

Claims, Grants, Funds & Payments Administration with AM, Development & Project Cloud Services G-Cloud 15





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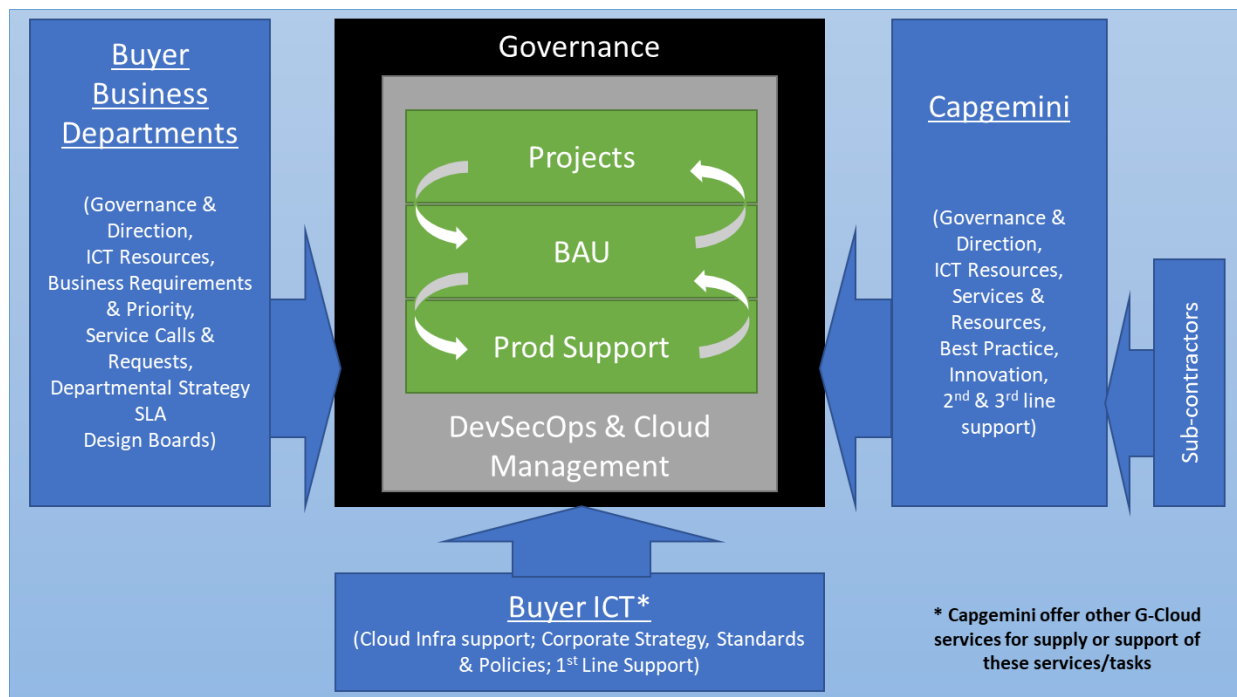
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1 Service Overview

Capgemini's Claims, Grants, Funds & Payments Administration, Application Development & Maintenance ("ADM") Cloud service can:

- Provide a set of business focused, agile ICT services for Buyers that have complex requirements to process claims, grants or subsidies;
- Provide services that enable agile development of a solution, Applications Management ("AM") services and ongoing evolution of the solution, with services delivered in response to business needs;
- Provide services for a sub-set of the lifecycle e.g. supporting and evolving an existing solution;
- Provide Cloud native and platform services that can cover, as needed, the full lifecycle of design, implementation and management of Cloud native platforms and DevSecOps processes;
- Provide secure Cloud native based ICT solutions incorporating an online and/or paper customer interface together with bespoke business rules, workflow, scanning, integration with other systems and complex reporting;
- Provide online services that can be accessed via the Government Gateway or other authentication services;
- Provide a solution that utilises and integrates a Geographic Information System (GIS) to enhance the user experience and improve accuracy, efficiency and auditability of business processing.
- Utilise AI-based tools, machine-learning systems, or automated content generation technologies to support analysis, design, development, testing, documentation and application support activities.
- Integrate Artificial Intelligence (AI) capabilities into the application to enhance functionality and decision-making and grant processing.

Example Operating Model



This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

The diagram above illustrates a typical Operating Model consisting of 3 business delivery service layers:

1. Production Support: focussed on delivering a stable production service;



2. Business As Usual ("BAU"): focussed on small/medium enhancements and regular business driven events, for instance period end. BAU also provides flexibility to Production Support and Projects by topping up the appropriate team with technically skilled and business knowledgeable resources, in response to business priorities;
3. Projects: delivering significant changes to support the business (Functional / User needs, Technical & Business).

The 3 business delivery service layers are underpinned by a DevSecOps & Cloud Management service layer that provides pro-active management of the Cloud based platform to monitor health, to actively monitor for security vulnerabilities, to undertake regular product patching, and undertake non-functional testing. DevSecOps tooling can be used to automate aspects of end-to-end software delivery (build-test-run). This service layer can also, if required, undertake Cloud native platform design and implementation, across hyperscalers.

All service layers, above, are directed, integrated and assured by the Governance service layer.

Any of these Service Layers can consist of a mixed team of Buyer and Capgemini resource, this shared model is encouraged, as an enabler to rapidly evolve a highly collaborative, business focused ADM service.

Production Support and BAU: These service layers can offer Buyers:

- 2nd & 3rd line applications support;
- Fix on fail;
- Service requests;
- Active service monitoring, reporting and continuous service improvement;
- Management of planned and unplanned application outages;
- Steady state service provision against business priorities and Service Level Agreements (SLA);
- Service Level Agreement ("SLA") reporting against a "dynamic" SLA that is flexed according to business need;
- Combined Buyer & Capgemini teams;
- Cyclical (e.g. annual) roll forward for Claims / Grants / Funds schemes;
- Small/medium sized enhancements;
- Software library patching and upgrades;
- Alignment with Buyer strategies, standards & policies.

Projects: This service layer can offer:

- Agile delivery of significant changes to the application(s) and platform;
- Functional, technical & business change;
- Detailed design and baselining of projects;
- Combined Buyer & Capgemini teams;
- Handover/knowledge transfer to BAU/Production support;
- Alignment with Buyer strategies, standards & policies.

DevSecOps & Cloud Management: This service layer can offer:

- Active cloud platform management;
- Capacity management – cost forecasting, active resizing;
- Cloud service upgrades;



- Product management;
- Patch management;
- Licence management;
- DevSecOps tooling, environment, build & release management;
- Security vulnerability reports;
- Support to BAU and Production support;
- Integration where needed into Projects;
- Alignment with Buyer strategies, standards & policies.
- Cloud native platform design and implementation across hyperscalers

Governance: This service layer can offer:

- Focus on:
 - Co-ordinating the overall service to contribute to achieving business priorities;
 - effective and efficient delivery across all service layers;
 - integration between and across whole delivery.
- Programme, project and service management direction across teams;
- Programme/Project Management Office ("PMO"), contract & asset management;
- Overall solution architecture, design and associated principles;
- Platform design and governance (e.g. change impacts);
- Business solution requirements, design and governance (e.g. change impacts);
- Capgemini test management;
- Security management;
- Test strategy;
- Estimating and ways of working;
- Value add/innovation;
- Alignment with Buyer strategies, standards & policies.

2 Business Need

Recognising the need to deliver to tight regulatory and legislative timescales, within pre-set budgets, the Capgemini ADM service is business outcome focused with the Buyer setting priorities across the service. This facilitates Capgemini and the Buyer resources being focused on the use of grants and subsidies to maximise economic benefit and meet the Buyer's KPIs, resulting in a strong sense of team collaboration in pursuit of common objectives. This helps to achieve a strong sense of ownership by all parties in the solutions delivered.

To achieve this, Capgemini provides business services controlled through workflow and business rules processing based case management and straight through processing across both digital customer and internal IT applications. Functionality can include:-

- Grant / subsidy / claim design from policy (ideally working with policy resource to help optimise policy from a delivery perspective), to operational governance and controls;
- Budget management and controls;



- Customer management covering registration, maintenance and multiple channel communications, customer and agent models;
- Grant / subsidy / claim application management covering expression of interest, application appraisal, contract issue & management and annual declarations;
- Claims processing including transaction lists, outcome measurement, payments, debt management and integration with finance applications;
- Compliance, inspections and review services including risk selection, visits, inspections results and penalties;
- GIS based map integration e.g. for land management for land registration, changes in land use, changes in ownership and tenure, management of existing and new features;
- County Parish Holding (CPH) management;
- Issue, risk and financial irregularity management;
- Financial drawdown management and controls;
- Document management and scanning;
- Comprehensive reporting and analytics;
- Bi-lingual customer facing digital channels.

Example applications of this service are Common Agricultural Policy (CAP), Pillar 1 and Pillar 2 and EU structural funding-based grants and subsidies.

3 Our Approach

Capgemini's ADM capability has been developed through more than 40 years of experience providing quality services to Buyers around the world and across all business sectors. The service builds on Capgemini's core skills in the management of application landscapes for their Buyers, based on long term experience in this area.

Capgemini's approach is designed to take the lifecycle view of applications, aligned to the business cycle and help their Buyers extract business benefit value from their software investment through modernisation and continuous improvement of the portfolio. In this way, ADM can support the needs of the business over the life of the contract.

The service can offer the following benefits to Capgemini's Buyers:

- DevOps and Platform Capability: Capgemini approaches DevOps as a way of working that emphasises collaboration, continuous integration, ongoing testing, continuous delivery and continuous deployment aided by high levels of automation and industrialisation;
- Faster and smoother service with pre-defined processes, templates and resources that can reduce the risk of transition to a new service;
- Access to a capability pool and adaption of evolving technology products;
- Flexibility in resourcing, from fractional FTEs to quick ramp-up and ramp-down;
- Target architecture and processes to jump start and drive changes to IT systems landscape that can enable a faster time to market for applications deployments with a joint focus on innovation and risk reduction;
- Continuous Improvement in service quality using Lean Foundations to help deliver process efficiency and service performance improvements;
- Collaborative Target Operating Model: Capgemini can work with the Buyer to define an initial operating model together with a target operating model and a plan to transition between the two.

Capgemini can cover various aspects of both ADM and the overarching digital transformation agenda, including Cloud Infrastructure Services, Automation Services and Technologies, Business Services, Digital Services and Digital Customer Experience Services.



Capgemini has a long history and a track record of working with agile methodologies as a means to bridging the gap between business and technology, extending from Capgemini's adoption of the Rational Unified Process (RUP) last century to Capgemini's numerous certified scrum masters and practitioners working on Government Digital Service (GDS)-aligned Cloud programmes today.

Capgemini can help assess agile understanding and uptake across divisions and levels of Buyer organisation and make recommendations for improvement. Capgemini has experience of SaFE and Capgemini's "Agile @ Scale" offerings, showing how low-level agile project practices link into the larger programme landscape. Capgemini can offer training and games-based examples to help change the mindsets of employees across the organisation and use the benefits of being an agile technology organisation.

Aligned with the above, Capgemini can offer an efficient and flexible support model which can cater for the specific requirements of the Buyer. This can take the form of different support models from a dedicated onsite team to a "mutualised" team based in one of Capgemini's delivery centres and can also provide a flexible balance between traditional support activities and development delivery based on business priorities. Capgemini can work with the Buyer to identify the right model.

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 will be agreed within the Order Form during Buyer specific scope definition for the services. The focus being optimisation of services so that they are effective and efficient, considering facets such as demarcation, integration and governance of interdependent services delivered by Buyer and Supplier teams.

5 Service Management

Capgemini has managed and delivered thousands of projects and services - some small in size and others which are some of the largest multi-supplier ecosystems in the world. Capgemini has an overall governance model which sets the standards Capgemini needs to follow both for projects and services.

The scope of the individual services to be provided can be agreed within the Order Form and will be charged for in accordance with the Pricing section for this service.

6 Protection of Data

Capgemini considers the appropriate level of security and privacy to be critical aspects of any solution. Capgemini's approach can help evaluate and categorise the security and/or privacy requirements in the early stages of an engagement, in agreement with the Buyer. This can enable "secure by design" and "privacy by design" to be embedded in the design and delivery of the solution, through the functional and technical design of the solution, the design and implementation of environments needed for the delivery of the solution and in Capgemini's delivery approach and ways of working.

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

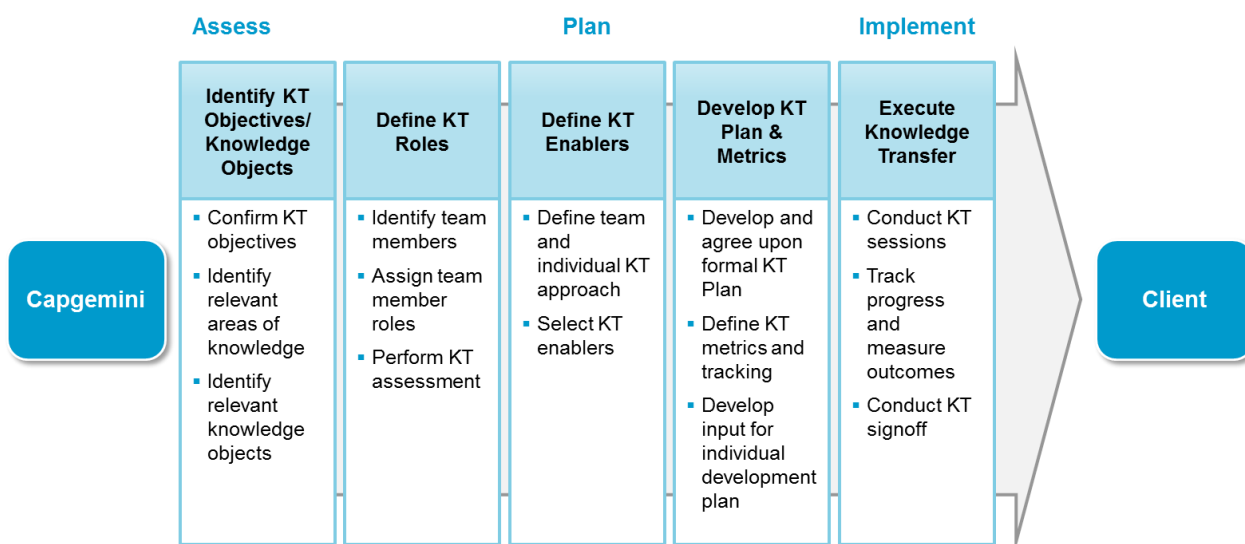
Prior to the execution of the Order, Capgemini and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service.

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.

8 Skills and Knowledge Transfer

Capgemini recognises that skills development and knowledge transfer is an important 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 developing skills and undertaking 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 provide 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. Please note that once the target operating model has been achieved and is effective, the natural collaboration and sharing of resource between Production Support, BAU and Projects, together with joint Buyer and Capgemini teams, facilitate a light touch knowledge transfer.



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8.1 Assess

The key components during assessment are:

- Agree the objectives of the knowledge transfer exercise;
- Identify the elements of business and systems knowledge to be transferred;
- Prioritise the key elements, relating to the most business-critical, most volatile or most complex parts of the solution, and assess risk; and
- Early identification of the right resources to be involved from Capgemini and Buyer.



8.2 Plan

The following Knowledge Transfer planning activities were carried out prior to the start of Knowledge Transfer execution.

- Inventory and Design Sessions;
- Identify Documentation Gaps;
- Developing Knowledge Acquisition Plans: Inputs from Inventory & Design will be used to develop the KAP (Knowledge Acquisition Plan).

8.3 Implement

The KT execution of each is divided into 3 phases:

- Foundation Phase: In the foundation phase, buyer staff (i.e. KT recipients) will get basic knowledge about processes, environment and technology that are unique to each part of the solution;
- Shadowing Phase: In this phase KT recipients will shadow their Capgemini peer;
- Reverse Shadowing Phase: After the Shadowing exercise, this will involve Capgemini observing buyer staff and providing constructive feedback.
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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.

Capgemini has strong alliances in place with a network of key application vendors involved in Cloud services. Some of the key partners Capgemini works with as part of its "Cloud Alliance" include Microsoft, Oracle, AWS, Salesforce, SAP, Google, VMWare, Virtustream, Pivotal and MuleSoft. Capgemini has received many awards and accreditations. Examples are highlighted below:

9.1 Microsoft

Capgemini is a Gold Partner of Microsoft for development, integration, Application Lifecycle Management and globally has over 24,000 Microsoft-consultants. Capgemini currently holds gold Microsoft certification in 10 competency categories, including Application Development, BI, Cloud, Collaboration, CRM, ERP and Project and portfolio management. In 2017, Capgemini was Microsoft Partner of the Year DevOps Finalist.

9.2 Amazon Web Services

Capgemini has been associated with AWS since 2008. Capgemini has a strong collaboration with AWS across sales, delivery and innovation. Capgemini was one of the first premium partners jointly certified for delivering ERP solutions (SAP) on AWS. Capgemini is recognised by AWS as a provider of cloud migration services with deep industry expertise and a global leader in complex migration projects including discovery, planning, migration, and operations. Capgemini is a Premier Consulting Partner of Amazon Web Services (AWS) and a Managed Service Provider (MSP), part of AWS' elite MSP programme.

10 Sub-contractors

Should the Buyer be content to use offshore resources then Capgemini UK may use the following subcontractors to deliver aspects this service:



- Capgemini Technology Services India Limited.

Capgemini UK may also use sub-contractors to deliver specialist aspects of GIS, such as spatial mapping.

11 Business Continuity and Disaster Recovery

Business Continuity requirements and Disaster Recovery management services can be added as options to the service, if required. Capgemini would be pleased to discuss the specific requirements for these services in more detail to see how it can accommodate the needs of the Buyer.

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.

Prior to the execution of the Order, Capgemini would like to discuss commercial discount mechanisms that recognise buyer commitments regarding timescales and spend.

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.

Prior to the execution of the Order, Capgemini would like to discuss commercial mechanisms to recognise buyer commitments regarding timescales and spend.

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, 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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