



Robotic Process Automation (RPA) as a Service

Contracting body

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Service Definition overview

CGI provides end-to-end services for our clients to realise and optimise a range of benefits through accelerated adoption of Robotic Process Automation (RPA) and Artificial Intelligence (AI). We deliver complex world-class virtual workforce solutions to assist clients on their journey through digitisation of processes - ensuring enhanced stakeholder digital experiences.

Why CGI?

CGI enable clients to identify, realise and optimise a range of benefits through accelerated adoption of Robotic Process Automation (RPA) and Intelligent Automation (IA). Our RPAaaS offering is based on Blue Prism's Digital Workforce solution, enabling us to deliver complex virtual workforce solutions to assist clients on their journey to becoming a truly digital enterprise, ensuring enhanced experiences for employees and customers.

RPA is the first step to automate what can be automated, then to reimagine and digitally transform for the benefit of customers and employees.

Our team of Automation experts will collaborate with your employees to automate and transform your organisation using CGI's methodology:

- Engagement from CGI explaining what Robotics and Process Automation is, how it works and what benefits it can provide your organisation.
- Create strategic automation strategies.
- Assess the specific opportunities for Robotics and Process Automation in your business and prepare a plan to automate.
- Prepare, review, analyse and document processes for automation creating Process Definition Documents.
- Advise on how to automate end-to-end enterprise solutions for Robotics and Process Automaton.
- Advise on how to implement and embed complex enterprise-wide Robotics and Process Automation solutions.
- Advise on how to integrate Robotics and Process Automation with your existing systems and platforms.
- Advise on how your organisation should adapt to Manage Robotics and Process Automation.
- Advise on how to adapt your organisation and employees to the outcomes and impact of Robotics and Process Automation.

1. Service Description

1.1. CGI's approach to RPA

CGI have delivered numerous successful RPA projects in large / medium sized clients. We provide a full range of RPA services and solutions including:

- Support Services - please refer to the CGI Robotic Process Automation (RPA) and Intelligent Automation (IA) Services
- Development Service
- RPA-as-a-Service.

1.2. RPA-as-a-Service

CGI's RPA-as-a-Service (RPAaaS) which is a multi-tenanted platform providing Virtual Workers (aka "robots") who can work across multiple processes, environments, and clients.

Hosted on CGI's Cloud Connect and built on Blue Prism's Digital Workforce solution, one of the world's market leading Robotic Process Automation (RPA) technologies, it provides an enterprise class 24x7 available shared services platform.

The Virtual Worker is a software agent running on a Windows desktop, hosted in Cloud Connect, which interacts with applications as a human does, using the same method of connectivity and user interfaces.

Working with our RPA Consultancy and Development Services, we will work with you to identify suitable business processes for automation, build the automations and then run them on our RPAaaS platform. The Virtual Worker is a software agent running on a Windows desktop, hosted in Cloud Connect, which interacts with applications as a human does, using the same method of connectivity and user interfaces.

Working with our RPA Consultancy and Development Services, we will work with you to identify suitable business processes for automation, build the automations and then run them on our RPAaaS platform.

1.2.1. Features

- Utility based pricing model, providing entry level into RPA with no upfront investment in infrastructure or RPA software licences.
- Monitoring and management of the Cloud Infrastructure and Virtual Workforce Environment.
- Automated management of the Virtual Workforce through CGI's Robotic Orchestration Service (ROSE):
 - Responsive scheduling
 - Optimal workload allocation
 - Proactive monitoring, recovery, and automatic triage (retries)
 - Flexibility to produce a variety of new reports and dashboards.
 - Integration with RAPPORT, CGI's robotic automation management portal
- Management, investigation, and remediation of automation process exceptions.
- Management, investigation, and remediation of perceived process failure (business reported).
- Management of Virtual Worker workload, to ensure the productivity of the Virtual Workforce is optimised.
- Submission of incidents via e-mail or via CGI's Service Desk, if the client already has a CGI Service Desk in place.
- 24x7 Operational Support of platform via CGI's Control Bridge.
- Automation Process support provided during standard UK business hours, 09:00 to 17:30, Monday to Friday, excluding bank holidays, with on call engineer support available outside of those times, where required.

1.3. Intelligent Scheduling with ROSE (Robotic Orchestration Service)

CGI has developed the ROSE application to enhance the limited schedule functionality available from Blue Prism Enterprise. ROSE provides a dynamic and responsive approach for scheduling, managing, and monitoring automations and resources.

1.3.1. Features

- **Orchestration:** run automations based on priority, defined schedule, resource group, and availability.
- **Priority Shuffling:** mitigate delays and reduce backlogs.
- **Smart Recovery:** per process configurable retries for failed automations.
- **Resource Availability:** ensure resources are always online, logged in, and ready to receive instruction.
- **Session management:** monitor resources and raise alerts/incidents where issues occur which can't be resolved automatically.
- **Queue Monitor:** watch specific work queues for items and schedule the associated automation when necessary.
- **Resource Groups:** only run automations on allocated resources (e.g., where software license limitation may apply)
- **Concurrent Sessions:** allow an automation to scale out across a predefined number of simultaneous resources.
- **Runtime Metrics:** record metrics for utilisation and performance which may be used for reporting, monitoring, and/or inter-department costing.
- **Safe Scheduling:** seamlessly manage bank holidays, daylight savings (British Summertime), and other time events.
- **Self-Monitoring:** receive notifications/alerts/incidents for
 - terminated processes.
 - offline or missing resource(s)
 - schedule backlogs (by threshold).

2. Data backup and restore

Backup/restore and Disaster Recovery is provided using dual-site disk backup solutions as part of CGI's Cloud Connect. Backups are maintained on disk-based storage appliances at the opposite datacentre to that at which they were taken. To minimise the impact of backup on operational services, data will be backed up to disk on the site at which it is held then migrated off-site to the secondary datacentre using a shared inter-site DC link between the two data centres.

This approach eliminates the risk inherent in handling removable media. The backup approach uses SAN snapshots supported by services that allow backups to be performed while applications on a system continue to operate, such as Microsoft VSS.

Backup schedules and contents will be aligned to the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) service levels of each service.

3. Onboarding and Offboarding

3.1. 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 on- and off-boarding's

within CGI for many years. The transition process is flexible and can be used for both small and large scale onboarding 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.

3.2. 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.

3.2.1. Access to data upon exit

Data is not typically held within the RPAaaS environment and remains in the client's own business applications. Where transient data is required to be held within the environment, this will be agreed with the client before process implementation and is typically purged once processed.

4. Service constraints

Service Constraints are as follows:

- Notification of planned maintenance will be provided at least 24 hours in advance and six hours' notice of emergency maintenance will be provided where possible. Maintenance windows are between the hours of 18:00 and 08:00 (UK local time) on a normal business day and/or between the hours of 08:00 and 12:00 (UK local time) on a non-business day.

Service Exclusions are as follows:

- Support of the target business applications to which the automation process requires access to run the business process.
- Where the client's business application or process has changed, this is excluded, and remediation will be managed by a chargeable change request.
- Where CGI are responsible for development, we require a minimum of two weeks' notice for any changes to the business applications to allow time for changes to be applied to the automation. Where a change to a business application is deemed major or significant, we require one month's notice.
- Reporting of incidents via Service Desk. Where a CGI Service Desk facility is not already implemented, this facility will be as a chargeable change if required.
- Connectivity to the client environment or business application is excluded, as the solution resides within Cloud Connect.

5. Service levels.

5.1. Platform Availability

The RPA Platform Availability is 98%.

The Production and Staging Virtual Machines are aligned with the following service levels of CGI's Cloud Connect:

Service Levels

Production and Staging	Virtual Machine Service Level	Backup Service Level
Application Core	RTO - System returned within 24 hours. RPO - No more than 8 hours data loss	RTO - System returned within 24 hours. RPO - No more than 8 hours data loss
Virtual Worker Desktops	RTO - System returned within 24 hours. RPO - No more than 8 hours data loss	RTO - System returned within 2 Service Days following the return of the site. RPO - No more than 24 hours data loss

Table 1 - CGI's RPAaaS Service Levels

5.2. Service Management

Service Management related service levels are aligned to CGI's Service Desk offering (if implemented). CGI's standard Service Desk service levels in response to incidents are as follows:

- Priority 1 - Respond within 30 minutes, resolution or work-around within 24 hours.
- Priority 2 - Respond within 1 hour. resolution or work around within 3 Working Days
- Priority 3 - Respond within 4 hours, resolution or work around within 10 Working Days & Permanent Solution in next release.
- Priority 4 - Respond within 8 hours, resolution or work around within 30 Working Days & Permanent Solution in next major release.

6. After sales support

Email or online ticketing is available to submit incidents via e-mail or to CGI's Service Desk, if the client already has a CGI Service Desk in place (if not, this is available as an additional service).

7. Technical requirements

7.1. System requirements

- Our RPA licence will have version updates.
- The base platform of our RPAaaS service runs on Microsoft Windows environment.
- Microsoft Windows environment will have the required standard security updates patched monthly.

8. Outage and maintenance management

Notification of planned maintenance will be provided at least 24 hours in advance and six hours' notice of emergency maintenance will be provided where possible.

Maintenance windows are between the hours of 18:00 and 08:00 (UK local time) on a normal business day and/or between the hours of 08:00 and 12:00 (UK local time) on a non-business day.

9. Hosting options and locations

CGI's RPAaaS service is hosted on our CGI Cloud Connect solution, deployed in a dual datacentre geo-redundant architecture. Cloud Connect provides a scalable consumption-based IaaS offering, enabling virtualisation and cloud adoption within the same facility as legacy services, enabling a close proximity hybrid model.

10. Security

10.1. 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 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.

10.2. Information Principles for the UK Public Sector

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 would aim to maintain and, depending on the particular service purchased, enhance the quality of the information stored in a standard manner that enables its re-use. Where the selected services require it, we would 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.

10.3. Government ICT Strategy and Greening Government ICT Strategy

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 intensively 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.

11. Service Pricing and Terms and Conditions

11.1. Pricing

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

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.

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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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