Crown
Commercial
Service

RM1557.15

AWS FinOps and Cost Optimisation

Lot 3 – Cloud Support Services

CACI

data + technology

CACI

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Contents

1. Description of Service

CACI offers a comprehensive FinOps (Financial Operations) service designed to help our customers optimise their cloud spending and maximise the value of their cloud investments. FinOps is a framework that combines financial management, cloud operations, and business strategy to enable effective cloud cost management, visibility, and accountability.

Our FinOps service follows a structured approach that begins with s a thorough assessment of your cloud environment, identification of cost optimisation opportunities, and the development of a tailored FinOps strategy. We will work closely with your teams to implement best practices, establish governance policies, and allocate costs to specific projects or departments, fostering a culture of financial accountability and cost-awareness.

We deliver our FinOps service effectively by utilising a range of powerful tools and technologies, such as AWS Cost Explorer, AWS Budgets, and AWS Cost and Usage Report. These tools will provide granular insight into your cloud spending, enable us to set custom budgets and alerts, and generate detailed reports for further analysis and optimisation. Our team of seasoned FinOps experts leverages these tools to identify trends, anomalies, and areas for improvement.

By partnering with CACI for FinOps, you can expect significant benefits, including increased visibility into your cloud costs, optimised resource utilisation, and improved financial control. Our service helps you align your cloud spending with business objectives, identify opportunities for cost savings, and make data-driven decisions to maximise the ROI of your cloud investments. With our FinOps expertise, you can focus on your core business while ensuring that your cloud infrastructure is cost-effective and efficient.

2. Our AWS Experience

CACI pairs deep AWS expertise as an AWS Premier Tier Partner with strategic, secure cloud delivery experience across defence, public services, finance, healthcare, and critical infrastructure. Our powerful capabilities include:

- First AWS Trusted Secure Enclave Vetted Partner Programme (VPP) in the UK – trusted National Security & Defence sensitive solutions
- AWS Professional Services Partner
- Other critical AWS Competencies including: Digital Sovereignty, Migration, DevOps, and Government Consulting
- Power of More ecosystem partner: 36+ strategic partners across all verticals
- SCA Collaboration Agreement: funding for migrations, proofs of concept, innovation, and marketing
- AWS ISV Accelerate Member: solutions available via AWS Marketplace
- **Jezero Landing Zone Accelerator**: AWS validated secure cloud platform enabling rapid deployment, compliance with global security standards
- **400+ AWS certifications**: held by expert CACI engineers

aws PARTNER Premier Tier Services

aws PARTNER Solution Spark Public Sector Partners

aws PARTNER Migration Services Competency

3. Features and Benefits

Key features include:

- Comprehensive cloud cost assessment and analysis
- Customised FinOps strategy development
- Implementation of best practices and cost optimisation techniques
- Establishment of governance policies and procedures
- Cost allocation and chargeback to specific projects or departments
- Continuous monitoring and optimisation of cloud costs
- Utilisation of advanced tools and technologies for cost management (e.g., AWS Cost Explorer, AWS Budgets, AWS Cost and Usage Report)
- Regular reporting and insights on cloud spending and performance
- Identification and remediation of cost anomalies and inefficiencies
- Rightsizing of cloud resources based on usage patterns
- Leveraging of cost-saving opportunities (e.g., reserved instances, spot instances, volume discounts)
- Training and enablement of your teams on FinOps best practices
- Ongoing support and guidance from our team of FinOps experts
- Integration with your existing financial and operational processes
- Customisable dashboards and metrics for easy tracking and monitoring of FinOps progress

Benefits include:

- Increased visibility into cloud costs and usage
- Improved cost optimisation and efficiency
- Enhanced financial accountability and control
- Better alignment of cloud spending with business objectives
- Identification of cost-saving opportunities
- Data-driven decision-making for cloud investments
- Optimised resource utilisation and allocation
- Establishment of governance policies and best practices
- Foster a culture of cost-awareness and financial responsibility
- Improved collaboration between finance, technology, and business teams
- Increased agility and flexibility in cloud resource management
- Better forecasting and budgeting for cloud expenses
- Maximised ROI on cloud investments
- Reduced risk of overspending or budget overruns
- Continuous improvement and iteration of cloud financial management practices

4. Jezero Secure Platform Accelerator

- Jezero, is a cutting-edge Secure Cloud Platform Accelerator that revolutionises cloud migration by combining the power of AWS Landing Zone Accelerator (LZA) with advanced features and services.
- Key Features:
  - Security best practice against global compliance standards from day 1
  - Provided free of charge to our customers with no tie-ins
  - Robust, modular architecture leveraging AWS services and tools
  - Pre-configured best practice security configurations and guardrails
  - Self-service capabilities through tooling and operational pipelines
  - Advanced security and compliance features following zero-trust principles
  - AWS approved Foundation Technical Review (FTR)
  - Customer Benefits:
  - Accelerated cloud migration with one-day deployment
  - Optimized security, reliability, performance, and operational excellence
  - Streamlined operations through automation
  - Cost optimization and simplified governance
  - CIS / NIST / AWS best practice compliance
- Developed by CACI's certified AWS professionals, Jezero addresses the specific needs of organisations seeking quick, secure, and efficient cloud migration and achieving security compliance to global standard.

5. AWS Reference Feedback

TIM PRECIOUS - AWS Enterprise Global Account Manager for Thomson Reuters, July 2023

"I have written this in context of the feedback I have had from the AWS lead on the Home Office as well as a very deep look at the work executed at NHS Digital - which I know you know - is held up as a beacon of success and execution by AWS exec globally.

The differentiator on TR was the breadth and depth of knowledge of AWS services that you have demonstrated, providing Thomson Reuters advice on building highly secure, scalable, cloud-native services on AWS using best practice. This thought leadership was instrumental to remediating numerous high impact concerns shared by AWS and also providing strategic direction going forward to reduce risk and optimise costs.

Also, I don't think we're finished yet. I see a considerable amount of work ahead as you help inform the TR team on the absolute criticality of right sizing, optimal architecture and the shared responsibility model we host for Cloud with our clients. That includes the automation importance you have unearthed and highlighted.

You get it. We continue to lean on you for execution of the best practice engagements you have built with and for TR & AWS"

NEIL BEET - AWS NATO Team Lead, Global National Security & Defence, February 2024

"By leveraging the AWS Trusted Secure Enclave (TSE) as its cloud foundation, NATO School Oberammergau (NSO) migrated to Amazon Web Services (AWS) in weeks whilst putting security and resilience at the core its approach.

This is a strong example of how customers are able to move at speed, made possible by leveraging AWS' unparalleled experience in working with national security and defence organisations globally, alongside deep AWS expertise from CACI Ltd as an Advanced AWS Partner."

6. Information Assurance and Security

CACI IS ISO27001, ISO9001 & CYBER ESSENTIALS+ ACCREDITED

- CACI is committed to ensuring its people, processes, information and technologies are secured in line with an industry best practice standard for security whilst adhering to our legal, regulatory and contractual obligations. CACI maintain an Information Security Policy and associated corporate policies to ensure its staff, processes, information and technologies manage the risk from threats.
- The Information Security Policy is certified to ISO/IEC 27001 best practice standard for information security. These policies are reviewed regularly by the CACI Information Security group and tested by both internal and external audits. The Business Continuity and Disaster Recovery Plan(s) are also integral to our ISO27001 accreditation. 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.
- Information Intelligence Group (IIG) have secure facilities and have additional governmental controls on top of the standard CACI Security Policy.
- In addition, CACI have attained Cyber Essentials+ and ISO9001 accreditation. CACI has a very strict approach to data breaches. We are unambiguously committed to complying with GDPR with full sponsorship at Board Level.
- Staff are cleared up to Developed Vetting (DV).

7. Ordering and Invoicing Process

CACI PRIDES ITSELF IN 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 cloud 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, our Engagement Manager 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
- Putting the commercials in place in line with the G-Cloud framework

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

For details about our standard invoicing process, please refer to the Terms and Conditions document.

8. Testing and Quality Assurance

CACI TEST ENGINEERS BRING EXTENSIVE EXPERIENCE OF CLOUD-NATIVE TESTING WITH INDUSTRY RECOGNISED TOOLING

- CACI has an engineering mindset, delivering software and cloud solutions to exacting standards of performance and quality.
- Our ISTQB qualified Test Engineers have extensive experience, quality assuring and performance testing mission critical applications across the full testing lifecycle. They work in agile teams, either embedded in the customer's organisation or as part of a wider CACI team, and our Test Engineers bring a wealth of Cloud-Native Test Automation experience.
- Our testing model follows an automation by default approach and ensures continuous testing is undertaken throughout the lifecycle to help improve the quality and speed of software delivery. This includes the use of automation tooling and the implementation of Continuous Integration and Delivery (CI/CD) pipelines. Our test engineers have a DevSecOps mindset, which means they focus on quality, security and operational running when they are quality assuring a system.
- We work closely with our customers to define a Test Strategy and supporting approach to automation that is designed for services running in the cloud, be that public, private or hybrid. Our Test Engineers will work collaboratively with the business, technology and security teams to understand their requirements and associated business and technical risks. From that they define a risk based test strategy and related test plans with automation at its heart. We can advise on the technology and tools that best meet the specific needs of each customer environment, integrating with existing systems as processes as appropriate.
- CACI Test Engineers bring extensive experience of performance testing using a range of industry recognised tooling, often processing extremely high volumes of data. We also have engineers who have experience of Data Migration and Performance Testing legacy application as they are migrated to the cloud.

9. After Sales Support and Service Levels

ITIL STYLE SERVICE OR DEVOPS STYLE SUPPORT

We provide service management and operational support for software provided by CACI and deployed in the cloud. We provide ITIL style service management capabilities alongside integrated DevOps style support. Details of the support offered are below:

- Office and extended office hours support as standard
- 24x7x365 for customers providing critical services (by agreement and additional cost)
- 1st, 2nd and 3rd line support provided as required
- Systems are in place to liaise with other support partners
- Contact via e-mail, phone and / or JIRA-based service desk ticketing system
- Custom SLAs agreed with customers to optimise the cost of service management depending on the level of support required and mission/business criticality of service
- Regular service reviews
- Focus on communications and reporting both across incident lifecycles and scheduled maintenance
- Support levels are agreed on a customer-by-customer basis to ensure the right fit to each customer's specific needs.

10. Business Continuity and Disaster Recovery Plan

OUR BUSINESS CRITICAL INFORMATION AND SYSTEMS ARE BACKED UP DAILY

- Our well established and regularly audited Business Continuity and Disaster Recovery Plans mitigates against all possible risks. The CACI Business Continuity Plan is a living and continuously updated solution which exceeds the requirements of ISO27001 accreditation. It is reviewed formally on an annual basis by external auditors as part of our ISO27001 audit and is accessible to all staff. It covers the response of the business in the case of a major incident or emergency.
- Our regular checks ensure we update our Business Continuity Plan to keep in line with emerging risks. As such it has evolved over time as we have grown as a business and taken on a broader variety of work with a range of customer requirements. The Business Continuity Plan reflects the nature of the work we do and how we would be able continue delivering the work promised to our customers in the event of an emergency or major incident. The Business Continuity Plan also considers the ever-changing threats and current political climate to ensure that our response is up to date with the threats and pressures we maybe under as a business working in the Defence and Intelligence Industries.
- The Senior Leadership Team regularly review the plan to ensure that we are aware of any changing business factors for this to remain a compliant and realistic document.
- CACI's secure connections and encrypted back-up devices are checked monthly as part of our IT Security and Encryption Procedure. In addition, the encrypted back-ups are tested and sent off site at the end of each working day to a specialist storage contractor. CACI's office in Bristol requires several systems to be operational in order to deliver the services it provide to its customers; these are tested daily by a member of the CACI Bristol Technical Team and more rigorously tested monthly by the CACI IT team as part of their Security Incident Policy and Response Procedure. The Business Continuity Plan requires these systems to be operational and effective for staff to work remotely in case of an emergency or major incident. Agreements are also in place with partner organisation, so that staff working on secure projects have back-up locations to work from.
- CACI Information Intelligence Group have over 16 years of experience of providing mission-critical solutions and systems into HMG organisations.

11. Pricing Overview

WE OFFER FLEXIBLE PRICING MODELS TO ENSURE VALUE FOR MONEY

- After actively engaging with our customers to make sure our solution is the right fit, we offer a flexible commercial solution to ensure value for money. We have three typical models, namely Time & Materials, Fixed Price or Managed Service based. The following table provides more detail.
- The pricing for this consultancy service is set out in our Pricing Document and rate card, as an attachment to our G-Cloud service listing.

Model	Detail
Time and Materials (T&M)	T&M is appropriate where the requirements need further elaboration and are subject to change, or where customer consumption of certain elements, such as Architect or DevOps resource is variable. T&M is typically calculated on day rate using our Lot 3 – Cloud Support 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 Lot 3 – Cloud Support Rate Card.
Managed Service (MS)	Managed Services are typically delivered via CACI's 24x7, 3-tier technical support working within our ITIL aligned Service Management system. Pricing is tailored to meet the customer's Service Level Requirements and is based upon the day rates shown in the Lot 3 – Cloud Support Rate Card.

Thank you

CACI

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