Citizen Digital Services
G-Cloud 14

November 2024

Capgemini

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1   Service Overview

1.1 Citizen Digital Services

Capgemini's Citizen Digital Services service designs and implements human-centric public services, whilst taking a cloud first approach, across Government Departments, ALBs and local authorities. Our experience providing technical and consulting capability across HM Government has equipped Capgemini with a detailed understanding of the Departments' Digital and Data Strategies, but our design and delivery of digital services for national and local authorities across Europe and globally have given us extensive understanding of how to meet citizen needs through a variety of approaches, and working through a number of defined life events. Capgemini uses its extensive experience of delivering over 500 Discoveries for government services around the world to put user-centred life events at the centre of service design. With a library of over 270 life events and relevant research and tested designs, Capgemini are able to quickly run discoveries, build and test prototypes, and develop solutions.

Additionally we have strong established connections to the Engineering and Architecture practices of many UK Departments, with extensive experience of contributing to the evolution of existing patterns and standards, both adopting and challenging where necessary. Capgemini follow the GDS standards and Digital Design Lifecycle, meeting Department engineering standards and accessibility needs.

This includes expertise across Agile Delivery Management, Engineering (DevOps, Software Development, Testing), Consulting, User-Centered Design (including Product Management), and Business Analysis, working within whole squad or Rainbow team accountability models – and ensuring cultural fit within client organisation. Capgemini's experience of technology-enabled business transformation has been captured in our Business Transformation (BT) Framework that can establish the basis for Capgemini to work with and guide our clients through their transformation journey.

Our engineers take a 'cloud-first' approach in their practice, working closely with both AWS and Azure offerings as required, building using Infrastructure-as-Code and Configuration-as-Code, with a preference for automation. Our experienced Software Developers cover all tools and technologies currently used in the Tech Stack, with extensive recent experience working in Java, NodeJS, Springboot, Javascript, Python, HTML, React, Angular, as well as SQL, Oracle and noSQL database applications such as Postgres, MySQL, and MongoDB (and its related offerings). Our Developers have experience in containerisation using Docker and Kubernetes; APIs, RESTful services, and Microservice Architectures; as well as the CASA framework, TDD, BDD, and Nunjucks. Our DevOps Engineers are passionate about automation with the ability to automate software components to develop CI/CD pipelines, using tools such as Unix/Linux, AWS and Azure, Docker, Kubernetes, Terraform, Git / Gitlab and Github. Our Test Engineers can design and build automated test solutions using each Department's preferring tooling, such as Jenkins, GIT, CI, Zephyr, Junit, SOAPUI, WireMock, Mocha, Jasmine, Postman, Cucumber, jmeter, Wave, SonorQube, and axe-Core. From an Enterprise Management perspective, all Capgemini resources are highly experienced using collaboration tools, such as MS Teams, Slack, Jira, Confluence, Mural, SharePoint, and OneDrive.

2   Business Need

91% of households in Europe have internet access, and **66%** of citizens expect there to be a 'one-stop-shop' for all (digital) government services.

85% of citizens expect the same or better quality of digital service from governments as they do from private companies.

There is a strong need for more accessible public websites; only **16%** of European government websites websites comply with accessibility rules and regulations.

Government services are starting to take a digital-first approach but services are often minimal, fragmented, and prioritise the most common user journeys, where citizens are often required to provide the same (digital) information over and over across several services to complete one transaction. UK government departments and local authorities must move to designing services are personalized and largely digital, organised around citizen life events, and which proactively service citizen needs, enabled by citizen digital identities and data-sharing across government.

However, despite strong standards (GDS/CDDO) and a decade of experience, departments often struggle to deliver satisfying services on time and within budget - Public sector IT projects end up generating 39% less than their initially intended value to users. This is primarily because many departments continue to design and deliver services based on their own requirements and processes instead of the needs of the people they serve.

3 Our Approach

Capgemini places humans at the heart of service design, leading to satisfied citizens and the agents that servce them.
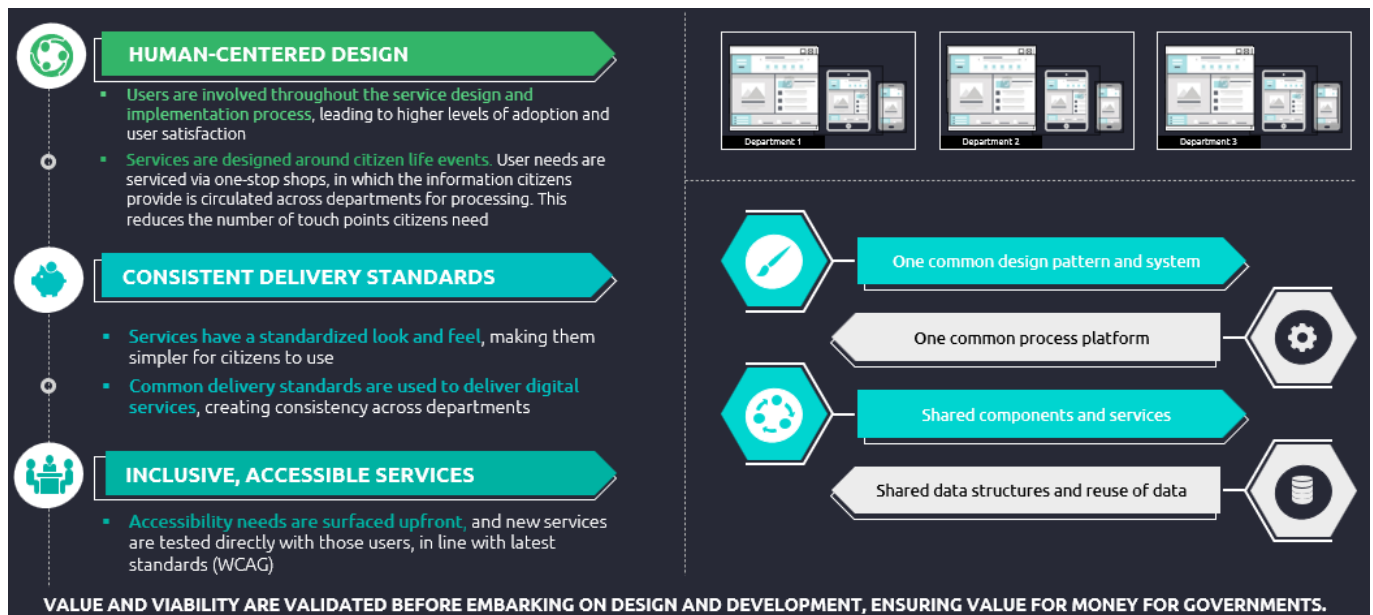
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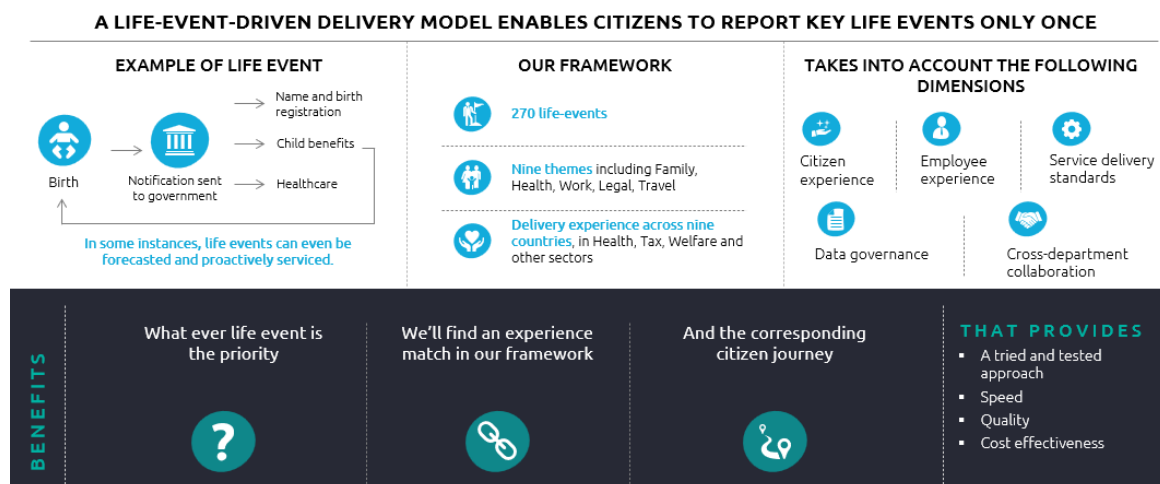
4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These can contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

The Buyer responsibilities as part of this service are as follows:

- The Buyer will provide access to all relevant Buyer systems, software, equipment, and connectivity, through which the Supplier will deliver the Services.

- The Buyer shall complete the on-boarding of the Supplier resources, in reasonable advance of the Start Date of this Statement of Work.

- The Buyer shall continually provide the Supplier with access to work completed to date to enable Supplier upskilling/knowledge transfer.

- The Buyer will be responsible for providing any information and access to Buyer personnel (and Buyer third party supplier personnel) reasonably requested by the Supplier.

- The Buyer shall raise any issues related to the Supplier's provision of the Services with the Supplier regarding any Services undertaken since the last review in a timely manner and no later than 10 days after the issue has been identified by the Buyer.

- The Buyer shall provide any input materials, tools and access to Buyer resources as required by the Supplier, upon which the Services or related activities are dependent/based on.

- The Buyer will ensure that individuals taking part in any user research are provided with and have signed a personal data 'consent form' which will be used to gather consent for use of their personal data. The Buyer shall ensure that the consent form provides appropriate links/signposting to the Buyer's privacy notices whether on a website, intranet, employee handbook or other location.

If these responsibilities do not match your expectations, then please contact Capgemini in order that we can explore options to vary our approach.

5 Service Management

The Supplier will make use of the variety of service management tools at its disposal to understand and manage the performance of its resources, for example through a Delivery Assurance Manager role, Balanced Scorecard reviews, and other reporting cycles.

6 Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like Capgemini to consider, please contact us to discuss.

7 On-boarding and Off-boarding

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form (including as a minimum an exit plan in line with the Call-Off Contract terms) which will be charged for in accordance with the Pricing section for this service.

8 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, Capgemini may use a standard approach, tailored to topic, skills-gap and individual, to drive consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

9 Partnerships/Alliances

Capgemini has strategic alliances with Amazon Web Services, Microsoft and Google. Capgemini can leverage these alliances to find potential funding and preferred rate negotiations with these Cloud Service Providers. This option can be requested by you when you request this service.

10 Vendor Accreditations/Awards

For the 12th year in a row, Capgemini has been recognized as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgment of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.

ISO 9001 Quality Management for Management Consultancy and IT Implementation and services to the Public Sector

ISO 27001:2013 - Provision (Delivery) of IT services including business applications development, maintenance and Data, Digital and Cloud technologies.

NelsonHall has identified Capgemini as a Leader in its 2022 NEAT Vendor Evaluation for Learning Services due to its ability to meet future client requirements as well as its capability to deliver immediate learning benefits to them.

Capgemini is the first amongst consultancy and technology firms to be recognized six times in a row for its thought leadership reports.

2023 Ecovadis Platinum Rating: We maintained a platinum rating, recognising us as a responsible and sustainable business in the top 1% of companies assessed.

Better Society Awards: Our collaboration with Code Your Future to offer digital skills training won a Better Society Award in 2022. The awards celebrate efforts by commercial organisations to create a better society.

Inclusive Top 50 UK Employers List: We achieved second place in the Inclusive Top 50 UK Employers List 2022/23 – a list that assesses companies for best practice on diversity, equality and inclusion

UK Best Workplaces for Women: We were listed as a Best Workplace for Women by Great Place to Work®. This listing is based on responses from our team to an anonymous survey about their employee experience.

UK Best Workplaces for Wellbeing: We are listed by Great Place to Work® as a Best Workplace for Wellbeing

Great Place to Work: We were certified as a Great Place to Work® in 2023, reflecting our employees' experience of working at Capgemini in the UK.

11 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Amber Labs Ltd.
- Jumar Solutions Ltd.
- Ten10 Ltd.

12 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

13 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.

14 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

Capgemini would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

15 Termination Terms

Please refer to the Supplier Terms for this service.

16 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.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.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

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