

Mood Managed Service

Lot 3 – Cloud Support

CACI

data + technology

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1. Description of Service

THE MOOD MANAGED SERVICE OPERATES TO DELIVER THE PROVISION OF TECHNICAL SUPPORT, ADVICE AND GUIDANCE FOR DEPLOYED MOOD REPOSITORIES.

- The primary role of the Mood Managed Service is to deliver enhanced incident and problem management, technical support and modelling advice via a full-service desk facility. The service can be accessed via a dedicated e-mail inbox and telephone support line, with all interactions tracked and managed by a customer service ticketing system.
- Call volume and resolution reporting is provided monthly, with a quarterly service review and improvement meeting being held jointly with the customer.
- The service desk is staffed by experienced Mood professionals, who have a variety of domain expertise in defence, critical national infrastructure, as well as central government and intelligence. Team members hold clearances to the appropriate level commensurate with delivering user and solution support up to 'Secret' if required. The goal of the service is to minimise user downtime, drive up the Mood skills and competency of the users and support them in utilising Mood to address Defence business challenges.
- The scale of professional services you purchase is up to you and is designed to be flexible to fit your operational needs. For instance, you could purchase a regular day per week, a whole FTE dedicated to your support, or an allowance from which to draw down at need.
- The service will be provided during core working hours as standard however, alternative models can be discussed as required.

	Small	Medium	Large
Repository Management (upgrade, troubleshoot, enhance) for non-SaaS Mood instances	Less than 20 Concurrent MAE users 1 day of support per week 12-month period	20 - 49 Concurrent MAE users 2 days of support per week 12-month period	50-99 Concurrent MAE users 3 days of support per week 12-month period

1. Description of Service (continued)

THE MOOD MANAGED SERVICE OPERATES TO DELIVER THE PROVISION OF TECHNICAL SUPPORT, ADVICE AND GUIDANCE.

- The service is not simply an inbound call handling service, and the following benefits can be accessed to enable a tailored, business outcome led service
 - Software version upgrade, bug triage and fixes across Mood Business Architect and Active Enterprise
 - Scalable Infrastructure management and support with backups and recovery
 - Support for Deployed Operational Architectures
 - Side by Side Business Modelling and Architecture guidance
 - Modernisation of Mood Applications, MOT's and exploiting new Mood 17 software releases
 - Ideation and Hothousing through rapid, business driven Prototyping
 - Driving user Self-Sufficiency through training and user education
 - Community Building - User forums and facilitated collaboration with other Mood users including National Security and Industry Partners.

2. Features and Benefits

Features include

- Inbound and pro-active outbound support, incident/problem management service Desk
- Software version upgrade, bug triage/fixes across MBA and MAE components
- Scalable Infrastructure management and support with backups/recovery processes/services in place
- Supporting Deployed Operational Architectures and Side-by-Side Business Modelling/Architecture guidance
- Advising on Industry Standards and Architecture Frameworks including System Interoperability
- Modernisation of Mood Applications, MOT's and exploiting new Mood 17 software releases
- Driving user Self-Sufficiency through training and user education
- Community-Building: User forums/facilitated collaboration with users including NatSec/Industry Partners/ CNI and Defence

Benefits include:

- Self-sufficient/empowered MOD Teams embed architectural rigor into Support/Logistics system/business-process design
- Committed/energised/empowered/trained communities of MOD Mood-users sharing Mood 17 knowledge/solution re-use
- Streamlined, multi-channel/domain-relevant support process minimises user downtime/drives up MOD productivity
- Defining/sharing Digitised Operating Model content via HTML to Defence partners/teams
- Rapid-prototyping delivers business-wins/disruptive innovation. Requirements visualisations ensure better-quality tender responses
- Collaboration/Information Knowledge-Management across organisational silos and the Defence partner ecosystem

4. Information Assurance and Security

CACI IS ISO27001, ISO9001 & CYBER ESSENTIALS+ ACCREDITED

- CACI is committed to ensuring its people, processes, information and technologies are secured in line with an industry best practice standard for security whilst adhering to our legal, regulatory and contractual obligations. CACI maintain an Information Security Policy and associated corporate policies to ensure its staff, processes, information and technologies manage the risk from threats.
- The Information Security Policy is certified to ISO/IEC 27001 best practice standard for information security. These policies are reviewed regularly by the CACI Information Security group and tested by both internal and external audits. The Business Continuity and Disaster Recovery Plan(s) are also integral to our ISO27001 accreditation. All changes in risk or interested parties' requirements are reflected in procedures across the business alongside a commitment to continual improvement and industry best practice.
- Information Intelligence Group (IIG) have secure facilities and have additional governmental controls on top of the standard CACI Security Policy.
- In addition, CACI have attained Cyber Essentials+ and ISO9001 accreditation. CACI has a very strict approach to data breaches. We are unambiguously committed to complying with GDPR with full sponsorship at Board Level.
- Staff are cleared up to Developed Vetting (DV).

5. Ordering and Invoicing process

CACI PRIDES ITSELF IN BEING EASY TO DO BUSINESS WITH

- Following initial contact by a customer, we will engage with them to discuss their needs and fully understand their requirements. We will then produce a proposal which contains a Services Supply Agreement, detailing the scope of work and the associated price.
- To order services, customers are simply required to return the signed Services Supply Agreement, along with a purchase order.
- For details about our standard invoicing process, please refer to the Terms and Conditions document.

6. Business Continuity and Disaster Recovery Plan

OUR BUSINESS CRITICAL INFORMATION AND SYSTEMS ARE BACKED UP DAILY

- Our Business Continuity Plan is a living and continuously updated solution which exceeds the requirements of ISO27001 accreditation. It is reviewed formally on an annual basis by external auditors as part of our ISO27001 audit and is accessible to all staff. It covers the response of the business in the case of a major incident or emergency and was successfully exercised recently in light of the global COVID-19 crisis where full distributed working was set up, maintaining customer delivery commitments throughout.
- Our regular checks ensure we update our Business Continuity Plan to keep in line with emerging risks. As such it has evolved over time as we have grown as a business and taken on a broader variety of work with a range of customer requirements. The Business Continuity Plan reflects the nature of the work we do and how we would be able continue delivering the work promised to our customers in the event of an emergency or major incident.
- The Business Continuity Plan also considers the ever-changing threats and current political climate to ensure that our response is up to date with the threats and pressures we maybe under as a business working in the Defence and Intelligence Industries.
- The Senior Leadership Team regularly review the plan to ensure that we are aware of any changing business factors for this to remain a compliant and realistic document.
- CACI's secure connections and encrypted back-up devices are checked monthly as part of our IT Security and Encryption Procedure. In addition, the encrypted back-ups are tested and sent off site at the end of each working day to a specialist storage contractor. CACI's office in Bristol requires several systems to be operational in order to deliver the services it provide to its customers; these are tested daily by a member of the CACI Bristol Technical Team and more rigorously tested monthly by the CACI IT team as part of their Security Incident Policy and Response Procedure. The Business Continuity Plan requires these systems to be operational and effective for staff to work remotely in case of an emergency or major incident. Agreements are also in place with partner organisation, so that staff working on secure projects have back-up locations to work from.
- CACI Information Intelligence Group have over 16 years of experience of providing mission-critical solutions and systems into HMG organisations.

7. Pricing Overview

Indicative costs per annum per scaled service. Customers are also able to select a fixed price “package” from the options in the table below. This is based upon pre-defined numbers of concurrent users and associated days of support per week.

Days of support will cover the following activity for non-SaaS deployment:

- Repository Management
- Upgrades
- Troubleshooting

Package	Small	Medium	Large
Annual Cost	£46,320	£92,640	£138,960
Number of concurrent MAE users	<20	20-49	50-99
Days of Support per week	1	2	3

Note:

All licences deployed under the Managed Service must also be covered under a current Mood licence support agreement.
A pre-contract discovery workshop is necessary to understand your requirements before agreeing a priced service package.

Further day rates for non-bundled services can be found in the Lot 3 rate card.

Thank you

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