

Policy Acceleration Service G-Cloud 15





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1 Service Overview

Capgemini's Policy Acceleration Service supports government organisations to bridge the gap between policy and delivery. Complementing existing policy creation, our service combines our people, processes and technology to facilitate a smooth transition between the different stages of the policy lifecycle. It also empowers public sector leaders to develop and deliver impactful policies which combine the latest public policy design approaches with cutting edge cloud capabilities, digital service design, data analytics and AI.

Capgemini's service is underpinned by our bespoke three-stage approach focused on policy refinement, alignment and adoption. First, we support Policy Officials to refine policy requirements so that they meet the intended strategic goal and achieve excellent outcomes. We test policy feasibility through impact assessments and simulation, identify pain points in the user journey and offer a range of tools to test policy options. Second, we secure policy alignment by building consensus, developing clear governance procedures, and strengthening collaboration through stakeholder mapping and engagement planning. Third, we support policy adoption through implementation planning and automation of parts of the legislative or guidance process.

To deliver this approach, Capgemini deploys multi-disciplinary teams combining policy, delivery and technical expertise, enabling us to support clients with practical advice, structured tools and real-time analysis at every stage. We also use a set of tools and processes to bring value to clients at every stage of the policy lifecycle and achieve better outcomes. Our Acceleration Service also uses cloud capabilities and automation to quicken the pace of policy development. Through our people, processes and technology, Capgemini's Policy Acceleration Service can change the way policy is developed.

2 Business Need

A key challenge for government is designing and delivering policy which meets the needs of those impacted by it. This challenge is compounded by the demand to rapidly react to change and emerging technologies, as well as accurately assess how effective a policy will be prior to implementation to avoid the costly delivery of technical solutions which do not meet policy intent. The sequential and lengthy nature of the traditional policy making lifecycle makes overcoming these challenges exceptionally difficult for modern public servants, highlighting the business need for policy innovation.

Capgemini's Policy Acceleration Service provides a practical framework to address these challenges. Our three-stage support model enables public sector teams to refine policy intent, build stakeholder consensus and plan operational delivery with clarity. The service provides a flexible framework that can be applied across end-to-end policy lifecycle supported by automation, cloud platforms, digital service design, data analytics and AI. We deploy multi-disciplinary teams, working alongside public servants to support the Government's policy ambitions, involving users throughout to ensure that those impacted by a policy contribute directly to shaping delivery.

3 Our Approach

Capgemini deploys multi-disciplinary teams to support government organisations in the design and implementation of policy objectives. Our Policy Acceleration Service is built on a three-stage approach: Policy Refinement, Policy Alignment, and Policy Adoption. At each stage, our focus is to empower Policy Officials to make better policy decisions that meet strategic ambitions and to implement policies at pace. We combine our people, processes and technology to support Government across the policy lifecycle to deliver change effectively.

During the policy refinement stage, we help teams validate policy intent using targeted toolkits, feasibility analysis and automation to identify high-impact, deliverable options. We help to identify and solve pain points by digitally simulating policy decisions, deliver rapid impact assessments and apply our bespoke templates to empower policymakers to deliver effective policies that meet strategic ambitions.



We facilitate alignment to secure stakeholder buy-in and avoid siloed working that can stunt a policy's progress. We help to identify stakeholders, boost cross-team collaboration and set-up governance structures through a range of techniques. We conduct rapid stakeholder mapping exercises and build engagement plans, use workshops to build consensus and develop and implement effective governance structures to facilitate decision making.

We bridge the gap between policy and delivery through clear planning, engagement with delivery colleagues and automating parts of the policy process. We support a seamless transition to delivery by conducting implementation planning, using cloud and AI technologies to automate parts of the policy process and fostering a closer relationship between policy and delivery teams.

Throughout our three-staged approach, which is facilitated through people, processes and technology, Capgemini's role is to empower the Government's Policy Officials. Our Policy Acceleration Service is committed to delivering better outcomes and accelerating the benefits of policymaking.

Our service can:

- Provide structured but flexible frameworks to help set strategic objectives and priorities.
- Leverage AI and cloud capabilities to streamline policy development workflows, gather insights, and connect systems across government.
- Develop stakeholder engagement plans, focused on rapid deployment and insight generation.
- Conduct situational analysis to support policy development.
- Digitally simulate policy outcomes to support impact assessments.
- Utilise design thinking and user-centred tools, including tailored user-research plans, to support policy ideation, prototyping and iteration.
- Develop implementation plans to deliver policy options and strategic organisational objectives.
- Provide feasibility assessments and options analysis to develop policy.
- Design evaluation strategies, aligned to Magenta Book guidance, and conduct ongoing policy monitoring.
- Provide multi-disciplinary teams to support government organisations across every stage of the policy lifecycle.
- Evaluate technology and automation opportunities to support policy implementation.
- Provide training and upskilling in new policy delivery tools, design methods and automation techniques.
- Conduct benefits analysis of implemented policies.
- Mitigate against common policy implementation and evaluation challenges, including deliverability, using our robust approach and toolkits.

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:

- Adequate access to key stakeholders and decision makers
- Adequate time and access in key governance fora

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

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 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. Capgemini's consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, Capgemini, may use a standard approach, tailored to topic, skills-gap and individual, to support 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

There are no partnerships and/or alliances included as part of these services.

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 recognised 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 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.

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. 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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