

PRICING DOCUMENT

CACI USER EXPERIENCE (UX) TESTING SERVICES

User experience (UX) testing is a core tenet of CACI's ISO accredited (9241-210) user-centred design methodology. By testing with users throughout the iterative lifecycle of design, we can:

- Uncover and address problems in the design early
- Identify opportunities to improve the user experience
- Better understand user behaviours so that we can deliver more intuitive solutions that increase adoption/engagement

Our user researchers are MRS members and are skilled facilitators of usability testing through a range of methods, focussed on delivering the desired outcomes of the research and minimising bias.

We design user testing studies to iteratively deliver rich insights that tangibly transform the user experience for the better, with a clear roadmap and guidance for implementation to gain wider organisation adoption and buy-in.

Key benefits of our service:

- Uncover and address whole user problems in products/services early
- Identify opportunities to measurably improve the user experience
- Deeply understand user behaviours and mental models
- Deliver more intuitive and joined-up design solutions that increase adoption/engagement
- Go beyond WCAG 2.2 accessibility compliance with inclusive design
- Evidence-based approach saves money/time and increase efficiency in delivery
- 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
- 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.