

PRICING DOCUMENT

CACI UX AUDITS AND HEURISTIC EVALUATION SERVICES

CACI's expert UX professionals review your digital product or service against a set of criteria, based on proven usability principles and best practice. This quickly highlights areas where usability is working well, and where it can be improved. It's a fast and cost-effective way to identify quick fixes and assess the general UX of your product or service.

We use tried-and-tested models, methods and tools to assess the UX performance of digital products. This can be done at any stage of the production lifecycle. At the end of the evaluation, you'll get an accessible report, written in plain English, with practical suggestions to improve your product or service.

Key benefits of our service:

- Identify quick-wins or longer-term strategic improvements to user experience
- Follow established best practices and principles for usability
- Optimise conversion rates, save money/time, and increase efficiency
- Rapidly gain insights that can inform further user research studies
- Meet WCAG 2.2 accessibility standards
- Collaborative approach to knowledge sharing and upskilling your team
- Clearly prioritised actions/recommendations to gain stakeholder alignment and iterate design
- Pass GDS/GOV.UK Service Assessments first-time at every stage (Alpha/Beta/Live)
- A highly-experienced team of MRS members with a proven track record
- Delivered securely 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.
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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.