

# PRICING DOCUMENT

## CACI ECOMMERCE DEVELOPMENT AND SUPPORT SERVICES

CACI's designers and developers are experts in ecommerce platform design, build and migration, as well as optimising your customer journeys and payment gateways for conversions. We improve product findability and reduce friction in purchasing journeys to boost sales and revenue.

We'll help you to choose the ecommerce platform that's right for your needs, reaching customers whenever and wherever they are. This includes enterprise PaaS solutions like BigCommerce (we are a Certified Partner) and Shopify Plus using headless option for your custom frontend. Alternatively, we can support custom development and integration of retail solutions based on Aero Commerce (built on Laravel).

Beyond migrating or implementing your ecommerce platform, we support integration with your CRM, ERP, CEP, or other fulfilment platforms through the implementation of custom middleware using API to sync data across systems. We also setup and deliver marketing automation and personalisation to drive better customer engagement. Key benefits of our service:

- A seamless omni-channel customer experience across mobile, web, email, social
- Custom integrations via API to ERP and back-office systems
- Powerful reporting to make data-driven decisions
- Increase customer engagement to boost sales, transactions, and revenue
- Full training available on product, payment and customer management
- Additional features to drive customer engagement available out-of-the-box or externally
- Take pressure off traditional payment options like phone or cash
- Improve chances of passing GOV.UK service assessments first-time
- WCAG 2.2 accessibility compliance with inclusive design
- Data/security in-line with PCI, GDPR, CyberEssentials 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, |

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|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                      | 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.