

PRICING DOCUMENT

CACI USER CENTRED DESIGN (UCD) AND UX DESIGN AS A SERVICE

CACI's user experience (UX) design team shapes how people interact with digital products and services in the public sector by focusing on usability, accessibility, and user-centred design.

Our user researchers conduct in-depth user research and use the insights gained from this into user needs, pain points, and behaviours to inform the UX design process. This allows us to iteratively craft intuitive experiences optimised for user adoption and satisfaction – underpinned by data and evidence.

Our user-centred methodology is ISO 9241-210 accredited and has won a clutch of UX awards – we've even written a book on how to implement user-centred frameworks into service and product-based organisations.

Our approach is fully aligned with the GOV.UK Service Standard, and we have an impeccable track record of helping our public sector clients to prepare for and pass service assessments.

Key benefits of our service:

- Gain deep understanding of user needs, pain points and behaviours
- Gain stakeholder buy-in and alignment through a data/evidence-led approach
- Pragmatic approach that considers the wider context and organisational constraints
- Reduce technical/content debt and total cost of ownership
- Go beyond WCAG 2.2 accessibility compliance with inclusive design
- Measurably deliver a better user experience, save money/time, and increase efficiency
- Collaborative approach to knowledge sharing and upskilling your team
- Pass GDS/GOV.UK Service Assessments first-time at all Alpha/Beta/Live stages
- A highly-experienced team with a proven track record
- 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.