

Solution Selection Service G-Cloud 15





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1 Service Overview

The Service is specifically positioned to help clients address the unique set of factors each organisation faces when undertaking Software-as-a-Service (SaaS) software selection. **Our SaaS Solution Selection service provides Design and Consultation in support of the design and implementation of Cloud based services.** This can help clients accelerate their software selection process whilst helping to enable the client to maintain an objective and rigorous evaluation process throughout, that mitigates the risk of making a wrong decision.

A well-developed and formalised understanding of the organisations' requirements in relation to an insight of potential product and service capabilities is essential. The factors that organisations need to consider when selecting SaaS services based on Commercial-off-the-Shelf (COTS) software, solutions are often diverse and complex. They can cover a range of areas such as:

- Strategic alignment to the business vision.
- Functional fit and how it can support the organisation's required business processes.
- Non-functional and technical fit and how the product can integrate with other business systems and infrastructure components, software suitability, including Total cost of Ownership and Software stability.

Capgemini is able to provide experienced practitioners who understand both the sector and product markets, e.g. ERP, CRM, Asset Management, and work with our clients to help them understand their requirements, filter and evaluate products in an objective, transparent, and consistent way, using an existing evaluation process and toolset to accelerate the evaluation; thereby enabling our clients to make the right choice. In addition, we leverage AI-driven capabilities to synthesise insights from both qualitative and quantitative inputs gathered during assessment activities, enabling data-backed recommendations that enhance decision-making and reduce bias.

Moreover, the emergence of Disruptive technologies (e.g., social, mobile, and cloud) and customer-centric business models call for agile approaches to software selection, where factors other than application software and functions may assume greater priority to evaluate software products.

Capgemini's agile Software Selection service variant can help clients address the evolving need for selecting business applications that consider deployment methods such as SaaS which are a dynamic software landscape and rapidly evolving technology. Our approach recognises the importance of engaging with our clients' business stakeholders and sourcing professionals to enable clients to optimise business process flexibility preserve ownership cost transparency and deliver sustainable business value.

Capgemini is also able to provide other services in conjunction with package evaluation, such as advice on procurement approach, enterprise and solution architecture design, business deployment services, as well as technical integration and implementation.

This service is therefore an enabler of Cloud based projects and services.

2 Business Need

Choosing the right software solution is important to optimising business performance and reducing business risk. Organisations are constantly striving to improve their business performance and increasingly seek to leverage the capabilities of proven enterprise and cloud-based COTS software solutions to maintain their competitive advantage. The choice and sophistication of products can be extensive which can make the selection of the right package to meet business needs a daunting process. It is often difficult to gain a true understanding of the product's capabilities in relation to their needs.

In the "Agile" world, we see the business need for this service as being driven by key trends:

- Customer-driven change raises the importance of business flexibility; empowered customers drive innovation in business models and raise the bar on customer experience. Business agility and flexibility in applications configuration are prominent selection factors. The latest business applications, often built for SaaS deployment, have raised the bar on flexibility and User experience.



- SaaS is becoming the preferred deployment model: In certain categories like HRM and CRM, SaaS is often the only deployment model being considered. Leading software applications are now focusing heavily on SaaS to respond to shifting buyer preferences.

Capgemini's position in digital technologies enables us to provide insight and approaches to help our clients optimise their selection in this turbulent business environment.

While organisations have a deep understanding of the market they operate in, many do not possess the in-house knowledge and insights into the product market. They often require neutrality and transparency throughout the process which Capgemini can bring, being technology agnostic whilst still being able to leverage its relationships with key software providers.

We have successfully delivered our package evaluation service across a wide range of sectors and covering diverse business needs, including ERP, CRM, asset management, workforce scheduling, airport and ferry port operations, and IP rights management.

We can use accelerators within our approach which can be of real benefit to our clients who are time pressured to make decisions on software deployment. These typically include requirements templates and process frameworks to accelerate requirements capture, evaluation and assessment reporting dashboards, and Capgemini's collaborative rapid solution events.

3 Our Approach

Capgemini's Software Selection Service is specifically positioned to help address the unique set of factors each organisation faces when undertaking software selection. It can help customers accelerate their package selection process whilst helping to enable the client to maintain an objective and rigorous evaluation process throughout.

Our standard methodology has four main steps (but we typically adapt the method to suit a client's particular circumstances and needs):

1. **Scoping and Validation** – understand the current business and IT context, and the business vision and strategy.
2. **Develop Selection Criteria** – Develop and prioritise requirements aligned to the business vision.
3. **Software Evaluations** – Determine the short list and understand product capabilities in relation to the requirements, through RFI/RFP, demonstrations, and Proof of Concepts assessed against the selection criteria.
4. **Detailed Analysis and Findings** – evaluating products and recommending a solution.

We adhere to four key principles throughout the selection process to always ensure the integrity our approach:

- **Objectivity** – such that the evaluation is evidence based.
- **Consistency** – applying the same process and criteria to all software solutions in the same way at each stage in the process.
- **Rigour** – basing evaluation criteria on a formal set of agreed requirements.
- **Transparency** – traceability through all steps in the process and ensuring transparency of decision-making.

Our practitioners can provide sector knowledge, a good understanding of the COTS product market, and familiarity with the capabilities and implementation of software offerings.

Our evaluation approach can help organisations determine the relative importance of different selection criteria in the decision-making process in a transparent and balanced way, whilst retaining stakeholder involvement throughout the selection process.



Depending on the services purchased, this service can provide:

- Expertise – we have knowledge and insight in a wide range of software solutions and products across all sectors.
- Neutrality – we can operate as an independent assessor that is solution and software neutral.
- A tried and tested Methodology – our approach is supported by tools, templates, and good practice to help accelerate the selection process.
- Experience – developed over time supported by the testimonies of clients.
- Providing additional Services – for example, helping our clients to develop their business cases to support investment decisions; enterprise and solution architecture design; implementation planning.
- Innovation – such as collaborative rapid solution events can help clients accelerate requirements validation, solution assessment, decision-making and buy-in.

Our agile service variant recognises that the traditional software selection using a requirements-driven process, fails to account for “agile” business needs, where constantly changing requirements emanate from:

- Technology innovation and new Digital Tools.
- Empowered customers and market opportunities.
- Regulatory compliance changes.
- Company structural evolution.

Modern software architectures can help allow higher levels of application flexibility via architectures designed for change. Our evaluation approach can address the need for flexibility through an engagement tailored to the client’s need (following approach is illustrative, actual service will be agreed with the client to meet their specific need):

- **Organise The Selection Effort:**
 - Prepare a concise vision statement on the rational to acquire the business application.
 - Evaluation team to include business stakeholders/Subject Matter Experts (SMEs), IT experts and 3rd parties, as appropriate.
 - Identify high-level functional requirements and a list of disqualifiers (technical compatibility, deployment models, questionable Software viability, cost factors or lack of proven scalability).
 - Collate written responses and questions against the agreed assessment framework.
- **Evaluate The Qualified Candidates:**
 - Detailed demonstrations using business scenarios (prepared by SMEs) remain critical for selection.
 - Monitor software providers during the demonstrations to ensure they adhere to business scenarios provided.
 - Collect participant feedback with gaps in functionality.
 - Focus on flexibility (collaboration, integration) and scale-ability.
 - Communicate to the software provider the appropriate metrics — e.g., users (named, concurrent) and employee headcounts — for which they will price their offers.
- **Decide And Move Forward:**
 - Retain those resources that played key roles in the software selection phase for at least a transition period during implementation.

Capgemini is continuously evaluating and short-listing Digital Tools using Gartner, Forrester, and industry experts, to enable us to provide an up-to-date viewpoint and accelerate tool selection.



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 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.

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

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.

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 Partnerships/Alliances

This section is intentionally left blank.



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.

Architecture Accreditation

- TOGAF 10.0
- SAFe Architect
- AWS Practitioner and Architect
- Azure Fundamentals
- Azure Solution Architect

Cloud Technology & Services Awards

SAP

- **SAP® EMEA North Award for Partner Excellence 2022** – for SAP Business Technology Adoption
- **SAP® Pinnacle Award 2021** – Capgemini received the 2021 SAP® Annual Pinnacle Award in the Partner Learning Excellence Category, presented to the top partners across 28 categories excelled in developing and growing their partnership with SAP and helping customers run better.
- **SAP Innovation Awards 2021 (finalist)** – Capgemini (Fieldglass), Excelerate Energy Projects
- **SAP Innovation Awards 2020 (finalist)** – Truechain, Safety Workers

Microsoft

- **Capgemini won six Microsoft Partner of the Year awards in 2023.**
- Capgemini won **Microsoft Business Applications 2022/2023 Inner Circle award** for the fourth consecutive year.

AWS

- Capgemini received **seven AWS 2023 Partner of the Year Awards**

Google Cloud

- Capgemini won several **2023 Google Cloud Partner of the Year Awards**

Adobe

- 2021 Adobe Digital Experience Partner of the Year Award – EMEA
- 2021 Best Overall Cloud Native CXM Champion – Adobe Go for Gold Challenge
- 2021 Adobe Digital experience Partner of the Year Award – EMEA
- 2020 Gartner Magic Quadrant Leader in CRM and Customer Experience Implementation
- 2020 Adobe Platinum Status

Analyst Awards



- Capgemini positioned as a **Leader** in Gartner's 2021 Magic Quadrant for SAP S/4HANA Application Services, Worldwide
- Capgemini named a **Leader** by NelsonHall in its 2021 NEAT evaluation for SAP ERP Cloud Migration Services

Sustainability, Diversity, and Inclusion Awards

- CDP A List recognition - Global environmental impact non-profit CDP again positioned us in its leadership tier for our approach to climate change in 2022.
- 2023 Ecovadis Platinum Rating - We maintained a platinum rating, recognising us as a responsible and sustainable business in the top 1% of companies assessed.
- Bloomberg Gender-Equality Index - We were recognised for our commitment to supporting gender diversity with a position in the 2023 Bloomberg Gender-Equality Index.
- Ranked 2nd in the inclusive top 50 UK employers 2022/23 list.
- 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.
- UK Best Workplaces for Women – In 2023, 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 – In 2023, we are also listed by Great Place to Work® as a Best Workplace for Wellbeing.
- Defence Employer Recognition Scheme – In 2023, we were recognised by the Armed Forces Covenant with Gold in their Defence Employer Recognition Scheme, for our commitment to supporting veterans and reservists.
- edie Awards 2023 - We won edie's Social Sustainability, Diversity & Inclusion Award in 2023, for our work with CodeYourFuture to offer socially excluded individuals' access to tech careers.
- Better Society Awards - Our collaboration with CodeYourFuture to offer digital skills training won a Better Society Award in 2022. The awards celebrate efforts by commercial organisations to create a better society.
- Stonewall Silver Global Employer – In 2022, we were rated with Silver Global Employer status by Stonewall, reflecting Capgemini UK's acceptance without exception for everyone who identifies as LGBT+.
- Social Mobility Top 75 Employer Index - Capgemini UK was listed in Social Mobility Foundation's 2022 ranking of the top 75 UK employers that have taken the most action to improve social mobility in the workplace.
- Supporting Returners - Capgemini UK was shortlisted in WM People's 2022 Top Employer Awards as an employer that has demonstrated stand-out initiatives to support individuals returning to the workplace after a career break.
- Disability Confident certified - We hold a Disability Confident Employer Badge, which recognises our commitment to supporting team members with disabilities.
- For the 11th time in a row, in 2023 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.

11 Sub-contractors

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

- Capgemini Technology Services India Limited.



12 Business Continuity and Disaster Recovery

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

13 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.

14 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.

15 Termination Terms

Please refer to the Supplier Terms for this service.

16 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. Quote the name of this service" Application and Technology Rationalisation Service G-Cloud 15".
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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