



Service Definition Document Change and Transformation

G-Cloud 15 – RM1557.15



www.consultcmc.com

About CMC

We put people at the heart of change

CMC is a multi-award-winning SME consulting firm specialising in change and transformation for over 20 years. We work with the UK public sector and global private sector organisations helping them to achieve their strategic goals and leaving them stronger and better equipped for the future.

We are employee-owned. This means all our people have a vested interest in delivering a superb service to our customers – one that keeps them coming back again and again. And as we don't set sales targets, our people can focus on what they are there to do – help you with your change.



- We recruit people who are passionate about what they do and committed to delivering excellent work for our customers.
- Our people include thought leaders in their field, international keynote speakers and published authors.
- They combine multiple delivery capabilities to provide wide-ranging transformational support services, using their expertise to shape delivery into the right approach for our customers.
- We are in our element when engaging with others and bringing change to life.



Totally committed, flexible and always reliable and positive in the face of sometimes incredibly challenging asks, timescales and stakeholders.



Head of Service, Houses of Parliament Restoration & Renewal Programme

Some of our customers



Ministry
of Justice



HOUSES OF PARLIAMENT
RESTORATION & RENEWAL



Ministry
of Defence



HM Revenue
& Customs



National Cyber
Security Centre



Central Digital
& Data Office



Home Office



NCA
National Crime Agency



Department
for Transport



ENERGY. COMMITTED.



Met Office



Environment
Agency

ofgem



Ordnance
Survey



Sustainable
Energy
First

Our core capabilities



Dedicated account manager to assure your satisfaction



Extensive network of experienced consultants to meet your needs



Flexible, effective use of time and resources to deliver value

Change and transformation	Focusing on the people side of change From cloud and AI adoption, to digital transformations or cultural change programmes, we work with organisations to unlock opportunity, tackle complexity, and deliver standout results. With Prosci® at the heart of our approach — enhanced by a suite of proven change capabilities — we help you embed change in a way that drives real performance and lasting value.
Product and delivery management	Making delivery happen From migrating to the cloud to enterprise digital transformation programmes, our delivery services help businesses to focus on strategic priorities and the delivery approach they need to succeed. Waterfall, agile or hybrid, our specialists have the tools and experience to ensure you deliver.
Comms and engagement	Getting everyone on board Effective engagement and communication fosters inclusion, understanding and a drive to achieve shared goals. We can make your cloud transformation resonate with the right people, in the right way, at the right time.
Organisation analysis	Setting the right foundations In the digital and cloud era, organisation analysis is more in demand than ever before. From product or service development enhancement, assessing readiness to migrate, decommissioning legacy systems, or improving organisational effectiveness, our experienced analysts can help you.
Data and insights	Informing decisions and driving value Whatever an organisation's level of data maturity, we support clients to understand their data landscape and bring out the most value from it for their business. This enables them to make informed, data-driven decisions to optimise the return on investment in cloud technologies.
AI adoption	Making best use of technology We support businesses to adopt AI to achieve their strategic aims. From defining a compelling vision and creating a robust adoption roadmap, to quantifying the actual impact of the change, we actively engage your people to maximise the adoption and use of your selected tools.

Focus on our change and transformation capability

Focusing on the people side of change

We are change management experts. We empower businesses to embrace change, navigate uncertainty and thrive in a constantly evolving business landscape.

We know that successful and enduring change happens when individuals change their behaviour. That's why our Context–Approach–Behaviour (CAB) model to manage change focuses on changing the behaviour of the organisation and individuals.

We will get to know your organisation, including your culture, values and vision and the change you want to deliver. We use our extensive experience to select the best change management methods and multiskilled consultants for your transformation journey. We believe change only happens through behavioural change, not processes alone. We leverage habits, leadership signals, peer influence and reinforcement mechanisms to make new ways of working stick. Applying behavioural science, we foster capability, motivation and opportunity while shaping interactions to build commitment, psychological safety and collaboration, directly enhancing adoption and performance.

The CMC team have done a really good job in delivering the change. They have shown great resilience and flexibility in response to changes in timescales and approaches while their stakeholder management and engagement has been excellent. All of the team have wanted to do a great job and always have done what was needed by the project rather just what they were required to do. Their drive to understand and work with our culture and ways of working has been particularly impressive.

Senior Project Manager, Digital Service, DfT

It was because of your change management expertise, and engaging and compassionate approach, that we were able to smooth and reduce the disruption as much as possible.

Board member, global asset management firm

The CMC team have been outstanding. From day one, they rolled up their sleeves and got stuck in - becoming a genuinely valued part of the Digital Change team. They've shown resilience, adaptability and a real understanding of how we work. Whether it was navigating shifting timelines or engaging with stakeholders, they consistently went above and beyond. It's been a pleasure working with such a talented, committed group of people.

Head of Digital Delivery, Government department

Working with CMC was a great experience all round. They were always willing to deliver difficult and complex work, going above and beyond to achieve our goals.

Service Lead, Government Digital Service

Quality delivery

We make a difference

We may be a small company, but we are mighty in our approach to making a positive change in all that we do.

Award winning client delivery: Our focus on achieving successful delivery outcomes for our clients has won us **Technology Innovation Excellence 2026** at the Business Consultancy Awards, **Digital Transformation Project of the Year 2025**, and **Finalist for Best Culture Transformation 2024** at the Change Awards. Other client awards include: Excellence & Integrity, Impact, Creative & Innovation Excellence, Collaboration, Goal Focus, and Change & Innovation. Our achievement of Net Zero also helps you to meet your environmental goals.

Award winning employee support: From winning wellbeing awards, to introducing volunteer days to support charity and community initiatives, we embrace social value as part of our intrinsic company culture. We are genuinely committed to supporting our people to be happy and healthy, and to making a positive impact on society.



We assure our delivery

The quality of our services is evidenced through our corporate accreditations which include:

- ISO 9001: assurance that our services are managed and delivered to a high standard
- ISO 27001: confidence that our systems and data are well-managed and stored securely
- ISO 14001: evidence that we are committed to minimising our impact on the environment
- Cyber Essentials Plus: peace of mind that our systems and data are robustly protected



Talk to us



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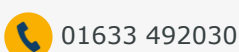


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Service provision details

■ Service management

As service scale, complexity and required operating arrangements vary significantly between customers, we agree tailored service management arrangements with the customer at service start. We designate account managers to act as the primary point of customer contact, and to assure service delivery quality and customer satisfaction. They are practising consultants, who work closely with customers to understand not just service deliverables but also the culture and business strategy. This ensures highly effective service delivery and adds value. We do not offer technical support services as they are not relevant to the services we provide; however, CMC resources work flexibly to support the delivery of pre-agreed customer requirements. Our consultants are available to speak to on the phone or via Teams or email as required. Standard availability is Monday-Friday 09.00-17.30hrs.

■ Service scoping

At service start, we scope full requirements together with the customer and agree an appropriate model and approach for optimum delivery.

■ Mobilisation, on-boarding and off-boarding

We work closely with our customers to ensure efficient entry and exit to and smooth running of our services. At service close, we hand over deliverables to a nominated client representative and ensure skills and knowledge transfer is complete.

■ Service levels and performance

Where appropriate, we agree service levels and performance measures which are relevant to the contract. Our account managers track customer satisfaction informally on an ongoing basis and also take regular formal customer feedback. Our feedback encompasses areas such as achievement of deliverables to time and quality, overall performance, specialist knowledge and skills, personal impact and skills transfer.

■ Pricing overview

Pricing includes time and materials delivery against our rate card; however, we also offer other mechanisms such as fixed price and milestone payments. As services required vary significantly in terms of size and complexity, specific rates and payment mechanisms, including any volume discounts, will be discussed and agreed with the customer based on the programme of work and experience required.

■ Ordering and invoicing process

Prior to service commencement, we agree with the customer the scope of services required and service specification, to be documented in the call-off contract and purchase order. Invoices are submitted monthly in arrears, payable within thirty days.

■ Assurance and business continuity

CMC is ISO 27001, ISO 14001, ISO 9001 and Cyber Essentials Plus accredited. All our resources are as a minimum Baseline Personnel Security Standard (BPSS) cleared, and many are security-cleared (to SC and DV). Data backup/restore and disaster recovery are not relevant to the services we provide; however, we have business continuity and disaster recovery plans in place as part of our ISO 9001 accredited Quality Management System.



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