

PRICING DOCUMENT

CACI API AND CRM INTEGRATION SERVICES

CACI can design, build and support existing or new API systems architecture following best-practices for compliance, security and performance.

We follow industry standard REST APIs to integrate with numerous ERP, CRM, and customer engagement solutions such as Acquia, Salesforce, MS Dynamics, Braze, Adobe, and many others.

We prioritise open-source frameworks and solutions where possible with the expanded capabilities of custom middleware integration in your framework of choice.

Our services can also utilise Integration Platform as a Service (iPaaS) with tools like Zapier, Workato, or Mulesoft to streamline your data layer operations.

Our ISO 27001 certified process ensures your solution is robust, GDPR compliant with secure authentication, RBAC, encryption at rest and in-transit, as well as full audit logs for traceability.

Key benefits of our service:

- Peace of mind when it comes to data security and compliance
- Automated data exchanges (2-way sync) between systems
- Avoidance of manual or human errors
- Full audit log and reports available
- Feeds into Service Design efforts by capturing the data service layer
- Delivers data governance and compliance to GDPR
- Scalable solutions that deliver better customer engagement and personalisation
- Seamless omni-channel customer experiences
- Industry-leading ITIL support SLA with 24/7 coverage for incidents
- 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.