





# Table of Contents

1	Service Overview .....	3
2	Business Need .....	3
3	Our Approach .....	3
4	Buyer Responsibilities .....	4
5	Service Management .....	4
6	Protection of Data.....	4
7	On-boarding and Off-boarding .....	4
8	Skills and Knowledge Transfer .....	4
9	Vendor Accreditations/Awards.....	4
10	Sub-contractors.....	4
11	Business Continuity and Disaster Recovery.....	6
12	Pricing.....	6
13	Ordering and Invoicing.....	6
14	Termination Terms.....	6
15	Further Information .....	6



# 1 Service Overview

To support our clients to reap the benefits of agile delivery Capgemini have created a hybrid delivery approach which utilises principles of the agile methodology, namely iterative delivery incorporating a cyclic and collaborative process, in a way which is compatible with traditional linear funding and decision-making governance arrangements.

## 2 Business Need

The business need is to enable the agile delivery of Cloud based projects, products and services within existing waterfall governance arrangements.

At Capgemini we recognise the benefits of taking an iterative and incremental approach to project, product and service delivery management, enabling greater flexibility, transparency, quality, and continuous improvement. However, many organisations – as well as individual business areas within organisations – struggle to embrace the principles of agile delivery where their organisational governance does not ostensibly enable it.

Capgemini has successfully supported many clients, particularly our public sector clients to establish agile ways of working which is complimentary - rather than contradictory – to their waterfall governance structures and processes.

## 3 Our Approach

Capgemini understands the challenges of operating in an agile manner within a traditionally waterfall organisation and have a track record of successful delivery in similar environments, particularly across our Public Sector client base who are restricted by spending review rounds and strict annual budgeting processes.

We will co-design and implement robust agile delivery processes, promoting innovation and adaptability whilst aligning to your existing governance and providing assurance of timely delivery. To achieve this, the Capgemini team will first undertake an initial discovery of how your Cloud Based projects and services are currently being delivered and will produce two artefacts:

- **Agile delivery model:** the delivery model will break down the areas within your organisation to demonstrate where and how agile methodology could be applied to your organisational culture, ways of working and governance structures.
- **Agile funding model:** the funding model will showcase how your organisation can take advantage of agile delivery model to improve both the efficiency and accuracy of your organisational financial planning and management.

The Capgemini team will then work with you to develop:

- **Transition plan:** the plan will identify and sequence the activities and changes that are required to develop or enhance your agile delivery capability, as well as the organisational structures that are required to enable agile delivery within your organisation or business area.
- **Learning pathways:** we will identify the training requirements and learning pathways to support your current workforce to transition to new, agile, ways of working.
- **Agile coaching plan:** based on the learning needs, Capgemini will plan for and provide agile coaches.

The Capgemini team will then support the implementation and transition to the agreed **Agile delivery model** and **Agile funding model** through providing the skills required to enable transition and enhance organisational [agile delivery] capabilities, before proactively handing over ownership of the models to the business for continued effective and sustainable delivery.



## 4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may 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.

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

## 5 Service Management

Capgemini offers a comprehensive suite of Project Support Services, which can be purchased either in combination or individually, as predefined projects or on a day rate basis.

## 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 us 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, we may use a standard approach, tailored to topic, skills-gap and individual for 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 Vendor Accreditations/Awards



For the 10<sup>th</sup> time in a row, Capgemini has been recognised 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.

## 10 Sub-contractors

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

- Capgemini Technology Services India Limited.



# 11 Business Continuity and Disaster Recovery

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

## 12 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.

## 13 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

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

## 14 Termination Terms

Please refer to the Supplier Terms for this service.

## 15 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](mailto: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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