



Data Centre Management

Contracting body

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CGI

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Service Definition overview

CGI's Data Centre Facilities Management services provide comprehensive management of the entire data centre lifecycle and associated facilities, ensuring IT assets are protected and perform to maximum efficiency. Our innovations in design, development, green IT, and service management provide a competitive edge in environmental sustainability, security and compliance.

The data centre is at the heart of an organisation providing vital access to and around-the-clock availability of IT systems and services and requiring a significant allocation of resources to ensure performance and reliability. Maximising investments and achieving cost savings are critical business imperatives.

Why CGI?

CGI has many years' experience managing our own data centres on a global scale. Our data centres are Tier 3 compliant with best-in-class standards outlined by the Uptime Institute. We are also a member of The Green Grid which is a Global consortium of leaders promoting energy efficient data centres. Through this collaboration we use innovative, green, and renewable energy resources to significantly reduce our energy consumption and carbon emissions and utilise techniques such as server virtualization and consolidation, lighting control, and cooling retrofits.

In over 40 years of managing successful infrastructure service centres, we've learned firsthand that every component of a data centre is interrelated. We focus on the end-to-end view in nine key areas: integration, green IT, infrastructure design and build, automation, consolidation, virtualization, security, compliance, and cloud. Our unwavering commitment is to uphold the highest standards of security, compliance, and data protection, while aligning seamlessly with stringent government requirements.

Environmental Sustainability

With environmental sustainability top of mind, CGI is on the cutting edge of green IT in its data centres. Our goal is to ensure that, through innovative programs and initiatives, all our data centres are energy efficient. CGI also works with clients interested in 'going green' within their own data centres. CGI translates that commitment into concrete results. Our data centres have undergone large scale transformation, significantly increasing energy consumption efficiency through state-of-the-art technologies. CGI's Energy Board oversees the greening of our facilities and promotes techniques such as server virtualization and consolidation, raised floors, lighting controls, and cooling retrofits. Use of innovative, green, and renewable energy resources enables us to dramatically reduce our energy consumption and carbon emissions.

In addition to managing and providing services from within our own data centres, CGI partners with the major providers of UK data centre facilities to bring you best-of-breed hosting and IT lifecycle management services and solutions, to not only help you deliver today's business outcomes, but also be ready for tomorrow's IT challenges such as transforming away from legacy applications and eliminating technical debt.

As an IT and business consulting services provider, CGI recognises that data centres are a key way to help our clients deliver greater business value. They also represent nearly half of our overall energy consumption. Maximising renewable electricity at these facilities is critical to protecting the environment and achieving net-zero carbon emissions.

By combining robust technology management capabilities with quality processes and flexible delivery options, CGI is able to create and manage complex technology infrastructures that are more reliable and secure, and that quickly adapt to changing regulations and business demands.

Achieving Data Centre Net Zero Goals with CGI Data Twin 360

According to the United Nations International Telecommunications Union (ITU), data centres account for approximately 1% - 3% of the world's energy related demand. Understanding the carbon footprint of an organisation's hosting platforms is a complex challenge with multiple moving parts, which creates difficulties in being able to fully comprehend emissions and energy consumption.

CGI Data Twin 360 aims to simplify this by aggregating complex data sets from multiple sources: Internet of Things, sensor, and system log information such as the performance of the memory, processing unit and storage. When transformed, the aggregated data generates meaningful results leading to actionable insights.

Emerging regulations such as the Task Force on Climate-Related Financial Disclosures (TCFD) and Corporate Sustainability Reporting EU Directive (CSRD) will require large organisations to be more detailed in their sustainability reporting. Data from the platform can be provided in real-time, bringing situational awareness to the forefront of decision making and presenting the insights in both a logical 2D dashboard and 3D physical modelling formats to make the insights digestible for users.

As an additional service which complements our DCM capabilities, CGI DataTwin360 will be able to calculate your carbon emissions from granular sources across the data centre and hosting platforms to help implement an effective corporate net-zero strategy. The platform considers the information needs of different stakeholders to ensure a co-ordinated and cohesive approach. Informed decision making from a Chief Executive Officer and Board of Directors will draw on data related to different greenhouse gas emissions (GHG) than, for example, a third-party supplier, or an infrastructure architect. Yet each role is important in addressing emissions and energy consumption reductions at both an individual and collective level.

Trust CGI, an industry leader in data centre management services that achieve the highest levels of information availability and protection to support your critical business applications. Our innovations in design, development, green IT, and service management provide a competitive edge in environmental sustainability, security, and compliance.

Scale and Capability

We have 10,000+ infrastructure services professionals supporting a wide range of clients out of over 40 Data Centres worldwide. In the UK alone, we manage over 11,000 servers and more than 27,000TB of storage. In addition to providing services out of our own UK DCs, we manage hosting for clients who wish to use their own or third-party DCs. We employ 2000+ infrastructure support Members, service 150+ clients and manage over 21,000 IT components hosted within 1,246 managed racks throughout our 10 UK Data Centre locations.

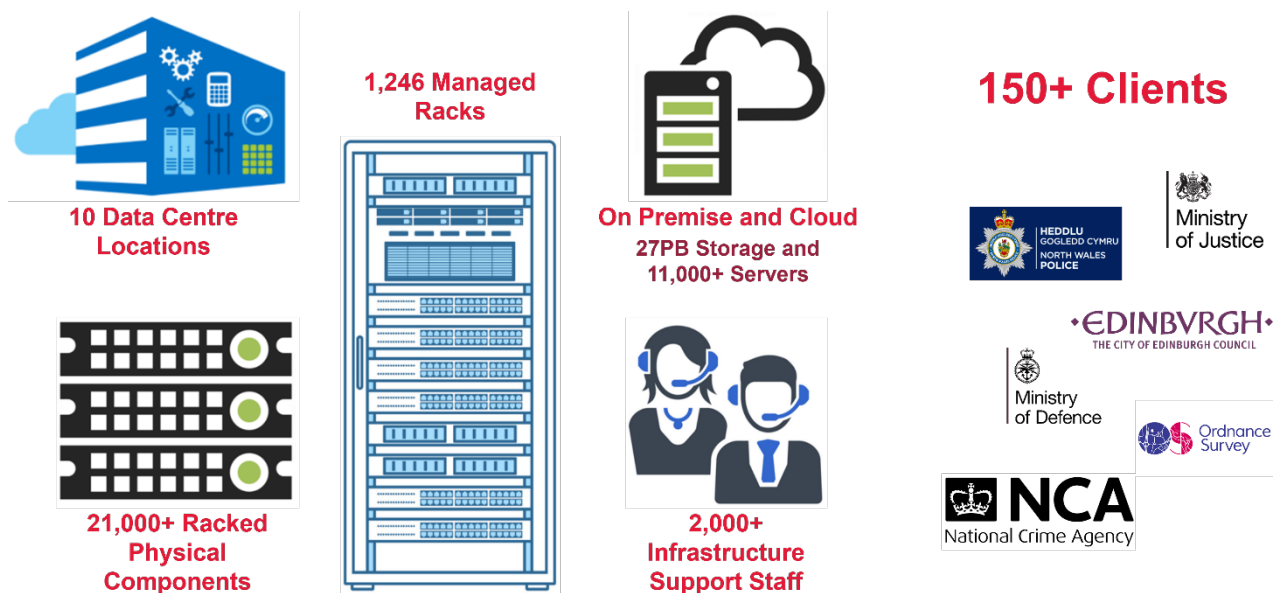


Figure 1 CGI Hosting Capability

ITIL Based Processes and Tools

We bring all data centre touchpoints together to ensure the highest levels of efficiency and value for our clients. To provide a comprehensive data centre facilities management solution, CGI also leverages industry-standard ITIL®-based processes and tools. These standards enable us to meet a wide range of client requirements, provide quality services and value, and manage a variety of contracted service levels.

CGI also offers consulting services in all aspects of data centre lifecycle management. Our clients benefit from our expertise in planning, designing, as well as existing site optimization and data centre consolidations and moves.

With CGI's proprietary Commercial Off-The-Shelf (COTS) tooling and innovative solutions like our purpose designed Data Twin 360 (CGI IP), we seamlessly integrate with existing environmental monitoring systems, to help achieve your agency's sustainability and carbon footprint goals.

1. Service Description

CGI's Data Centre Facilities Management (DCM) services provide comprehensive administration of the entire data centre lifecycle and associated facilities, ensuring IT assets are protected and perform to maximum efficiency. We provide innovations in design, development, and service management to provide a competitive edge in environmental sustainability, security, and compliance.

CGI can provide a dedicated Data Centre Management Team of security cleared personnel for all requirements relating to Data Centre managed infrastructure services in accordance with government security practices to ensure hosting services within your data centre are fit for purpose and operate effectively to underpin the required efficiency levels, performance metrics and SLAs.

1.1. Service Approach

Our DCM service starts by accurately assessing your unique needs and goals, crafting a tailored strategy to optimize your data centre environment which underpins your hosting requirements in turn ensuring you can meet your business objectives.

Leveraging cutting-edge monitoring technologies and ITIL compliant practices, we ensure seamless implementation and ongoing support, maximising data centre efficiency and scalability while minimising downtime. Our top priority is security, with robust measures in place to safeguard your data and to protect against physical security threats. Our dedicated DCM Team will provide round-the-clock assistance, ensuring your data centre operates at peak performance.

Our specialised DCM Teams can maintain compliance and governance with the key government standards and guidelines relevant to data centre management in the UK, such as the European Code of Conduct for Data Centre Energy Efficiency, ANSI / TIA - 942-A (B), ISO/IEC 27001, Government Security Classification (GSC), Data Protection Act 2018 (DPA 2018), General Data Protection Regulation (GDPR) and NPSA.

1.2. Service Features

Our service offers the following key features and options, which can be tailored to your specific requirements: -

- 24x7x365 mission-critical operational focus
- Remote or on-site DCM Team capability with on call Hands and Eyes
- DCM services for government agency owned or co-located data centres.
- Automated, remote monitoring and management functions supported by industry leading ITIL processes.
- Energy management systems to monitor power consumption to ensure reliable power distribution to all equipment.
- Management of cooling and HVAC systems to maintain optimal operating temperatures.
- On-site escort and physical security controls to prevent unauthorised access, theft, and vandalism.
- Per rack environmental monitoring including current load distribution and hot / cold aisle metrics.
- Co-ordinating data centre maintenance for facilities equipment.
- Monitoring capacity and planning for future growth.
- Health and Safety Compliance and Regulatory Requirements management
- Rack placement planning, configuration, and documentation.
- Structured rack builds and cabling.
- Certified WEEE compliant recycling services.

1.3. Service Benefits

- Reduced energy costs through power optimisation
- Improved cooling efficiency reducing overall energy consumption and carbon footprint reduction to help meet Net Zero targets.
- Increased equipment longevity, reliability, and maximising service uptime.
- Physical security processes and operational procedures to safeguard infrastructure and data assets.

- Proactive climate monitoring to prevent temperature and humidity damage.
- Optimised resource allocation to prevent over or under utilisation.
- Effective capacity planning maximises floor space use and hosting scalability.
- Regularly maintained racks and floor space documentation.

1.4. Training - On-Site Health and Safety induction

Our Health and Safety and Risk Assessment approach ensures that the Data Centres we manage are operationally safe environments to work in, so that all related support and maintenance activities, can be undertaken promptly without risk by the visiting personnel.

We provide health and safety induction training in addition to regular refreshers, to ensure that staff are equipped with the knowledge and skills necessary to maintain a safe and secure working environment and mitigate potential hazards effectively. Our training covers data centre familiarisation, identification of hazards, safety procedures and protocols, emergency response procedures, and manual lifting.

2. On-boarding and Off-boarding

2.1. On-boarding

Our Data Centre Management (DCM) Team will undertake a full audit and document your current data centre configuration including physical security and access requirements, floorspace maps, rack equipment layout and inventory of hosted infrastructure assets and plant equipment.

Our On-boarding Project Team will develop a detailed transition plan outlining the activities, milestones, and timelines required to implement the service transition process. We will identify roles, responsibilities, stakeholders, and 3rd party service providers to establish effective communication channels to ensure alignment throughout the planning and onboarding process. Our transition activities will also include setting up Service Desk and Service Management Delivery processes.

By understanding the intricacies of your data centre environment, we will proactively address potential challenges and risks, safeguarding your operations and preserving operational continuity throughout the onboarding process. Our robust risk management approach will enable us to navigate service onboarding effectively, guaranteeing a seamless transition to meet your business objectives.

Our DCM Team will facilitate knowledge transfer from your incumbent supplier if required, including the transfer of crucial documentation such as floor plans and rack layout diagrams. Our DCM Team will document your unique requirements, creating new processes or capturing existing ones. They will prioritise detailing configurations, availability parameters, and operational procedures tailored to your specific data centre management needs.

2.2. Off-boarding

Upon contract exit, our DCM Team will collaborate closely with incoming service providers to facilitate knowledge transfer and exchange documentation as required, ensuring alignment with contract terms and conditions.

When offboarding and if kit is not being repurposed by the client, we will ensure secure disposal takes place.

3. Service Constraints

Service Constraints are as follows:

- Notification of planned maintenance windows and testing schedules will be agreed prior to contract signature.
- Availability SLAs and KPIs will be agreed prior to contract signature.

All maintenance activities will be planned in conjunction with the appropriate risk assessments, Health, and Safety standards.

Service Exclusions are as follows:

- Reporting of incidents via our Service Desk and ITSM function. Where a CGI Service Desk facility is not already implemented, this facility will be at additional cost.
- Standard DCM support will be via remote access. On-premise DCM Team or "Smart Hands" services will be subject to additional charges.
- As part of this service definition, CGI does not provide the communications links required to connect to the client's data centres including, installation and bandwidth charges or rental. The communications link can be provided for the period of this service by the client or by CGI for an additional charge.
- Support of server, storage, networking, or other IT hardware is excluded from this service.
- Disaster / business continuity recovery testing (other than hardware and procedures related to the core data centre equipment e.g. generators, PDU, climate monitoring) - these activities are categorised as application and infrastructure support services.
- CGI Data Twin 360 is excluded from our DCM service charges. Pricing is available separately.

4. Service levels.

CGI tracks a number of internal Key Performance Indicators to determine the performance of the DCM Service for our clients. We will agree the client KPIs in advance of the service commencing; however, CGI typically forms the KPIs around the following activities:

- Monitoring
- Reporting
- Notification
- IMACs and change schedule completion.

4.1. Availability

- The service is available as a remotely managed service 24x7 365 days a year.
- Maintenance intervals will be agreed with the client prior to service commencement and will be excluded from the overall service availability target above.

4.2. Support Hours

- All service components for monitoring, reporting and alert notification are 24x7.
- 24x365 callout support is available through CGI's helpdesk. On call hours to be agreed prior to service commencement.

4.3. Service Management

Service Management related service levels are aligned to CGI's Service Desk offering. Full support of CGI services is provided as standard via the CGI Service Desk. The Service Desk is 24x7x365 and is resourced with 1st / 2nd line technical support engineers. Our service desk has direct escalation to 3rd line support and onward escalation to product vendors.

5. Technical requirements

We will agree and enable suitable connectivity (and install) for communication between the client's site and CGI's DCM Service (see exclusions above). Dependent upon client security requirements and connectivity, this can typically be either via a dedicated leased line, Internet VPN or PSN as required.

6. Hosting options and locations

CGI has many years' experience managing our own data centres on a global scale. Our data centres located in South Wales are Tier 3 compliant with best-in-class standards outlined by the Uptime Institute. CGI can provide server hosting and management of your infrastructure within these data centres which is covered by a separate Private Cloud Hosting service which is also available on the G-Cloud framework.

7. Security

As an experienced managed security services provider (MSSP), CGI provides clients with the expertise and capabilities required to implement and operate highly secure infrastructures, focusing on:

- Governance, risk, and compliance to increase regulatory compliance and reduce audit costs and findings.
- Risk management to protect information and critical assets and ensure confidentiality.
- Infrastructure protection management to deliver the latest security network and systems technologies.

We have invested heavily in establishing our credentials, working closely with international security associations and standards bodies.

Our approach to information security management and data protection is inherently built into our daily operations. All our staff will work continuously to maintain the security of data and services entrusted to us. This is a corner stone of our risk management approach. We base our operations on a standard set of policies and procedures. Where required, each programme will develop tailored, programme specific, procedures that will ensure the interface with client procedures is well integrated and understood.

We are delighted to confirm that:

- We comply with the International Standard for Information Security ISO/IEC 27001. Our data centre infrastructure services and several other services hold and maintain ISO/IEC 27001 certification.
- Our service complies with UK Government Security Classifications (GSC) to ensure that sensitive government information is appropriately protected, shared only with authorized personnel, and handled in accordance with security protocols.
- We comply with the Data Protection Act, CGI UK Limited is registered as a data controller under the Data Protection Act 1998, registration number Z6949379.
- Our service is audited to the following standards: ISO 9001(Quality), ISO 27001 (Security/Risk), ISO 14001 (Energy efficiency).

8. Service Pricing and Terms and Conditions

8.1. Pricing

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

8.2. Terms and Conditions

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

9. 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

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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:

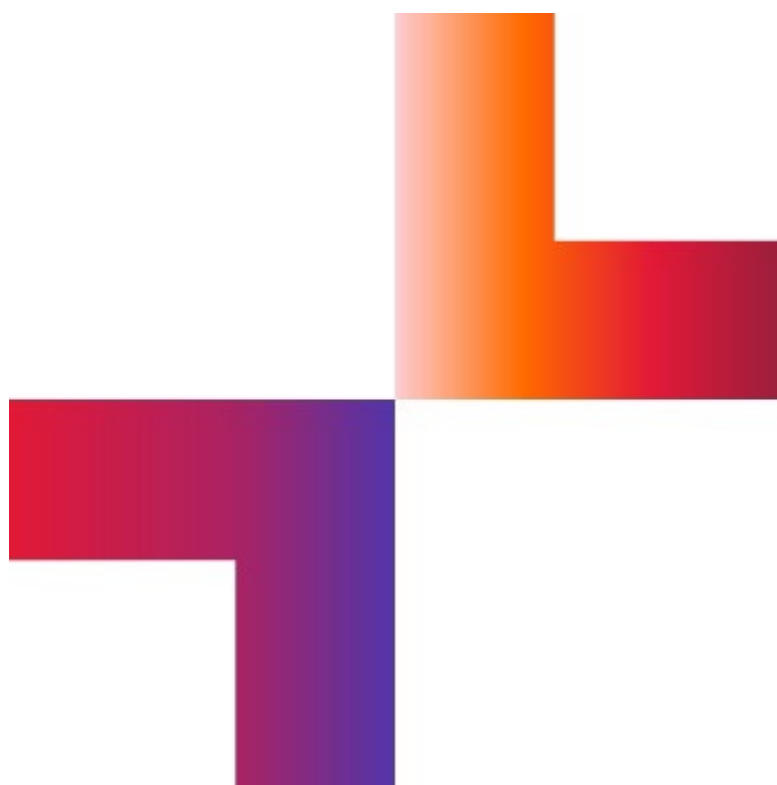
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