

Digital Forensic Investigation Services

Lot 3 - Cloud Support

G-Cloud 15 Service Definition Document

CACI

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1. Description of Service

CACI offers a range of accredited digital forensic investigation services designed specifically for Law Enforcement related clients who are involved in the investigation of offences involving data from computer, mobile and cloud sources. Our services and capabilities mirror those provided within Police Digital Forensics Laboratories, creating additional capacity for this industry and other types of digital forensic investigation by producing evidence and reports to Forensic Science Regulators standards.

2. Features and Benefits

Features include:

- Case assessment and Digital Forensic Strategy creation.
- Data acquisition, processing and analysis services on a wide range of data sources.
- Web review platform enables remote access to case data for review.
- Evidential standard reports in SFR, MG11 or other format agreed with the customer.
- Quality controls in place throughout service delivery.
- Court Attendance by trained and competent staff. Flexibility for Digital Forensic services to be delivered to bespoke client requirements.
- Good capacity and reliable SLA compliance.
- Strong confidentiality and impartiality culture and controls.
- Full forensic courier service involving GPS tracking.

Benefits include:

- Accredited by UKAS to ISO/IEC 17025 for Digital Forensic investigation services. (See UKAS Website for current scope.)
- UKAS assessed compliance to Forensic Science Regulator Codes of Practice and ILAC G19.
- Secure laboratory environment with extensively vetted staff.
- Trained and experienced staff, with years of involvement in Police investigations
- Forensic courier service ensures full evidential continuity is maintained throughout the end-to-end service.
- Extensively documented processes supports the traceability of all activity.
- Flexible service delivery will reduce resource impact upon customer.

3. Implementation Plan

FLEXIBLE AND ADAPTIVE ENGAGEMENT

- CACI understands that service requirements differ between clients and between contracts so we are flexible in their approach to service implementation and will work with clients to understand their needs for each piece of work.
- All service requirements are discussed and agreed with clients prior to initiation of DF Investigation services. Agreed service requirements are recorded within Client Work Instruction documents, which are referenced during service delivery and reviewed each time a new service request is received to ensure ongoing suitability and successful delivery.
- Once service requirements are understood, costs and timescales for requested services are agreed each time work is requested by the client.

4. Quality Assurance

COMPREHENSIVE QUALITY ASSURANCE SERVICES

QUALITY AND SERVICE MANAGEMENT

- CACI's Digital Forensic Laboratory holds accreditation to ISO/IEC 17025:2017, with compliance to ILAC G19:06/2022 and Forensic Science Regulator's Code of Practice for digital forensics testing, and accreditation to ISO/IEC 17043:2023 for proficiency testing services. Please see the following schedules of accreditation for our current scope of accreditation:
 - ISO/IEC 17025: [25971Testing Single \(ukas.com\)](#)
 - ISO/IEC 17043: [25971Proficiency Testing Single \(ukas.com\)](#)
- CACI's Digital Forensic Investigation services are performed in compliance to a Quality Management System which meets the requirements of ISO/IEC 17025 with compliance to FSR Codes and ILAC G19. Quality controls are embedded throughout the delivery of all Digital Forensic Investigation services to ensure continuing compliance to accreditation standards.
- Our accredited Digital Forensic Investigation services are governed by the SAI and Laboratory Senior Management Team to ensure continuing suitability and compliance.

ALIGNMENT WITH ORGANISATIONAL NEEDS

- Where the customer's quality and performance requirements are not fully defined, CACI will provide experienced Quality and Technical Management subject matter experts to ensure Digital Forensic Services are delivered in alignment with customer's needs. Documentation of CACI's quality assurance activities can be provided to the customer to assist, reduce or satisfy their quality obligations.

5. Information Assurance and Security

CACI is ISO 27001, ISO 17025, ISO 17043 and CYBER ESSENTIALS+ ACCREDITED, which includes assessed compliance to Forensic Science Regulator Code of Practice (FSR Codes) and ILAC G19

SECURITY MANAGEMENT

- CACI is committed to ensuring its people, processes, data and technologies are secured in line with statutory requirements and industry best practice. CACI maintains an Information Security Management System certified to ISO/IEC 27001 by a UKAS accredited auditor (BSI), the scope of which covers all of CACI's services. Our Cyber Essentials+ certification covers the entirety of CACI's business.
- In addition, CACI has been assessed by UKAS and granted accreditation to ISO/IEC 17025 with compliance to FSR Code of Practice and ILAC G19. This ensures that the Forensic Science Regulators extensive information security controls are implemented, continually monitored and maintained throughout all Digital Forensic services.

QUALITY AND SERVICE MANAGEMENT

- CACI's Digital Forensic Laboratory operates in compliance to a Quality Management System which has been certified by UKAS to ISO/IEC 17025 with compliance to FSR Codes and ILAC G19. Quality controls are embedded throughout the delivery of all Digital Forensic Investigation services to ensure continuing compliance to accreditation standards.
- Regular quality control activities are performed by CACI's quality and technical management team which ensure ongoing compliance to these requirements.
- Monthly governance meetings involving the SAI and other senior stakeholders from throughout CACI ensure the ongoing management of information assurance and security activities.

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BUSINESS CONTINUITY

- CACI implements and maintains Business Continuity (BC) arrangements aligned to ISO 27001, ISO 17043, ISO 17025, FSR Codes and ILAC G19 for the entirety of the Digital Forensic Services we provide to our clients. Our ISMS and QMS contains established policies and procedures to regularly test BC in order to strengthen our capabilities and train our staff in disaster recovery (DR) of our services.

STAFF VETTING:

- CACI Digital Forensic Laboratory Staff are vetted to BPSS, NPPV3, SC & CTC.

6. Service Delivery

TAKING A CLIENT CENTRIC APPROACH

- The following high-level process will be followed when delivering Digital Forensic Investigation Services to clients:

REQUIREMENT GATHERING

- Requirements gathering exercise to ensure that all laboratory processes are explained and that customer requirements are understood.
- Client Work Instruction containing service requirements and design will be created.
- Signed agreement of Client Work Instruction prior to delivery of service.

SERVICE DELIVERY

- Forensic delivery or collection of exhibits.
- Receipt of exhibits into CACI's case management system.
- Exhibit assessment and pre-acquisition examination.
- Data acquisition and preservation processes.
- Data processing and verification activities.
- Data review and categorisation - Optional use of remote review platform (non-CSAM cases only).
- Analysis & reporting activities.
- Secure transfer of electronic reports.
- Forensic return delivery of physical exhibits.

ONGOING SUPPORT

- Support for the OIC to ensure process, findings and results are clearly understood.
- Additional work requests to respond to prosecution or defence queries.
- Court attendance to present evidence.
- Data retention and Data management services.

7. Service Levels

CUSTOMER DEFINED

BESPOKE SERVICE LEVELS

- SLAs will be agreed with each customer based upon service requirements.
- SLAs can be agreed on a contract, 'batch' (of cases) or individual case basis and may differ depending upon device type, device prioritisation, or other requirement such as crime type, risk or examination result.
- CACI will contact the OIC as soon as possible to inform them of any issues which could impact upon agreed service delivery.
- CACI is flexible and can accommodate a range of different customer service level requirements with a high rate of compliance:

CAPACITY

- CACI has good capacity to delivery our services and are continually planning to build more.
- CACI can expand capacity at short notice to meet additional unforeseen demand without impacting upon pre-existing commitments or deadlines.

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.
- Full details and pricing can be found within CACI's Pricing Document and published Lot 3 – Cloud Support Rate Card. These show the range and cost of expertise.

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.



Thank you

CACI

Note: This document has been created and shared for the sole purpose of G-Cloud buyers to evaluate CACI as a supplier. Copying or sharing for any other purpose than the aforementioned is prohibited without the prior consent of CACI Ltd.

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