

PRICING DOCUMENT

CACI USER RESEARCH AND UX DISCOVERY SERVICES

CACI help our clients gain a deep understanding of users and their needs, pain points, mental models, and attitudes through a balance of proven qualitative and quantitative user research methods, considered through the lens of the wider landscape that a service or product exists within.

Our approach to research and discovery meets the GOV.UK Service Standard: our team are members of the Market Research Society and conduct research in-line with ethical best practices, and our user-centred methodology is ISO accredited (ISO 9241-210).

We focus on outcomes over outputs: we iteratively deliver rich insights that tangibly transform the user experience for the better, with a clear roadmap and guidance for implementation to gain wider organisation adoption and buy-in.

Key benefits of our service:

- Gain deep understanding of user needs, pain points and behaviours
- Gain stakeholder buy-in and alignment through a data/evidence-led approach
- Pragmatic approach that considers the wider context and organisational constraints
- Reduce technical debt and total cost of ownership
- Go beyond WCAG 2.2 accessibility compliance with inclusive design
- Measurably deliver a better user experience, save money/time, and increase efficiency
- Collaborative approach to knowledge sharing and upskilling your team
- Pass GDS/GOV.UK Service Assessments first-time and progress to Alpha/Beta/Live stages
- A highly-experienced team with a proven track record
- Data/security in-line with Cyber Essentials Plus and ISO 27001

CACI prides itself in being easy to do business with. After actively engaging with our customers to make sure our solution is the right fit, we can 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:

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.

Full details and pricing can be found within CACI's published Lot 3 - Cloud Support Rate Card Rate Card which shows the range and cost of expertise.