

CACI Mood Software as a Service (SaaS)

Lot 2b – Software as a Service

data + technology

CACI

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1. Description of Service

CACI MOOD 17 BUSINESS ARCHITECT AND ACTIVE ENTERPRISE HOSTED SERVICE

- Mood SaaS is a fully hosted, configured, managed and supported service ready to consume.
- The service allows access to Mood Business Architect and Mood Active Enterprise from anywhere without the hassle of provisioning and maintaining the required environment. The service is not restricted to a particular network, therefore enables collaboration with all defence partners quickly and efficiently.
- The software is hosted within a Microsoft Azure UK based platform which provides a number of key features:
 - Scalability and availability
 - Back-ups and disaster recovery
 - Collaboration within a networked SQL environment
 - Security and Permissions model to suit an OFFICIAL* environment
 - Optional Multi-factor Authentication
 - Deployment tier options: Shared (some resources are shared across multiple tenants) or Dedicated (completely isolated infrastructure)
- After content has been created within the modelling application, the user is then able to share the content, dependent on a configurable permissions model, to anyone who has access to the internet via Mood Active Enterprise.
- The service is fully supported by CACI: all administration, governance and upgrades will be carried out for you as and when new versions of the software are released, ensuring you always have the most up to date software available.
- Email and Telephone support will be provided during core working hours as standard, however higher levels of service can be quoted on request.

See the service definition for CACI Mood 17 Business Architect for features and benefits related to the software itself.

2. Features and Benefits

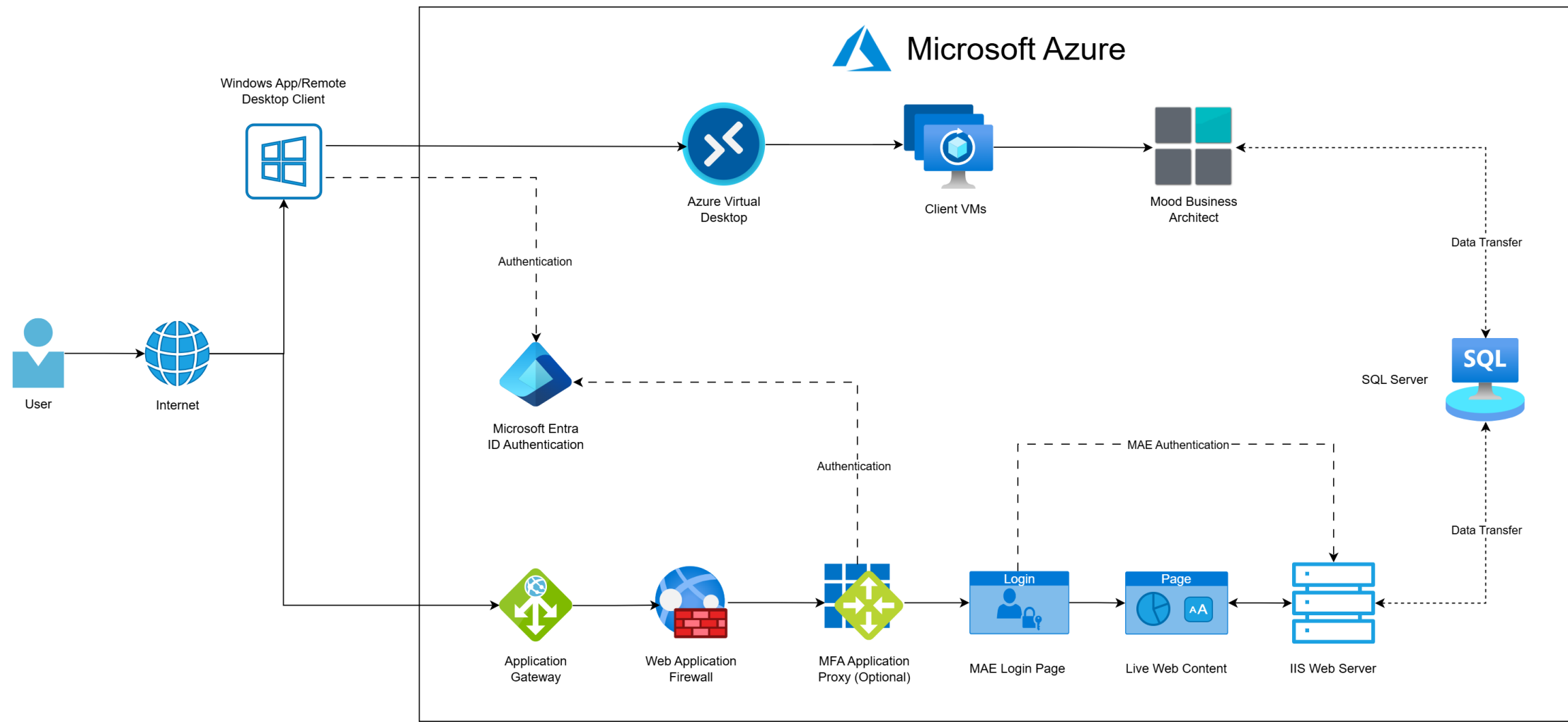
Features include:

- Hosted software within an UK OFFICIAL cloud environment (SaaS)
- Server administration and software support included
- Upgrade, bug triage and fix included
- Backups and recovery processes in place
- Mood Business Architect and Mood Active Enterprise components
- Web front end that allows access from any location with the appropriate permissions granted.
- Scalable infrastructure
- Email and Telephone support: Upgrade to Managed Service for enhanced support
- Enterprise Architecture
- Business Architecture

Benefits include

- Fully configured and supported software application
- Managed infrastructure
- Access to the latest version of software
- 98+ availability and uptime
- Predictable costs
- Secure and compliant
- Collaboration with defence partners and teams
- Sharing of content via HTML to defence partners and teams
- Improved business-led agility and responsiveness
- Analyse how operational activity is affecting overall business outcomes
- Do difficult things quickly for unprecedented ROI

3. Deployment Example



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 industry best practice 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.
- Our infrastructure has been tested by an independent NCSC CHECK certified team: "The overall security posture of the VDI environment is exceptionally strong".
- 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

- 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 has been successfully exercised during 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

WE OFFER FLEXIBLE PRICING TO ENSURE VALUE FOR MONEY

Cost Table for Mood Business Architect Users (MBA) SaaS

No. of MBA Named Users	1	10	20	30+
Cost Per User Per Month	£285	£258	£232	£212
Total Cost Per Month	£285	£2,580	£4,640	£6,360
Total Cost Per Year	£3,300	£30,960	£55,680	£76,320

Note: The cost above is for 1 hosted repository and domain, which also comes with 1 Active Enterprise licence. Additional repositories can be added at a cost according to the concurrent user licence for the repository.

Cost Table for Additional Mood Active Enterprise Concurrent Users (MAE)

Number of MAE Users	10	15	20	25	30	50	100	150+
Cost Per User Per Month	£310	£290	£270	£250	£230	£210	£200	£190
Total Cost Per Month	£3,100	£4,350	£5,400	£6,250	£6,900	£10,500	£20,000	£28,500
Total Cost Per Year	£37,200	£52,200	£64,800	£75,000	£82,800	£126,000	£240,000	£342,000

Note: Concurrent user prices are per domain or url.

Thank you

CACI

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