

Azure Hosting Services

Lot 1a - IaaS

data + technology

CACI

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1. We Always Deliver

WE EMPOWER PEOPLE-CENTRED DIGITAL TRANSFORMATION

At CACI, we enable our clients to achieve meaningful and lasting transformation by blending the power of deep research, data, and audience insights, with user-centred service design and end-to-end technical implementation. Our mission is to work with our clients to deliver digital services that transform lives and society for the better.

We deliver in-line with internationally recognised standards, from quality management (**ISO 9001**), security (**ISO 27001**), user-centred design (**ISO 9241-210**), to service management (**ISO 20000**), and sustainability (**ISO 14001**).

We have a long and successful track record of working with and delivering successful outcomes for the public sector, be that central government, local authorities, or arms-length bodies and agencies. Our clients know they can rely on us to always deliver, demonstrated by our impeccable record of passing GOV.UK assessments, first time.

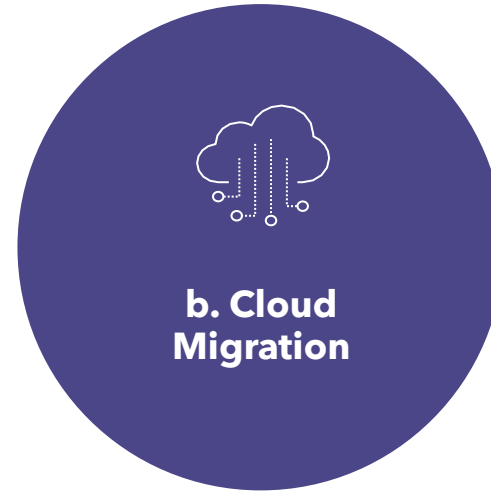


2. Description of Service

CACI offers the full range of Microsoft Azure services, which can be combined with CACI's support services to provide a fully managed cloud service. Azure allows the rapid deployment and scalability of infrastructure and application services with a vast array of fully featured resources being available globally. CACI's four core services are:



Stand-alone compute and storage hosting with/without support
Set-up cloud account and services, with adherence to industry best practices.
Cloud network services for connectivity



Migration service:

- On Prem to Azure Cloud/Hybrid
- Cloud to Azure Cloud/Hybrid



In-depth assessment of the cloud and infrastructure:

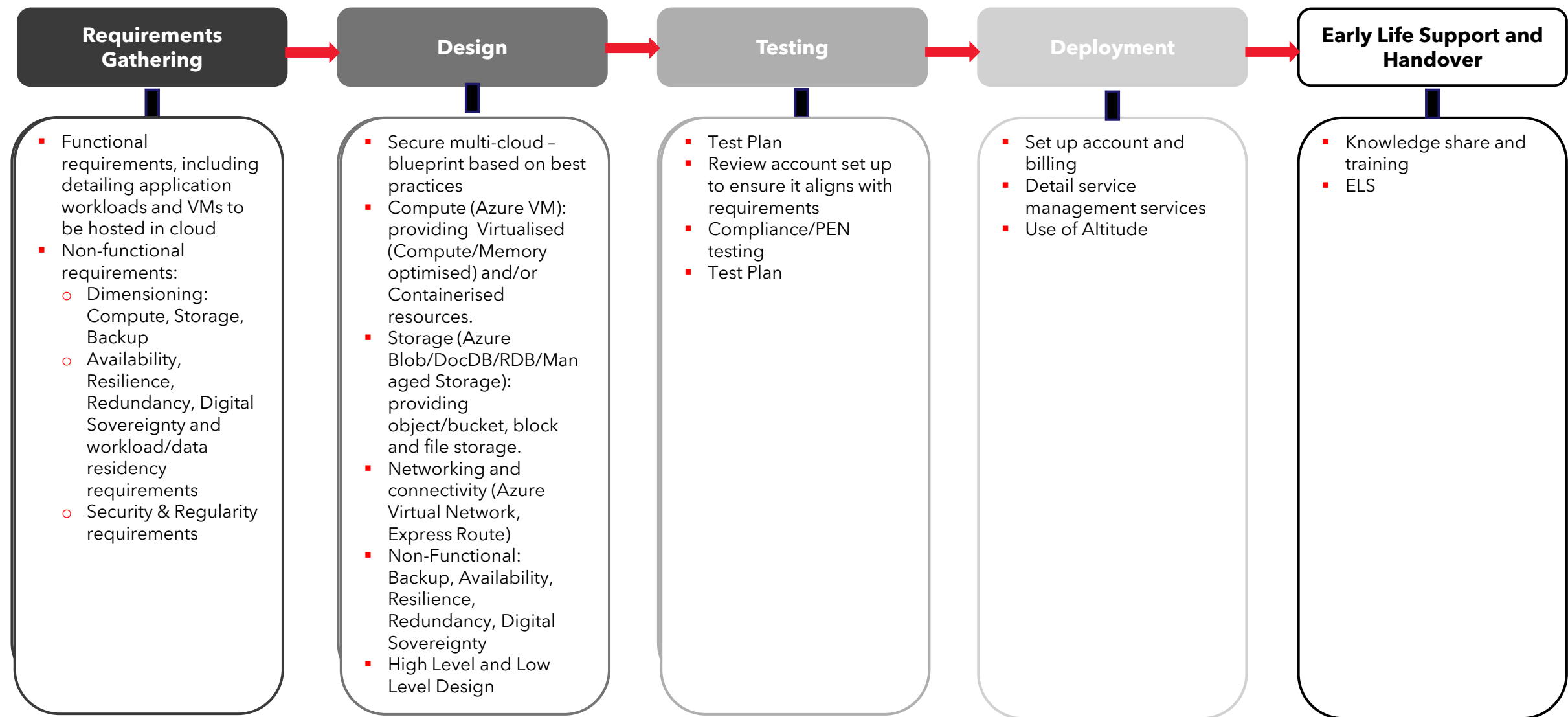
- Cost optimisation
- Performance Improvement
- Security & Regularity Compliance
- Remedial work



Hosted Azure Backup Storage for a secure, cost-effective solution for backing up data in the cloud, allowing for both operational and vaulted backups to protect critical data.

2a. Description of Service - Cloud Design & Deployment

CACI will work with the customer to agree Statement of Work/Terms of Engagement. Our approach includes the following steps



2b. Description of Service - Cloud Migration & Modernisation

Customer migrate and modernise for a variety of reasons, including:

- Data Centre Contract Expiry
- Software End of Support
- Business drivers to move Capex to Opex
- IT Capacity
- Cost Optimisation
- Security Threats
- Get AI-ready
- Application Innovation

CACI can support customers in their migration and modernisation journey to cloud:

- 1. Assess the cloud estate and migration readiness:** Plan the migration and modernisation journey with tooling, guidance and recommendations as appropriate for the customer's requirements. Where servers are not cloud ready, these can be onboarded to Azure Arc, enabling Azure security, governance and monitoring services; and providing a common management platform
- 2. Pilot:** gain confidence and see technical proof with expert support
- 3. Securely move the estate to the Azure Cloud** with confidence, proven best practices, following the Cloud Adoption Framework and the Well Architected Framework.

CACI can support migration services following the best practices:

- From on-premises non-virtualised workloads to target Azure cloud
- From public cloud to target Azure cloud
- From private cloud (VMWare) to target Azure cloud

CACI can support modernisation with Azure, whether it is host OS upgrade or transforming legacy applications and infrastructure to leverage cloud benefits like scalability, security, and AI, using strategies like rehosting, re-platforming, refactoring, or rearchitecting, using Azure services (Azure Migrate, App Service, AKS) and frameworks (Cloud Adoption Framework) for assessment, migration, and ongoing optimization.

2c. Description of Service - Cloud Audit & Assessment

CACI can support the audit and assessment of the customer's cloud estate and report findings with recommendations for any remedial works required. Our approach is::



- Scope: Discovery:
 - Key operational pain points and issues
 - Compliance with Well Architected Framework
- Level of Service Required:
 - Standard: by subscription
 - Comprehensive: by organisation

- Investigate cloud estate:
 - Cloud Services
 - Compute, Storage & Network Resources
 - Backups
 - Privacy & data residency
 - Etc
- Investigate Cloud network connectivity
- PEN testing for security & regulatory compliance

- Report Findings:
- Cost optimisation
 - Performance Optimisation
 - PEN testing - Security & Regulatory Compliance
 - Infrastructure Life Cycle Management
 - Provide a remedial works quote.

- Re-design /Re-dimensioning and scaling up/down etc
- Network remedial works
- Industry Standards Security & Regulatory compliance remedial work
- Other

- Knowledge transfer via workshop
- After sales care

2d. Description of Service - Cloud Backup Storage

Azure Backup Storage provides a secure, cost-effective solution for backing up your data in the cloud, allowing for both operational and vaulted backups to protect your critical data.

Types of Azure Backup Storage

- 1. Operational Backup:** Local backup solution that protects your block blobs within the source storage account. It allows data to be retained for up to 360 days and is designed to protect against accidental deletions or corruption. The data is stored locally and does not require a separate backup vault for management operations. Soft delete enabled (recommended) for additional protection against accidental deletions.
- 2. Vaulted Backup:** Offsite backup solution that transfers data to a backup vault. It provides protection against accidental or malicious deletions and allows for scheduled backups based on defined policies. The backup data is retained according to the retention settings configured in the backup policy, offering enhanced security and compliance features.

3. Features and Benefits

Features include:

- Microsoft Azure cloud services procured and managed on your behalf
- Managed Azure service with a single point of contact
- Cloud Infrastructure planning, migration and implementation
- Application Development using serverless architectures
- Integration services using Microsoft BizTalk and Logic Apps
- Ability to support a broad range of workloads and technologies
- Tools to build highly available, scalable applications
- Accredited Microsoft Gold Partner
- Capable of hosting OFFICIAL information assets
- NCSC Cloud Security Principles aligned, Security Cleared (SC) and vendor certified staff and subject matter experts
- Subscription or Organisation based cloud estate audit and assessment by certified Azure subject matter experts.

Benefits include:

- Compliant with Cloud Adoption Framework and Well Architected Framework, following industry best practices
- Rapidly provision services in data centres across the globe
- Maintain service availability through peaks of demand
- Scale compute services to meet business demand using automated scaling functions
- Scale to petabytes of data storage on demand
- Manage cost by paying for services based on consumption/usage
- Highly reliable environment with geographical replication capability
- Always-on monitoring and automatic network attack mitigation
- Ensure the security of your data in transit to and from Azure
- Make your data available to processes and services that unlock value
- Increase organisational agility with automated deployment and 24x7 DevOps support

4. Implementation Plan

FLEXIBLE AND ADAPTIVE ENGAGEMENT

- When hosting service is purchased as a stand-alone service, CACI will work with the client to create Azure accounts and set up set-up consolidated billing operation.
- When purchased with CACI Cloud Support Services, a flexible approach to implementation is adopted, tailored to suit the unique nature of each client engagement. We can start supporting our clients under this service at any point in their Cloud Journey. We can develop a new platform from scratch, or we can transition in to support applications from existing cloud workloads.
- The implementation begins with allocation of an account manager, a service manager and project manager. Subsequently, further subject matter experts are allocated as required.

DEVELOP A NEW PLATFORM

- Team mobilisation
- Requirements gathering
- Solution design / Planning
- Build / Test
- Integration to clients existing delivery eco-system
- Operational readiness and acceptance into service
- Operate.

TRANSITION EXISTING CLOUD WORKLOADS

- Team mobilisation
- Initial planning and overview
- Targeted knowledge transfer
- Practical preparation
- Integration to clients existing delivery eco-system
- Operational readiness
- Operate.

5. Information Assurance and Security

CACI IS ISO27001, ISO9001 & CYBER ESSENTIALS+ ACCREDITED

BUSINESS CONTINUITY

- CACI implements and maintains Business Continuity arrangements aligned to ISO22301 for the entirety of the cloud support services we provide to our clients. We have established policies and procedures in place which are adapted and extended to meet the requirements of this service.
- 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.

STAFF VETTING & CERTIFICATION

- CACI staff are MS certified and subject matter experts.
- CACI staff are vetted at minimum to BPSS, with our cloud support services delivered exclusively from a large pool of SC cleared resources.

6. Testing and Quality Assurance

COMPREHENSIVE QUALITY ASSURANCE SERVICES

COMBINE WITH CACI CLOUD SUPPORT SERVICES

CACI - Azure Services provides the following additional testing and quality assurance benefits when combined with CACI Cloud Support Services.

i) COMPREHENSIVE QUALITY ASSURANCE SERVICES

- CACI can provide a broad range of comprehensive quality assurance services covering all functional and non-functional requirements. Unit, system, integration, reliability, recoverability and performance testing are all available as part of this service.

ii) ALIGNMENT WITH ORGANISATIONAL NEEDS

- Where the customer's quality and performance requirements are not fully defined, CACI can provide experienced business analysts and technical subject matter experts to help develop them in alignment with organisational needs to a testable state. We can provide the full range of these services or assist and support customers in planning and executing their own quality assurance and performance test cycles.

7. Technical Requirements, Onboarding and Offboarding

TAKING A CLIENT CENTRIC APPROACH

COMBINE WITH CACI CLOUD SUPPORT SERVICES

CACI - Azure Services provides the following additional onboarding and offboarding benefits when combined with CACI Cloud Support Services.

TECHNICAL REQUIREMENTS

There are no technical pre-requisites for using the CACI Azure Services.

- Client can start with nothing in the cloud
- We can migrate on premises infrastructure.
- We can take on support, maintenance and enhancement of existing workloads
- Can design and build for new workloads under development.

ONBOARDING

- A Project Manager will be appointed when needed.
- CACI have a proven flexible approach based on ITIL
- ISO 20000 compliant
- ITIL 4 Expert support
- ITIL trained Support team
- User centric approach, we adapt our ITIL based process to meet the customer needs
- Access to a range of different specialist skill sets as when required.
- Onboard the customer to our ITSM tool or use the clients own tooling
- User of CACI specialist tooling to model complex organisational relationships
- Knowledge Transfer

OFFBOARDING

- A Project Manager can be appointed a project manager when needed.
- CACI will provide an exit plan
- Ensure transfer of knowledgebase
- Provide onboarding to incoming provider (if required).

8. After Sales Support

SUPPORTING OUR CLIENTS

COMBINE WITH CACI CLOUD SUPPORT SERVICES

- CACI - Azure Services provides the following additional after sales support benefits when combined with CACI Cloud Support Services.

CUSTOMER ENGAGEMENT

- Our account managers work proactively with customers to develop their service, to influence application design and to share their experiences and suggestions. CACI's goal is to maintain and enhance services by building long-term productive relationships with its clients and 3rd party suppliers. We schedule regular account meetings with our customers to provide a framework for review, planning and to facilitate structured two-way feedback.
- CACI works across sectors delivering diverse projects, products and services. This experience can support customers on new projects, advise on best practice and innovation, provide introductions to peers, and facilitate discussion on common issues. Our specialists can conduct knowledge sharing sessions in a range of subjects such as Azure, ITIL, DevOps, Project/Programme Management, Data Science, Location Planning and Analysis, Security.

VALUE-ADD ACTIVITIES AND SESSIONS

- In addition, having fully assessed our customer's priorities we could run sessions on the following:
 - Transforming from ITIL 3 to ITIL 4
 - Streamlining and improving processes
 - Making better use of data and analytics
 - Focused sessions with partners on relevant technical solutions
 - Agile Transformation.

9. Service Levels

ITIL SERVICE MANAGEMENT

COMBINE WITH CACI CLOUD SUPPORT SERVICES

- The Azure service levels can be found here: [Azure Licensing Documents](#)
- CACI - Azure service provides the following additional service level management benefits when combined with CACI Cloud Support Services.
- ITIL service management capabilities alongside integrated DevOps support. Details of the support offered are below:
 - Core business hours support as standard. (8:00 – 18:00)
 - Optional extended business hours support (by agreement and additional cost)
 - 24x7x365 for P1 and P2 incidents
 - Email, phone and web support channels
 - Comprehensive standard SLAs adaptable or extendable to meet specific business requirements
 - Monthly service reporting and reviews

RESPONSE TIMES

- CACI's standard Service Level Agreement (SLA) includes average response times to high priority (P1 / P2) enquiries within 30 minutes and one hour for P3 and P4 (within office and extended hours).
- Customers typically purchase out-of-hours cover for P1 and P2 only, however, CACI offers enhanced out-of-hours cover where the customer requires it. Many of the workloads we support are genuine 24x7 services supporting business critical functionality.
- For customers providing critical services, a 24x7x365 service and tailored SLAs can be provided upon agreement at additional cost.

10. Business Continuity and Disaster Recovery

ESTABLISHED POLICIES AND PROCEDURES COMBINE WITH CACI CLOUD SUPPORT SERVICES

- CACI - Azure Services provides the following additional business continuity and disaster recovery benefits when combined with CACI Cloud Support Services.

ESTABLISHED POLICIES AND PROCEDURES

- CACI has established policies and procedures in place which can be adapted and extend to meet the requirements of our service. In addition to the service specific systems and resources, our plans cover all CACI corporate and business unit systems and resources.
 - Comprehensive range of backup and BCDR options are available, to meet the most demanding RTO and RPO requirements
 - Suitable as part of a ISO 22301 standard BCDR plan
 - Can be platform standard, bespoke or combination of the two to meet the requirement
 - Backed by 24/7 support team of cloud specialists
 - CACI Support service also aligns to ISO 22301 standards
 - We can support BCDR exercises to an agreed schedule and scope
 - We can provide ISO 22301 lead implementer resource.

11. Ordering and Invoicing Process

CACI PRIDES ITSELF ON 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 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, we 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

We will then produce a statement of work which contains a Services Supply Agreement, detailing the scope of work and the associated price.

Invoices are payable by the Customer thirty (30) days from receipt by the Company. Where a Valid Invoice remains unpaid after thirty (30) days, the Company shall be entitled to charge interest, accrued monthly, at 2% over the then prevailing National Westminster Bank Plc base lending rate.

12. Pricing Overview

WE OFFER FLEXIBLE PRICING MODELS TO DELIVER VALUE FOR MONEY

- CACI - Azure Services provides customers with many benefits when combined with CACI Cloud Support Services:
 - A combination with Cloud and Virtualisation Architecture, Migration, Optimisation and Operations Service will provide a CACI expert support in selecting and managing Azure resources in the most cost-effective manner for your workloads.
 - A combination with Cloud Support Service will provide a fully managed service from a single supplier.

We offer a flexible commercial solution to ensure value for money. For options available please refer to our pricing document for this service.

Thank you

CACI

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