



DevOps Transform with Red Hat

Contracting body

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CGI

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Service Definition overview

CGI's DevOps Transformation with Red Hat helps public-sector organisations accelerate cloud-native delivery by establishing modern DevOps practices, automation, and platform capabilities across people, process, and technology. The service uses Red Hat OpenShift, Ansible Automation Platform, and Red Hat DevOps frameworks to introduce repeatable CI/CD pipelines, automated infrastructure, container platform adoption, and application modernisation pathways. Outcomes include improved release velocity, enhanced operational resilience, lower total cost of change, and adoption of cloud-ready ways of working. The service is advisory and enablement-focused, delivered within the buyer's cloud environments and aligned with government DDAT standards.

Why CGI?

CGI brings end-to-end expertise across cloud, DevOps, automation, and platform engineering, supported by more than 40 years of public-sector delivery. Our client-proximity model ensures local, accountable teams experienced in UK Government, critical national infrastructure, justice, health, and local authority environments. Our global delivery network enables scalable, multi-disciplinary DevOps transformation teams aligned to GDaD roles. CGI is a strategic partner across all major cloud and platform vendors; combined with Red Hat's proven open-source ecosystem and methodologies, this service offers a robust and vendor-neutral approach. We apply repeatable transformation assets, automation accelerators, and modern engineering practices while ensuring compliance with GDS, NCSC, ITIL 4, FinOps, Well-Architected principles, and public-sector assurance requirements.

1. Service Description

CGI delivers DevOps transformation through a structured People-Process-Technology (PPT) model.

1.1. People

- Assess current delivery roles against DDAT capability standards.
- Define a DevOps operating model including responsibilities across engineering, security, testing, architecture, and operations.
- Establish Communities of Practice following Red Hat's five-step model (mission, sponsorship, leadership, knowledge tooling, cadence).
- Provide enablement for teams adopting containers, GitOps, CI/CD, infrastructure as code, and OpenShift.
- Deliver Red Hat-aligned learning paths including OpenShift Administration, SRE foundations, Ansible basics, and developer training.

1.2. Process

- Assess current delivery lifecycle, change management, branching strategy, release processes, and deployment workflows.
- Introduce a standardised DevOps workflow covering build, test, scan, deploy, observe, and feedback loops.
- Implement GitOps-based configuration management patterns using ArgoCD or equivalent.
- Define automated quality gates for security, compliance, and performance as part of the CI/CD pipeline.
- Establish repeatable methods for onboarding applications using Red Hat's Application Onboarding and Release Engineering frameworks.
- Develop a DevOps governance framework incorporating FinOps, Well-Architected alignment, tagging standards, and service ownership models.

1.3. Technology

- Design and adopt Red Hat OpenShift for container orchestration, application modernisation, and unified VM + container workloads.
- Apply the Red Hat Ansible Automation Platform to automate provisioning, configuration, patching, network workflows, and incident remediation across hybrid cloud environments.
- Deploy CI/CD pipelines integrated with buyer-selected tools (GitHub, GitLab, Azure DevOps, Jenkins, Nexus, SonarQube).
- Establish automated testing, security scanning, and observability tooling (Prometheus/Grafana, Elastic, OpenTelemetry).
- Support modernisation pathways (rehost, replatform, refactor, replace) using Red Hat Migration Toolkit guidance.
- Provide a high-level technical roadmap for DevOps, automation, and platform adoption.

1.4. Deliverables

Deliverables are tailored per engagement and may include:

- Current-state DevOps assessment and maturity score.
- DevOps Target Operating Model and capability roadmap.
- Application onboarding playbooks and pipeline templates.
- CI/CD pipeline reference architecture.
- OpenShift adoption plan and initial cluster design.
- Ansible automation patterns for infrastructure, network, and applications.
- Gap analysis against Red Hat's DevOps best practice and cloud readiness.
- Recommendations for talent, training, and DDAT role alignment.

- High-level business case for DevOps transformation.

1.5. Change Control

All deliverables, scope changes, and additional work packages are subject to prior written agreement under CGI's standard change-control process.

2. Data backup and restore

Not applicable – consultancy service. We do not host or operate buyer systems. We assess the buyer's backup and restore posture for DevOps-related pipelines, artefacts, and platform components and identify gaps where relevant.

3. Service Continuity

Consultancy delivery only. We provide resource substitution and rescheduling to maintain continuity. Buyer platform continuity, pipeline uptime, and disaster recovery remain the buyer's responsibility.

4. Onboarding and Offboarding

4.1. Onboarding

- Kick-off meeting, roles, and working agreements.
- Access enablement (read-only unless otherwise required).
- Discovery workshops across people, process, and technology.
- Review of platform documentation, pipelines, tooling, and environments.
- Confirmation of scope, outcomes, timelines, and reporting cadence.

4.2. Offboarding

- Handover of all artefacts, documentation, diagrams, and recommendations.
- Playback session of findings and transformation roadmap.
- Knowledge transfer to defined buyer teams.
- Access removal and close-out reporting.

4.2.1. Access to data upon exit

All assessment and artefact outputs are returned to the buyer. CGI does not retain buyer data after contract closure.

5. Service constraints

- Advisory and enablement scope only; no managed service or ongoing operations.
- Work carried out within buyer-owned cloud environments.
- No 24x7 support; activities delivered during standard UK business hours unless agreed otherwise.
- Progress dependent on availability of buyer SMEs, environment access, and documentation.
- Automated discovery is scheduled with buyer approval to avoid service impact.
- OpenShift cluster build, CI/CD tools, or automation platform implementation requires buyer-provided environments.

6. Service levels

- Response to queries within 2 business days.
- Draft assessment reports typically delivered within 10 working days of completing discovery.
- Final deliverables issued within agreed timelines and reviewed via playback sessions.
- Delivery progress reviewed weekly or at a cadence agreed during onboarding.

7. After sales support

CGI provides a support window of up to 30 days following final deliverable completion, including Q&A, clarification on recommendations, and one playback session for stakeholders.

8. Technical requirements

- Named buyer SMEs for DevOps, cloud, security, and application domains.
- Access to architecture diagrams, existing pipelines, repositories, documentation, and runtime environments.
- Read-only access to cloud platforms (Azure/AWS/OCI), CI/CD tooling, and container platforms as required.
- Licence access to OpenShift, Ansible Automation Platform, or equivalent buyer tooling if required for review.
- Availability of historical incident, change, and deployment data for analysis.

9. Outage and maintenance management

Not applicable – consultancy service. Any automated discovery or tooling analysis is scheduled with the buyer to avoid operational impact.

10. Hosting options and locations

Not applicable – no hosting is provided. All work is performed within the buyer's cloud environments (Azure, AWS, OCI, or on-prem OpenShift). CGI delivery is UK-based by default.

11. Security

- CGI personnel are BPSS-cleared as standard; SC-cleared resources available on request.
- Access provision follows least-privilege principles.
- All artefacts stored in CGI's secure environment and shared via approved channels.
- No production credentials stored by CGI; session-based access only.
- All buyer data deleted on project completion in accordance with CGI retention policy.

12. Service Pricing and Terms and Conditions

12.1. Pricing

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

12.2. Terms and Conditions

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

13. Further information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: uk.gen.ccsframeworks@cgi.com, including the following information:

1. The name of this service.
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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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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