

Biometrics - Planning, design, migration and testing of Cloud biometric solutions

Lot 3 – Cloud Support Services

CACI

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1. Service Summary

CACI Ltd offers identity management / biometric applications and systems design and architecture consultancy support, related to Cloud-based platforms and solutions. As a key element of this service, we can provide specialist consultancy support for Cloud rationalisation projects – taking Identity management / biometric systems that have been previously been designed, procured and implemented for specific bespoke environments and disaggregating and rationalising them into new Cloud-based solutions.

CACI Ltd is in a unique position to deliver this service to public sector Customers as our team of experts have been directly involved in all large-scale UK biometric implementations in the past three decades. We are also an accredited AWS partner. This provides us with the ability to provide deep domain technical advice, support and delivery expertise covering all aspects of Identity Management / Biometrics systems and solutions design based on real-world experience. In particular, our team is already actively engaged in providing, via the Digital Marketplace, consultancy support services on transition of existing biometric systems to new Hosting and software Cloud-based solutions. Although these systems focus on fingerprints and facial recognition, we are able to provide guidance on a wider range of biometric technologies where these are relevant.

2. Features and Benefits

Key features include:

- Identification of legacy biometric system elements suitable for Cloud migration
- Cloud-based biometric system design and architecture consultancy services
- Specialist consultancy support for Cloud rationalisation biometric projects
- Developing “Road Maps” ahead of transition to Cloud services
- Advice on biometric best practice and biometric accuracy testing strategies
- Biometric test platform design and implementation. Conformance and PAD testing.
- Guidance on compliance with international biometric standards
- Specialist input on biometric interfaces/transactions and standards
- Iterative design, implementation and ongoing development of existing Cloud services
- CACI is an accredited AWS partner, delivering enterprise-scale platforms

Key benefits include:

- Enables customers to identify efficiencies in moving to the Cloud
- Team with proven track record of delivery via Digital Marketplace
- Team with three decades experience in implementation of biometric solutions
- Enables understanding of solution components that can migrate to Cloud
- Enables complex IT landscapes to be disaggregated and migrated
- Supports migration from legacy interface infrastructure to Cloud-based service platforms
- Provision of technical specialism to support customer design authority
- Delivery-focussed design support for Cloud solutions, covering full lifecycle
- Flexibility in deployment of skilled resources to meet customer need
- Milestone and work package driven delivery of legacy biometric system elements suitable for Cloud migration

3. Service Description

BIOMETRICS - PLANNING, DESIGN, MIGRATION AND TESTING OF CLOUD BIOMETRIC SOLUTIONS

CACI has recognised experts in the field of identity management and biometrics, with extensive practical experience spanning more than three decades of large-scale biometric system specification, procurement, design, assurance, test and delivery. A particular service we provide is consultancy support in the transition of biometric systems through the design, procurement, build, test and implementation stages to new Cloud-based platforms and solutions.

We are passionate about the Cloud and has extensive experience in implementing enterprise-scale cloud platforms and Continuous Delivery lean methodologies within the Public Sector. We are an AWS partner (Premier Tier) and have worked in partnership to deliver several enterprise-scale platforms, including the award-winning Home Office EBSA platform, which is one of the biggest public sector cloud platforms in the world.

We are proud to be working in partnership with the public sector, to identify and deliver real efficiencies and operational savings and benefits for frontline services transitioning to cloud solutions. We are biometric solutions vendor independent/agnostic, provide our clients with independent advice on biometric solution selection and deliver integration services to assure biometric solutions procured by the Customer. Our team has a proven track record of delivery, is currently involved in developing and migrating legacy identity management/biometric solutions to Cloud-based solutions and holds a unique position having been directly involved in all large-scale UK biometric implementations over the past three decades.

We are already engaged in providing consultancy support services via G-Cloud or other Crown Commercial Service frameworks, including working on transition of current biometric systems to new Hosting and software Cloud-based solutions.

We provide detailed, domain specific and delivery focussed identity management / biometric support capabilities through our G-Cloud Cloud Support services consultancy support services, delivered by a team with an enviable reputation and many years delivery experience in this niche field.

3. Service Description (cont.)

BIOMETRICS - PLANNING, DESIGN, MIGRATION AND TESTING OF CLOUD BIOMETRIC SOLUTIONS

This G-Cloud service from CACI offers identity management / biometric applications and systems design and architecture consultancy support, related to Cloud-based platforms and solutions. As a key element of this service, we can provide specialist consultancy support for Cloud rationalisation projects – taking Identity management / biometric systems that have been previously been designed, procured and implemented for specific bespoke environments and disaggregating and rationalising them into new Cloud-based solutions.

CACI is in a unique position to deliver this service to public sector customers as our team of experts have been directly involved in all large-scale UK biometric implementations in the past three decades. We are also an accredited AWS partner. This provides us with the ability to provide deep domain technical advice, support and delivery expertise covering all aspects of Identity Management / Biometrics systems and solutions design based on real-world experience. In particular, our team is already actively engaged in providing, via the Digital Marketplace, consultancy support services on transition of existing biometric systems to new Hosting and software Cloud-based solutions. Although these systems focus on fingerprints and facial recognition, we are able to provide guidance on a wider range of biometric technologies where these are relevant.

Biometric / identity management solutions and applications consultancy support areas that can be covered within this service include:

- Cloud-based system(s) designs consultancy support inclusive of iterative design, development and ongoing maintenance of existing Cloud services.
- Supporting Customers that have identified potential efficiencies in moving legacy identity management / biometric IT solutions or infrastructure to the Cloud but require support in the design and implementation of the solutions themselves. We will use our skills and experience to support the Customer in identifying which parts of a legacy biometric system or infrastructure can be migrated to the Cloud.
- Developing system identity management / biometric system “Road Maps” ahead of the transition to Cloud services, detailing how the transition can happen.

3. Service Description (cont.)

- Design service providing guidance on the specification of what an identity management / biometric solution could/should look like, whether it might be bought off the shelf via other Lots or designed by teams and development sourced from other Frameworks.
- Guidance on integration of biometric systems / applications / solutions, moving from legacy architecture to Cloud-based services.
- Input to strategy and delivery in migration from legacy biometric interface infrastructure to new Cloud-based enterprise service bus platforms, especially related to specialist input on biometric interfaces/transactions.
- Guidance on development of strategic biometric 'front end' capture solutions (including mobile) and potential for Cloud-related delivery.
- Assuring use of biometric best practice and viability of potential technical solutions available as a Cloud-based service.
- Evaluation of biometric products and suppliers that might be procured for use in Cloud-based biometric services.
- Provision of guidance on compliance with international biometric standards (for example relating to capture and transmission), such as NIST, ICAO/ISO, FBI EBTS when being used in Cloud-based biometric services.
- Provision of tools and techniques to manage transformation between different international biometric standards.
- Production of interface control documentation (ICDs) based on international biometric standards for data exchange.
- Biometric conformance testing strategies and testing services, to ensure alignment/conformance of biometric solutions to defined biometric standards.
- Guidance on biometric solution vulnerability.
- Provision of Presentation Attack Detection (PAD) assurance testing.
- Preparation and/or review of biometric accuracy performance test strategies / documentation for use in Cloud-based biometric services.
- Provision of and/or assurance of test activities related to Cloud-based identity management / biometric applications / solutions.

3. Service Description (cont.)

- Provision of Technical Design Authority (TDA) functions.
- Production of technical documentation for Cloud-based identity management / biometric services.
- Advice in development and maintenance of biometric-related strategies for Cloud based solutions.
- Integration of Cloud-based identity management / biometric technical solutions in complex business environments.
- Interface design and deployment for Cloud-based identity management / biometric solutions.
- Biometric matching performance optimisation in Cloud-based biometric solutions.
- Workflow and rules design for Cloud-based identity management / biometric solutions.
- Technical and Solution Architecture support for Cloud-based biometric technical solutions.
- Independent biometric technical advice, support and assurance for Cloud-based identity management / biometric technical solutions.
- Delivery and ongoing support as required for biometric accuracy testing platforms, including integration with Customer's preferred biometric software supplier(s).
- Biometric project/solution quality assurance (QA) and performance testing services.
- Provision of security architecture / cyber security services related to biometric solutions.
- Provision of education on specific biometric related issues, including production of training materials where required for Cloud- based identity management / biometric solutions.

4. Information Assurance and Security

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CACI IS ISO27001, ISO9001 & CYBER ESSENTIALS+ ACCREDITED

- CACI is committed to ensuring its people, processes, information and technologies are secured in line with an industry best practice standard for security whilst adhering to our legal, regulatory and contractual obligations. CACI maintain an Information Security Policy and associated corporate policies to ensure its staff, processes, information and technologies manage the risk from threats.
- The Information Security Policy is certified to ISO/IEC 27001 best practice standard for information security. These policies are reviewed regularly by the CACI Information Security group and tested by both internal and external audits. The Business Continuity and Disaster Recovery Plan(s) are also integral to our ISO27001 accreditation. 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.
- Information Intelligence Group (IIG) have secure facilities and have additional governmental controls on top of the standard CACI Security Policy.
- In addition, CACI have attained Cyber Essentials+ and ISO9001 accreditation. CACI has a very strict approach to data breaches. We are unambiguously committed to complying with GDPR with full sponsorship at Board Level.
- Staff are cleared up to Developed Vetting (DV).

5. Ordering and Invoicing Process

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CACI PRIDES ITSELF IN 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 cloud 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, our Engagement Manager 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
- Putting the commercials in place in line with the G-Cloud framework

We will then produce a proposal which contains a Services Supply Agreement, detailing the scope of work and the associated price. For details about our standard invoicing process, please refer to the Terms and Conditions document.

6. Testing and Quality Assurance

CACI TEST ENGINEERS BRING EXTENSIVE EXPERIENCE OF CLOUD-NATIVE TESTING WITH INDUSTRY RECOGNISED TOOLING

- CACI have an engineering mindset, delivering software and cloud solutions to exacting standards of performance and quality.
- Our ISTQB qualified Test Engineers have extensive experience, quality assuring and performance testing mission critical applications across the full testing lifecycle. They work in agile teams, either embedded in the customer's organisation or as part of a wider CACI team, and our Test Engineers bring a wealth of Cloud-Native Test Automation experience.
- Our testing model follows an automation by default approach and ensures continuous testing is undertaken throughout the lifecycle to help improve the quality and speed of software delivery. This includes the use of automation tooling and the implementation of Continuous Integration and Delivery (CI/CD) pipelines. Our test engineers have a DevSecOps mindset, which means they focus on quality, security and operational running when they are quality assuring a system.
- We work closely with our customers to define a Test Strategy and supporting approach to automation that is designed for services running in the cloud, be that public, private or hybrid. Our Test Engineers will work collaboratively with the business, technology and security teams to understand their requirements and associated business and technical risks. From that they define a risk based test strategy and related test plans with automation at its heart. We can advise on the technology and tools that best meet the specific needs of each customer environment, integrating with existing systems as processes as appropriate.
- CACI Test Engineers bring extensive experience of performance testing using a range of industry recognised tooling, often processing extremely high volumes of data. We also have engineers who have experience of Data Migration and Performance Testing legacy application as they are migrated to the cloud.

7. After Sales Support and Service Levels

ITIL STYLE SERVICE OR DEVOPS STYLE SUPPORT

We provide service management and operational support for software provided by CACI and deployed in the cloud. We provide ITIL style service management capabilities alongside integrated DevOps style support. Details of the support offered are below:

- Office and extended office hours support as standard
- 24x7x365 for customers providing critical services (by agreement and additional cost)
- 1st, 2nd and 3rd line support provided as required
- Systems are in place to liaise with other support partners
- Contact via e-mail, phone and / or JIRA-based service desk ticketing system
- Custom SLAs agreed with customers to optimise the cost-of-service management depending on the level of support required and mission/business criticality of service
- Regular service reviews
- Focus on communications and reporting both across incident lifecycles and scheduled maintenance
- Support levels are agreed on a customer-by-customer basis to ensure the right fit to each customer's specific needs.

8. Business Continuity and Disaster Recovery Plan

OUR BUSINESS CRITICAL INFORMATION AND SYSTEMS ARE BACKED UP DAILY

- Our well established and regularly audited Business Continuity and Disaster Recovery Plans mitigates against all possible risks. The CACI Business Continuity Plan is a living and continuously updated solution which exceeds the requirements of ISO27001 accreditation. It is reviewed formally on an annual basis by external auditors as part of our ISO27001 audit and is accessible to all staff. It covers the response of the business in the case of a major incident or emergency.
- Our regular checks ensure we update our Business Continuity Plan to keep in line with emerging risks. As such it has evolved over time as we have grown as a business and taken on a broader variety of work with a range of customer requirements. The Business Continuity Plan reflects the nature of the work we do and how we would be able continue delivering the work promised to our customers in the event of an emergency or major incident. The Business Continuity Plan also considers the ever-changing threats and current political climate to ensure that our response is up to date with the threats and pressures we maybe under as a business working in the Defence and Intelligence Industries.
- The Senior Leadership Team regularly review the plan to ensure that we are aware of any changing business factors for this to remain a compliant and realistic document.
- CACI's secure connections and encrypted back-up devices are checked monthly as part of our IT Security and Encryption Procedure. In addition, the encrypted back-ups are tested and sent off site at the end of each working day to a specialist storage contractor. CACI's office in Bristol requires several systems to be operational in order to deliver the services it provide to its customers; these are tested daily by a member of the CACI Bristol Technical Team and more rigorously tested monthly by the CACI IT team as part of their Security Incident Policy and Response Procedure. The Business Continuity Plan requires these systems to be operational and effective for staff to work remotely in case of an emergency or major incident. Agreements are also in place with partner organisation, so that staff working on secure projects have back-up locations to work from.

9. 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.
- The pricing for this consultancy service is set out in our Pricing Document and Lot 3 Cloud Support Rate Card, as an attachment to our G-Cloud service listing.
- Please note that the day rate will vary according to the level of the service required.

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 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 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 Lot 3 - Cloud Support Rate Card.

Thank you

CACI

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