



Digital Workforce Management Discovery & Readiness Assessment

Service Definition Document

Lot 3 - Cloud Support

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1 Service Overview

Implementing a new workforce management system is complex and high-risk. CACI's Digital Workforce Management Discovery & Readiness service helps organisations prepare effectively for transformation projects, reducing costly mistakes and delays. This consultancy engagement provides practical, real-world advice from experienced specialists who have delivered digital, cloud hosted, workforce management solutions across diverse organisations.

2 Scope & Deliverables

This discovery engagement is designed for organisations considering a workforce management system transformation and establishes the essential groundwork for successful procurement and delivery. Typical scope includes:

Discovery Activity	Purpose & Outcome
Readiness Assessment	Evaluate organisational preparedness for change, including governance structures, stakeholder alignment, process maturity, resource availability and technical capability.
Requirements Definition & Prioritisation	Support customers in defining clear, complete and testable requirements using established discovery techniques such as MoSCoW prioritisation, user stories, epics and acceptance criteria development. Prioritisation ensures a structured baseline for procurement and supplier evaluation.
Timescale & Deployment Planning	Advise on realistic implementation timelines based on requirement complexity, data migration considerations, project management methodology, organisational readiness and real-world delivery experience. Guidance includes phasing options, big-bang vs. staged deployment and identifying critical path activities.
Best Practice for Joint Project Working	Recommend collaboration tools, governance models and operational processes to support effective joint working between the Buyer and any future supplier. Provide practical guidance on areas such as data migration readiness, test script development, validation approaches, and technical enablement.
Risk Identification & Mitigation	Highlight common risks observed in early-stage transformation projects (e.g., immature requirements, insufficient internal resourcing, unrealistic timelines, unvalidated assumptions) and propose strategies to mitigate them before procurement begins.

The deliverable(s) include a comprehensive written report summarising findings, risks, recommendations and actionable next steps. This report supports business-case development, procurement readiness and provides a robust platform for successful future transformation.

3 Approach & Methodology

CACI delivers discovery engagements using a structured consultancy approach informed by the early phases of our proprietary FUSION delivery framework, which combines industry best practices into a coherent model for shaping, assessing and planning digital transformation. For this service, only the Mobilise and Discover elements of FUSION are applied. Activities typically include stakeholder workshops, structured interviews, documentation reviews and process walkthroughs, tailored to each organisation's needs.

Engagements are led by senior consultants with extensive experience delivering digital and cloud-based workforce management programmes. This approach ensures that insights are evidence-based, stakeholders are aligned, and recommendations are practical, achievable and appropriate for the organisation's complexity and scale.

4 Pricing

Pricing for this service is based on the fixed day rates published in CACI's Lot 3 – Cloud Support Rate Card. As standard, this service is delivered remotely. Onsite delivery can be arranged on request and may incur additional cost, including travel and subsistence in line with government guidelines.

Discovery engagements typically require a mixture of senior and principal-level consultants. While the rate card includes a wide range of roles and grades, CACI will allocate the most appropriate resources, which for this service are generally drawn from senior, lead, head-of-practice or principal roles.

The total effort required for a Digital Workforce Management Discovery & Readiness Assessment varies according to organisational size, stakeholder availability, data quality, process maturity and the breadth of functions in scope. A typical engagement may require around 20 days, but more complex organisations may require additional consultancy days to ensure a rigorous and high-quality output.

To suit different engagement needs and levels of requirement certainty, CACI offers two pricing models:

Price Model	Detail
Time & Materials	Engagements are normally delivered on a Time & Materials basis, using the fixed day rates in the rate card. While Buyers may purchase any number of consultancy days under the framework, CACI will advise and guide Buyers on the number of days required to deliver the agreed scope following initial scoping discussions.
Fixed Price	Where the scope is clearly defined, stable and supported by mature documentation, a Fixed Price engagement may be offered. Any fixed-price proposal would be based strictly on the role-based day rates published in the rate card and agreed assumptions, dependencies and deliverables.

A tailored package will be created at call-off based on jointly agreed priorities and scope. Any work requested outside the agreed scope can be purchased at the published day rates. All prices exclude VAT.

5 Assumptions & Dependencies

Delivery of this service is subject to the following assumptions and dependencies:

- **Stakeholder Availability:** The Buyer will provide timely access to relevant stakeholders, subject-matter experts and decision-makers for workshops, interviews and reviews.
- **Access to Information:** The Buyer will supply all necessary documentation, process maps, system information, data extracts and other materials required to support the assessment.

- **Scope Stability:** The agreed scope of the discovery engagement, including the processes, functions and organisational areas to be assessed, will remain stable once confirmed at call-off. Any expansion of scope may require additional consultancy days.
- **Remote Delivery:** The service will be delivered remotely as standard. Onsite delivery can be arranged on request and may incur additional cost, including travel and subsistence.
- **Rate Card Roles:** The Buyer acknowledges that delivery requires senior and principal-level consultants. CACI will allocate appropriate roles based on complexity, drawn from the fixed day rates published in the Lot 3 Cloud Support Rate Card.
- **Effort Estimation:** The total number of days required will depend on the Buyer's organisational scale, process complexity, data quality and breadth of requirements. CACI will advise the Buyer on the estimated effort following initial scoping.
- **Dependencies on Third Parties:** Where external vendors, partners, or internal technical teams are required to participate, their timely engagement is the responsibility of the Buyer.
- **Timely Feedback:** The Buyer will provide prompt feedback on interim deliverables, draft reports and workshop outputs to enable efficient progress.
- **Tools & Access:** Where secure collaboration tools, remote meeting platforms or shared documentation repositories are required, access will be provided by the Buyer or agreed at call-off.

All work outside the agreed scope, or requiring additional consultancy effort due to dependencies not being met, may be purchased at the fixed day rates published in the Lot 3 Rate Card. All prices exclude VAT.

6 Service Levels

Consultancy is delivered remotely during agreed UK business hours, unless onsite delivery is specifically requested and agreed as a chargeable option. A named consultant and / or project manager acts as the primary point of contact for all scheduling, coordination and engagement-related queries. Delivery timelines and meeting schedules are confirmed at the outset of the engagement, and any escalation is handled through the assigned CACI project manager.

7 Exit

The engagement concludes upon delivery of the final report and any other outputs agreed at call-off. At that point, no ongoing obligations remain. Any additional consultancy or follow-on support beyond the agreed scope can be procured separately at the published day rates in the Lot 3 rate card.

8 Accessibility

All written outputs from the engagement, including the final report, can be provided in accessible digital formats such as PDF or Word, structured to follow recognised accessibility best practice. If the Buyer has specific accessibility requirements for the written deliverables, these can be accommodated upon request.

Workshops, interviews and meetings can also support accessibility needs where advised in advance, including adjustments to materials, facilitation methods or session formats.