Police Assured Landing Zone (PALZ) Infrastructure and Migration

Lot 3 – Support

G-Cloud 14 Service Definition Document

CACI

Contents

1. We Always Deliver

WE EMPOWER PEOPLE-CENTRED DIGITAL TRANSFORMATION

CACI enables our clients to achieve meaningful and lasting transformation by blending the power of deep research, data, and audience insights, with user-centred service design and end-to-end technical implementation. Our mission is to work with our clients to deliver digital services that transform lives and society for the better.

We deliver in-line with internationally recognised standards, from quality management **(ISO 9001),** security **(ISO 27001),** user-centred design **(ISO 9241-210),** to service management **(ISO 20000),** and sustainability (**ISO 14001**).

We have a long and successful track record of working with and delivering successful outcomes for the public sector, be that central government, local authorities, or arms-length bodies and agencies. Our clients know they can rely on us to always deliver, demonstrated by our impeccable record of passing GOV.UK assessments, first time.

2. Description of Service

POLICE ASSURED LANDING ZONE (PALZ) INFRASTRUCTURE AND MIGRATION

PALZ enables police forces to begin reliably and securely developing services knowing they are using assured best practices and are using a platform complying with central policies like the National Police Chiefs' Council's Information Security Principles and Secure by Design practices.

CACI has extensive experience in both working with policing organisations like PDS and configuring, deploying, and supporting secure landing zones for critical HMG production workloads on enterprise grade AWS cloud infrastructure.

Our NPPV3/SC cleared DevOps team led the migration of applications, data, and content into a secure PALZ environment for College of Policing and Oscar Kilo, one of the first national programmes to do this.

Services we can offer:

- AWS Well Architected analysis and optimisation of application, infrastructure, data workloads and ways of working

- Risk and DPIA assessments

- Configuring and deploying PALZ-based cloud solutions

- Migrations into PALZ environments including dealing with the intricacies of swapping, archiving, and deploying live assets

- Ongoing 24/7 support of PALZ environments

- Training and knowledge sharing

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3. Features and Benefits

Features include:

- AWS Certified Premier Partner with expertise of Well Architected best-practices

- Analysis/optimisation of application, infrastructure, data workloads and ways of working

- Architectural roadmap with dependencies, prioritisations and risk management

- AWS Police Assured Landing Zone (PALZ) setup/configuration/migration

- Automated provisioning through infrastructure as code deployments

- Experts experienced in delivery of critical HMG production workloads

- Implementation of single sign on (SSO) and active directory integration

- Proven security vetted and cleared UK-based team (SC and NPPV3)

- Alignment with NCSC Cloud Security Principles

Benefits include:

- Effective architecture to optimise providers, costs, resilience, performance, security

- Secure by design compliance with NCSC/PASF security standards and regulations

- Upskilling of customer teams through open and collaborative approach

- High-availability and resiliency through assessments and capacity planning

- Strong governance through reporting, logging, and auditing tools

- Rapidly scale secure environments as needed

- Reduce overheads for deploying/migrating applications, content, and data securely

- Agile delivery methods equally effective in-person, remote, or hybrid

- Alignment with industry standards: ISO 9001/27001/20000 and ITIL

- Reduce risk with proven team with vast policing experience

4. Implementation Plan

FLEXIBLE AND ADAPTIVE ENGAGEMENT

CACI adopts a flexible approach to implementation, tailored to suit the unique nature of each client engagement. We can develop a new platform from scratch, transition in to support applications from existing cloud workloads, or provide expert consultancy and strategy services to customers at any stage of their cloud journey.

Typically, the implementation begins with allocation of an account manager, service manager and project manager. Example approaches, for development of a new platform or transition of existing applications, are shown below.

DEVELOP A NEW PLATFORM

- Team mobilisation

- Integration to clients existing delivery eco-system

- Requirements gathering

- Solution design / Planning

- Build / Test

- Operational readiness and acceptance into service

- Operate

TRANSITION OF APPLICATIONS

- Team mobilisation

- Integration to clients existing delivery eco-system

- Initial planning and overview

- Targeted knowledge transfer

- Practical preparation

- Operational readiness

- Operate

5. Information Assurance and Security

CACI IS ISO27001, ISO 9001 & CYBER ESSENTIALS+ ACCREDITED

SECURITY MANAGEMENT

CACI is committed to ensuring its people, processes, data and technologies are secured in line with industry best practice. CACI maintains an Information Security Management System certified to ISO/IEC 27001 by a UKAS accredited auditor (BSI), the scope of which covers all of CACI's services. Our Cyber Essentials certification covers the entirety of CACI's business.

QUALITY AND SERVICE MANAGEMENT

CACI Digital Solutions maintains Quality and Service Management Systems certified to ISO 9001 and ISO 20000 by a UKAS accredited auditor (LRQA), covering the entirety of our cloud support services. Our Security, Quality and Compliance Officer reports monthly to executive board level on all aspects of these management systems.

BUSINESS CONTINUITY

CACI implements and maintains Business Continuity arrangements aligned to ISO 22301 for the entirety of the cloud support services we provide to our clients. We have established policies and procedures in place which are adapted and extended to meet the requirements of this service.

All changes in risk or interested parties' requirements are reflected in procedures across the business alongside a commitment to continual improvement and industry best practice.

STAFF VETTING

CACI Digital Solutions staff are vetted at minimum to BPSS, with our cloud support services delivered exclusively from a large pool of SC cleared resources.

6. Testing and Quality Assurance

COMPREHENSIVE QUALITY ASSURANCE SERVICES

A focus on quality at every stage

Quality Assurance (QA) is everyone's responsibility at CACI, but we also have a dedicated QA function. Following our ISO 9001 certified quality management system, QA is baked into every step with quality gates at every stage. By placing QA at the forefront of the delivery processes, we guarantee that the necessary measurement, analysis and continual improvements occur, helping us to deliver better products and services through a clearly documented risk-management process.

Specialist QA services

We provide comprehensive QA services covering all functional and non-functional requirements. Unit, system, integration, reliability, recoverability, accessibility, usability, and performance testing are all available as part of our service offering.

Alignment with organisational needs

Where the customer's quality and performance requirements are not fully defined, CACI can provide experienced business analysts and technical subject matter experts to help develop them in alignment with organisational needs to a testable state. We can provide the full range of these services or assist and support customers in planning and executing their own quality assurance and performance test cycles.

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7. Technical Requirements, Onboarding and Offboarding

TAKING A CLIENT CENTRIC APPROACH

TECHNICAL REQUIREMENTS

- There are no technical pre-requisites for using this CACI service.
  - Client can start with nothing in the cloud
  - We can help the client develop a cloud strategy
  - We can migrate workloads from on premise infrastructure or between cloud providers
  - We can take on support, maintenance and enhancement of existing workloads
  - We can design and build for new workloads under development

ONBOARDING

- A project manager will be appointed when needed.
- CACI has a proven flexible approach based on ITIL
- ISO 20000 compliant
- ITIL 4 Expert support and ITIL trained support team
- User centric approach: we adapt our ITIL based process to meet the customer needs
- Access to a range of different specialist skill sets as required.
- Onboard the customer to our ITSM tool or use the client's own tooling
- Userof CACI specialist tooling to model complex organisational relationships
- Knowledge Transfer

OFFBOARDING

- A project manager can be appointed when needed.
- CACI will provide an exit plan
- Ensure transfer of knowledge base
- Provide knowledge training to incoming provider

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8. After Sales Support

SUPPORTING OUR CLIENTS

CUSTOMER ENGAGEMENT

Our account managers work proactively with customers to develop their service, to influence application design and to share their experiences and suggestions. CACI's goal is to maintain and enhance services by building long-term productive relationships with its clients and 3rd party suppliers. We schedule regular account meetings with our customers to provide a framework for review, planning and to facilitate structured two-way feedback.

CACI works across sectors delivering diverse projects, products and services. This experience can support customers on new projects, advise on best practice and innovation, provide introductions to peers, and facilitate discussion on common issues. Our specialist can conduct knowledge sharing sessions in a range of specialist subjects such as AWS, ITIL, DevOps, Project/Programme Management, Data Science, Location Planning and Analysis, Security.

VALUE-ADD ACTIVITIES AND SESSIONS

- In addition, having fully assessed our customer's priorities we could run sessions on the following:
  - Transforming from ITIL v3 to ITIL 4
  - Streamlining and improving processes
  - Making better use of data and analytics
  - Focused sessions with partners on relevant technical solutions
  - Agile Transformation
  - Accessibility and User Centred Design

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9. Service Levels

ITIL SERVICE MANAGEMENT

CACI provides ITIL service management capabilities alongside integrated DevOps support. Details of the support offered are below:

- o Core business hours support as standard. (8:00 – 18:00)
- o Optional extended business hours support (by agreement and additional cost)
- o 24x7x365 for P1 and P2 incidents
- o Email, phone and web support channels
- o Comprehensive standard SLAs adaptable or extendable to meet specific business requirements
- o Monthly service reporting and reviews

- o **Response times**

Our standard Service Level Agreement (SLA) includes average response times to high priority (P1 / P2) enquiries within 30 minutes and 1 hour for P3 and P4 (within office and extended hours).

Customers typically purchase out-of-hours cover for P1 and P2 only, however, CACI offer enhanced out-of-hours cover where needed. Many of the workloads we support are genuine 24x7x365 services supporting business critical functionality.

For customers providing critical services, a 24x7x365 service and tailored SLAs is available at additional cost.

10. Business Continuity and Disaster Recovery

ESTABLISHED POLICIES AND PROCEDURES

CACI has established policies and procedures in place which can be adapted and extended to meet the requirements of our service. In addition to the service specific systems and resources, our plans cover all CACI corporate and business unit systems and resources.

- Comprehensive range of back up and BCDR options are available, to meet the most demanding RTO and RPO requirements

- Suitable as part of a 22301 standard BCDR plan

- Can be platform standard, bespoke or combination of the two to meet the requirement

- Backed by 24/7 support team of cloud specialists

- CACI Support service also aligns to 22301 standards

- We can support BCDR exercises to an agreed schedule and scope

- We can provide ISO 22301 lead implementer resource

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11. Ordering and Invoicing Process

CACI PRIDES ITSELF ON BEING EASY TO DO BUSINESS WITH

With this in mind, we take an Agile approach to all our engagements, working closely with customers and their stakeholders to design and deliver services in an iterative manner. This enables us to meet specific requirements as well as delivering value and benefit for our customers as early as possible.

Prior to the delivery commencing, we will work with the customer to agree the outcomes for the engagement, including:

- Defining the success criteria and ensuring the commercials align

- Agreeing specific deliverables for the engagement

- Agreeing the specific ways of working and governance for the engagement

- Understanding the security constraints and ensuring the relevant clearances are in place

- Defining and agreeing the team size/resourcing required

We will then produce a statement of work which contains a Services Supply Agreement, detailing the scope of work and the associated price.

Invoices are payable by the Customer thirty (30) days from receipt by the Company. Where a Valid Invoice remains unpaid after thirty (30) days, the Company shall be entitled to charge interest, accrued monthly, at 2% over the then prevailing National Westminster Bank Plc base lending rate.

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12. Pricing Overview

WE OFFER FLEXIBLE PRICING MODELS TO DELIVER VALUE FOR MONEY

CACI provides hybrid and multi-cloud solutions and services, involving transformations from traditional on-premises deployments, strategy and architecture, migration planning, security hardening, cost optimisation, best practices and configuration analysis, cloud readiness and operations. CACI uses an Agile, DevSecOps approach, considering all technical and business aspects, as well as risk analysis and mitigation.

We offer a flexible commercial solution to ensure value for money and have three typical models - Time & Materials, Fixed Price or Managed Service based. Full details and pricing can be found within CACI's Pricing Document and SFIA Rate Card. These show the range and cost of expertise from **£430 to £1,500** per person per day.

Model	Detail
Time and Materials (T&M)	T&M is appropriate where requirements need further elaboration and may change, or where customer consumption of certain elements or resource is variable. T&M is typically calculated on day rate using the SFIA rate card.
Fixed Price (FP)	Fixed pricing can be offered when the statement of work requirements are clearly defined and agreed by both parties. This necessitates the availability of mature and accurate input documents so that the amount of effort to achieve the project deliverables can be calculated. In addition, any project risks, issues, assumptions or dependencies need to be stated and measured. Pricing is available on request and is based upon the day rates shown in the SFIA rate card.
Managed Service (MS)	Managed Services are typically delivered via CACI's SLA working within our ITIL aligned Service Management system. Pricing is tailored to meet the customer's Service Level Requirements and is based on our SFIA day rates.

For further information:

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Thank you

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