



Table of Contents

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



1 Service Overview

Capgemini's Logistics Operating Model service provides Design, Consultation and Business Analysis in support of the design and implementation of Cloud based services.

The Capgemini Logistics Operating Model review and design service can work closely with the client organisation to enable the appropriate logistics resource structure to be in place that can implement the defined logistics strategy and deliver associated benefits. It can help clients to identify supporting Cloud services, as well as how they integrate into the logistics operating model.

This service supports Cloud based projects and services.

2 Business Need

The organisation can have a defined logistics strategy but can need to define the appropriate operating structure to deliver this strategy. Capgemini has experience from both the public and private sector of different operating models, their strengths and weaknesses and the macro processes required to support them. Capgemini can work with clients to enable the finalised operating model to have the appropriate processes and governance to deliver benefits.

3 Our Approach

Capgemini's approach to organisational design can leverage our methodology for the creation of a level one logistics operating model. At level one we can capture the core principles of design, macro process steps, outline governance, key result areas and capabilities needed for the logistics organisation to meet the needs of the business. Capgemini can work with the senior logistics team and relevant business stakeholders to define the core design principles for any subsequent model. These design principles can consider areas consisting of the key expectations of logistics to support business objectives and the remit anticipated across the extended enterprise. The design principles can also take into consideration known constraints which such a model must work within.

In parallel to the definition of design principles and constraints, Capgemini can draft out a long list of options for organisational models and their characteristics. These options can then be narrowed down to a smaller list of possibilities to be taken forward for more detailed scrutiny. Once the option is decided upon, Capgemini can expand this out to a level one operating model for logistics capturing descriptions of the various macro process steps, key business interfaces, key activities, responsibilities and governance.

Capgemini can also help clients to understand how Cloud services can be aligned to the operating model design.

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.

5 Service Management

This service can be delivered as a defined project 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 Business Continuity and Disaster Recovery

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

8 On-boarding and Off-boarding

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service.

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form and 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.

9 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, to ensure 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.

10 Vendor Accreditations/Awards



For the 10th 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.

11 Sub-contractors

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

- Capgemini Technology Services India Limited.

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.

All prices are in GBP and exclude VAT

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 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.

Get the Future You Want | www.capgemini.com



This document contains information that may be privileged or confidential and is the property of the Capgemini Group.

Public Copyright © 2024 Capgemini. All rights reserved.