

PRICING DOCUMENT

TECHNICAL STANDARDS ENTERPRISE SYSTEM MAINTENANCE AND SUPPORT

CACI's service will provide continuous maintenance and support of the cloud-based Technical Standards Enterprise System (TSES). The TSES produces a significant increase in velocity and quality of standard updates for the customer; unlocking the digital value of the standards. Following development and deployment, CACI are in a unique position to support the TSES platform, suite configurations, and components, including the Collaborative Authoring and Review System (CARS), the Departure Approval System (DAS), Index Manager, Publication API (PAPI), Departures API (DAPI), Standards API (SAPI) and Digital Library.

- A highly experienced team of skilled business and technology professionals with a proven track record in developing and supporting the TSES platform
- 1st, 2nd, and 3rd line support
- Office hours support, extension options of 24/7/365
- Security cleared staff across the UK with secure facilities
- Robust support endpoints and process in place
- Expertise and extensive experience in implementing Cloud Automation and DevSecOps technologies and approaches
- Excellent reputation for agile, on-time and secure delivery

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 which shows the range and cost of expertise.

For further information:

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