



SaferSuite Digital Twin

Contracting body

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CGI

Table of contents

1.	Service Description	4
2.	Data backup and restore	4
3.	Service Continuity	4
3.1.	Disaster recovery	4
3.2.	Business continuity	4
4.	Onboarding and Offboarding	4
4.1.	Onboarding	4
4.2.	Offboarding	5
5.	Service constraints	5
6.	Service levels	5
6.1.	Performance Governance	5
7.	After sales support	5
8.	Technical requirements	5
9.	Outage and maintenance management	5
10.	Hosting options and locations	6
11.	Security	6
12.	Service Pricing and Terms and Conditions	6
12.1.	Pricing	6
12.2.	Terms and Conditions	6
13.	Further information	6
PROPRIETARY AND CONFIDENTIAL		8

Service Definition overview

SaferSuite is CGI's secure, cloud-hosted, digital twin platform that enables public sector organisations to simulate, test and optimise operational and strategic decisions before real-world deployment.

Designed for policing, public safety and multi-agency environments, SaferSuite uses geospatial modelling, explainable AI and simulation to transform operational and intelligence data into decisions-ready insights. SaferSuite enables forces to shift from a reactive response to intelligence-led prevention, supporting the 4Ps policing model: Plan, Prepare, Pursue, and Protect. For public sector organisations, SaferSuite enables a shift to a more strategic, planned approach with a clear understanding of decision consequences. It enables organisations to move from reactive response to prevention-led planning, supporting safer streets, safer communities and more effective use of public money.

The platform supports scenario modelling, resource planning, risk forecasting and intervention testing across operational, tactical and strategic use cases. SaferSuite is delivered as a modular solution, with optimal consultancy, integration and change support.

SaferSuite gives frontline teams the clarity to act sooner, and the confidence to scale safely.

Why CGI?

For over 40 years CGI has delivered some of the most complex technology projects, services and platforms for both government and commercial clients. CGI combines public safety domain knowledge with proven delivery strength across policing, defence, health, and local government. Our SaferSuite offering builds upon this solid background, by providing:

- Deep understanding of the frontline and public sector, with experience working alongside forces, PCCs, local authorities, and the Home Office.
- ISO27001 and GDPR-compliant service architecture designed to handle sensitive data at scale.
- Experience delivering simulation and digital twin projects across high-trust sectors including defence, transport, and infrastructure.
- NPPV3/SC-cleared consultants, developers, and data scientists with knowledge of MoPI, GDS and AI ethics requirements.
- A modular platform delivery model, allowing low-risk pilot deployments with options to scale nationally.

At CGI we supply a platform, developed through partnership with our clients to help them build trust in simulation and AI and maximise their return on investment. From discovery and DPIA support to adoption planning and post-pilot scaling, we embed with our clients to deliver real, measurable outcomes.

1. Service Description

SaferSuite is CGI's modular, secure innovative digital twin platform designed to help public safety organisations simulate, predict and prevent harm across communities, pursue offenders, prepare and plan physical environments to prevent crime, disorder or flooding, understand impact upon communities in advance and much more. Designed originally to meet the needs defined under the HO Safer Streets Programme, it has been expanded for use across operational policing and public safety. SaferSuite enables the creation of immersive, data-driven environments where agencies can model various datasets to simulate behaviours and activities, test strategic and tactical plans, and visualise risk in real time.

Our offering begins with consultancy and use case development, understanding your needs and how best technology can meet them. Workshops will be held to design your solution, leading to the build, implementation, evaluation and scalable rollout. CGI will provide services to support the full software development lifecycle. The platform is modular, interoperable and compliant with GDS, GDPR, ISO27001 and policing standards

This service supports transformation aligned to the 4P policing model (Plan, Prepare, Pursue, Protect) and enables forces to shift from reactive crime response to proactive risk prevention using digital twin and AI-enabled simulation technology. It provides public sector organisations the opportunity to develop strategic and tactical plans and to understand the consequences of decision making in advance ensuring public money is spent wisely. Alternatively, a multi-agency approach can be developed, allowing greater coordination, cooperation and potential financial savings across those involved.

2. Data backup and restore

CGI operates backup and recovery processes defined at implementation. Backups run to agreed schedules and restoration procedures are tested to confirm data and evidential metadata can be recovered without compromising integrity. CGI works to enable recovery arrangements to continue to meet the organisation's objectives and adapts them as required when new datasets or service changes are introduced.

3. Service Continuity

3.1. Disaster recovery

CGI maintains and exercises disaster-recovery arrangements that keep the archive resilient to disruption. These arrangements include multi-zone hosting models, replicated storage, documented restoration processes and periodic DR testing. CGI works with the organisation to validate that the archive can be recovered effectively in line with defined RPOs and RTOs.

3.2. Business continuity

The managed service is operated in line with CGI's Business Continuity Management System. CGI maintains the ability to continue delivering services during disruption and provides clear communication and structured recovery following incidents. Business-continuity arrangements are reviewed regularly to account for changes in operational context, data profile or legislative duty.

4. Onboarding and Offboarding

4.1. Onboarding

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-boardings within CGI for many years. The transition process is flexible and can be used for both small and large scale on-boarding requirements.

4.2. Offboarding

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 depends 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.

4.2.1. Access to data upon exit

During exit, the organisation retains read-only access to its archive for the agreed transition period. This allows evidential information to remain available until all export and validation activities are complete.

5. Service constraints

Not Applicable to this Service Offering.

6. Service levels

CGI agrees service levels that cover availability, responsiveness, incident resolution and performance thresholds. Service levels are reviewed periodically to ensure that they remain appropriate to operational conditions and organisational priorities.

6.1. Performance Governance

As described in Section 4, CGI will mobilise the right experts and will agree your business goals and the appropriate delivery model to meet expectations. At the initiation of the service, we will put in place the appropriate governance to measure and track performance against an agreed programme of work.

7. After sales support

Support is provided via CGI's service desk and includes monitoring, archive-usage guidance, onboarding new datasets, and continuous improvement driven by performance data and service reviews.

8. Technical requirements

The organisation must provide access to identity-management systems, network routes, approval processes for onboarding new datasets and nominated contacts for operational communication. Technical prerequisites may vary depending on the hosting option selected.

9. Outage and maintenance management

Planned maintenance is scheduled with the organisation to minimise disruption. Planned maintenance is communicated in advance to agreed contacts. Emergency maintenance is conducted using controlled procedures that protect evidential integrity and are communicated promptly and transparently.

10. Hosting options and locations

Cloud-hosted with flexible deployment: CGI cloud (AWS, Azure, Google), client cloud (AWS, Azure, Google), hybrid. Hosting options will be discussed at contracting stage based on sensitivity and architecture needs. All data are stored within UK data centres.

11. Security

CGI has invested considerable resources to develop an Enterprise Security Management Framework (ESMF) based on recognized industry standards and applicable regulations or legislation such as ISO 27001, ISO27701, NIST, COBIT, CIS, CCPA and GDPR to name but a few. This framework is used across the global organization to protect information assets, technologies, facilities and CGI members, including the data managed across the business, and is supported by CGI's security and privacy policies, standards and controls (Security Baseline). These are implemented through our processes, practices, services, solutions and our interactions with any third parties working on behalf of CGI.

Across the CGI business, technical and organizational measures are defined using a risk-based approach. This approach considers the nature, scope, context and purposes of processing as well as the risk to the rights and freedoms of natural persons, where CGI is acting as either the data controller or data processor. This ensures a level of security and privacy appropriate to the risk, in situations where CGI holds responsibility and accountability for personal data processing.

CGI's Management Framework Security Baseline is the minimum security standard for all CGI offerings (including cloud-based services) to be applied by both CGI and clients. In some cases, CGI Security or Data Privacy may wish to add additional controls e.g. where sensitive personal data is involved. Where CGI or our clients agree to strengthen the level of security or privacy to consider specific requirements (risks, regulatory requirements, etc.) these additional security or protective measures will be defined within the CGI contracted services, particularly where CGI may be acting as data processor on behalf of a client.

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.

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.

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.

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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