

Security Delivery Service G-Cloud 15





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1 Service Overview

Capgemini can provide security delivery professionals ranging from Security Delivery Analyst through to Security Delivery Director who can be embedded into the buyers Security Team.

Capgemini's security delivery professionals can help clients administrate and support security enforcing controls and security management processes in line with recognised standards such as ISO/IEC 27001 and regulations such as the General Data Protection Regulation (GDPR). They can also help clients agree and implement operational security improvements, manage cyber security-relevant changes, problems and incidents; and undertake protective monitoring of operational services. These aspects are important in cloud services environments where a client may have one or more third parties delivering key services, many cyber risks to consider and a complex mix of operational security interfaces to manage, operate and assure.

At the most senior level, Capgemini's Security Delivery Directors manage global delivery teams to help clients deliver security-relevant solutions in accordance with contractual requirements. Security Delivery Directors work closely with clients' stakeholders to enable new business developments, support risk-management-led security improvement initiatives and agree and enable cost reduction strategies such as the move to a managed security service.

Senior Security Service Managers manage complex delivery teams to help clients deliver security-relevant solutions in line with Service Level Agreements (SLA) and Key Performance Indicators (KPI). Developing a clear understanding of client needs enables Capgemini's Senior Security Service Managers to recommend security improvements and ways of adding value, drawing on Capgemini's wider pool of security experts to provide solutions for specific business needs.

Security Delivery Analysts and Security Service Leads typically take responsibility for the day-to-day aspects of operational security solutions upon which clients rely. They may also assess threat, identify areas for improvement, conduct trend and root cause analysis and make recommendations for improvements to clients' security operations teams.

This service supports Cloud based projects and services.

2 Business Need

Clients may undertake major business change or transformation such as restructuring or merging businesses or integrating new enterprise and cloud services provided by third parties. These and other changes require an intelligent approach to security to ensure critical services and information assets are appropriately protected. At such times of change clients need skilled individuals to maintain an appropriate level of security, enabling transformation with confidence.

Adopting cloud and digital services can provide clients with new business opportunities and the ability to reach more customers. However, delivering these services or other changes may involve more third parties and channels, more security interfaces and, thus, more cyber security risk to manage. Often, clients need additional security expertise to safely enable, manage, operate and assure their cloud and other digital services and any other changes they make.

Clients may also implement security programs that adhere to a cycle of continuous improvement or seek to address evolving cyber threats and fraud through protective monitoring services. Systems that are key to such initiatives can include Security Information and Event Management (SIEM) systems, analytical systems and fraud protection systems. They all need operating and maintaining effectively as do the management and response processes that must run alongside them.

As well as day-to-day security operations, clients may need to assess with increasing frequency prevailing threats and vulnerabilities to maintain necessary levels of security compliance and accreditation.

Capgemini security delivery professionals can help clients deliver operational security services, assess threats and vulnerabilities, and confirm compliance with recognised security standards such as ISO/IEC 27001 and where required against the NCSC Cyber Assessment Framework, in support of GovAssure.



3 Our Approach

Capgemini's Cyber Security Unit comprises over 500 full-time security professionals in the UK. These professionals routinely work alongside colleagues delivering broader consulting, technology, outsourcing and professional services, giving them a customer-centric view of security. Capgemini is a corporate member and supporter of industry bodies such as the Chartered Institute of Information Security (CII Sec), the Information Security Forum (ISF) and the International Association of Privacy Professionals (IAPP), as well as having members belonging to the UK Cyber Security Council and delivers a range of security services to major organizations in the public and private sector.

Capgemini's security delivery professionals often work as part of teams delivering Managed Security Services (MSS) to clients in addition to standalone project work and supporting application projects. This can include providing security resources to help clients deliver their cloud services adoption strategy and working with clients' cloud services providers to accelerate the safe and secure integration and deployment of new services.

Our experience in this area means that we are also able to offer skilled professionals to undertake security roles for clients, supporting them in the administration of security enforcing controls and management of security-relevant processes and systems.

At the more senior levels we can help identify new business requirements, assist with implementing operational security improvements to enable compliance with appropriate standards and help clients understand the case for moving to an operational model that features security-as-a-service.

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 following Buyer responsibilities will apply:

- The Buyer will provide a project/engagement manager to act as a single point of contact and an escalation route for the full duration of the project/engagement;
- The Buyer will make available appropriate subject matter experts (business and technical) as appropriate to support the project or delivery plan;
- The Buyer will be responsible for providing detailed requirements by the mutually agreed date;
- The Buyer will progress the introduction of the service through any internal service introduction/gating process, Enterprise Architecture processes and any other standard processes that are necessary;
- All internal and external user communications will be managed by the Buyer;
- The Buyer will make any network changes to their networks as required for the project;
- Any changes to existing environments required for the service will be Buyer's responsibilities;
- The Buyer will also provide any required test environments and test data reflective of the target implementation environment(s).
- Depending on the service model chosen, the Buyer may have other responsibilities which will be discussed, agreed and then described in the Order Form.
- 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's service can be consumed in the following deployment and delivery models, all fully managed by Capgemini. Please contact us to discuss which of these fits your requirements. These are:

- **Offshore resources:** Our consultants work from our offshore locations. This provides a very cost-effective solution with access to a large pool of related skills.
- **Onshore resources:** Our consultants work from our UK offices or UK home address. This provides a cost-effective solution for buyers that require UK delivery.
- **Dedicated resources:** Our consultants work on your sites, embedded as part of your team. This provides a solution for buyers that require skills augmentation and a high degree of control over the work.

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 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.

Capgemini can provide security delivery professionals with the following industry certifications:



- NIST Cybersecurity Framework (NCSF);
- Certified Information Privacy Professional/Europe (CIPP/E);
- Certified GDPR Practitioner;
- Certified ISO/IEC 27001 Lead Implementer;
- Certified ISO/IEC 27001 Lead Auditor;
- Certified ISA/IEC 62443-Cyber Security Expert;
- Certified Information Systems Security Professional (CISSP);
- Certified Cloud Security Professional (CCSP);
- Certificate of Cloud Security Knowledge (CCSK);
- Certified Information Security Manager (CISM);
- Certified Data Privacy Solutions Engineer (CDPSE)
- Certified Information Systems Auditor (CISA);
- Certified Ethical Hacker (CEH);
- TOGAF9, SABSA and other architectural methodologies including Capgemini's own;
- IT security specific MSc or PhD;
- Membership of the Chartered Institute of Information Security Professionals (CIISec)
- Certified in Risk and Information Systems Control (CRIS)
- Computer Hacking Forensics Investigator (CHFI)
- Capgemini delivery staff hold a wide range of vendor specific certifications for many types of cybersecurity tooling.

10 Sub-contractors

Capgemini can offer these services using either onshore UK resources or offshore resources. Should the Customer choose an offshore service from India, then 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. Please see our parallel offers for Business continuity and Disaster Recovery

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

In addition to security delivery services, Capgemini can provide a range of cyber security services such as - security management, security strategy and transformation, governance risk and compliance, architecture design & implementation, identity and access management, cyber analytics & protective monitoring, digital forensics, testing and employee education & awareness.

Capgemini has over 250 security professionals based in the UK whose expertise can be leveraged to provide our clients with cyber security services.

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, 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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