

# Responsible AI at Scale

## G-Cloud 15





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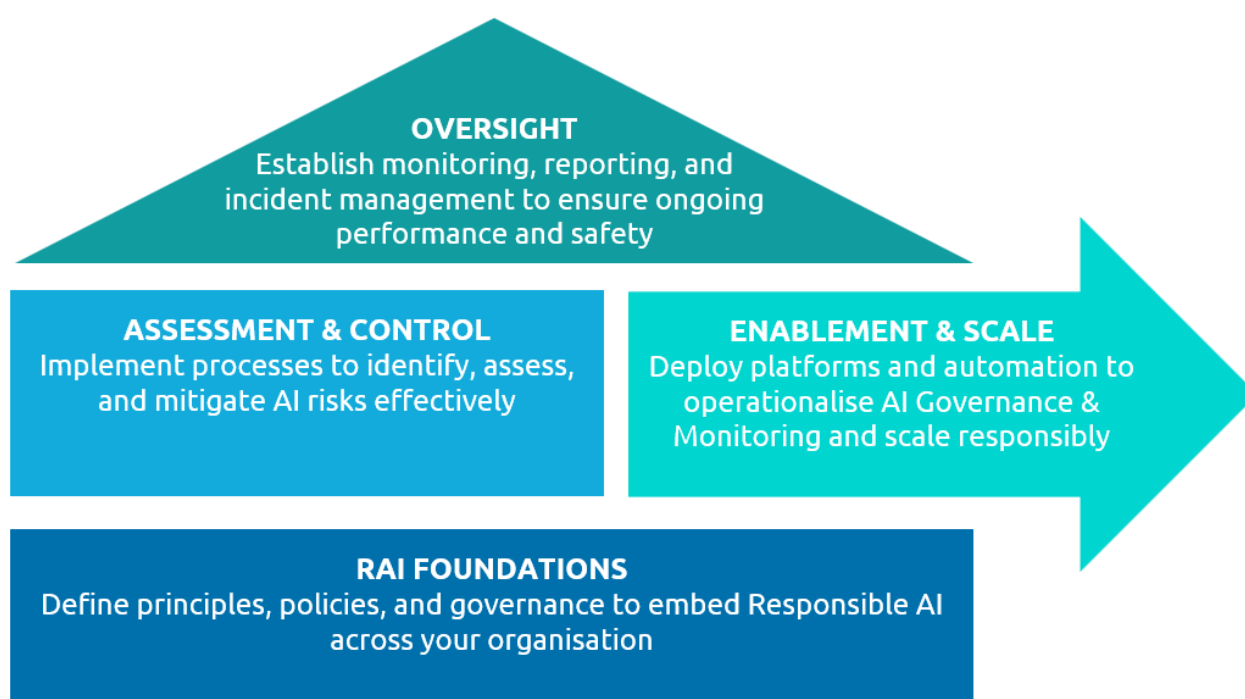
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# 1 Service Overview

Capgemini supports public sector organisations in advancing their Responsible AI (RAI) maturity to enable confident and scalable use of AI cloud-based services. Capgemini helps organisations through a tailored, multi-step approach that may include:

- **RAI Maturity Assessment** – to understand current capabilities, identify gaps and priorities, and create a roadmap for capability maturation.
- **RAI Foundations** – to develop and implement the key policies, principles, procedures, and controls required for enterprise adoption of AI that are continuously aligned and adapted to the values, emerging technologies, organisational learning and Mission Critical Priorities of the organisation. This includes enhancing the AI Literacy and adoption culture across the organisation.
- **Assessment & Control** – to define and support the implementation of the necessary processes required to ensure that AI is inventoried, risks are pre-emptively mitigated, and AI solutions are comprehensively assessed for ethical and safety impacts.
- **Oversight** – to model and support the implementation of the necessary continuous monitoring, metrics, observability, incident management, and reporting to ensure the responsible operation of AI solutions within the organisation.
- **Enablement & Scale** - to scope, architect, and implement the necessary platforms, automation, and tooling, to enable effective AI Governance and operational monitoring and ensure that the organisation can scale responsibly and confidently.



## 2 Business Need

Public sector organisations are actively looking to adopt AI solutions in order to respond effectively to the needs of the public. However, implementing AI in a safe and ethical way at scale requires rigorous controls, principles, and procedures that will pre-emptively address the considerable risks associated with adopting the technology. In order to adopt AI confidently, public sector organisations must implement a Responsible AI Governance



Framework that addresses a broad array of challenges, including alignment with ethical and organisational values, maintaining accountability and transparency, and managing security and privacy risks. Without robust and responsible AI Governance, public sector organisations risk damaging ethical failures that could not only impact their reputation, but also the welfare and safety of the public they serve.

## 3 Our Approach

Capgemini's multi-step approach will be adjusted to fit the needs of buyer's organisation and may include the following steps:

### Rapid RAI Maturity Assessment

Establish a baseline understanding of organisation's current capabilities, identify gaps, prioritise areas for improvement and develop a roadmap. Maturity assessment could be performed in several ways:

- **Rapid review** – a multiple-choice of approximately 40 questions conducted by RAI SME or via self-assessment.
- **Modular** – a rapid review followed by separate deep dive modules for specific areas requiring attention.
- **Deep-dive** – involves documentation reviews and approximately 250 open-ended questions across 4 interview sessions with various stakeholders.

### Responsible AI (RAI) Foundations

- **RAI Principles** – establish organisation's RAI principles to align use of AI to organisational goals and values
- **Harms & Risks** – create organisation's AI risk taxonomy mapped to the organisation's identifiable risk landscape in order to assess the potential impact on use cases
- **RAI Requirements** – identify functional and non-functional requirements for RAI and AI Governance within the organisation, aligned to organisational priorities, risk appetite and regulatory compliance
- **Definitions** – formalise definitions of AI, Generative AI and Agentic AI to ensure alignment across organisation
- **Policy** – create a new AI Policy or uplift existing policies to translate principles into rules that colleagues must follow.
- **Controls** – identify criteria that must be satisfied at any point of the AI system lifecycle as well as methods to check whether the criteria are satisfied.
- **Operating Procedures** – develop an AI Governance operating model & Standards – the detailed guidelines required to operationalise Responsible AI & AI Governance.
- **Roles, Responsibilities & Accountability** – define the RAI team & governance structure, including leadership, remit, and escalation paths to ensure accountability for RAI governance & practices within organisation.
- **RAI Literacy & Culture** – establish organisational RAI training and culture programmes to ensure common understanding and promote RAI practices

### Assessment & Control

- **Lifecycle checkpoints** – identify & implement checkpoints in AI System lifecycle that will allow for AI System to be inventoried, assessed and validated to ensure all AI System are captured by AI Governance workflow.
- **AI Inventory** – develop a comprehensive catalogue of all AI systems, models & use cases, deployed or in development, in the organisation to provide clear visibility for effective governance.
- **AI Impact Assessment Process** – develop and implement a process, assessment, workflows and ethical panel to assess risks and the ethical impact of AI use cases.



- **Red teaming** – establish processes and best practice for testing and red teaming of AI use cases to ensure risk mitigations are effective
- **Validation** – establish validation processes to check and document that the identified risks have been mitigated or accepted.

### Oversight

- **Monitoring & Observability** – establish requirements for continuous monitoring of AI system performance, as well as RAI metrics (e.g. fairness) to ensure AI systems continue operating safely and as intended.
- **Incident management** – design a structured process for identifying, responding, investigating and remediating AI system failures, including harmful outputs or policy violations, to ensure rapid capabilities for minimising impact and maintaining trust are in place.
- **Reporting** – develop reporting requirements and mechanisms to provide leadership with a consolidated view of the AI system portfolio, including risk profiles, compliance status, and performance.

### Enablement & Scale

- **AI Governance Tooling** – scope and implement a centralised platforms/automation to operationalise RAI Governance workflows, streamline AI inventory management, and perform impact assessments.
- **Monitoring Tooling** – implement a centralised platform to streamline continuous monitoring of AI systems in production, enabling early detection of performance degradation or anomalies, and comprehensive logging and audit trails.

## 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.

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

- Buyer must ensure a project owner is available and empowered to make decisions when requested by the project delivery team, in a timely fashion
- Buyer must ensure relevant stakeholders are identified and available to meet with project delivery team, in a timely fashion.
- Buyer must ensure that changes to project goals are documented and communicated to the project delivery team, in a timely fashion
- Buyer should ensure that the project owner attends regular project progress meetings.

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

Not applicable.



## 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, 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.

## 9 Vendor Accreditations/Awards



For the 13th year in a row, Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgement 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.

## 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 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, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

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