

Performance Management Service G-Cloud 15





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1 Service Overview

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

Individual performance and goals, so that the performance of employees on a day-to-day basis can deliver the interests of the organisation.

Capgemini can help organisations categorise employee groups based on performance data and / or engagement surveys to discover methods to motivate and drive performance. Capgemini can map performance management processes to technologies – including Cloud-based services – which can help enable clients to achieve an efficient end-to-end process.

This service supports Cloud based projects and services.

2 Business Need

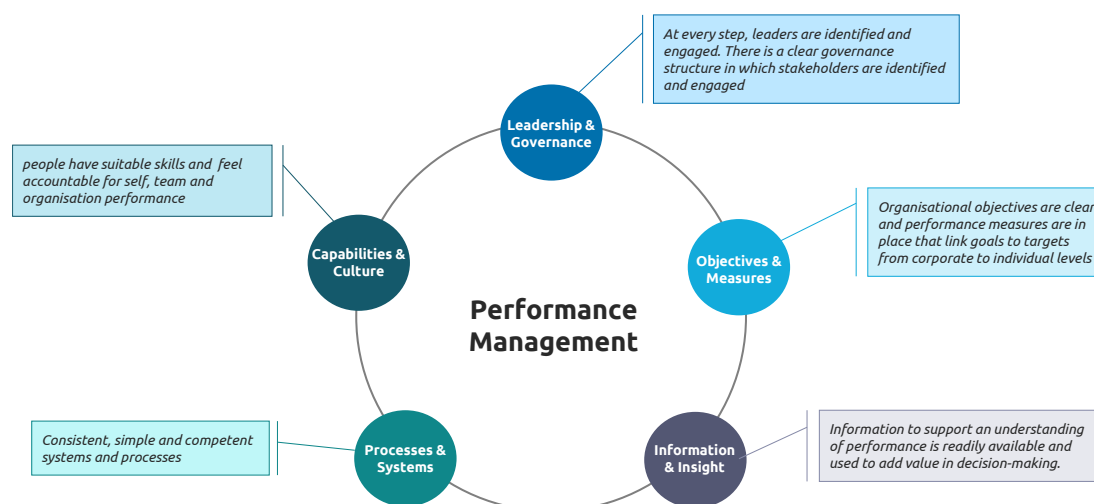
Having an attractive employee value proposition may bring talent to an organisation but to make the most from the investment, organisations must lead, motivate, and drive individual performance. Fostering a culture of performance across an organisation extends beyond the performance management process. Developing a robust performance management process may be difficult if it is not underpinned by good leadership and management skills across the organisation. This may often make or break a performance management culture.

In addition to employee motivation and talent management, performance management can allow remuneration and reward structures to be aligned to the performance management process. This can provide transparency to reward processes.

It is difficult to ensure that change within transformation programmes 'sticks'. Developing a new performance management framework can help to enable the change to be embedded and sustained across the organisation. The performance management framework can create the environmental conditions to enable employees to not revert back to old ways of working.

3 Our Approach

The Capgemini Performance Management framework can help our clients to develop their performance management. The framework can coordinate the drive towards sustainable service improvements with a focus on outcomes, supported by better performance management culture, systems and reporting.



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



3.1 Leadership and Governance

At each step, leaders need to be identified and engaged in performance management. They should be committed to performance management, act as role models and use their influence in a constructive way. There should be a clear governance structure in which stakeholders are identified and engaged. The Leadership and Governance element of the Capgemini performance management framework can address:

- How performance management is organised;
- How leadership is exercised;
- Which stakeholders are involved and how;
- The conceptual design that enables completeness and robustness of approach.

Focusing on leadership and governance can enable organisations to identify, evaluate and response to challenges and opportunities in real-time.

3.2 Objectives and Measures

Organisational objectives should be clear, with performance measures in place linking goals and targets from corporate to individual levels, as it is the employees of the organisation who must mobilise to capture improvement opportunities. Cascading performance measures throughout the organisation can enable strategic focus downwards and activity alignment upwards. Measures can be:

- Financial and non-financial;
- Short-term and long-term;
- Quantitative and qualitative;
- External and internal;
- Aligned.

Addressing objectives and measures can enable a continuous process of improving strategic objectives, resources and aligning performance targets for the client.

3.3 Information and Insight

Information to support an understanding of performance should be readily available and can used to add value in decision-making. It should meet all of the following criteria:

- Internal and external;
- Available;
- Timely, accurate and relevant;
- Cost effective;
- Well presented and understood.

Focusing on providing improved information and insight can enable client organisations to improve cost efficiency in reporting and time to complete reporting, shift focus in reporting from data gathering to analysis and focus reporting on the right issues.



3.4 Systems and Processes

To improve performance management, consistent, simple and competent systems and processes can be used, which can be supported by ICT at the collection and reporting points. This includes the use of Cloud-based services to support performance management. Processes can be integrated across:

- Strategy and objective setting;
- Planning and forecasting;
- Target setting;
- Investment plans;
- Resource allocation.

Performance management can be more effective when systems and processes are clearly defined and aligned.

3.5 Capabilities and Culture

A positive performance culture exists when people have suitable skills and support and where they feel accountable for self, team and organisation performance. People can be enabled for improved performance through:

- Culture;
- Delegation;
- Link to compensation;
- Capabilities;
- Communication.

Addressing these components can enable our clients to have a performance improvement culture where the entire organisation is seeking aligned performance improvements.

The Capgemini Performance Management Maturity Model can be used to assess maturity of the organisation across leadership and governance, objectives and measures, information and insight, systems and processes and capabilities and culture. We can then build our clients a development plan based upon the prioritised areas of improvements.

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 (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.

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 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.



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, 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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