

Intelligence Platform

Lot 2b – Software as a Service

CACI

data + technology

CACI

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For further information:

☎ +44 (0)20 7602 6000

✉ digital.marketplace@caci.co.uk

🌐 www.caci.co.uk

1. Description of Service

CACI'S AGENTIC AI CHAT BASED TOOL FOR UNDERSTANDING PEOPLE AND PLACE

UNDERSTANDING THE COMMUNITY

- Understanding the needs of the local community is a fundamental requirement for all public sector organisations to support the delivery of services more effectively. Insight like this can be drawn from a range of sources including open, commercial and public sector owned data, and blending that with predictive models, but it is rarely available in one convenient place and available to all staff of any skills level or role.

INTELLIGENCE PLATFORM

- The Intelligence Platform is CACI's next-generation AI tool, designed to provide users with intelligent access to CACI's curated data, proprietary models, and advanced analytical tools through a simple natural language interface. It enables organisations to ask questions, perform tasks, and generate insights without the need for coding or specialist technical skills.
- The Intelligence Platform is a secure, cloud-hosted service, ensuring users can work seamlessly from desktops, laptops, or tablets whether in the office or on the move. Its intuitive design removes the need for complex IT involvement or specialist AI expertise, making advanced analytics and decision support available to everyone.

2. Features and Benefits

DESIGNED TO BETTER UNDERSTAND YOUR SERVICE USERS AND COMMUNITIES

Feature	Advantage	Benefit to you
Autonomous task execution.	Let the platform do tasks for you by giving it simple prompts.	Increase staff productivity and enable them to run tasks quicker.
Natural language interface.	Intuitive chat-based access to CACI data and models.	Users can set tasks, ask questions, and get actionable insight without training.
Intuition based discovery.	Ask any question, and follow-up with “tell me more” and “why is that”.	Greater insights are surfaced that were hidden or absent.
Evidence based.	Can score its own work, cite sources, and show its thought process.	Confidence in the result means the outputs can be actioned fast.
Agentic reasoning.	Offers suggestions based on context and goals.	Gives you a leg up rather than starting from scratch or a blank sheet of paper.
Agent-to-Agent accessibility. *	Seamless interaction with other AI agents or LLM, including your own.	Unlocks autonomous workflows giving compound task execution.
Secure and ethical.	Built in compliance, guard rails, and data governance.	Protects sensitive information at all stages and builds trust.
Easy to use.	Accessible by users of all skills to ensure consistent analysis and access to data.	Removes single points of failure where insight are available to only analysts.
Conversational memory.	Remembers context across sessions, so users can return to their work later.	Delivers more coherent and efficient interactions.
Scalable architecture.	Grows with your business needs.	Future proofs your investment with CACI.
Hosted in the cloud.	No complicated software to install or upgrade.	Makes life easier with upgrades released by us and removes your overhead.

3. Key Functions

DESIGNED TO BOOST PRODUCTIVITY OF USERS WITH ACCESS TO A VARIETY OF DATA AND MODELS

INSIGHT GENERATION

- Instantly uncover demographic, behavioural, and spatial patterns of populations. Compare outputs against regional or national benchmarks to inform strategic decisions.

DATA INGESTION

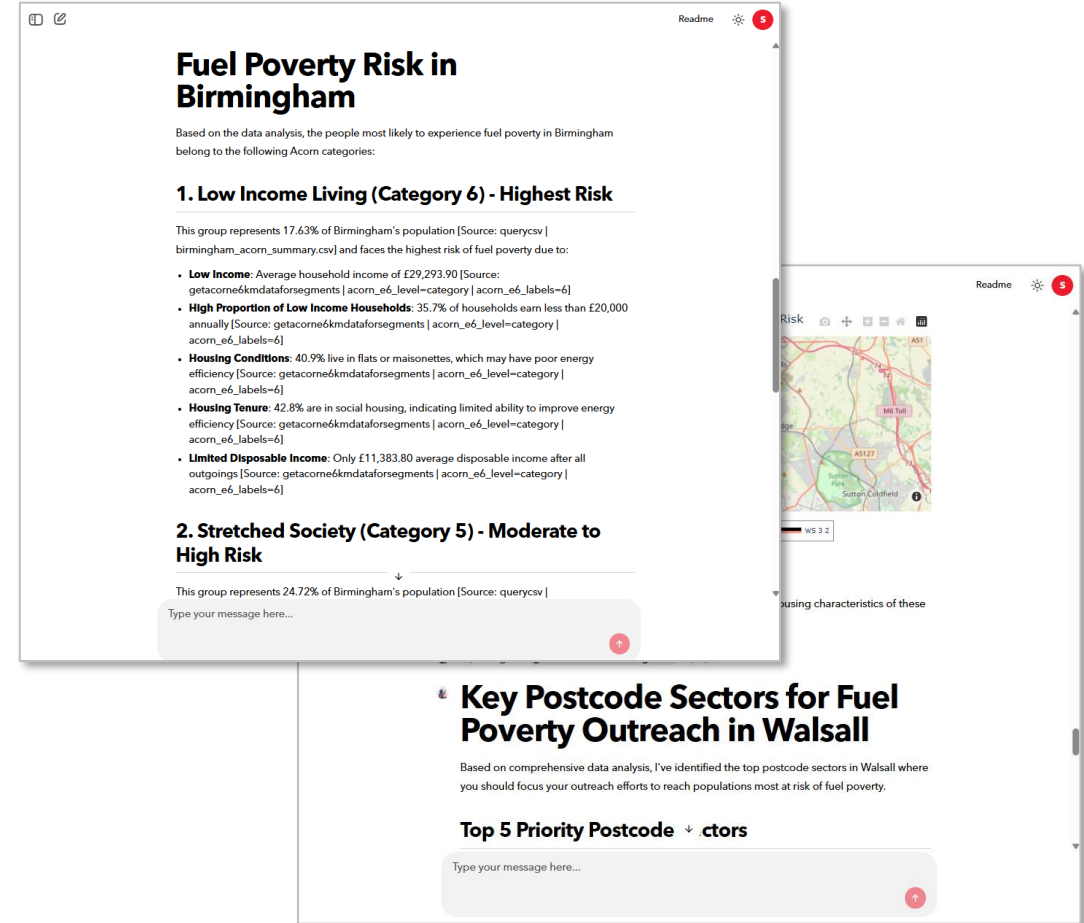
- Secure upload and blend your dataset. Once ingested, the platform automatically audits and cleans the data, ensuring quality and readiness for analysis.

TASK AUTOMATION

- Through natural language prompts, users can instruct the platform to perform complex tasks such as analysis disparate datasets, running segmentations, or applying advanced models - without writing a single line of code.

VISUALISATION

- Create interactive charts and maps in seconds. The platform selects the most appropriate visualisation for your needs, enabling users to explore patterns and trends.



4. Intelligence Platform: Key Functions

DESIGNED TO PROVIDE USERS WITH ACCESS TO INSIGHTS INTO PEOPLE AND PLACE

AUTOMATION AND ANSWERS

- The Intelligence Platform is designed to transform how organisations interact with data. Instead of waiting for dashboards or writing complex queries, users can simply ask questions in natural language and get clear, actionable answers in seconds. It doesn't just respond, it performs tasks and gives feedback on how it arrived at answers for you. Whether you need to analyse populations at risk of fuel poverty, access to services, compare locations, blend datasets, generate charts and maps, the platform executes these tasks autonomously, freeing up time and reducing bottlenecks.
- Built on CACI's trusted data and models, the Intelligence Platform delivers evidence-based outputs with full transparency—citing sources, showing its reasoning, so you can trust the results. It's intuitive for everyone, not just analysts, and scales across departments to unlock insights that were previously buried in spreadsheets or siloed systems. By combining speed, accuracy, and simplicity, the Intelligence Platform empowers decision-makers to act faster and with confidence.

INTELLIGENCE PLATFORM SUMMARY

The Intelligence Platform provides users with tools to:

- Analyse and visualise data dynamically for deeper insight
- Profile customer or location data to identify patterns and opportunities
- Plan interventions, optimise resource allocation, and mitigate risk
- Deliver evidence-based intelligence that supports strategic decisions
- Enable targeted engagement strategies based on demographic and behavioural context
- Understand people and places at granular levels using CACI's trusted data
- Automate repetitive tasks and accelerate workflows through AI-driven processes

4.1. CACI Datasets (optional - 1)

ACORN DATASETS



Acorn is a powerful consumer classification that segments the UK population. By analysing demographic data, social factors, population and consumer behaviour, Acorn provides an understanding of different types of people at both a postcode and household level.



Wellbeing Acorn is a health and wellbeing classification tool that segments the UK population by analysing demographics, social, health and wellbeing characteristics. Wellbeing Acorn provides an understanding of different types of people at a postcode level.



Household Acorn is a powerful consumer classification that segments UK households, describing the types of household in each street. By analysing demographic data, social factors and lifestage, Household Acorn provides an understanding of the different types of households across the country.

4.2. CACI Datasets (optional - 2)

PAYCHECK FAMILY DATASETS



Paycheck provides gross household income estimates at postcode level for the UK. By using lifestyle data combined with data from the ONS's Average Weekly Earnings and Living Costs and Food Survey, CACI have built a consistent and statistically reliable income model.



Paycheck Disposable Income provides an estimate of the average available household income after tax, National Insurance and other essential outgoings at postcode level for the UK. By using lifestyle data, combined with official statistics and survey data, CACI have built a consistent and statistically reliable disposable income model.



Paycheck Equivalised provides an estimate of income adjusted to reflect the size of a household. It is based on the idea a large household will need a larger income than a smaller household to achieve an equivalent standard of living. This dataset can only be licensed to organisations who license the standard Paycheck dataset.



Paycheck Lifestage provides estimated income distribution by lifestage at postcode level for the UK. Lifestage is described using a three-level classification with four categories, describing broad family structure. They are subdivided into two groups based on couples present in the household. Groups then subdivide into types based on age of the household reference person.

4.2. CACI Datasets (optional - 3)

OTHER CACI DATASETS



StreetValue estimates property values for all individual residential postcodes in the UK. It allows you to analyse the value of properties at the very detailed level of individual postcodes. Within each postcode, StreetValue gives a further breakdown of property value by the type of property.



Address Spine brings together public and private address level datasets to create a single factual view of the UK property market. Containing data on all residential properties, it provides a solid foundation to understand the homes your residents live in and areas where services should be prioritised.



ESG Score allows users to identify people most concerned about environmental, social & corporate governance (ESG) credentials. The product contains three propensities, one for each of the individual aspects of ESG and one unified score to summarise an individual's affiliation to all the values encompassed by ESG. Access to this data enables companies to develop appropriate products and propositions which resonate with consumers and justifies investment in these areas.

5. Onboarding and Offboarding

WE MAKE THE ONBOARDING PROCESS AS SIMPLE AS POSSIBLE

ONBOARDING

- We can provide an online demonstration of the system via a screen sharing platform such as Teams or Zoom. Demonstrations typically last for an hour with the opportunity to ask questions.
- Following a decision, you simply place an order by completing a call-off contract and issuing a purchase order. We recommend allowing two weeks from contract signing to system go-live.
- Training is not required, all help can be found on our online help site.
- Follow-on support is available for the life of the licence term.

OFFBOARDING

- Should a customer choose not to renew their license, it is a requirement they serve notice (in writing or via email) 30 days before the end of the agreement. As the end of the agreement approaches CACI will issue a termination letter for the customer to sign and return formalising the end of the agreement.
- At the end of the contract, the Intelligence Platform will automatically switch off. Users are contractually required to remove and delete all data with the exception of aggregated data that may have been included as part of published reports and / or maps in line with CACI's publishing and sharing terms and conditions.
- CACI will issue a Termination Letter at the end of the licence term for the customer to sign and return legally and formally terminating the agreement and confirming compliance with the contract terms and conditions.
- As part of ISO 27001 process we use certified industry leading suppliers to process the destruction of data.
- Disks are crushed by CACI before disposal through third-party shredding. We use CESG Approved Shredding.

6. Implementation Plan

GETTING STARTED WITH INSITE (HOSTED) AND INSITE EVERYWHERE AND SUPPORT

PLAN OVERVIEW

The Intelligence Platform is hosted by CACI and needs no set-up or configuration by the customer.

- **Hosting configuration:** The Intelligence Platform role for the customer is commissioned. The role defines the access to tools, data and models that the customer has licensed. User accounts are set up and assigned to that role. User names and passwords are then supplied to named individuals.
- **Training:** Being a simple chat interface there is no formal training requirement, the user interface is intuitive, and users can be delivering value from the Platform within minutes. If, however, formal training is requested on best practice this can be facilitated.
- **Support:** An Account Director and Account Manager will be responsible for (i) Day-to-day help and support over the telephone or email and (ii) Available for online account management meetings or conference calls and in person, if required.
- Your Account Director and Account Manager will act as your point of contact should you require technical support, the level of support provided will be determined by the nature of the enquiry i.e. if the enquiry relates to data **sources** and product build of licenced CACI datasets these typically can be answered over the phone, where the enquiry is more complex this may involve contact with CACI's Helpdesk Service or other Technical Experts via email, phone or screen sharing functionality.

7. Technical Requirements

THE INTELLIGENCE PLATFORM IS ACCESSED VIA THE INTERNET USING A COMMON BROWSER.

- The Intelligence Platform is accessible from a common browser on any device i.e. desktop, laptop or tablet.
- Each release of the Intelligence Platform is fully tested against the latest supported common browser technology (i.e. Microsoft Edge, Chrome and Safari) and incorporating the latest security updates.

8. Ordering and Invoicing

WE AIM TO MAKE THE ORDERING AND INVOICE PROCESS AS SIMPLE AS POSSIBLE.

ORDERING

- We will consult with you regarding the exact configuration of the Intelligence Platform system and follow this with a quotation.
- Following a decision, you can simply place an order.
- We will accept a direct purchase order.
- Upon receipt of signed contract and purchase order we will schedule the build of your system which will take approximately two weeks.

INVOICING

- Following receipt of the signed contract for The Intelligence Platform we will invoice you for the first year of the initial term and then annually from this anniversary date.

9. After Sales Support

USERS BENEFIT FROM OUR TEAMS LISTENING FOR FEEDBACK AND OFFERING SUPPORT

CUSTOMER ENGAGEMENT

- Throughout the life of the contract we will make regular Account Management calls and Quarterly Business Reviews to users to see how they've been getting on with The Intelligence Platform.
- In addition to this, we strongly encourage users to engage with us if they have queries relating to system or data use, publishing and sharing of outputs and to provide feedback.
- It is this level of engagement that allows us to build close relationships and enable customers to shape our future product and service developments.

ACCOUNT MANAGEMENT

- When you license InSite Everywhere and any optional licenced CACI datasets you will have your own Account Director and Account Manager who will be responsible for;
 - Day-to-day help and support over the telephone or email
 - Available for online account management meetings or conference calls and in person, if required.
- For example, users can channel questions relating to product build and methodology as well as query the use of software and optional licenced CACI datasets. If the query is complex CACI's InSite helpline and Technical Experts will be available to liaise with users directly as outlined in the implementation plan section.

10. Service Levels

OUR SKILLED INTEGRATED TEAM AIM TO BE EXTREMELY RESPONSIVE.

AVAILABILITY

- The helpline is available Monday to Friday between 09:00 and 17:00. Contact with the Helpline will be arranged by the Council's Account Director or Account Manager. We endeavour to respond to basic queries and requests within an hour, response times to more complex queries and requests will depend on the nature of the enquiry. The helpline is closed at weekends and on public holidays.
- Expert Technical Support includes access to those responsible for the development of The Intelligence Platform. Your Account Director and Account Manager will be your point of contact if you require technical support, the level of which will be determined by the nature of the enquiry. If the enquiry relates to data sources and product build of licenced CACI datasets these typically can be answered over the phone, where the enquiry is more complex this may involve contact with CACI's Helpdesk Service or other Technical Experts via email, phone or screen sharing functionality.

OUR TEAM

- Our staff are highly skilled with extensive, specialist knowledge and expertise of the Public Sector, built over many years.

11. Business Continuity and Disaster Recovery

RESILIENCE

- Availability for the last 12 months has been over xx%. Where customers require a Service Level Agreement (SLA) and respective Key Performance Indicators (KPIs), these are discussed and agreed at contract signature to align service availability and performance to the customers needs.
- Anticipated downtime for upgrades is agreed in advance with customers to avoid any impact during busy periods. This proactive approach enables communications to be sent to the user base prior to the release of upgrades or patches.
- All systems are hosted on AWS.
- An email alert would be sent to the user(s) in the event of service outage

DISASTER RECOVERY

- Should a system failure or natural disaster create a business disruption, CACI have appropriate measures in place to minimise the impact and to restore services.
- Our Business Continuity Policy outlines our approach to BC/DR and Business Continuity and a Disaster Recovery Framework document outlines the BC /DR process and high-level restoration plans for each office.
- Our IT infrastructure is located across several sites where many essential services are replicated. Servers can be restored/relocated to sister sites, if required in the event of a disaster.
- Encrypted backups are taken daily and stored offsite with a specialist contractor and can be delivered on demand to alternative offices if required.
- A dedicated Business continuity committee is in place to react quickly to any on-going situation, make decisions on criticality and react accordingly.
- Regular tests and reviews of our Business Continuity arrangements are performed to identify improvements to processes and procedures.

12. Pricing Overview

INTELLIGENCE PLATFORM

PLEASE SEE SEPARATE INTELLIGENCE PLATFORM

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