

PRICING DOCUMENT

SERVICE MANAGEMENT ACCELERATOR - ATlassian TOOLING SERVICE

CACI offers extensive Solutions for Management Services, utilising JIRA Service Management. Our provisions cover all aspects of assistance, Catalogue of Services, Management of Incidents and Alterations, and smooth Transition of Services. With proficiency in API merging, mechanisation, and custom coding of Atlassian applications. We guarantee effective procedures for heightened consumer satisfaction and seamless integration of services.

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 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 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 Lot 3 - Cloud Support Rate Card.

Full details and pricing can be found within CACI's Lot 3 - Cloud Support Rate Card which shows the range and cost of expertise.

For further information:

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