

Amazon Web Services (AWS) Hosting Services

Lot 1a - IaaS

data + technology

CACI

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1. We Always Deliver

WE EMPOWER PEOPLE-CENTRED DIGITAL TRANSFORMATION

At CACI, we enable our clients to achieve meaningful and lasting transformation by blending the power of deep research, data, and audience insights, with user-centred service design and end-to-end technical implementation. Our mission is to work with our clients to deliver digital services that transform lives and society for the better.

We deliver in-line with internationally recognised standards, from quality management (**ISO 9001**), security (**ISO 27001**), user-centred design (**ISO 9241-210**), to service management (**ISO 20000**), and sustainability (**ISO 14001**).

We have a long and successful track record of working with and delivering successful outcomes for the public sector, be that central government, local authorities, or arms-length bodies and agencies. Our clients know they can rely on us to always deliver, demonstrated by our impeccable record of passing GOV.UK assessments, first time.

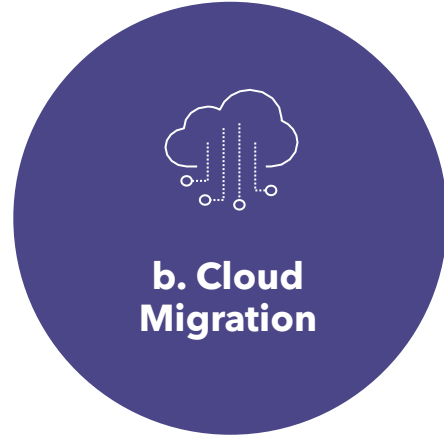


2. Description of Service

CACI offers the full range of Amazon Web Services (AWS) services, which can be combined with CACI's cloud support services to deliver secure landing zone solutions suitable for a wide range of workloads and provide a fully managed service. AWS is the world's most comprehensive and broadly adopted cloud platform, offering over 180 fully featured services from data centres globally, enabling local region and digital sovereignty compliance. CACI's four core services are:



Stand-alone compute & storage hosting with/without support
Set-up cloud account and services, with adherence to industry best practices.
Cloud network services for connectivity



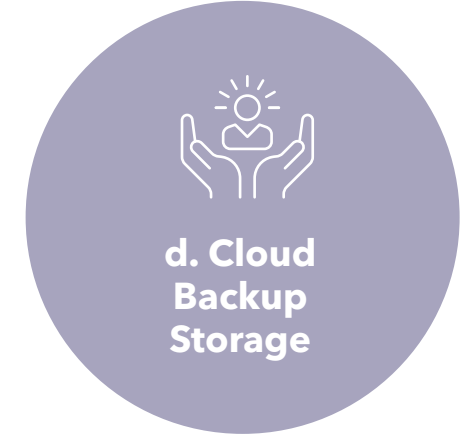
Migration service:

- On Prem to AWS Cloud/Hybrid
- Cloud to AWS Cloud/Hybrid



In-depth assessment of the cloud and infrastructure:

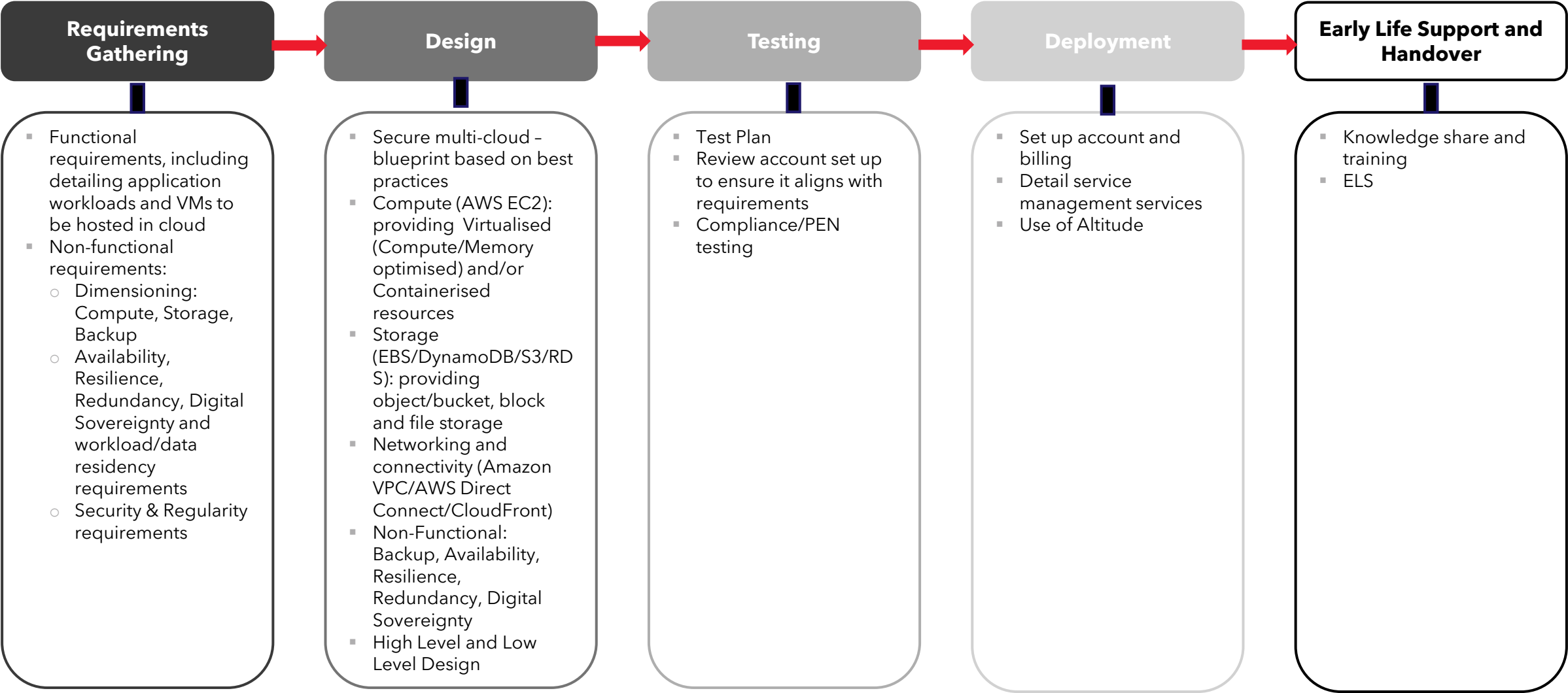
- Cost optimisation
- Performance Improvement
- Security and Regularity Compliance
- Remedial work



Hosted AWS Backup Storage for a secure, cost-effective solution for backing up data in the cloud, allowing for both operational and vaulted backups to protect critical data.

2a. Description of Service - Cloud Design & Deployment

CACI will work with the customer to agree Statement of Work/Terms of Engagement. Our approach includes the following steps:



*CACI's own solution, **Altitude**, reduces deployment timelines from months to days, providing robust security, governance, and compliance capabilities, with an uncompromised user experience. This is available as an optional service at extra cost.*

2b. Description of Service – Cloud Migration and Modernisation

Customers migrate and modernise for a variety of reasons, including:

- Data Centre Contract Expiry
- Software End of Support
- Business drivers to move Capex to Opex
- IT Capacity
- Cost Optimisation
- Security Threats
- Get AI Ready
- Get AI-ready
- Application Innovation

CACI can support customers in their migration and modernisation journey to cloud. We will:

- 1. Assess the cloud estate and migration readiness:** Plan the migration and modernisation journey with tooling, guidance and recommendations as appropriate for the customer's requirements. Where servers are not cloud ready, these can leverage AWS Systems Manager (with the Systems Manager Agent (SSM Agent) being installed), enabling AWS security, governance and monitoring services and providing a common management platform.
- 2. Pilot:** Gain confidence and see technical proof with expert support.
- 3. Securely move the estate to the AWS Cloud** with confidence (EC2/EVS), proven best practices, following the AWS Cloud Adoption Framework and the AWS Well Architected Framework.
- 4. Use of license-free Secure Cloud Platform Accelerator, Jezero**, built on AWS Landing Zone Accelerator(LZA), deployable within a day by our certified experts to accelerate your cloud journey.

CACI can support migration services following the best practice:

- From on-premises non-virtualised workloads to target AWS cloud
- From public cloud to target AWS cloud
- From private cloud (VMWare) to target AWS cloud

CACI can support modernisation with AWS, whether it is host OS upgrade or transforming legacy applications and infrastructure into agile, scalable, cloud-native solutions using services like containers (ECS/EKS), serverless (Lambda), managed databases (Aurora, DynamoDB), and AI/ML (SageMaker) to reduce costs, increase innovation, and improve efficiency, often by breaking down monoliths into microservices.

2c. Description of Service - Cloud Audit and Assessment

CACI can support the audit and assessment of the customer's cloud estate and report findings with recommendations for any remedial works required. Our approach is as follows :



- Scope: Discovery:
 - Key operational pain points and issues
 - Compliance with Well Architected Framework
- Level of Service Required:
 - Standard: by subscription
 - Comprehensive: by organisation

- Investigate cloud estate:
 - Cloud Services
 - Compute, Storage & Network Resources
 - Backups
 - Privacy & data residency
- Investigate Cloud network connectivity
- PEN testing for security & regulatory compliance

- Report Findings:
- Cost optimisation
 - Performance Optimisation
 - PEN testing - Security & Regulatory Compliance
 - Infrastructure Life Cycle Management
 - Provide a remedial works quote.

- Re-design /Re-dimensioning and scaling up/down etc
- Network remedial works
- Industry Standards Security & Regulatory compliance remedial work
- Other

- Knowledge transfer via workshop
- After sales care

2d. Description of Service - Cloud Backup Storage

AWS Backup is a fully managed service that centralises and automates data protection across AWS services and hybrid workloads. It simplifies data protection at scale by providing core data protection features, ransomware recovery capabilities, and compliance insights and analytics for data protection policies and operations. It is a robust solution for operational and vault backup and restore, providing centralised management, automation, and compliance support for AWS environments.

Types of AWS Backup Storage

- 1. Operations:** AWS Backup can be configured to create application-consistent backups for Windows applications with Volume Shadow Copy Service (VSS) support. It also allows for tagging resources to manage and identify backups, with separate volumes for operating systems, applications, logs, and data. This approach helps in creating separate backup plans with unique frequency and retention settings.
- 2. Vaulted Backup:** AWS Backup Vaults offer secure, isolated storage with encryption, immutability, and fine-grained access controls, supporting regulatory and governance requirements. AWS Backup Vault Lock supports compliance requirements by enforcing a write-once-read-many (WORM) configuration for all backups stored in an AWS Backup vault. This feature is particularly useful for organizations that need to maintain a consistent backup strategy across multiple AWS accounts and Regions.

3. Features and Benefits

Features include:

- Suits OFFICIAL and OFFICIAL SENSITIVE
- Available in eight European Regions (including the UK) and internationally
- AWS launch partner for digital sovereign cloud
- NCSC Cloud Security Principles aligned, Security Cleared (SC) staff available
- Broad range of connectivity options
- Deploy into IaaS, PaaS and Serverless architectures
- Complete tooling to develop and manage serverless architectures
- Elastic, web-scale computing made easier for developers
- Supports a vast range of workloads and technologies including Drupal and WordPress
- Tools to build failure resilient and scalable applications
- Simplified compliance, visibility into user and resource activity

Benefits include:

- Integrated role-based access control across all AWS services (IAM)
- Comprehensive, cross service API audit logging and security (CloudTrail)
- Comprehensive integration between AWS services (24x7 support and consolidated billing)
- Training and architectural patterns/guidance (well architected)
- Quickly scale capacity, both up and down
- Obtain and configure capacity with minimal friction
- Pay only for capacity that is used
- Highly reliable environment
- Multiple options for workload migration and management
- Combines with CACI Cloud Support providing a fully managed service.
- Deployable within a day by our certified experts to accelerate your cloud journey using Jezero (a license-free Secure Cloud Platform Accelerator built on AWS Landing Zone Accelerator)

4. Implementation Plan

FLEXIBLE AND ADAPTIVE ENGAGEMENT

- When this is purchased as a stand-alone service, CACI will work with the client to create AWS accounts and set up consolidated billing operation.
- When purchased with CACI Cloud Support Services, a flexible approach to implementation is adopted, tailored to suit the unique nature of each client engagement. We can start supporting our clients under this service at any point in their Cloud Journey. We can develop a new platform from scratch, or we can transition in to support applications from existing cloud workloads.
- The implementation begins with allocation of an Account Manager, a Service Manager and Project Manager.

DEVELOP A NEW PLATFORM

- Team mobilisation
- Integration to clients existing delivery eco-system
- Requirements gathering
- Solution design / Planning
- Build / Test
- Operational readiness and acceptance into service
- Operate

TRANSITION EXISTING CLOUD WORKLOADS

- Team mobilisation
- Integration to clients existing delivery eco-system
- Initial planning and overview
- Targeted knowledge transfer
- Practical preparation
- Operational readiness
- Operate

5. Information Assurance and Security

CACI IS ISO 27001, ISO 9001 & CYBER ESSENTIALS+ ACCREDITED

SECURITY MANAGEMENT

CACI is committed to ensuring its people, processes, data and technologies are secured in line with industry best practice. CACI maintains an Information Security Management System certified to ISO/IEC 27001 by a UKAS accredited auditor (BSI), the scope of which covers all of CACI's services. Our Cyber Essentials certification covers the entirety of CACI's business.

QUALITY AND SERVICE MANAGEMENT

CACI Digital Solutions maintains Quality and Service Management Systems certified to ISO 9001 and ISO 20000 by a UKAS accredited auditor (LRQA), covering the entirety of our cloud support services. Our Security, Quality and Compliance Officer reports monthly to executive board level on all aspects of these management systems.

BUSINESS CONTINUITY

CACI implements and maintains Business Continuity arrangements aligned to ISO 22301 for the entirety of the cloud support services we provide to our clients. We have established policies and procedures in place which are adapted and extended to meet the requirements of this service.

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.

STAFF VETTING

CACI Digital Solutions staff are vetted at minimum to BPSS, with our cloud support services delivered exclusively from a large pool of SC cleared resources.

6. Testing and Quality Assurance

COMPREHENSIVE QUALITY ASSURANCE SERVICES

A focus on quality at every stage

Quality Assurance (QA) is everyone's responsibility at CACI, but we also have a dedicated QA function. Following our ISO 9001 certified quality management system, QA is baked into every step with quality gates at every stage. By placing QA at the forefront of the delivery processes, we guarantee that the necessary measurement, analysis and continual improvements occur, helping us to deliver better products and services through a clearly documented risk-management process.

Specialist QA services

We provide comprehensive QA services covering all functional and non-functional requirements. Unit, system, integration, reliability, recoverability, accessibility, usability, and performance testing are all available as part of our service offering.

Alignment with organisational needs

Where the customer's quality and performance requirements are not fully defined, CACI can provide experienced business analysts and technical subject matter experts to help develop them in alignment with organisational needs to a testable state. We can provide the full range of these services or assist and support customers in planning and executing their own quality assurance and performance test cycles.

7. Technical Requirements, Onboarding and Offboarding

TAKING A CLIENT CENTRIC APPROACH

CACI's Amazon Web Services provide the following additional onboarding and offboarding benefits when **combined with CACI Cloud Support Services**.

TECHNICAL REQUIREMENTS

There are no technical pre-requisites for using the CACI AWS Web Services.

- Client can start with nothing in the cloud
- We can migrate on premises infrastructure.
- We can take on support, maintenance and enhancement of existing workloads
- Can design and build for new workloads under development

ONBOARDING

- A project manager will be appointed when needed
- CACI has a proven flexible approach based on ITIL
- ISO 20000 compliant
- ITIL 4 Expert support and ITIL trained support team
- User centric approach
- Access to a range of different specialists' skill sets as required.
- Onboard the customer to our ITSM tool or use the client's own tooling
- Use of CACI specialist tooling to model complex organisational relationships
- Knowledge Transfer

OFFBOARDING

- A project manager can be appointed when needed.
- CACI will provide an exit plan
- Ensure transfer of knowledgebase
- Provide knowledge transfer to incoming provider

8. After Sales Support

SUPPORTING OUR CLIENTS THROUGH THE ENTIRE DELIVERY LIFECYCLE

Customer engagement

Our Account Managers work proactively with customers to develop their service, to influence application design and to share their experiences and suggestions. CACI's goal is to maintain and enhance services by building long-term productive relationships with its clients and third party suppliers. We schedule regular account meetings with our customers to provide a framework for review, planning and to facilitate structured two-way feedback.

We work across sectors delivering diverse projects, products and services. This experience can support customers on new projects, advise on best practice and innovation, provide introductions to peers, and facilitate discussion on common issues.

Adding value

In addition, we can facilitate knowledge sharing sessions on a range of subjects, including:

- Transforming from ITIL v3 to ITIL 4
- Streamlining and improving processes
- Accessibility and inclusive design
- Making better use of data and analytics
- Focused sessions with partners on relevant technical solutions
- Agile Transformation

9. Service Levels

ITIL SERVICE MANAGEMENT

CACI provides ITIL service management capabilities alongside integrated DevOps support. Details of the support offered are below:

- Core business hours support as standard. (8:00 - 18:00)
- Optional extended business hours support (by agreement and additional cost)
- 24x7x365 for P1 and P2 incidents
- Email, phone and web support channels
- Comprehensive standard SLAs adaptable or extendable to meet specific business requirements
- Monthly service reporting and reviews

Response times

Our standard Service Level Agreement (SLA) includes average response times to high priority (P1 / P2) enquiries within 30 minutes and one hour for P3 and P4 (within office and extended hours).

Customers typically purchase out-of-hours cover for P1 and P2 only, however, CACI offer enhanced out-of-hours cover where needed. Many of the workloads we support are genuine 24x7x365 services supporting business critical functionality.

For customers providing critical services, a 24x7x365 service and tailored SLAs is available at additional cost.

10. Business Continuity and Disaster Recovery

ESTABLISHED POLICIES AND PROCEDURES

CACI has established policies and procedures in place which can be adapted and extended to meet the requirements of our service. In addition to the service specific systems and resources, our plans cover all CACI corporate and business unit systems and resources.

- Comprehensive range of back up and BCDR options are available, to meet the most demanding RTO and RPO requirements
- Suitable as part of a ISO 22301 standard BCDR plan
- Can be platform standard, bespoke or combination of the two to meet the requirement
- Backed by 24/7 support team of cloud specialists
- CACI Support Service also aligns to ISO 22301 standards
- We can support BCDR exercises to an agreed schedule and scope
- We can provide ISO 22301 lead implementer resource

11. Ordering and Invoicing Process

CACI PRIDES ITSELF ON 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 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, we 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

We will then produce a statement of work which contains a Services Supply Agreement, detailing the scope of work and the associated price.

Invoices are payable by the Customer thirty (30) days from receipt by the Company. Where a Valid Invoice remains unpaid after thirty (30) days, the Company shall be entitled to charge interest, accrued monthly, at 2% over the then prevailing National Westminster Bank Plc base lending rate.

12. Pricing Overview

WE OFFER FLEXIBLE PRICING MODELS TO DELIVER VALUE FOR MONEY

- CACI - Amazon Web Services provides customers with many benefits when combined with CACI Cloud Support Services:
 - A combination with Cloud and Virtualisation Architecture, Migration, Optimisation and Operations Service will provide a CACI expert support in selecting and managing AWS resources in the most cost-effective manner for your workloads.
 - A combination with Cloud Support Service will provide a fully managed service from a single supplier.

We offer a flexible commercial solution to ensure value for money. For options available please refer to our pricing document for this service.

Thank you

CACI

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