

Mood Enterprise

Lot 3 – Cloud Support

CACI

data + technology

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1. Description of Service

A FLEXIBLE AND COMPREHENSIVE SUITE OF MOOD SERVICES AND EXPERTISE IN THE DESIGN AND MAINTENANCE OF SUSTAINABLE CAPABILITIES, HELPING TO GIVE OUR ARMED FORCES CONFIDENCE IN THE EQUIPMENT AND PLATFORMS THEY RELY ON.

- Mood Enterprise is the recommended option for bespoke application development and rapid prototyping. This can be purchased as bundles combining all the appropriate elements to get teams up and running quickly.
- Mood Enterprise provides licensing, managed service, optional hosting and professional services to help rapidly prototype capabilities
- This can be extended to host and support if the capability transitions to production
- All these capabilities can be used singly or in concert to build a powerful digitised operational function.
- We can build new, bespoke capabilities swiftly, either stand-alone, or as additions or enhancements to pre-existing functions. Once in place these are available to other commands within the Defence landscape.

2. Features and Benefits

Features include:

- Mood's Professional Services team includes Business Analysts, Technical Experts, Project Managers- everything needed to deliver the right outcome
- Re-use of ready-built capabilities by other MOD areas, but tailored to the specific operational context
- Information Knowledge Management (IKM): Digitise documents, policies, processes, information assets into web-enabled IKM Solutions
- Automation/Digitisation of Governance Meetings: remove need for MSOffice-based action/risk/decision-tracking
- Application Development: End-to-end Mood solution/application design including underpinning architecture/configuration/technical Support
- Agile development techniques coupled with Prototyping surfaces business challenges/requirements, ready to test with stakeholders before committing to full development
- Creation of Enterprise Architecture Models and analysis
- Bespoke data visualisation, modelled Information flows, Exchange Requirements between communication assets

Benefits include:

- Improved governance of processes because everything is digitised and transparent
- Improved safety because correct processes are followed and actions less likely to be missed or delayed
- More time on mission, less time inactive
- Makes more efficient use of assets such as warehousing, saving time and money.
- Fewer managerial overheads
- Pick-and-mix of capabilities, tailored to the Defence Service and Command's individual priorities, gives a more focused outcome than one-size-fits-all.
- Making capabilities, once delivered to the first customer, available to procure by the whole Defence landscape reduces costs to MOD
- Rapid delivery of COMPASS-IKM Solutions
- Defining/sharing Digitised Operating Model content via HTML to defence partners/teams
- Single source of engineering/logistics/procedural truth, enables collaboration/IKM across MOD ecosystem
- Data-driven Decision-Making: Improved governance protects Platform Duty-Holders

3. Deployment Example:

WEB-ENABLED APPLICATION WITH DATA-PROVENANCE, GOVERNANCE, WORK-FLOWS AND INTEGRATED USER SIGN-ON/ALERTING. ABILITY TO INTEGRATE WITH ARCHITECTURAL BEST-PRACTICE E.G. ARCHIMATE



CHALLENGE

- The absence of a digital platform to embed a Maritime wide, Common Support Model (CSM)
- Disparate IKM: No single source of the truth to access essential information used in the support of Complex Warships, Submarines & Naval Bases
- Lack of coherence through change had enabled inconsistent operational processes to flourish

SOLUTION

- An interactive repository for all CSM related artefacts across MOD, RN and Industry
- A web application for Engineering support & logistics processes, procedures & documents
- A digital “operating model” that defines how RN assets, people, & data deliver engineering services & ‘ships at sea’ availability outcomes

RESULTS

- A digitally embedded Navy CSM
- Increased interoperability, efficiency (£), engineering integrity & effectiveness
- Reduced knowledge silos & supplier reliance
- The fast tracking & consistent on-boarding of new personnel into roles
- Digitised Op Model creates a baseline for change i.e. BMfS

3. Deployment Example (continued)



CHALLENGE

- The absence of a digital platform to embed a Submarine Delivery Authority (SDA) into the Defence Support Operating Model (DSOM).
- Disparate information: No single source of the truth to access essential information used in the support of the delivery of Submarines to the Royal Navy
- Lack of coherence through change had enabled inconsistent operational processes to flourish

SOLUTION

- An interactive repository for all DSOM related artefacts across MOD, SDA, RN and Industry
- A web application for Engineering support & logistics processes, procedures & documents
- A digital “operating model” that defines how SDA assets, people, & data deliver logistic & engineering services in support of the delivery of Submarines.

RESULTS

- A digitally embedded SDA DSOM prepared solution.
- Increased interoperability, efficiency (£), engineering integrity & effectiveness
- Reduced knowledge silo’s & supplier reliance
- The fast tracking & consistent on-boarding of new personnel into roles
- Digitised Op Model creates a baseline for change i.e. BMfS

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.

6. Pricing Overview

Indicative costs per annum per scaled service. These are based upon a bundle of product licences Product Licences, Repository Management, Mood Solutions Dev & Mang, to provide a cohesive and encompassing suite of end-to-end features and benefits.

Price Per Bundle Per Annum	Small	Medium	Large	Enterprise
Fixed Price Per Annum	£105,220	£266,040	£466,560	£613,200
Product Licences	<20	20-49	50-99	100+
Days of Support Per Week	1	2	3	5
Days of Pro Services	20	120	240	240
Numbers of Sprints	2	6	12	12
Domain	Single	Single	Single	Multi

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

Professional Services labour rates can be found in the Lot 3 - Cloud Support Rate Card

Thank you

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