDoS service
- Azure Recovery Services – daily backups (backups are encrypted)
- Authentication (systems (DA) / users must authenticate)
- Secure communications (HTTPS / TLS 1.2 or 1.3)
- Data at rest encryption using AES256.
- All certificates and keys are stored in the tooling key vault.
- User Access is managed by tooling IAM
- Tooling user authentication can be configured for Single Sign-on (SSO -optional)
- Tooling access can be configured to restrict on client IP list (optional).

11. Service Pricing and Terms and Conditions

11.1. Pricing

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

11.2. Terms and Conditions

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

12. 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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