



Application Services

Contracting body

30 Jan 2026

Issue 1.0

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CGI

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Service Definition overview

Building, maintaining, modernising and working collaboratively and iteratively with clients to design and deliver complex, critical digital services. We deploy Application Services teams, Application Management Support teams and Product Enhancement Teams to assess your business, user and technology needs, ensuring consistent focus on quality, delivering applications that work for citizens and staff, whilst implementing cost and service improvements.

Why CGI?

With over 40 years of experience in the industry, CGI is a trusted partner for businesses in the UK looking to outsource their application management. Our team of experts has a deep understanding of the unique challenges and opportunities facing businesses in various industries, allowing us to tailor our services to meet specific needs.

From local to central government, financial services to healthcare, retail to manufacturing, CGI has a proven track record of successfully managing applications for clients across a wide range of sectors. We work closely with each client to understand their unique business requirements, objectives, and constraints, ensuring that the applications we manage are aligned with their overall strategy.

Our approach to application management is rooted in industry best practices and advanced technologies. We leverage tools and methodologies to streamline processes, improve efficiency, and enhance performance. Our team monitors applications round the clock, proactively identifying and resolving issues to minimise downtime and ensure continuous operation.

Given the varied and dynamic nature of government projects, CGI offers scalable and flexible service models that can adapt to changing requirements and scales of operation. Whether it's deploying a new public-facing digital service or upgrading internal IT infrastructure, CGI's solutions are designed to scale efficiently and effectively.

At CGI, we are committed to delivering high-quality, cost-effective solutions that drive business growth and success. Our client-focused approach, combined with our technical expertise and industry knowledge, sets us apart as a trusted partner for application management in the UK.

1. Service Description

Driving business growth is increasingly reliant on the strategic use of applications for data collection and leveraging this information to optimise business services. However, enhancing the value and performance of these applications can present a significant challenge, particularly with constrained IT budgets, escalating technological complexity, time to market pressures, and evolving business needs. CGI's Application Services are specifically designed to effectively address these challenges.

Our services incorporate our innovative DevSecOps, ITIL 4 approaches, optimised through Site Reliability Engineering, FinOps and GreenOps practices, underpinned by comprehensive industry knowledge and domain expertise, integrated with Application Lifecycle Management (ALM) skills spanning Build, Run, and Evolve phases. We seamlessly assume responsibility for the ongoing support of existing applications ensuring there is no service disruption, collaborating with our clients to protect their investment in applications through strategic modernisation or rationalisation. We also support our clients in establishing Application Management Services (AMS) for newly implemented applications and business systems, ensuring they meet business objectives and adhere to legislative requirements.

Our Application Services are built on principles designed to deliver a cost-effective, high-quality, risk-free, and sustainable solutions. By reusing processes and tools and flexibly deploying our local and global talent pools, our services distinguish themselves from competitors. Currently, we offer Application Services to more than 2,000 government entities worldwide, supporting various central government sectors in the UK including Justice, Public Safety and Defence. This breadth of experience is vital to our client engagement strategy, encompassing everything from the initial onboarding of end-users to the delivery of a stable state, ongoing service improvement and innovation.

We are committed to delivering standards-driven services that align with the Government Service Manual, Technology Code of Practice (TCoP) and the principles of Cloud services including National Institute of Standards and Technology (NIST) definitions and characteristics.

1.1. Service Delivery and Approach

1.1.1. Development

We empower organisations to develop and modernise digital public services for citizens and staff using agile methods and open technology in line with the Government Service Standards.

1.1.2. The challenge

The UK Government's digital transformation strategy outlines the public sector's commitment to delivering world class digital services for citizens and staff that:

- Adheres to user-centred design principles.
- Enhances citizen and staff experience and satisfaction.
- Rapidly delivers value to users through iterative software development methodologies.
- Employs open, reusable architectural principles, including microservices and reusable components.
- Cuts operational costs by utilising open technologies and public cloud.

1.1.3. The service

We are proud to have over 1,000 full-time digital specialists experienced in Agile delivery methods, supporting our public sector clients to navigate the complex world of digital transformation. Our practices cover all disciplines required to enable high-performing multidisciplinary delivery teams and are experienced in co-locating with clients or working from our UK-wide digital delivery hubs. The roles within our Application Management Services and Product Enhancement teams cover all areas of the DDaT framework including:

- Delivery managers, scrum masters and product managers to work alongside client product owners and ensure the smooth day-to-day running of delivery teams.
- User researchers, user experience designers, content designers, service designers, business analysts and technical and security architects to translate user and business needs into user stories backlogs.

- Full stack, frontend and backend developers, quality assurance engineers and test specialists (automated, manual, performance and accessibility) to develop high quality software.
- An extensive network of proven, digital SME partners who bring further experience and capability.

Our teams have successfully developed and supported a broad range of applications including:

- Citizen facing web applications for digital access to government services.
- Modern public sector case management systems.
- High volume national digital infrastructure platforms for regulated services across government, defence, utilities and finance organisations.
- Secure collaboration platforms for sensitive working across agencies.
- Smart working applications and productivity tools.
- Modernisation of existing legacy applications.

1.1.4. How we do it

We deploy empowered, multidisciplinary Application Management Service and Product Enhancement teams to:

- Deliver prioritised functionality to users quickly, adopting user centred design approaches in short delivery cycles, continuously validating designs with all stakeholders and users.
- Use Agile Scrum, Kanban, Scaled Agile (SAFe) and Waterfall methodologies in-line with each client's need.
- Embrace a quality culture underpinned by CGI's Agile Quality frameworks, where each team member owns the quality of their deliverables, with continuous testing as a team activity.
- Meet critical non-functional requirements including performance and accessibility through continuous design reviews using automation wherever possible.
- Protect and assure Authority and citizen data by building in appropriate security controls using DevSecOps service design methods.
- Allow flexibility of service provision by working collaboratively and actively transferring knowledge and experience from day one to nominated support teams.
- Ensure all work meets Government Service Standards and cloud-native industry best practices.

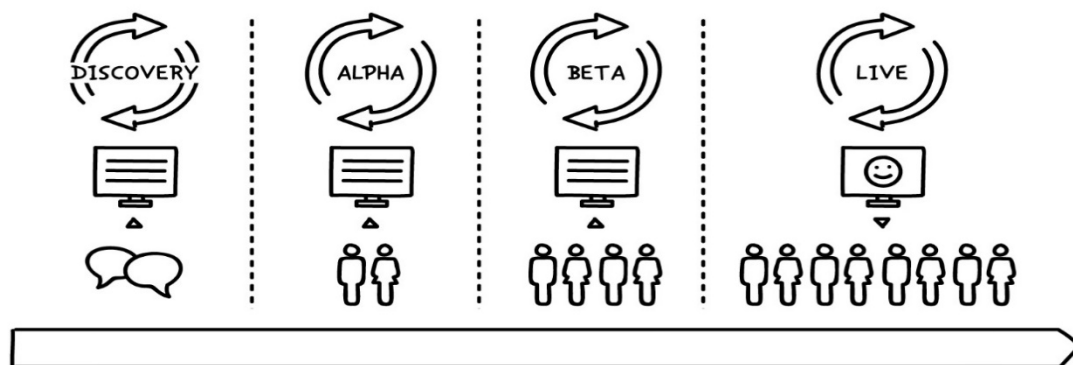


Figure 1: Application Development using Agile principles

1.1.5. Client example

CGI works collaboratively across His Majesty's Courts & Tribunals Service (HMCTS) modern and heritage estates, supporting the CFT Reform, Crime Reform and Decommissioning and Legacy Risk Mitigation programmes. As an example of our work, we recently developed a new digital service to improve the juror summoning process in England and Wales. The service allows citizens to respond to their summons online, through a web application hosted on GOV.UK on their own phone, tablet or computer.

The development of the service followed the delivery phases set out in the Digital Service Standard to iteratively develop and deliver the service in small increments, guided by continual user feedback, to create a live service that works for everyone.

In Discovery, the team worked hard to understand the challenges facing a citizen when they receive their summons and how a digital solution might improve it. The team also researched the requirements for HMCTS staff who would be processing the summons received.

In Alpha, prototypes of the juror summons reply service were built and tested with users, demonstrating that the experience could be improved with a digital service and that its implementation was technically possible.

In Beta, building on the feedback from Alpha prototypes, a working version of the service was built and piloted in selected regions.

- The citizen and staff facing applications were written in JavaScript.
- GDS design patterns were utilised.
- Strong UX focus, particularly on accessibility and users with assisted digital needs.
- Integration with a current client application was enabled using RESTful API's.
- And GOV.UK Notify service was used for email confirmations to citizens.

Following a successful GDS assessment the service was then deployed nationally.

1.1.6. The results

The Jury Summons Reply service was launched on GOV.UK, supporting Jury Service throughout England and Wales.

- Over 95% of users said they were satisfied or better when using the service.
- Over 25% of users return their summons within seven days, compared to one percent when using the paper form.
- Citizens made fewer errors when replying using the digital service.
- HMCTS juror officers are completing their work faster and are spending less time correcting errors on summons replies.

1.2. Monitoring and Support

- In live service, we maintain availability by prevention of service issues, using proactive automated monitoring for applications, their infrastructure, network, log files and interfaces. Our monitoring tools link to client IT Service Management tools to automatically raise tickets.
- Our proactive monitoring will identify issues that do not cause non-availability but need to be addressed to prevent non-availability.
- Problem Management and lessons learnt from all non-availability will be used to generate Continual Service Improvements to drive down non-availability.
- Defect resolution is carried out as part of a DevSecOps pipeline.

1.3. DevSecOps model

Our Application Services principles are based around a dedicated team that operates on the DevSecOps principle of minimising handoffs between functions. Our DevSecOps members are expert in DevSecOps toolsets and are advocates of the culture and mindset which deliver maximum value. The core team will be supplemented by thought leadership in DevSecOps, Development and Automated Testing and scaled up with additional support and maintenance resources depending on your requirements.

We manage cloud environments to provide capacity and efficient utilisation of resources. We will ensure enhancements and updates are delivered through DevSecOps and CALMS principles from a single backlog. We use CI/CD pipelines as a single route for releases, protecting the service and minimising defects allowing for a modernised approach to AMS service. In parallel, we will define clear service guardrails and release policies (for example segregation of duties, approval workflows and automated evidence capture) so governance is strengthened without introducing friction or delay.

Automated testing will be carried out by specialists within the DevSecOps team. The team will feedback learnings to improve the service, with focus on driving down work in progress, rework and reducing lead times for change and resolution times for issues. To sustain continuous improvement, we will adopt a balanced measurement approach using DORA and SPACE metrics. DORA to evidence delivery performance and reliability (deployment frequency, lead time for changes, change failure rate and mean time to restore), and SPACE to ensure we also improve developer experience and effectiveness (satisfaction and wellbeing, performance, activity, communication and collaboration, and efficiency and flow). These measures will be

instrumented through our toolchain and reviewed in a regular cadence, translating insight into targeted improvement actions that increase throughput without compromising quality or team health.

For defect fixes and approved developments and product enhancements, our development resources will be assigned tasks through DevSecOps tooling, with automated unit and system testing. All work will feed into the CI/CD pipeline managed by the DevSecOps team. This provides end-to-end traceability from requirement through to deployment, with auditable links between backlog items, code commits, test results and release records. Post-release, we will use monitoring and operational feedback to validate outcomes in production and feed learning back into the backlog, closing the loop between build, run and improve.

1.4. Incremental application modernisation

Public Sector organisations are under pressure to increase competitiveness and improve service delivery through newer technologies. Most are not in a position to abandon their existing legacy applications due to cost and skills shortages. Legacy applications may be essential to existing operations and represent millions of pounds of investment. However, legacy applications are costly to maintain and often lack the flexibility to meet changing market demands.

CGI is experienced at supporting public sector organisations to complete their application modernisation journey, prioritising client requirements to put citizens and users at the heart of services. Our capability can offer a path to modernising systems and interfaces, whilst maintaining access to legacy systems during transformation wherever they may be on their modernisation journey.

We understand the need for organisations to make the most of their legacy systems while taking advantage of newer technologies. Through legacy application modernisation services, we work with clients to transform, rather than replace their existing applications to reduce their cost of ownership and fulfil their strategic objectives. At the heart of our approach is the ability to collaborate with clients, SMEs and partners to deliver outcome focused benefits, which realise cost savings, improve services and provide a better digital user experience.

1.5. Proactive availability and capacity management

Our automated monitoring of availability and capacity is designed to ensure downtime is minimised while delivering the required resources to facilitate business demand at a cost-effective level.

1.6. Configuration and release management, version control

Our DevSecOps Application Services will deliver Application configuration and releases, to ensure quality, efficiency and reliability of the applications.

We will agree a suitable change regime to gain the advantages of our DevSecOps CI/CD model, while retaining the necessary governance and control, producing a Release Management Plan for updates to the service ensuring all updates and releases are made after the appropriate approvals.

CGI's AMS and Product Enhancement Teams work with clients and their IT teams to maintain a Configuration Management Database (CMDB) for the in-scope applications. From an AMS perspective, this includes configuration planning, control, identification, accounting, verification and audits.

Depending on the owner of the source code, our AMS teams assist with version control of source code, source code maintenance and ensuring the integrity of source code, history, tracking status and relationship to previous versions and sub versions. Wherever possible, we seek to limit the amount of documentation required by taking advantage of tooling such as Infrastructure as Code which allows for human-readable configurations to be produced, which can also act as the low level design artefacts.

1.7. Training, Skills and Knowledge Transfer

CGI's people agenda is to ensure that we hire and retain the right person for the right job in the right location. This process applies not just when we appoint individuals to key strategic, operational and technical roles, but also in our recruitment of the best graduates from the best universities.

CGI has the people and skills with years of experience in delivering AMS in almost all industry recognised technologies and platforms. Our development programme ensures that our member are trained in the latest technologies and industry practices and we actively encourage and expect our member to achieve industry and technology accreditations.

We have great experience in the UK Justice and Central Government sectors, where we have successfully developed and supported bespoke applications supporting functions such as case management, citizen engagement and work scheduling.

2. Data backup and restore

CGI can carry out backup and restore activities in accordance with any specific requirements and in compliance with the IA Backup and Restore policies as defined in ISO 27001; any information that has been processed as part of an engagement will be stored securely. Where applicable, this information can then be restored from an appropriate back-up, should the need arise.

3. Service Continuity

CGI will agree appropriate service continuity in accordance with any specific requirements, and any conditions that need to be met.

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 onboarding and offboarding'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.

4.2. Offboarding

Service offboarding 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.

4.2.1. Access to data upon exit

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. After client notification that data has been successfully recovered, CGI will purge and destroy client data from any computer or storage device or media that remains part of CGI's estate, with the exception of any data related to a data retention agreement between a client and CGI.

5. Service levels

5.1. Service levels management - performance, types and support hours

The overall accountability for the relationship with a client lies with CGI's Executive Sponsor and Account Manager, who provide **strategic** governance to the service through working closely with the client's Senior Executive team. Their purpose to ensure that the relationship is healthy, the service is delivering to defined levels, the governance model is working, and best practice is being applied.

At a **tactical** level, CGI's solution is delivered to an agreed set of performance standards backed by a specific Service Level Agreement. A Service Delivery Manager is responsible for overseeing delivery against all service levels and is primarily responsible for ensuring that the service continues to meet client's needs and service levels. They also act as the key single point of contact for discussions concerning strategic issues, additional requirements and gathering information on relevant new products and technologies.

At an **operational** level, the Service Provision Manager (SPM) will also be assigned to manage the day-to-day service. The SPM will be responsible for managing the integration between CGI teams and sub-contractors making sure that any requests for service are directed to the appropriate support consultant and resolved in line with agreed service levels. This model is illustrated in Figure 2.

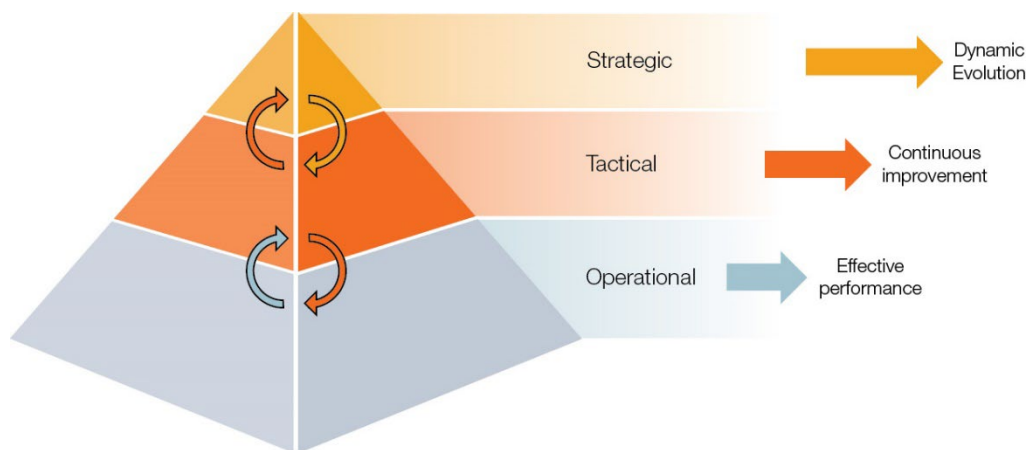


Figure 2 CGI Service Management Model

Service System and Process: CGI's standard IT Service Management system is based on ServiceNow and is aligned to the latest ITIL recommended processes enabling us to drive efficiencies through standardisation, reduce costs and to deliver the same consistently high quality of services to all our clients, big or small, local or global. However, we are flexible, and our AMS teams have experience in using many client and third-party ITSM tools.

Service Reviews and Reporting: Our approach to service delivery means that CGI continually monitors the service provided and reports and discusses this information with the client to provide full visibility of the service being delivered. Regular reports give a summary of the actual support usage and provide details concerning the status of calls, duration of time spent on each call and our performance against the agreed service levels. The reports also provide a picture of how the service is being used and may help to provide early warnings of recurring issues or training needs. Formal service reviews will take place as agreed with the client and the purpose of these reviews is to ensure that the service is at least meeting requirements and also to pick up on immeasurable areas that can lead to potential dissatisfaction and service improvement opportunities.

Continuous Improvement Initiative: Our Service Management team identifies initiatives to improve user experience or provide operational efficiencies throughout the term of the contract starting with the initial application take-on. Where we identify specific areas to improve, we will discuss and prioritise these with the agreement of the client.

The following attributes of our service and variants available will be discussed during the call-off process. CGI will be pleased to discuss client specific constraints and options available.

Attribute	Standard	Optional Variants
Location	UK	Offshore and Nearshore member can be provided should security restrictions permit Welsh language services
Service Hours	Standard Hours Mon to Fri - 08:00 to 18:00	Extended Hours 24x7 including Public Holidays
Application Management Team	CGI's Dedicated or Shared Service Members CGI's Service Management Team	TUPE staff Management of Third Parties
Technology	All commonly used programming languages and software	Support for esoteric software and programming language depending on knowledge transfer
Service Desk	CGI Service Desk	Client or third-party Service Desk
ITSM Tool	ServiceNow	Client or third party ITSM tool

Table 1 CGI Service parameters

5.2. Availability and incident responses

CGI recognises that the approach to managing the service and relationship with clients is key to the success of our on-going service. CGI is able to offer the comfort that, as well as having a structured methodology, our solution will be delivered to an agreed set of performance standards backed by a specific Service Level Agreement tailored to client requirements, including incident priorities and expected availability, which will be regularly reviewed.

5.3. Outage and maintenance management

CGI will be responsible for ensuring applications are available for use according to the conditions of the Service Level Agreements and in a cost-effective manner. Based on your requirements we will work with all relevant stake holders to analyse, monitor, and report on aspects of the design, implementation, and management of all applications or components which are in-scope of the AMS which affect availability. Planned downtimes (maintenance breaks) will be excluded from the measurement calculations of availability.

5.4. Compensation - service credits

The regime for compensation and service credits will be discussed during the call-off process.

6. After sales support

Post-sales will engage with clients to ascertain if any further engagement is required.

7. Hosting options and locations

Targets will be as per the relevant cloud platform selected by the supplier from those available - Microsoft Azure, Amazon Web Services, and Oracle Cloud Infrastructure.

The design and delivery of our Application Services offerings is consistent with the principles of the Greening Government ICT Strategy. Scalable, Cloud-based services allow pooling of capacity across multiple clients, reducing overall hardware requirements. These are further reduced through virtualisation, which has delivered up to a 90% reduction in server numbers and power consumption for some of our services. We select modern, energy efficient servers, storage and network hardware and have also invested heavily in improving the energy efficiency of our data centres. This includes initiatives such as free air cooling, aisle containment, power supply upgrades, lighting controls and power management and monitoring software. In the UK, electricity for our data centres is sourced from renewables, which is also the case for many of our third-party hosting providers. We closely manage the impact of IT hardware throughout its lifecycle, aiming to optimise refresh cycles to balance in-use carbon savings of newer, more efficient hardware against the carbon impact of its manufacture. At end of life, we also ensure responsible disposal through resale or recycling of old hardware wherever possible. Our sustainability performance has won widespread recognition, including our listing on the Carbon Disclosure Leadership Index for four consecutive years and our certification under the Carbon Trust Standard.

8. Security

CGI delivers secure projects involving highly classified information for clients such as Government Departments, Law Enforcement and the MoD. We have over 3,350 SC cleared members and over 540 with DV clearances.

All CGI members receive annual mandatory security training. Member working on projects are further educated as to that client's specific requirements.

Security management is a mandatory business requirement for CGI; we organise and manage security through the Enterprise Security Management Framework (ESMF) and alignment with industry standards and best practice (such as ISO 27000, NIST and Cyber Essentials).

CGI has a team of Security Architects well-versed in the early integration of security into the analysis, design and development stages of a programme and those designated to your service will have significant HMG and MoD experience. We will use a risk-based approach to managing security during all phases.

Managing accreditation will be carried out in accordance with your wishes and the conditions set out by your Accreditor. CGI has delivered and maintained formal accreditation for a range of HMG clients.

8.1. Information Assurance

CGI uses our Management Foundation including our Integrated Management System (IMS) for information assurance. These IMS processes are independently certified to BS/EN/ISO 9001. CGI is committed to retaining our current range of UK-based certifications and will extend these to meet client expectations as required.

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

Our accreditations include:

- ISO9001, ISO27001 and ISO20000.
- ISO/IEC 27001:2005 Audit and Certification SSAE 16/ISAE 3402 Attestation.
- E.U. Data Protection Directive - (95/46/EC).

All information is held at the appropriate security level for the service. CGI hosted services can be provided at any level defined in the new Government Security Classification (GSC) policy with the appropriate assurance.

Information Principles for the UK Public Sector supported and documented?

CGI recognises the UK Public Sector information principles which are fundamental to the efficient and effective delivery of public services. Where we store and manage government information in our G-Cloud services, we aim to ensure that it is appropriately protected and available to exploit. Through this we aim to maintain and, depending on the particular service purchased, enhance the quality of the information stored in a standard manner that enables its reuse. Where the selected services require it, we will engage positively both to support the buyer in the publication of public information and to support them in the access of information by citizens and business.

Government ICT Strategy and Greening Government ICT Strategy supported and documented

The design and delivery of our Cloud-based SaaS offerings is consistent with the principles of the Greening Government ICT Strategy. Scalable, Cloud-based services allow pooling of capacity across multiple clients, reducing overall hardware requirements. These are further reduced through virtualisation, which has delivered up to a 90% reduction in server numbers and power consumption for some of our services. We select modern, energy efficient servers, storage and network hardware and have also invested heavily in improving the energy efficiency of our data centres. This includes initiatives such as free air cooling, aisle containment, power supply upgrades, lighting controls and power management and monitoring software. In the UK, electricity for our data centres is sourced from renewables, which is also the case for many of our third-party hosting providers. We closely manage the impact of IT hardware throughout its lifecycle, aiming to optimise refresh cycles to balance in-use carbon savings of newer, more efficient hardware against the carbon impact of its manufacture. At end of life, we also ensure responsible disposal through resale or recycling of old hardware wherever possible. Our sustainability performance has won widespread recognition, including our listing on the Carbon Disclosure Leadership Index for four consecutive years and our certification under the Carbon Trust Standard.

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.

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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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