

PRICING DOCUMENT

CACI SERVICE DESIGN AND CUSTOMER EXPERIENCE (CX) MAPPING SERVICES

CACI's Service Design team crafts exceptional, inclusive digital experiences using a human-centred, holistic approach. Our approach focuses on understanding users through research to map seamless customer journeys.

With an interdisciplinary mindset, we bridge organisational silos and enhance processes, systems, and structures to create differentiated and enhanced customer and employee experiences underpinned by our EVIDENCE framework.

From strategy to execution, we embed service design thinking across your organisation beyond digital transformation. Our expertise shapes digital and informs physical ecosystems around your users' needs, engaging customers, empowering employees, and delivering business value.

As a leading service design agency, we're the right partner for organisations looking for human-centred, results-driven digital services and wider transformation.

Key benefits of our service:

- Bridge silos to unite teams around customer, employee, and user needs
- Identify and redesign operational pain points, improving business efficiency
- Connect digital transformation to measurable business impact and value
- Create seamless, omnichannel customer experiences
- Improve customer acquisition and retention, while reducing complaints
- Align stakeholders around key strategy and technology decisions
- Raise design/digital maturity and build a culture of innovation/improvement
- Pass GDS/GOV.UK Service Assessments first-time at all Alpha/Beta/Live stages
- A highly-experienced CX/Service Design team 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.