Crown Commercial Service

RM1557.15

AI Engineering Operationalisation Services

Lot 3 - Support

CACI

data + technology

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1. Description of Service

- CACI helps organisations turn AI experimentation into working real world services. We explore where AI can add value, engineer the strongest ideas into production and support their growth. Our teams bring AI expertise together with data, software and cloud engineering, with security, governance and operational needs considered from the start.

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2. Features and Benefits

Key features include:

- AI engineering from early exploration through to live operation
- Generative AI and machine learning production engineering
- AI-enabled applications, services and intelligent automation
- Integration with enterprise data, APIs and existing systems
- Cloud MLOps and LLMOps for repeatable deployment and change
- Model-first and AI-assisted software engineering to accelerate development
- Testing and evaluation of models and AI-enabled services
- Responsible AI, security, governance and practical guardrails
- Monitoring, resilience and optimisation of live AI services
- Knowledge transfer that builds in-house AI engineering capability

Benefits include:

- Realise Innovation: Get successful proof of concepts into production
- Enhanced Productivity: Do more with less with cutting edge techniques
- Emerging Technologies Integration: Incorporate cutting-edge advancements into your processes
- Hybrid/Multi-Cloud Strategies: Designing and managing complex cloud environments
- DevOps Automation: Implementing tools/practices to automate software development/deployment
- Cybersecurity Expertise: Providing advanced security solutions for threat detection
- Disaster Recovery Planning/Execution: Developing and executing comprehensive BCDL plans
- A comprehensive suite of IT services in AWS and Azure
- Compliance Management: Navigate industry regulations/data privacy laws like GDPR
- Readiness, Governance, Assurance: Ethical, safe, and secure rollout of technologies

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3. Implementation Plan

INDUSTRY LEADING AGILE PROJECT DELIVERY FOR CLOUD ENGINEERING PROJECTS

- CACI provides industry leading Agile project delivery to customers across the public sector. Our cloud engineering teams use Scrum, Kanban and scale Agile methodologies such as SAFe and LeSS, keeping the principles of the Agile Manifesto at the forefront. CACI are flexible to working with our customers in the most productive way, always collaborating with our customers' internal development teams as best fits their needs. This includes:
  - Embedding our engineers in client development teams
  - Embedding customer engineers in our teams delivering from our facility
  - Our engineering team operating from our facility
  - Co-locating with our customers' developers for end-of-sprint ceremonies such as retrospectives and planning.
- CACI follows secure-by-design engineering practices, with reference DevSecOps pipelines integrating many of the key accreditation and assurance concerns into the software delivery process as standard, applying knowledge gained through accreditation of previous software projects delivered to HMG.
- CACI has an excellent track record of delivering solutions on time and to budget, enabled in part by intelligently and flexibly managing our resources. On-time delivery is achieved by capitalising on the Agile methodology of openness and visibility between organisations. Utilisation of tools like Confluence, Jira and Trello, coupled with frequent end-of-sprint, face-to-face/video conference meetings has enabled transparent and collaborative working. These techniques allow any potential problems that arise during the development process to be addressed immediately.
- At the start of any G-Cloud project we will work with the customer to understand, agree and implement the most effective approach. In the early stages we will draw up an implementation plan/roadmap outlining our approach and highlighting key milestones/releases, dependencies and risks.

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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).

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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.

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6. Testing and Quality Assurance

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

- CACI have 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.

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7. 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.

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8. 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. 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 14 years of experience of providing mission-critical solutions and systems into HMG organisations.

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9. 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.
- Full details and pricing can be found within CACI's Pricing Document and published 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 published 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 published 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 published Lot 3 – Cloud Support Rate Card.

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