

Mobile Telecoms Coverage Consultancy - Planning, design, delivery, testing and assurance of Cloud coverage solutions

Lot 3 – Cloud Support Services

CACI

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1. Service Summary

This G-Cloud service from CACI offers an independent Telecommunications consultancy to plan, design, deliver, test, assure and integrate telecommunications solutions with Cloud tooling and hosting options. The services offered includes all aspects of Mobile Network rollout from Core to RAN (Radio Access Network) including the backhaul transmission that provides the end-to-end connection such as Fibre, Microwave and Satellite connectivity. Experience ranging from Tetra based Networks, to that of 2G,3G,4G,5G and WiFi. We can offer independent advice to navigate through the obstacles that surround securing Local Authority Planning permission and site acquisition relating to the deployment and installation of passive and active equipment and deployment of supporting Cloud services.

We are in a unique position to deliver this service to public sector Customers as our team of experienced, recognised subject matter experts with industry experience delivering large-scale telecoms roll outs and mobile solutions in both UK and overseas and, in addition, have detailed knowledge and experience of working with the Emergency Services and Mission Critical Comms and Government Green Book governance delivery.

2. Features and Benefits

Key features include:

- Independent assurance of Telecommunications infrastructure delivery, coverage and integration into Cloud tooling and services
- Calibrated Telecommunications Network Coverage testing of 2G/3G/4G/5G/Tetra and WiFi and presentation of results via Cloud tools and hosting
- In-building Telecommunications Network delivery and testing
- Scalable Telecommunications Network analysis from specific buildings to large geographies and presentation of results via Cloud tools and hosting
- Consultancy on coverage strategy, delivery options and Cloud based tooling.
- Acquisition to activation delivery of all aspects of infill solution
- Deliver and integrate Cloud services to support Smart City development and Connected Nations.
- Support 5G connectivity Internet of Things (IoT)
- Cloud based GIS specialist analysis
- Radio Access Network strategy design and validation
- Mobile Network Operator (MNO) Contract Negotiations
- Subject matter expertise and advice on Telecoms Programme and Project costs and budget requirements.
- Telecoms Service Integration
- Resilience and Capacity Delivery and Assurance
- Technical Project Management

2. Features and Benefits

Key benefits include:

- The existing team offering is underpinned by a team of leading experts with over 30-years' experience within the Telecoms, Government and Emergency Services sectors.
- Enables customers to identify efficiencies in moving to the Cloud
- Team with proven track record of delivery via Digital MarketPlace
- Team with three decades experience in implementation of biometric solutions
- Enables understanding of solution components that can migrate to Cloud
- Enables complex IT landscapes to be disaggregated and migrated
- Supports migration from legacy interface infrastructure to Cloud-based service platforms
- Provision of technical specialism to support customer design authority
- Delivery-focussed design support for Cloud solutions, covering full lifecycle
- Flexibility in deployment of skilled resources to meet customer need
- Milestone and work package driven delivery of telecoms system elements suitable for Cloud migration
- Proven Telecoms Strategy, Design, Delivery and Assurance experience covering Mobile/Fixed Networks
- Proven delivery in both Public and Private sectors
- Extensive SME consultancy experience nationally and internationally
- Proven delivery capability in 2G/3G/4G/5G technologies across all UK MNOs
- Cross Government finance experience backed by professional qualification
- ITIL compliant delivery standards and methodologies
- Experience of overt and covert mission critical communication delivery in the Emergency Services sector
- Delivery, evaluation and Assurance experience in both the Public and Private sectors
- Authoritative voice in telecoms strategy, design and validation

3. Service Description

Our Experience

- CACI has recognised experts in the field of Telecommunications, with extensive practical experience spanning more than three decades of large-scale Mobile Network rollout from Core to RAN. Our service covers consultancy guidance in planning, design, delivery, testing and assurance of Mobile Networks
- CACI is passionate about Telecommunications and has extensive experience in implementing Mobile Networks and cloud platforms and Continuous Delivery lean methodologies within the Public Sector. We are an AWS partner (Premier Tier) and have worked in partnership to deliver several enterprise-scale platforms, including the award-winning Home Office EBSA platform, which is one of the biggest public sector cloud platforms in the world.
- We are proud to be working in partnership with the public sector, to identify and deliver real efficiencies and operational savings and benefits for frontline services utilising Telecommunication Networks.
- We are Mobile Network Operator agnostic, provide our clients with independent advice on Telecommunication solution selection and deliver integration services to assure the Telecommunication solutions procured by the Customer.
- Our team has a proven track record of delivery, is currently involved in a major Public Sector Telecommunication transition Programme and holds a unique position having been directly involved in several international Telecommunications implementations over the past three decades.
- We are already engaged in providing consultancy support services via G-Cloud or other Crown Commercial Service frameworks.
- We provide detailed, consultancy and delivery focussed telecommunication management and support capabilities through our G-Cloud Cloud Support services consultancy support services, delivered by a team with an enviable reputation and many years delivery experience in this niche field.

3. Service Description, continued...

Mobile Telecoms Coverage Consultancy - Planning, design, delivery, testing and assurance solutions

- Mobile phone technology is progressing at a fast pace and with that consumer behaviour is also changing. In the past, consumers expected to be able to make a voice call or send a text message, now consumers expect access to high-speed data on the move. Many consumers and businesses now rely on the availability of high-speed data connections to function and to keep up to date with news and media in our fast-changing world.
- Access to mobile data and high-speed data services is paramount today. For example, many cars now rely on data connections, both for safety, remote diagnostics and soon driverless aids. The Internet of Things (IoT) is fast becoming normality with many consumer devices such as washing machines, central heating remotes, video doorbells to name but a few that require data connections.
- The trend of Mobile Network Operators is to focus their mobile coverage in areas that are commercially viable. Therefore, many remote areas of the UK that do not have a high concentration of population or have difficult terrain generally get left behind and remain outside of planned mobile coverage or technology enhancements.
- The G Cloud service from CACI (Identity E2E) addresses the concerns and new challenges presented above. We have 30+ years of telecoms industry experience and we specialise in Coverage Analysis and Coverage Planning through to Delivery.
- Coverage Analysis - It all starts with understanding where targeted enhancement and rollout make economic sense.
- Coverage Planning Services - We can highlight the pros and cons and advise on how to future proof in the best way possible to keep pace in the fast-changing world of Telecommunications.

3. Service Description, continued...

- This G-Cloud service is in a unique position to deliver this service to public sector Customers as our team of experts have been directly involved in all large-scale Telecommunication roll outs in the past three decades. IdentityE2E is also an accredited AWS partner. This provides us with the ability to provide deep domain technical advice, support and delivery expertise covering all aspects of the Telecommunications systems and solutions planning, design, delivery, testing and assurance, based on real-world experience. In particular, the IdentityE2E team is already actively engaged in providing, via the Digital MarketPlace, consultancy support services on transition of existing telecommunications systems to new provider utilising appropriate Hosting and software Cloud-based solutions.
 - Independent assurance of Telecommunications infrastructure delivery, coverage and integration into Cloud tooling and services
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 - Resilience and Capacity Delivery and Assurance
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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

With this in mind, we take an agile approach to all our engagements, working closely with customers and their stakeholders to design and deliver cloud services in an iterative manner. This enables us to meet specific requirements as well as delivering value and benefit for our customers as early as possible.

Prior to the delivery commencing, our Engagement Manager will work with the customer to agree the outcomes for the engagement, including:

- Defining the success criteria and ensuring the commercials align
- Agreeing specific deliverables for the engagement
- Agreeing the specific ways of working and governance for the engagement
- Understanding the security constraints and ensuring the relevant clearances are in place
- Defining and agreeing the team size/resourcing required
- Putting the commercials in place in line with the G-Cloud framework

We will then produce a proposal which contains a Services Supply Agreement, detailing the scope of work and the associated price. For details about our standard invoicing process, please refer to the Terms and Conditions document.

6. Testing and Quality Assurance

CACI TEST ENGINEERS BRING EXTENSIVE EXPERIENCE OF CLOUD-NATIVE TESTING WITH INDUSTRY RECOGNISED TOOLING

- CACI have an engineering mindset, delivering software and cloud solutions to exacting standards of performance and quality.
- Our ISTQB qualified Test Engineers have extensive experience, quality assuring and performance testing mission critical applications across the full testing lifecycle. They work in agile teams, either embedded in the customer's organisation or as part of a wider CACI team, and our Test Engineers bring a wealth of Cloud-Native Test Automation experience.
- Our testing model follows an automation by default approach and ensures continuous testing is undertaken throughout the lifecycle to help improve the quality and speed of software delivery. This includes the use of automation tooling and the implementation of Continuous Integration and Delivery (CI/CD) pipelines. Our test engineers have a DevSecOps mindset, which means they focus on quality, security and operational running when they are quality assuring a system.
- We work closely with our customers to define a Test Strategy and supporting approach to automation that is designed for services running in the cloud, be that public, private or hybrid. Our Test Engineers will work collaboratively with the business, technology and security teams to understand their requirements and associated business and technical risks. From that they define a risk based test strategy and related test plans with automation at its heart. We can advise on the technology and tools that best meet the specific needs of each customer environment, integrating with existing systems as processes as appropriate.
- CACI Test Engineers bring extensive experience of performance testing using a range of industry recognised tooling, often processing extremely high volumes of data. We also have engineers who have experience of Data Migration and Performance Testing legacy application as they are migrated to the cloud.

7. After Sales Support and Service Levels

ITIL STYLE SERVICE OR DEVOPS STYLE SUPPORT

We provide service management and operational support for software provided by CACI and deployed in the cloud. We provide ITIL style service management capabilities alongside integrated DevOps style support. Details of the support offered are below:

- Office and extended office hours support as standard
- 24x7x365 for customers providing critical services (by agreement and additional cost)
- 1st, 2nd and 3rd line support provided as required
- Systems are in place to liaise with other support partners
- Contact via e-mail, phone and / or JIRA-based service desk ticketing system
- Custom SLAs agreed with customers to optimise the cost of service management depending on the level of support required and mission/business criticality of service
- Regular service reviews
- Focus on communications and reporting both across incident lifecycles and scheduled maintenance
- Support levels are agreed on a customer-by-customer basis to ensure the right fit to each customer's specific needs.

8. Business Continuity and Disaster Recovery Plan

OUR BUSINESS CRITICAL INFORMATION AND SYSTEMS ARE BACKED UP DAILY

- Our well established and regularly audited Business Continuity and Disaster Recovery Plans mitigates against all possible risks. The CACI 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 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.

9. Pricing Overview

WE OFFER FLEXIBLE PRICING MODELS TO ENSURE VALUE FOR MONEY

- After actively engaging with our customers to make sure our solution is the right fit, we 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.
- The pricing for this consultancy service is set out in our Pricing Document and Lot 3 - Cloud Support rate card, as an attachment to our G-Cloud service listing. Please note that the day rate will vary according to the level of the service required.

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 Lo 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 Lot 3 - Cloud Support Rate Card.

Thank you

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