



Payroll and HR Software and Services

Contracting body

30 Jan 2026

Issue 1.0

© 2026 CGI IT UK Ltd

CGI

Table of contents

1.	Service Description	6
1.1.	Our Solutions	6
1.2.	Service Options	11
2.	Data backup and restore	14
3.	Service Continuity	15
4.	Onboarding and Offboarding	15
4.1.	Onboarding	15
4.2.	Offboarding and Contract Exit	16
5.	Service constraints	17
6.	Service levels	17
7.	After sales support	17
8.	Outage and maintenance management	17
9.	Hosting options and locations	17
10.	Security	18
11.	Service Pricing and Terms and Conditions	18
11.1.	Pricing	18
11.2.	Terms and Conditions	18
12.	Further information	18
PROPRIETARY AND CONFIDENTIAL		19

Service Definition overview

CGI's Payroll and HR Solutions provide secure, scalable, and compliant services designed for organisations across all sectors. Our HMRC-recognised platforms deliver full statutory compliance, automated processing, and digital employee self-service through web and mobile applications. All services are delivered exclusively from the UK and supported by secure data transfer capabilities.

Why CGI?

Modern payroll is increasingly complex, with rising regulatory demands and heightened expectations for data security and accuracy. CGI is an established strategic supplier to UK Government departments and major commercial organisations, delivering payroll services to clients with stringent security, compliance and performance requirements.

We support over 200 clients and more than 5.5 million employees, drawing on 50 years of payroll expertise. From secure government environments to global commercial enterprises, our services are trusted, resilient and aligned to best practice.

Payroll and HR Solutions

Our solutions are secure, flexible and tailored to the unique requirements of each organisation. Supported entirely from the UK, CGI provides infrastructure and processes accredited to the highest security standards.

Key capabilities include:

- Support for LGPS, Police and NHS pension schemes
- Automated pension and absence calculations for the Civil Service
- Civil Service Pension reporting through the Standard Pensions Interface
- Fully HMRC-recognised payroll solutions, including CGI's ePayfact platform
- Union deduction processing
- Payrolled benefits
- Pension auto-enrolment
- Pay award processing
- Payslip access
- Systems interfaces (API, General Ledgers).

We work with accredited partners to deliver complete solutions for client-specific challenges and objectives.

Partnering with CGI

Our approach is founded on deep expertise and a commitment to long-term partnership:

- CGI offers 50 years of payroll experience and industry knowledge
- 99.99% net pay accuracy
- Flexible solutions for organisations of any size
- 100% UK-based workforce and data hosting
- Experience processing £13bn in salary payments annually
- Support for ~3 million payslips per year across 200+ clients
- Multi-platform capability to align solutions to client needs
- Accredited expertise in BACS Direct Credit & Debit services
- Sustainability leadership with 98%+ electronic payslips
- Twelve consecutive years of 5-star SDI certification.

Accreditations

CGI hold accreditations in several areas related to Information Security and Compliance:



Figure 1 - Security accreditations held by CGI

CGI is a global leader in security with 1,700+ credentialed specialists providing services from strategic consulting to 24/7 global protection for government bodies, including critical infrastructure and national defence and intelligence.

Awards

CGI is consistently recognised for excellence across employee experience, service delivery and sustainability. Recent accolades include:

- **Sunday Times Best Places to Work 2025 – Best Very Big Company in the Technology Industry**
CGI has been named in the Sunday Times Best Places to Work list for 2025, marking the third consecutive year our UK business has been recognised for outstanding workplace culture and employee experience.
- **Service Desk Institute (SDI) – 5-Star World Class Accreditation**
Our UK Service Desk has achieved SDI’s highest “World Class” 5-star accreditation for twelve consecutive years. CGI was the first organisation globally to reach this standard in 2012 and continues to maintain the exceptional performance required for ongoing certification.
- **EcoVadis Platinum Sustainability Rating**
CGI has been awarded a Platinum rating by EcoVadis, placing us among the top 1% of companies assessed worldwide for environmental, social and ethical performance. This rating reflects our strong commitment to responsible business practices and sustainable operations.



Figure 2 - A selection of awards won by CGI

Partnerships

Our partnership strategy is a core element of both our business and technology approach. We collaborate with more than 150 technology providers, enabling us to offer best of breed solutions that support today’s requirements while preparing organisations for the future.

Our global partner ecosystem spans major technology leaders including Microsoft, Google, Amazon, SAP and Salesforce, as well as innovative small and medium sized enterprises in emerging technology fields.

This broad network allows us to bring forward the right expertise and scalable solutions when needed. Through our partner agnostic approach, we help clients identify, select and implement the technologies and services that best align with their objectives.

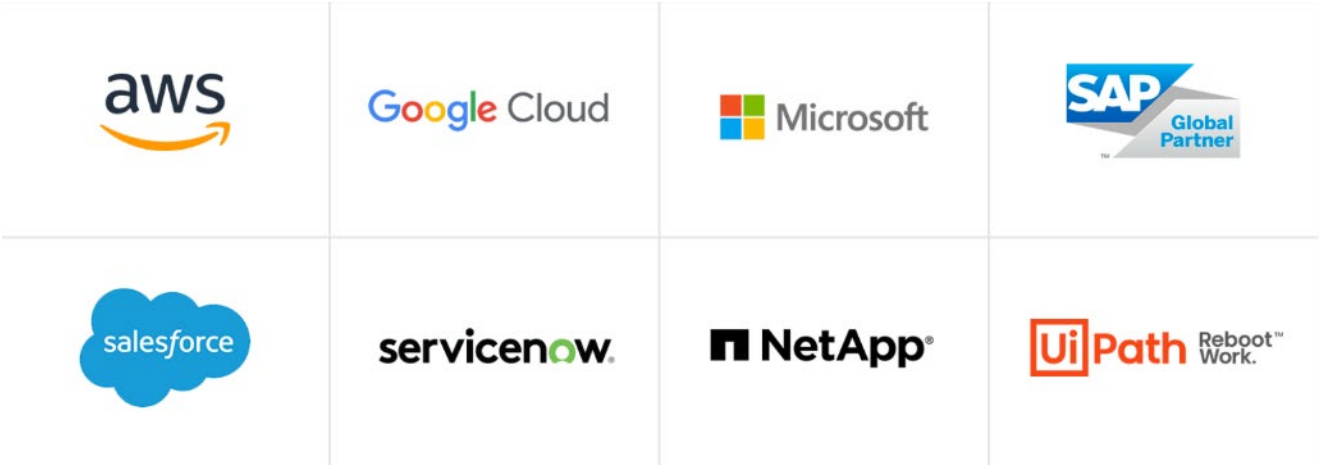


Figure 3 - A Selection of CGI's Partners

1. Service Description

We recognise that payroll services cannot follow a one size fits all approach, and CGI works closely with each client to determine the most suitable solution to meet their specific requirements and objectives.

While many of our clients use our proprietary ePayfact platform, we also deliver services across a range of other HMRC recognised payroll systems. This flexibility enables us to support diverse needs, including the more complex requirements often found within Public Sector organisations.

1.1. Our Solutions

1.1.1. ePayfact

ePayfact is CGI's proprietary payroll platform, supported by our UK based HR Solutions Service Desk and our in-house product development team, all of whom have extensive experience in the payroll sector. The solution is developed in accordance with ISO 27001 compliant processes and follows NCSC secure development and deployment principles. ePayfact includes a wide range of automation features designed to streamline and improve the efficiency of payroll processing.

The platform is highly flexible and fully configurable, allowing it to meet complex payroll requirements while maintaining full legislative compliance and HMRC recognition. Its level of configurability ensures that core payroll elements, such as pensions, occupational sick and family pay schemes, pay awards and formula based payments, are calculated and updated automatically once data is submitted, removing the need for manual intervention.

Ongoing enhancements delivered through CGI's technology roadmap continue to expand the capability of the platform and support our service teams in meeting evolving client needs. This ensures that ePayfact remains aligned with industry trends and public sector best practice.

ePayfact offers:

- Comprehensive and current coverage of UK payroll legislation
- A high-performance payroll processing engine
- Strong data protection measures
- An intuitive interface for payroll administrators
- Flexible integration with HR, finance, pension providers and external systems, including HMRC.

ePayfact's full list of functionalities is listed in Figure 4.

Retrospective pay
Effective-date based calculations
Absence and Sickness recording
Civil Service sick rules and automated calculations
Ability to set up numerous occupational sickness and family pay schemes
Flexible Timesheet configuration
Overtime re-assessment
Ability hold multiple pay grade structures, with the facility to apply pay awards through these structures
Ability to set up numerous pension schemes
Civil Service pension rules and automated calculations
Additional Holiday Pay – Top up calculated based on average over qualifying period
Additional Holiday Pay – Top up via Percentage Method
Payrolled Benefits
One off Payslip functionality to perform recalculations of prior periods
Standard General Ledger interface
Ad-hoc real time reporting tool
On-line record of all payroll history in accordance with client retention requirements
Flexible configuration to support client specific variations
Flexible data loading options, including upload via csv, xml, json
Supports salary sacrifice for pensions and benefits (e.g., Cycle2Work, etc.)
Pension auto-enrolment

Figure 4 - Summary table of ePayfact functionally

1.1.2. Public Sector Functionality

CGI delivers cloud-based services designed specifically for the Public Sector, ensuring statutory compliance and the accurate application of government-specific terms and conditions. Through the RM887 framework and previous G-Cloud iterations, we have provided Payroll Services to a broad range of Government organisations, developing deep specialist expertise in meeting their unique requirements.

We are proud of our long-established presence in the Public Sector, supporting clients since 2001. Our feature-rich ePayfact platform has been continuously enhanced to serve diverse sectors and is purpose-built to support the full range of government-specific terms and conditions, including:

Retrospective pay
Automated Civil Service Pension Calculations
Civil Service Pension Reporting via the Standard Pension Interface
Automated Civil Service Absence Calculations
Employees with multiple positions
Local Government Pension Scheme (LPGS)
Police Pensions
Automated pay awards (including back-dated awards and annual progressions)
Statistical returns
NHS Pensions
Union Deductions (e.g. Federation, Prospect, UNISON)

Figure 5 - Summary table of government specific ePayfact functionally

1.1.3. iPayview

Employees can access their electronic pay documents, including payslips, P60s, P11Ds and P45s—through our iPayview web application, available across desktop, tablet and mobile devices.

iPayview features a comprehensive dashboard that displays key information such as payslip trends, upcoming payments and unread documents. Document management is streamlined through summary views, enabling employees to quickly review essential details before downloading the full PDF version.

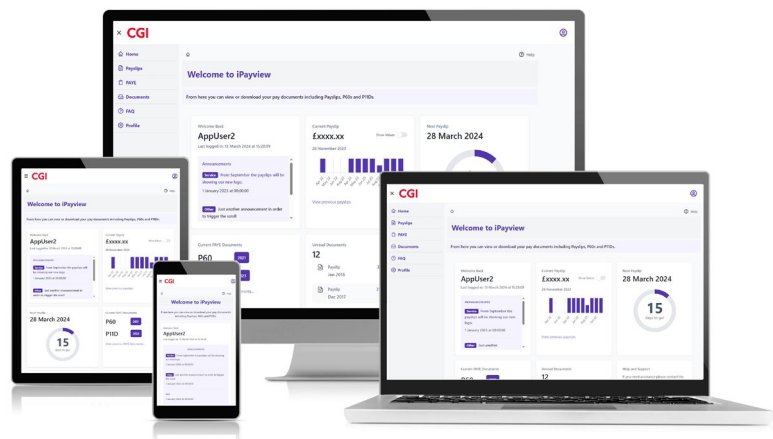


Figure 6 - iPayview Web Application available on all devices

iPayview also allows additional PDF documents to be stored where needed, which can be useful for issuing employee letters or providing access to payslips from earlier systems.

Alongside standard employee access, iPayview includes several user roles, such as:

- Pay Office, for users who need to search for and view the pay documents of other employees
- Administrator, for users who manage document imports, user permissions, roles and account details.

Branding can be adapted to reflect your organisation’s colour palette, logo and font, helping iPayview blend seamlessly with your existing environment. Users can also choose alternative visual themes, including high contrast and dark mode.

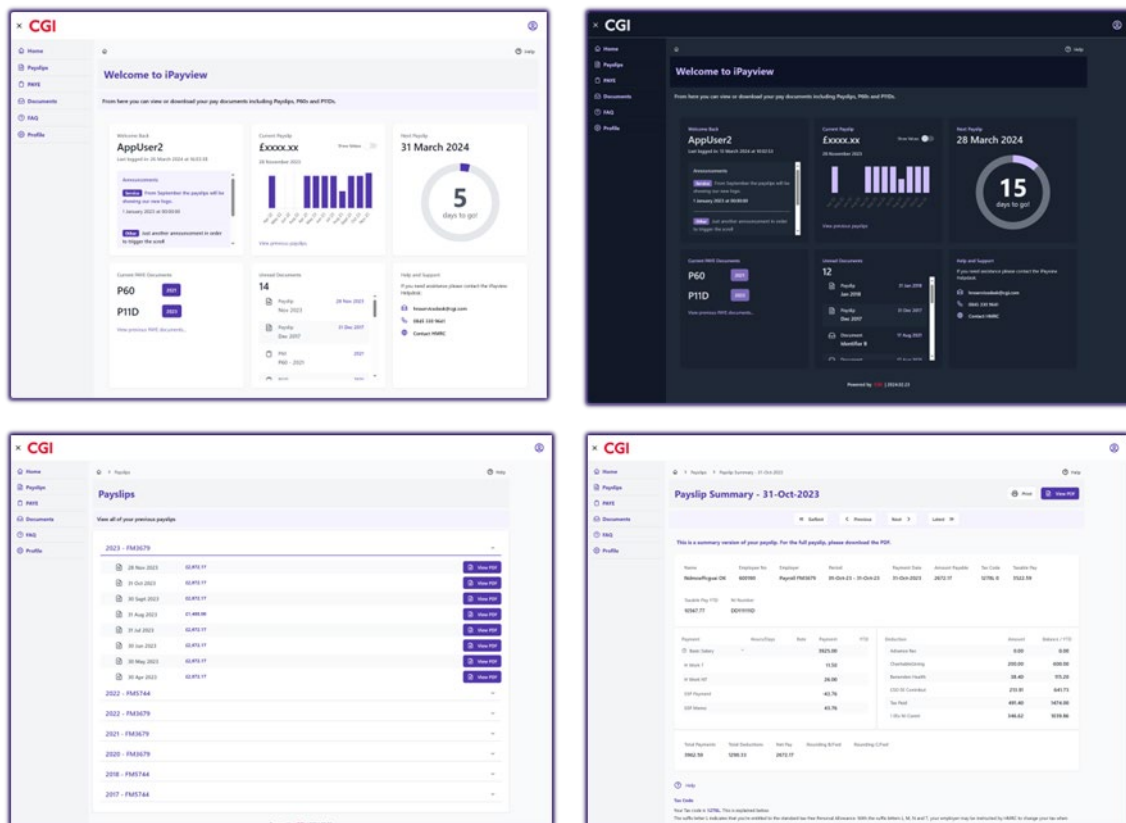


Figure 7 - Sample screens for iPayview Web Application

The iPayview web and mobile applications use a secure API to provide the functionality. This API uses industry standard encryption and multifactor authentication to ensure the security of the data.

iPayview is rich in functionality and provides the following Standard and Optional features:

Feature	Standard	Optional
Dashboard Summary screen showing payslip trends, upcoming payslip, and unread documents at a glance.	X	
Electronic Pay Documents Viewing summary versions of electronic pay documents (payslips, P60s and P11Ds) and download full version as PDF	X	
Profile management Manage user profile (password, PIN, and answers to security questions)	X	
Pay Office Role Pay Office users can search and access the electronic pay documents of other employees	X	
Administrator Role Administrator users can manage user accounts, customise user permissions, roles, and account details	X	
Accessible Designed to meet the Web Content Accessibility Guidelines (WCAG 2.1) level AA	X	
Document Storage – Pay Documents Store P45s as PDF documents for leavers	X	

Feature	Standard	Optional
Mobile App Access iPayview on the go with native apps for both iOS and Android.	X	
Custom Branding Customise the default and dark theme to match client branding (logo, colour and font)	X	
Two-Factor Authentication (2FA) An additional layer of security which requires the employee to enter a code which is sent to their device when logging into iPayview	X	
Auto / Batch Registration Facility to import multiple employee registrations in a single file	X	
FAQ Customisable list of FAQS for employees	X	
Welsh Welsh language support across the entire application		X
Single Sign On (SSO) [SAML - Identity Provider Led] Allow users to access iPayview without authenticating when on their corporate network but still allows standard login when using personal devices.		X
SSO Auto Registration Facility to import employee replication in a single file		X
Document Storage – non statutory documents. Ability to issue additional communications as PDF documents for individual or all employees (for example employee letters or archiving PDF payslips from previous systems)		X

Table 1 - The standard and optional functionality of iPayview

1.1.4. Reporting

Our reporting service provides real time access to payroll information and data analysis. The solution is straightforward to use and includes a comprehensive suite of standard reports to support payroll checking and reconciliation, financial reporting and the submission of information to third parties, including pension providers.

Reports can be generated and saved in a range of formats, such as PDF, Excel or CSV, allowing authorised users to drill into the data and carry out any further analysis required.

To complement the standard report set, custom reports can be developed where organisations have specific reporting needs. CGI can create these reports for you as an additional service or, if preferred, we can provide training to enable your team to build and maintain their own reports, offering flexibility in how you choose to manage this capability.

1.1.5. Integration

Our solution integrates with a wide range of systems, including Oracle, CIPHR, Microsoft Dynamics 365 and Workday. The Payroll API uses standard JSON to enable the import of HR data, and it also supports the submission of temporary pay adjustments based on any combination of hours, amounts or rates. The API updates the system in real time, helping to maintain accurate payroll information.

In addition, the API allows users to check the status of submitted imports, monitor their progress and identify any processing issues. It operates with the same security controls and protections used within the main web application.

1.1.6. Other Platforms

CGI is a trusted partner with a strong track record of delivering high quality outcomes across a variety of cloud platforms. We support HR and Payroll services across a wide range of solutions, including those offered by the following partners within our ecosystem:

- Oracle
- SAP
- Microsoft
- IRIS
- Salesforce
- ServiceNow.

All our Partners can be found by searching "CGI ecosystem partners" on the internet.

1.2. Service Options

We are proud to provide payroll services to many central government departments and arm's length bodies, drawing on more than 50 years of experience in delivering payroll and HR services to hundreds of clients across both the private and public sectors. In the United Kingdom alone, we process around 3 million salary payments each year.

Partnership and quality are central to CGI's values and guide the way we work. We invest time in understanding our clients' organisations and apply proven management practices to support strong, long-term relationships. Our approach is supported by CGI's Management Frameworks and ITIL best practice processes, which shape how we manage client engagement and service delivery.

CGI provides cloud-based services that are:

- Delivered and hosted in the United Kingdom by our UK based teams
- Delivered using HMRC recognised software
- Supported by qualified and experienced professionals, many of whom hold CIPP qualifications and all of whom have appropriate security clearances
- Backed by a BACS approved bureau.

We are committed to delivering exceptional service and take pride in consistently surpassing client expectations. Every service model is supported by CGI service levels and performance measures, giving clients clear visibility of our results and confidence in the quality and reliability of the service we provide. CGI offer the following four levels of service:

- Bureau/SaaS
- Semi-Managed
- Fully Managed
- Bespoke.

This approach enables each client to choose the service that best fits their needs, with the reassurance that they are only paying for what they require. Payroll is not a one size fits all service, and our models reflect that.

We also understand that needs can change over time, so our service options are designed to be flexible and adapt as your organisation evolves.

1.2.1. Service Items

1.2.1.1. License Fee

Our ePayfact and iPayview license fees include secure hosting in our UK based private cloud, ensuring your employee data is always protected. The fees also cover all system maintenance and legislative updates, giving you confidence that your payroll is always processed using the most up to date and compliant version of the application.

Under our HR service, all data is likewise hosted within the United Kingdom. Every solution we deliver is supported by robust data security measures, trusted by organisations across the public and private sectors.

Client responsibilities are agreed at the start of our engagement and are shaped by the scope, size, complexity and service level required.

1.2.1.2. Bureau/SaaS

Under our Payroll Bureau and SaaS service, you retain full control of your payroll through your own teams, while benefiting from a high-quality payroll solution supported by our experts and wider operational teams. This service is enhanced by our BACS accredited Payment Services, which manage salary payments directly into your employees' bank accounts as required. All Real Time Information returns are sent automatically to HMRC, ensuring your FPS and EPS submissions are completed accurately and on time.

Under our HR SaaS service, your HR team is provided with a modern HR system and the support needed to configure and use it confidently from the outset. The solution includes employee self-service features that make it easy to submit time, expenses and leave requests.

All Bureau and SaaS services are supported by our UK based HR Solutions Service Desk, available throughout the working day by telephone or email. This gives you direct access to subject matter experts who can assist with system usage, payroll processing or any complex queries that arise.

1.2.1.3. Semi-Managed

Under the semi-managed service, you receive all the benefits of the Bureau and SaaS model, with CGI taking on additional responsibilities to provide extra support throughout the payroll cycle. This flexible approach allows us to step in where needed while you retain overall control of your payroll operation.

CGI manages the more complex elements of payroll processing, including gross to net calculations, statutory forms and related calculations. We also produce and reconcile your payroll output and generate payments to employees, HMRC and your pension provider.

You will have access to a dedicated subject matter expert who understands your payroll requirements and processes, and who is available during the working day by telephone or email. Our specialists hold appropriate security clearances, and many have CIPP qualifications, bringing extensive knowledge of legislation and best practice to help ensure your payroll remains fully compliant.

1.2.1.4. Fully Managed

With our dedicated team of UK based specialists, we deliver cost effective and innovative solutions that support the efficient management of your core business processes.

Under our fully managed service, we take responsibility for your entire payroll function, ensuring timely and accurate processing for what is often the most important asset in any organisation, your employees. This allows you to focus on your business while CGI manages delivery and reduces risk for this critical function.

Choosing a fully managed service means your payroll is handled by experienced UK based payroll specialists using HMRC approved software and supported by our wider operational teams. This includes our UK based Service Desk and our BACS accredited Payment Service, which manages payments to employees and third parties as required.

You will have direct access to dedicated payroll subject matter experts who understand your organisation and its needs. This ensures a high-quality service for your employees and gives you confidence that your payroll is in the hands of professionals. We also provide easy to use tools to support the submission of payroll data and offer flexible options for transferring data from your existing systems.

1.2.1.5. Bespoke Model

If a standard model is not the perfect fit, we can shape a bespoke service around your organisation, delivered by CGI experts. This ensures you receive precisely what you need, with complete flexibility and value.

1.2.1.6. Payment Services

Every service level is backed by our BACS accredited Payment Services team, who handle payments to employees, HMRC and pension providers, along with any additional third party or non-payroll payments you require. You can trust in our proven payment expertise, as our Payment Services team:

- Operate to a 100 percent service level for the accurate transmission of files received within the agreed window
- Is a fully BACS approved bureau
- Uses PTX for secure transmission
- Processes more than 300,000 transactions each month, totalling around £1.25 billion.



Figure 8 - CGI's BACS Credentials

1.2.1.7. Civil Service Pension Reporting to Pensions Administrator Service

Your Civil Service Pension reporting is in safe hands with CGI. We have more than 20 years of experience submitting files to the Pensions Administrator Service on behalf of many clients, and our ePayfact payroll platform, together with the Standard Pension Interface, remains a leading solution for organisations with employees in Civil Service pension schemes.

Each month, we submit updates through the Standard Pension Interface for more than 85,000 employees across over 35 clients, with files consistently accepted by the pensions administrator's system.

Our extensive experience onboarding clients with Civil Service Pensions ensures a smooth and successful transition to CGI. Over many years, we have built deep expertise in managing the cutover and reporting processes required for the Standard Pension Interface.

By selecting this service item, we will submit the changes that have occurred in your payroll system to Pension Administrator on the monthly interface.

1.2.2. Additional Services

1.2.2.1. Additional Payroll Services

CGI can provide a range of additional services to complement and enhance your payroll operations through tailored consultancy. These additional payroll services include, but are not limited to:

Additional Payroll Services		
Transactional Services	Other Services	BPS Offerings
• P11D • Payrolled Benefits • BACS Recalls • One off manual payslip calculations • 3rd Party pay overs • On-line filing for Pension and AVC • Part time on medical grounds • Manual data entry payroll transactions	• Payment Services • Testing as a Service • Employee facing Service Desk • Change Management • Data Retention • Robotics Process Automation (RPA) • Consultancy Services • Training	• Gender Pay Gap reporting • Overpayment recovery/debt management • Auto-Enrolment Documentation • Expat payroll services • Pension Administration • Other ad hoc admin tasks

Figure 9 - Additional Payroll Services

1.2.2.2. Additional Support Services

We can support any bespoke requirements through dedicated consultancy. Additional services available include:



Figure 10 - Additional Support Services

1.2.3. Your Service Delivery Team

CGI provides every client with a dedicated account manager who oversees the relationship and the overall service, helping to build strong and trusted long-term partnerships. These individuals are experts in their field and use their knowledge to support the delivery of high-quality payroll services, ensuring accuracy and efficiency while offering guidance and advice whenever needed.

All clients, regardless of service level, receive regular service review meetings. These meetings provide an opportunity to discuss the current service, explore future requirements and identify ways we can deliver further value as part of our partnership.

Your service is also supported by our wider specialist teams, including:

- **BACS accredited Payment Services**, responsible for payments to employees and third parties where applicable
- **Technology teams**, who maintain and support the systems that underpin the service
- **Our Service Desk**, who support bureau and managed payroll clients in delivering high quality payroll and HR Services.

Your designated contacts consist of:

- **Payroll Specialist** – Responsible for the full delivery of your payroll service and for maintaining strong working relationships. They are supported by our wider UK based team, ensuring a consistently high-quality service and excellent customer experience.
- **Payroll Manager** – Accountable for the payroll services delivered to clients within their team, in line with agreed service levels and contractual commitments.
- **Account Manager** – Assigned to every client and responsible for ongoing engagement, ensuring we understand your plans and can support you through any changes.
- **Service Desk** – Our UK based HR Solutions Service Desk is available throughout the working day by telephone or email to assist with payroll processing. As part of CGI's incident management process, our advisors manage and resolve queries efficiently, with direct access to payroll subject matter experts for more complex issues.

Our UK-based service delivery teams are available to support our clients during business hours.

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 / Restore policies as defined in ISO 27001, ensuring the capability of the full restoration of data if needed.

The resilience of ePayfact and iPayview is based upon an active/active model with services split between the two data centres. The system environment has a tapeless back up using the Dual Backup System, recording data across two separate data centres.

CGI uses SQL servers on high availability groups with servers hosted in different data centres. Database backups are taken daily, with TDE encryption being used. Restoration of data is performed regularly as part of the BAU service.

3. Service Continuity

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

As a global IT services provider, our approach is planned globally and executed locally. Each area of the business holds a detailed and robust set of Disaster Recovery and Business Continuity Plans built on continual risk assessment and business impact analysis. The business and all service delivery centres are ISO22301 accredited.

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 itself is designed to be resilient, the environment has redundancy built in, and both payroll processing and data hosting takes place across multiple sites. Client data is backed up nightly. Our members are trained in activation of the plan.

All of this enables services to be swiftly brought back into operation in the normal location, or at an alternative site, in the event of a disaster.

4. Onboarding and Offboarding

4.1. Onboarding

Our Implementation and Support Service teams will guide and support our clients through the onboarding journey, with each element carefully managed and planned based on the requirements.

Our experience and expertise in delivering critical projects and our deep Government knowledge provide a greater level of assurance that organisations we work with achieve excellent outcomes through our partnership.

Managing project delivery effectively and responsively is fundamental and we have an excellent long-term record of delivering services and projects, through a consistent, disciplined, and accountable delivery approach.

We follow CGI's global project and programme approach, the Client Partnership Management Framework (CPMF), to deliver and govern all projects. CPMF is a flexible framework that enables us to optimise delivery by focusing on effective processes rather than rigid standardisation. It can be aligned with client methodologies to ensure our delivery approach matches each organisation's expectations.

Below are the key phases of a typical payroll implementation:

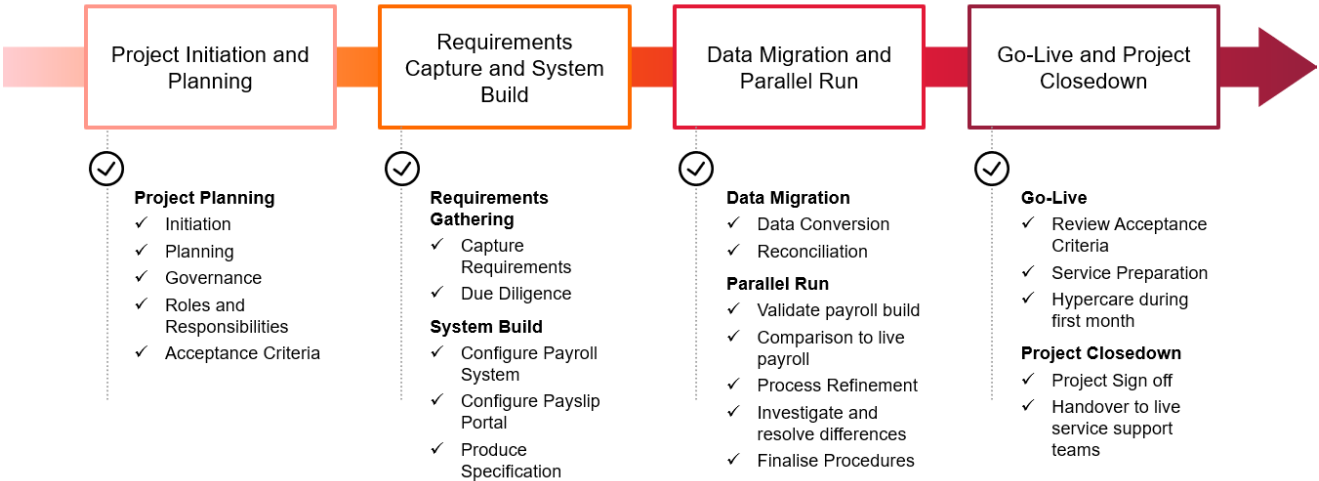


Figure 11 - Key phases of Payroll Implementation Project

We have implemented over 80 payroll clients on our ePayfact solution through Crown Commercial Service procurement frameworks alone.

CGI Implementation and support services include:

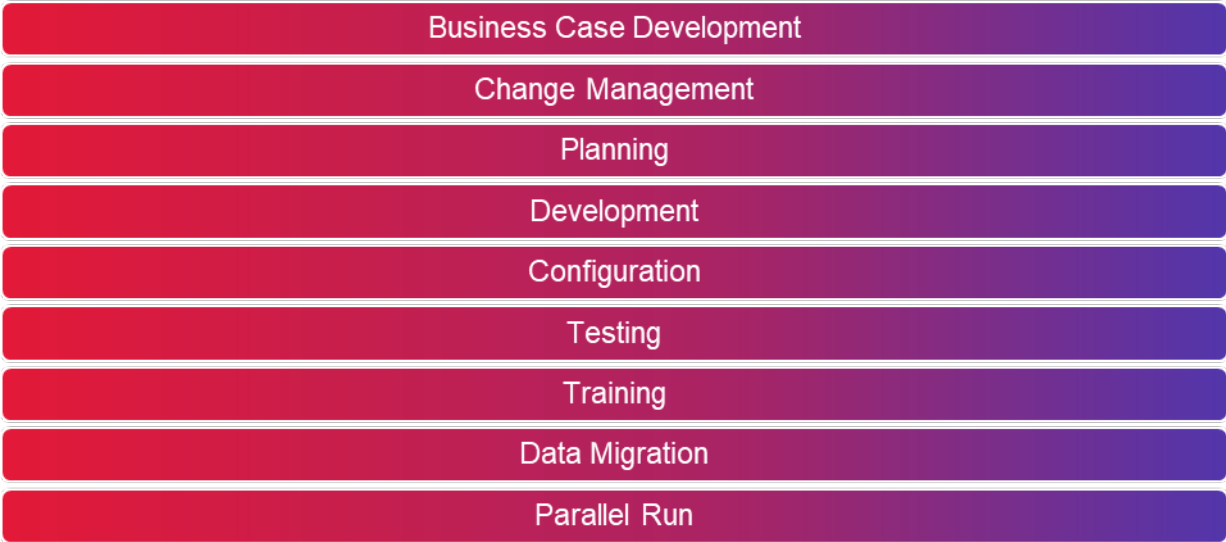


Figure 12 - A summary of CGI's implementation and support services

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

4.2. Offboarding and Contract Exit

When our relationship with a client comes to an end, we work closely with them to ensure a clean and well managed offboarding process that meets all agreed requirements while maintaining the quality of service throughout.

Each offboarding is tailored, as no two clients are the same. We develop a clear exit plan that provides confidence that services will be transitioned safely and securely. We work collaboratively with the client and any incoming service provider to supply the necessary information and support a smooth handover.

Governance is maintained throughout, and all deliverables are completed as agreed. Once the client confirms that the transition is complete, CGI will securely remove and destroy any remaining client data held within our systems, devices or storage media.

Contract exit and transition activities are planned and managed to ensure an orderly handover of services to the client or a replacement supplier in accordance with the agreed exit plan. Our goal is to deliver service excellence right through to the final day of service.

5. Service constraints

CGI will work with you to define and tailor the services to meet your specific requirements. During this definition period, detailed responsibilities will be agreed across the service delivery.

6. Service levels

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.

Outcome based Service Levels and KPIs are monitored by the Service Desk at an appropriate frequency for the measure in question, including availability, which is monitored against agreed working hours. All contracted Service Levels and KPIs are measured and reported monthly to align with the Service reporting schedule.

CGI's Incident Management Team will monitor for potential breaches in Service Levels with escalation routes via the assigned Account Manager, Head of Service, then the Service Delivery Director, as required.

Escalation is taken upon a risk becoming apparent in order that any preventative or mitigation action can be assessed at the appropriate level within CGI and communication made to affected clients at the earliest opportunity.

Our UK-based service delivery teams are available to support our clients during business hours.

7. After sales support

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

8. Outage and maintenance management

CGI's ePayfact service is available Monday to Friday 8:00am to 6:00pm excluding Bank Holidays.

iPayview access is available 24/7/365 for employees to view their payroll documents with the only exceptions to this rule being during planned outages.

CGI uses performance monitoring tools to continuously monitor software availability. Should an incident of unplanned outage occur, our Service Desk is alerted to the incident, where the incident is assessed, and remedial action is taken. Details of any incidents or downtime are recorded in the Service Desk Management system, Clientele, including their duration, cause, impact, and resolution by the Service Desk Team.

9. Hosting options and locations

CGI has a network of 28 offices across the United Kingdom and Northern Ireland, with our UK members having the capability to deliver as hybrid-workers. Through our engagements we also understand that for some clients it is essential that our members are physically present on their sites, our distributed network of offices makes this possible. Whatever your requirements are the options for hosting and locations will be agreed at contract negotiations.

All of CGI's Payroll and HR Offerings are delivered and hosted from UK locations by our UK based team.

10. Security

The payroll service solution implements both privacy and security by design and is 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.

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.

In addition to this, our payroll software solutions are HMRC recognised, 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.

11. Service Pricing and Terms and Conditions

11.1. Pricing

Please refer to the associated Pricing Document relevant for this Service.

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.

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

