Crown Commercial Service

RM1557.15

QA Test Engineering Service

Lot 3 – Cloud Support Services

CACI

data + technology

Contents

For further information:

☎ **+44 (0)20 7602 6000**

✉ **digital.marketplace@caci.co.uk**

www.caci.co.uk

1. Description of Service

CACI delivers fully managed, cost-effective QA services through highly experienced teams designed to meet modern cloud demands. We also offer tailored testing consultancy, providing flexible support that aligns precisely with your services and delivery goals.

As strong advocates of agile methodologies, CACI brings deep test engineering expertise in the design and implementation of open-source automation tools and robust test frameworks. We help organisations accelerate delivery and maximise business value through test-driven and behaviour-driven development, while also embracing emerging technologies such as serverless architectures to intelligently scale testing capabilities. Our approach is inherently collaborative, ensuring quality is embedded throughout the delivery lifecycle.

CACI provides a comprehensive suite of testing consultancy services to support the integration and adoption of cloud-based solutions. We specialise in automating both functional and non-functional testing within CI pipelines, enabling faster, more reliable releases. Our expertise extends to cloud compliance testing and framework design, underpinned by a shift-left, automation-first philosophy. In addition, we deliver proven transition and data-migration testing strategies, ensuring a seamless move from legacy systems to modern, disaggregated cloud environments.

3. Testing Services

We are passionate about digital delivery excellence using agile methodologies. Our testing support services include:

- Test Policy and Test Strategies
- Test Automation Frameworks and Tooling
- BDD/TDD/ATD Test Automation
- Cloud Infrastructure Testing
- Unit Testing
- Contract Based Testing
- Shift-left
- Serverless Test Frameworks
- Service and System Integration Testing
- Compatibility / Accessibility testing
- Data Migration Testing
- UX Design and Testing
- User Acceptance Testing
- Test Assurance
- Exploratory Testing
- Performance Testing
- Cloud Resilience Testing (Chaos/Synthetic/AWS FIS)
- Agentic-AI Framework
- Automated Compliance Testing and frameworks
- Operational Acceptance Testin
- Transition Testing
- Pilot testing

3. Features and Benefits

Key Features include:

- Award winning functional and non-functional QA test expertise
- Test automation frameworks and tooling designed for cloud (BDD / TDD / ATD, CI/CD)
- Site Reliability Engineering methodology (SRE, DevSecOps)
- Performance and cloud resilience testing (chaos / synthetic / AWS FIS)
- Contract and consumer-based testing for integration complexity
- Large scale system and service integration testing expertise
- Effective risk-based testing approach (shift-left)
- UX, exploratory, UAT and manual testing (accessibility, compatibility)
- Security testing including cloud guardrails and automated compliance frameworks
- Test data creation, obfuscation, migration and scale using container, serverless, and agentic AI–enabled test tooling to increase agility

Key Benefits include:

- Customer satisfaction elevated, providing timely resolutions and personalised experiences.
- Risks reduced, compliance improved with robust change management practices.
- Transitions ensure smooth service delivery, fostering continuity and reliability.
- Advanced features of JIRA Service Management leveraged for superior quality.
- Agility and adaptability enhanced with seamless integration and customisation options.
- Teams empowered with automation for improved performance.
- Tailored solutions meet unique business requirements, maximising value.
- Detailed analytics facilitate decision-making, strategic planning effectively.

4. 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).

5. 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.

6. 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.

7. 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.

8. 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 approach for this consultancy service is set out in our Pricing Document and Lot 3 – Cloud Support Rate Card.

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 the 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

This report contains information and data supplied by CACI Limited that may (a) be created in whole or part using forecasting or predictive models and/or third party data and are not guaranteed to be error free by CACI, (b) contain data based on estimates derived from samples, and/or (c) be subject to the limits of statistical errors/rounding up or down. Except for title warranties all other implied warranties are excluded. CACI Limited shall not be liable for any loss howsoever arising from or in connection with your interpretation of this report.