



Business Process Services

Contracting body

30 Jan 2026

Issue 1.0

© 2026 CGI IT UK Ltd

CGI

Table of contents

1.	Service Description	4
1.1.	What We Offer	4
1.2.	The Benefits	5
2.	Service Delivery and Approach	5
2.1.	Service Management	5
2.2.	Our Services	6
2.3.	Additional Support Services	7
2.4.	Service Performance	7
2.5.	Training, Skills, and Knowledge Transfer	7
2.6.	Consumer Responsibilities	8
3.	Onboarding and Offboarding	8
3.1.	Onboarding	8
3.2.	Offboarding	8
4.	Information Assurance	9
5.	Service levels	9
6.	Business Continuity and Disaster Recovery	9
7.	Security	10
8.	Responsible Business	10
9.	Service Pricing and Terms and Conditions	11
9.1.	Pricing	11
9.2.	Terms and Conditions	11
10.	Further information	11
PROPRIETARY AND CONFIDENTIAL		12

Service Definition overview

Supporting the transformation journey to a customer-centric digital organisation.

CGI provides a full range of Business Processing Services (BPS) supporting clients seeking to outsource a specific administrative process, right through to an entire business function alongside our heritage Managed Payroll Services. Our BPS is trusted by some of the largest public sector and commercial organisations, helping achieve desired outcomes.

Why CGI?

CGI provides a comprehensive range of Business Processing Services (BPS) supporting clients who wish to outsource a specific administrative process, through to the end-to-end delivery of an entire business function, underpinned by our long-standing heritage in Managed Payroll Services.

Our Business Process Services are trusted by some of the largest public sector and commercial organisations, to help achieve operational efficiency, resilience, compliance and quality outcomes.

Our Payroll BPS is delivered from UK-based infrastructure accredited to the security standards required for handling sensitive Government and Policing data, enabling us to deliver a secure, sovereign service.

Beyond payroll, our broader Business Process Services can be delivered using client's existing systems, enabling seamless integration with in-house teams and processes.

CGI's ability to implement, support and deliver high quality BPS and Payroll solutions alongside our other wider technology and advisory capabilities, gives us a distinctive and unique position in the market.

Clients benefit from a best practice approach to service delivery, that has been developed and refined over many years. This enables continuous improvement, innovation and knowledge sharing, while providing a service experience that feels like an extension of the client's own organisation.

Our client-proximity model empowers local teams to build strong, trusted, in-person relationships and ensures accountability for delivering client success. Throughout this proximity, CGI gains deep knowledge of our clients' business and industries.

Our service model is fully flexible, allowing each client to select a service that fits their needs, and to be confident that they are only paying for the services they consume. As requirements change, our service models can be scaled and flexed to support organisations as they change and develop.

The ultimate goal is to meet and, in many cases, exceed our clients' expectations.

In 2025, CGI was recognised as the **Best Very Big Company to Work for in the Technology Industry** and in previous years have been named as a **Top UK Employer** for its exceptional workforce planning, career and succession management, culture, learning and development and leadership development.

1. Service Description

CGI understand that there could be several challenges your organisation could be facing, such as:



Figure 1 - A summary of challenges faced by organisations

1.1. What We Offer

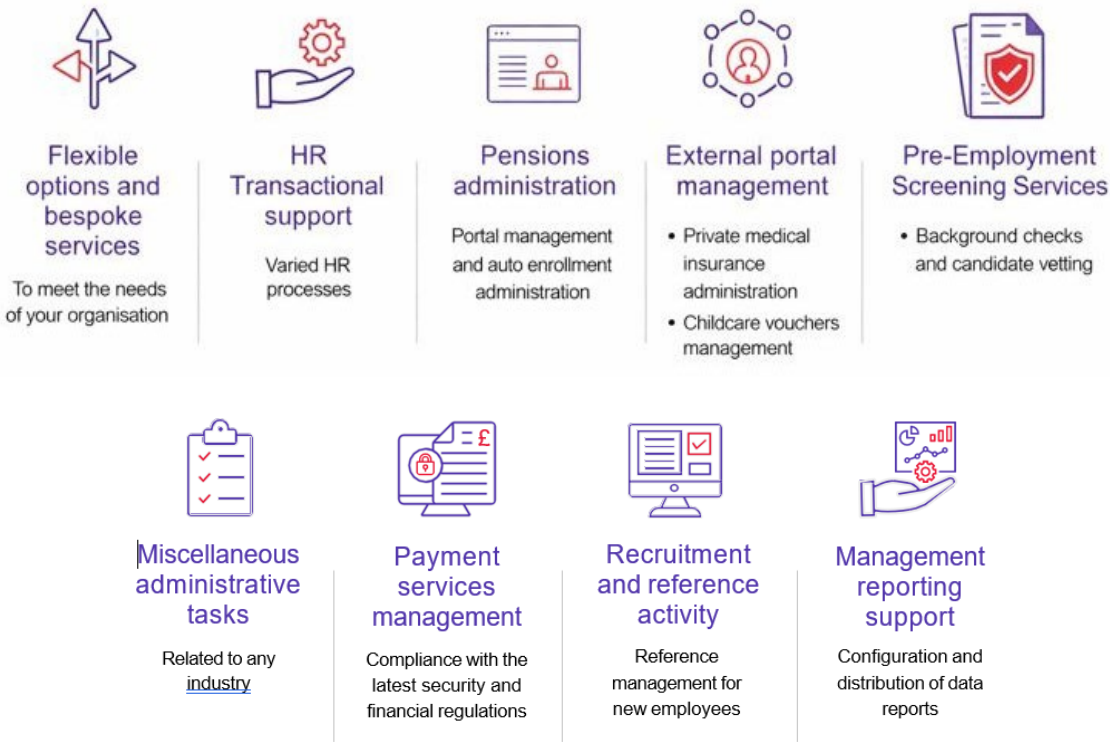


Figure 2 - CGI's Business Process Services Offerings

Pre-Employment Screening Services

CGI's Pre-Employment Screening Service provides a secure and compliant way to verify candidate identity, Right to Work and background history including DBS Checks. Designed in line with UK industry and government vetting standards, our service reduces hiring risk, protects your organisation, and enables faster, confident onboarding.

1.2. The Benefits



Figure 3 - Some of the benefits realised by BPS

2. Service Delivery and Approach

2.1. Service Management

One of CGI's key values is **partnership** and **quality** which are both a philosophy and a way of life.

We constantly deepen our understanding of our clients' business, and we develop and follow the best management practices.

Underpinned by CGI's Management Frameworks and ITIL best practice processes we entrench these approaches into **client relationship** and **service delivery frameworks** to foster long term and strong partnerships with our clients.

2.1.1. Client Relationships

CGI's dedicated team of experts enables our support teams to improve productivity and speed of service through improving employee engagement and optimising the end-to-end processes and workforce involvement from our clients. Our services are delivered by our UK-based teams.

2.1.2. Service Delivery

CGI is proud of the high levels of service it provides, and all our clients can expect regular service review meetings as part of our offer, allowing us to have focused conversations about current service, future requirements, and how we can provide additional value as part of our partnership.

In addition, our global Client Satisfaction Assessment Programme provides a formal mechanism for recording and assessing our performance; our team consistently score more than 9 out of 10 in these reviews. Our HR and payroll business process services are trusted by some of the UK's **largest public sector** and **commercial organisations**.

Underpinned by infrastructure accredited to the highest levels of security delivering a secure service based solely in the UK. Our end-to-end HR Solutions and services are designed to help clients achieve greater efficiencies and reduce costs.

We focus our service on delivery:



Figure 4 - Benefits of using CGI for Service Delivery

2.2. Our Services

CGI offers configurable and scalable HR and Business Processing Services, leveraging platforms from leading partners including **Oracle, SAP, Workday, IRIS**. Our services are fundamentally platform agnostic, enabling us to support clients across an existing or preferred technology platform.

Our HR Advisory services help organisations select the most appropriate technology and service approach aligned to their specific needs, taking into account:

- Individual internal processes
- Organisational Complexity
- Level of operational maturity
- Strategic Business objectives.

We work closely with organisations throughout their HR transformation journey, supporting them through change and ensuring that they achieve the desired business outcome.

Our services and solutions are delivered by experienced and highly skilled professionals who have gained significant expertise working with leading HR technologies and the design and delivery of managed services solutions tailored to the needs of our clients.

We work with organisations to define the most effective service model to support both them and their employees, providing them with the assurance that they pay only for the services they need with the flexibility to adapt and evolve.

2.3. Additional Support Services

CGI is one of the world’s largest privately owned IT Services businesses with a broad range of expertise that enables us to handle any bespoke requirements. These can be addressed through individual consultancy and additional services that can be offered include:



Figure 5 - A list of CGI's additional support services

2.4. Service Performance

Our services are delivered to a high quality underpinned by CGI's standard contractual SLAs and KPIs, which provide statistical information to clients to validate our service.

Our UK-based service delivery teams are available to support our clients during UK business hours defined as 09:00 to 17:00, Monday to Friday, excluding UK public holidays.

2.5. Training, Skills, and Knowledge Transfer

Formal training is provided based on the specific requirements of each engagement, ranging from basic system navigation to full utilisation of implemented systems and services. Training needs are agreed during project initiation and are tailored according to factors such as the system(s) being implemented, the type and scope of the service, and the processes being supported.

Our flexible approach to training offers a range of delivery options, which can be adapted to meet client and user needs, including:

- Classroom based training on client premises or at CGI locations Virtual Classroom style training delivered over Microsoft Teams.
- Train the trainer sessions to enable internal capability training.
- Interactive workshops using ‘real world’ scenarios to enhance user understanding and support knowledge transfer.

CGI is also able to design and deliver bespoke training courses to meet any specific organisation, operational or regulatory requirements

2.6. Consumer Responsibilities

Client responsibilities will be discussed and defined at the outset of our business relationship and will depend on the scope, size, complexity, and level of service required.

3. Onboarding and Offboarding

3.1. Onboarding

Our Implementation and Support Service teams will guide and support **our clients on their onboarding journey**, with each element carefully managed and planned based on individual needs and wants.

Our experience and expertise in delivering critical projects and deep Government knowledge provide a greater level of assurance that the organisations we work with will achieve excellent outcomes with CGI as their partner.

CGI has an excellent long- term record of managing project delivery effectively through a **consistent, disciplined, and accountable** delivery approach.

CGI's globally deployed and established Client Partnership Management Framework (CPMF) will be used to deliver and govern projects.

The CPMF is flexible and allows us to optimise project delivery driven by process rather than applying overly restrictive standardisation and can integrated with client methodologies to ensure that the way that we deliver projects is consistent with our clients' expectations.

CGI Implementation and support services include:

- Business Case Development
- Change Management
- Development
- Configuration
- Testing
- Training
- Data Migration.

These services remain available as consultancy services for the duration of our partnership providing the flexibility to support additional activities to allow our clients to grow and enhance their employee experience.

3.2. Offboarding

When our relationship with a client ends, we collaborate closely to ensure they are offboarded from our systems and services cleanly, in line with their requirements, while maintaining the quality of our service.

A detailed exit plan is developed in collaboration with the client, providing assurance that services will be transitioned safely and securely. Where applicable, CGI works cooperatively with the client and any incoming service provider(s) to share information and support a smooth and effective transition.

Appropriate governance is maintained throughout the offboarding process to monitor progress, manage risk and ensure successful delivery of the transition. Following formal client confirmation that offboarding has been completed, CGI will securely purge and destroy client data held within the CGI estate, in accordance with contractual and regulatory requirements.

Our objective is to maintain service excellence throughout offboarding and up to the final day of service.

4. Information Assurance

CGI uses its Management Foundation including Integrated Management System (IMS) for information assurance. These IMS processes are independently certified to BS/EN/ISO 9001:2008 standards.

The CGI Management Foundation design allows incorporation of best practice from across all our Public Sector and Commercial engagements.

CGI were one of the **first** UK companies to achieve the **ISO27701:2019** Data privacy management certification, demonstrating our commitment to data privacy, and that we have formal data privacy and protection processes in place and the skills and expertise to handle personal data securely.

Our current range of UK-based certifications include:

- Quality Management (ISO9001)
- Information Security Management (ISO27001)
- Data Privacy Management (ISO27701)
- Business Continuity Management (ISO22301)
- Cyber Essentials Plus
- BACS Approved Bureau.

In addition to this, our payroll software solutions are **HMRC approved**, as well as recognising the **Information Principles for the UK Public Sector** and ensuring consistent alignment with the principles of the **Greening Government ICT Strategy**.

5. Service levels

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

6. Business Continuity and Disaster Recovery

Business continuity capabilities are embedded within CGI's core business practices.

As a global IT services provider, CGI operates a business continuity and disaster recovery approach that is planned at a global level and executed locally. Each business unit and service delivery centre maintains comprehensive and robust Business Continuity and Disaster Recovery plans, informed by ongoing risk assessment and business impact analysis.

CGI and its service delivery centres are certified to ISO22301, providing independent assurance of the effectiveness of our business continuity management framework.

All CGI clients benefit from our program. Examples of which include:

- The CGI global network is fully redundant between all CGI major sites with the robustness to ensure the continuity of our support services.
- Our offices are connected to CGI global network and members can work from any location.
- Secure remote access is provided to all members to facilitate remote working.
- Global practices provide specialized skill sets in multiple geographic regions.
- Critical vendors and suppliers' continuity of services is embedded in CGI's planning. CGI business continuity strategies cover three types of potential disruptive events:
 - Technological and Data (IS-IT disruption)
 - Physical (unavailability of work area)
 - Human related (e.g., pandemic, people safety).

- Strategies to support the continuity of vital and critical processes for the CGI business units include:
- Staff relocation
- Cross training plans as well as cross-skills plans
- Use of alternative resources from other CGI locations
- Built-in redundancy for highly critical processes/services
- Remote work (from home or other locations) and hiring of external staff (if required).

The solution is designed to be inherently resilient, with built in redundancy across the environment, Payroll processing and data hosting are delivered across multiple sites with **client data backed up on a nightly basis**. CGI Teams are trained in the activation of business continuity and disaster recovery plans.

This approach ensures that services can be **swiftly restored either at the primary location or from an alternative site**, in the event of a disruption or disaster.

7. Security

Our solutions implement both privacy and security by design, backed by robust assurance.

The environment where client data is hosted is accredited for:

- Information security (ISO27001)
- Privacy (ISO27701)
- Business continuity (ISO22301)
- Cyber Essentials Plus.

The environment undergoes an **annual IT health check** by CGI's CHECK-accredited penetration testers and any enhancements to solution functionality are penetration tested prior to going live.

Client data is **encrypted in transit and at rest**, and the application environment is continually monitored by analysts at CGI's UK Security Operations Centre.

8. Responsible Business

Responsible Business is present in our operating practices, the innovative solutions we provide to clients, the partnerships we hold with third parties and the roles we play in the communities in which we live and work

Our approach is focused on three distinct pillars: **Climate, People and Communities**.

But an equally important foundation is our approach to responsible operations, ensuring we meet or exceed legal obligations for good governance and participate in important voluntary measures such as the UN Global Compact and Sustainable Development Goals.

This joined up approach puts **responsible business at the heart of everything we do**. It helps us to achieve the 'CGI dream' of creating an environment in which we all enjoy working together and contributing to building a company we can be proud of.

It also means that not only do we act responsibly, but we work with our clients and partners to support their sustainability goals; our sustainability and climate change advisory practice can work with clients to provide robust and creative sustainability solutions helping create positive economic, social, and environmental impact.

9. Service Pricing and Terms and Conditions

9.1. Pricing

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

9.2. Terms and Conditions

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

10. 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.

PROPRIETARY AND CONFIDENTIAL

The information contained in this document is confidential to CGI and/or CGI group companies. This document shall not be reproduced in any form or by any mechanical or electronic means, including electronic archival systems, or submitted to a generative AI tool without the prior written approval of CGI. The receiving party may use this document and the information contained in it for the purpose of evaluating CGI's proposal only. Any personal data included in this document must not be replicated, stored or distributed beyond the immediate recipient or used for any purpose other than evaluating the document.

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.

If you have received this document by mistake, note that the reading, the reproduction or the distribution of this document is strictly forbidden. You are hereby requested to inform us by telephone at +44 0845 070 7765 and to return this document by special delivery marked for the attention of Simon Figg.

Except where indicated otherwise, all names, trademarks, logos and brands (registered or not) referred to in this document are the property of a company in the CGI group or its licensors.

The information in this proposal is submitted on 30 Jan 2026 - Issue 1.0 on behalf of CGI by the following authorised representative:

Simon Figg

Frameworks Manager

CGI IT UK Ltd

14th Floor, 20 Fenchurch Street, London, EC3M 3BY

Tel: +44 0845 070 7765

