

Pin Routes Route Optimisation and Schedule Planning

Lot 2b – Software as a Service

CACI

data + technology

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1. Description of Service

PIN ROUTES WILL OPTIMISE LOGISTICS EFFICIENCIES AND REDUCE COSTS.

WHAT

- Pin Routes is a next-generation route planning and optimisation solution.
- Used by organisations with fleets of vehicles to plan and optimise for deliveries / collections of goods or people – as well as service jobs and visits.
- Cloud-based and scalable, featuring market-leading optimisation algorithms and a simple-to-use interface.

WHY

- Pin Routes optimisation is critical for your organisation to reduce planning time, driver hours, fuel and overall transportation costs.
- Reducing in fuel and vehicles required is also the fastest route to cutting carbon emissions.
- Trusted by some of the world's largest organisations, Pin Routes is developed, delivered and supported by CACI, a leading UK technology consultancy with deep public-sector domain expertise and a commitment to delivering solutions that transform public service delivery.

2. Functionality & Benefits

PIN ROUTES TAKES GOODS, SERVICES AND PATIENTS FROM POINT A-B-C IN THE FASTEST TIME.

TEN KEY AREAS OF FUNCTIONALITY AND THEIR BENEFITS

1. Automation of scheduling process - saving planning time through automating scheduling process
2. Optimise routes - reducing the number of vehicles, fuel consumption and overall carbon output
3. Conduct 'what if' analysis to model operations strategically
4. Features vehicle specific restrictions at a road link basis - ensuring the right vehicles drive on the correct roads to their destination
5. Raises exceptions where rules are broken - ensuring that whilst key tasks are automated, that guidelines are adhered to and errors are kept to a minimum
6. Precise premise-level address data can be utilised - planning to allow for drivers to deliver to front doors
7. Consider road-link level speeds to better understand accurate drive times - ensuring accurate planned vs. actuals
8. Appreciates the acute needs of each item or patient when transporting and delivering
9. Augment delivery or job points with additional attributes to better understand driver stop times - helping your planners to gain a better understanding of operations

3. Core Data Types

PIN ROUTES FEATURES 4 KEY DEFINITIONS

PLACES

Places refer to specific points or places on a map or within a geographical area that are relevant to the transportation or logistics problem being addressed. Locations can represent a wide range of destinations, pickup points, delivery points, depots, or other points of interest that are involved in the routing and scheduling of vehicles.

JOBS

Jobs refer to specific tasks or activities that need to be performed as part of a transportation or logistics operation. These jobs can involve the delivery of goods, services, or the completion of specific tasks at various locations.

VEHICLES

Vehicle refers to a mode of transportation or a resource that is used to transport goods, people, or assets from one location to another as part of a logistics or delivery operation.

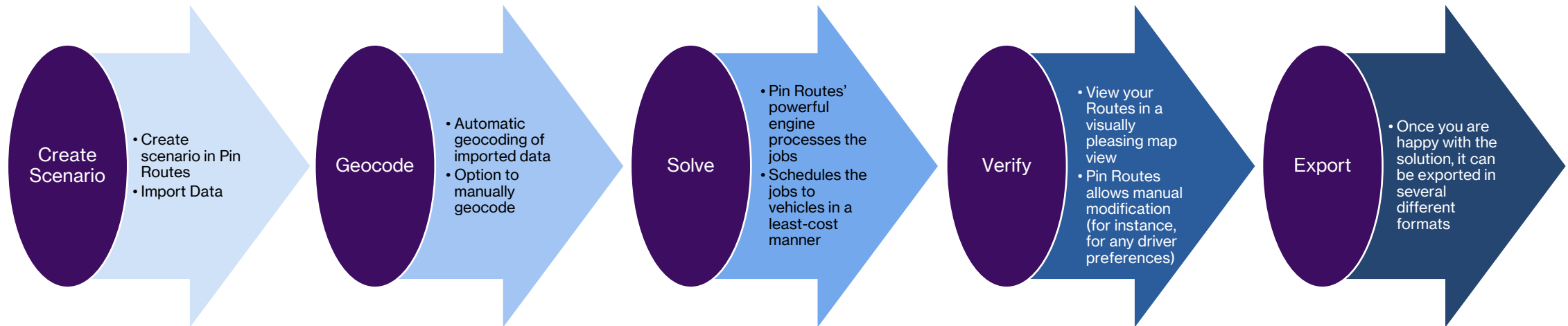
SCENARIOS

Scenario refers to a specific set of conditions, parameters, or assumptions that define the context in which the route optimization problem is to be solved. Scenarios help route optimization algorithms and software model and solve real-world transportation and logistics problems accurately by considering a range of factors that can affect the routing and scheduling of vehicles.



4. Typical Workflow in Pin Routes

pin·routes



PIN ROUTES FEATURES THE BEST GEOGRAPHIC DATA

ROAD NETWORK

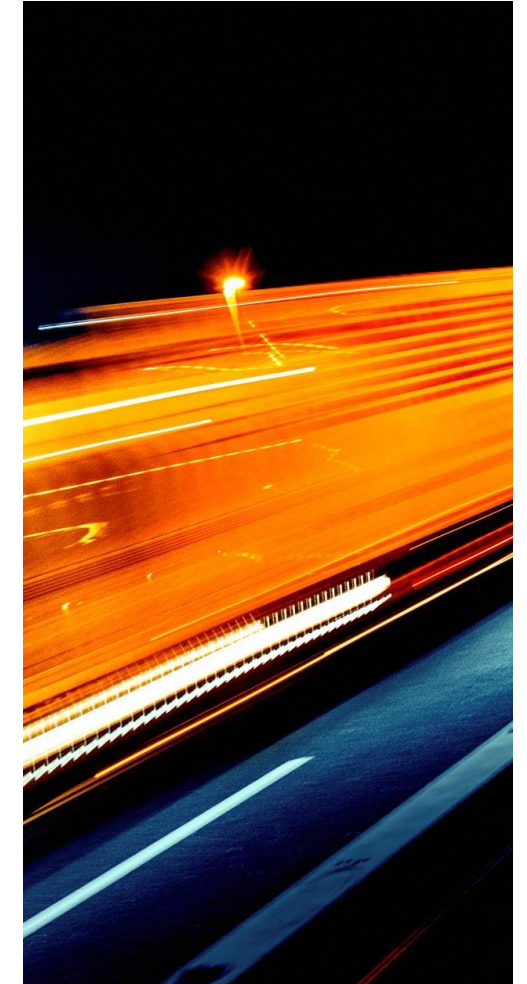
- Accurate and up-to-date road network featuring all standard classifications of road
- Vehicle specific restrictions to avoid large goods vehicles being routed down inappropriate roads

LINK LEVEL SPEEDS

- Hyper accurate road link level speeds derived from 20 billion+ GPS and probe readings
- Speeds split by different vehicle and time period (e.g. AM peak, PM peak, weekends, etc.)

PRECISE PREMISE LEVEL DATA (residential and commercial)

- Exact property point rather than postcode-level
- Includes recently build and not-yet built properties
- Take advantage of PSGA datasets for public sector



6. Onboarding and Implementation

CACI WORKS CLOSELY WITH YOU TO ENSURE A SMOOTH ONBOARDING AND IMPLEMENTATION.

APPROACH

- To ensure users maximise the value of Pin Routes and the associated licenced datasets, CACI includes training as standard.
- Depending on the number of users and location this can be held virtually (e.g. via Teams), at CACI's Head Office, in London, or onsite.
- To embed the required knowledge for users to effectively use Pin Routes, training is designed to be interactive and is conducted by one of CACI's experienced consultants, with an in-depth knowledge of the solution.
- Training lasts a varying amount of time depending on the size of team and scale of solution rollout.
- AI enabled help pages are also available to help users in their learning journey.



7. Ordering & Invoicing Process and Pricing Overview

A SIMPLE PROCESS TO FOLLOW FOR A SOLUTION PRICED TO MEET YOUR NEEDS.



ORDERING AND INVOICING

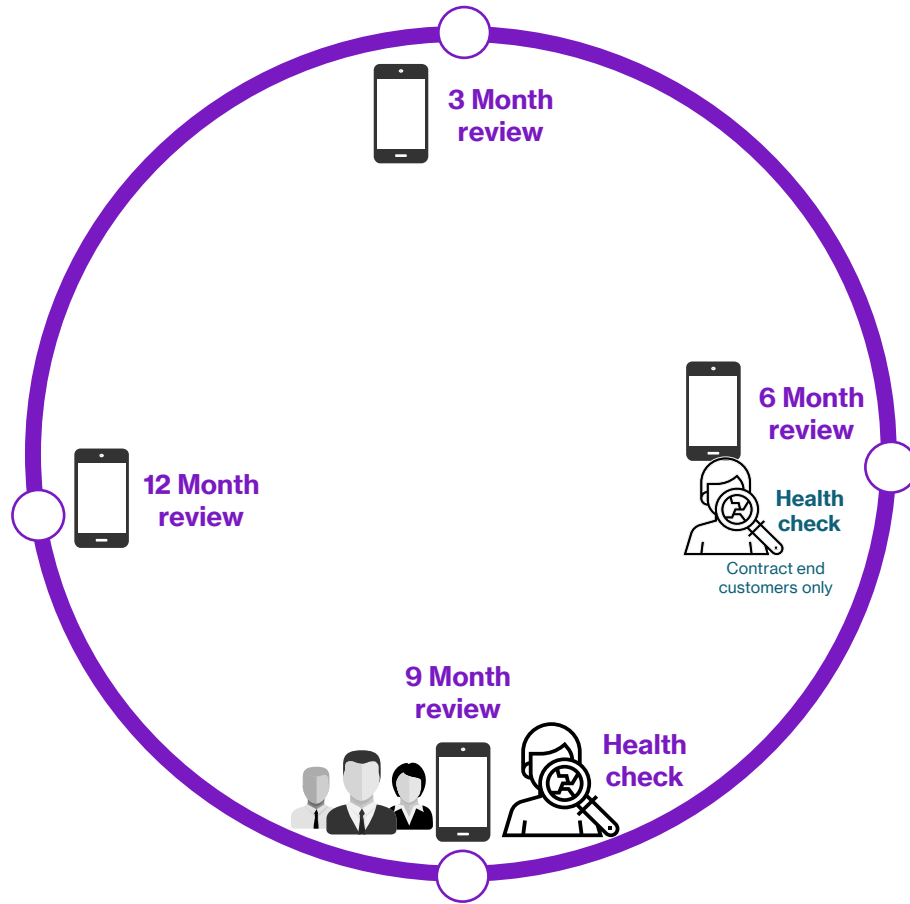
- Following initial contact by a customer we engage to discuss their needs and requirements, and demonstrate the software.
- We then produce a proposal, detailing the scope of work and the associated service fees.
- To order Pin Routes, customers are required to return a signed agreement.
- For details about our standard invoicing process, please refer to the Terms and Conditions document.

PRICING OVERVIEW

- Pin Routes is priced on a per-vehicle basis for the software licence, with additional implementation fees.
- Please refer to the Pricing Document for more detail.

8. After Sales Support

PROVEN AND RELIABLE AFTER SALES SUPPORT.



- **Email:** support@cacilogistics.com
- **UK:** +44 (0)20 7605 6150
- **USA:** +1 (727) 483 5562
- *From 9:00 AM to 5:00 PM GMT*
- Book meetings with the team using Outlook Bookings
- AI enabled help pages

9. Service Level Agreements

SERVICE LEVELS DESIGNED TO MEET YOUR REQUIREMENTS.

- The Pin Routes support line is available Monday to Friday between 09:00 and 17:00. We endeavour to respond to basic queries and requests within an hour, response times to more complex queries and requests will depend on the nature of the enquiry. The support line is closed at weekends and on public holidays.
- Expert Technical Support includes access to those responsible for the development of Pin Routes and the optional licenced CACI datasets. If the enquiry relates to data sources and product build of licenced CACI datasets these typically can be answered over the phone, where the enquiry is more complex this may involve contact with CACI's Helpdesk Service or other Technical Experts via email, phone or screen sharing functionality.
- Our staff are highly skilled with extensive, specialist knowledge on Pin Routes and logistics operations, built over many years



10. Business Continuity Plan

ACCREDITED TO ISO27001 AND CYBER ESSENTIALS PLUS STANDARDS

RESILIENCE

- All CACI solutions are highly resilient and are either hosted in AWS or within CACI's Tier-3 data centre data proving a very high degree of redundancy
- Anticipated downtime for upgrades is agreed in advance with customers to avoid any impact during busy periods. This proactive approach enables communications to be sent to the user base prior to the release of upgrades or patches.
- The service is provided from highly available and resilient cloud-based infrastructure, hosted solely within the UK and protected by a suite of best practice security measure to protect client data, including firewalls and secure, multi-factor authentication.
- The service is supported from our headquarters and colocation data centre in London, UK and protected firewall systems, intrusion detection and antivirus systems.
- Complete network penetration tests are performed annually by independent third parties.
- Should a system failure or natural disaster create a business disruption, CACI have appropriate measures in place to minimise the impact and to restore services. An email alert would be sent to the user(s) in the event of service outage
- Our Business Continuity Policy outlines our approach to BC/DR and Business Continuity and a Disaster Recovery Framework document outlines the BC /DR process and high-level restoration plans for each office.
- CACI use highly resilient cloud-based collaboration tools such as Outlook, SharePoint, and Teams to provide support to our services. These are hosted in fault tolerant multiregional datacentres and would remain available in the event of a disaster
- Encrypted backups are taken daily and stored on premise and in a secure cloud location to allow for prompt restoration when required
- A dedicated business continuity committee is in place to react quickly to any on-going situation, make decisions on criticality and react accordingly.
- Regular tests and reviews of our Business Continuity arrangements are performed to identify improvements to processes and procedures.

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