



AI Productionisation and AgentOps

Service Definition Document

G-Cloud 15

Status: Definitive

Security Commercial – In Confidence

Version no.1/0

THINKING
BEYOND
LIMITATIONS

We're Kainos

Formed in 1986, we set about finding the best people to tackle the most difficult digital work. We fostered a culture where people truly care for each other and the world around them.

Our reputation for software engineering and problem-solving was quickly established, and our customers started to view us more as their colleagues

We're much bigger now, helping organisations across the globe to navigate change in more ways than ever. But some things never change, like our commitment to our people, delighting our customers, and our technical ability

Some say we're leading a quiet revolution in digital, but if you ask us, we're just doing our bit to make the world a little bit better.



3,132 amazing
people



13 consecutive
years of growth



40 years
of innovation



£382m revenue
(FY2024)



13 locations
globally



FTSE 250 listed
tech company



Our core expertise

The digital revolution is already happening. We're leading from the front to help our clients **seize every digital opportunity** and be future-ready.



Cloud



Business Applications



Data and AI



Managed services



Engineering



Service and
experience design



Workday services
and products

- Test
- Audit
- Shield
- Deployment
- Optimisation
- Spark & Grow

AI Productionisation and AgentOps

AI Productionisation and AgentOps accelerates deployment of AI solutions bring rapid ROI. This service ensures operational resilience, compliance and continuous optimisation of agentic AI. Enabling organisations to maximise value from advanced AI technologies while reducing risk and complexity across transformative AI initiatives. Kainos brings a significant pool of accelerators to draw on, bringing increased pace and quality to our delivery.

Features

1. Automated AI model deployment pipelines
2. Integrated monitoring for agentic AI performance and assurance
3. Continuous compliance checks aligned with public sector standards
4. Advanced observability for proactive issue detection and resolution
5. Secure data handling with encryption and access controls
6. Customisable workflows for tailored AI operational requirements
7. Seamless integration with existing cloud or on-premise environments
8. Automated rollback and recovery for operational continuity
9. Full scale productionisation of existing PoC and PoVs
10. Goal driven, compliance based, agentic deployment and operations

Benefits

1. Faster AI deployment reduces time-to-value
2. Improved reliability ensures consistent AI outcomes
3. Enhanced compliance mitigates regulatory and security risks effectively
4. Scalable architecture supports future growth and evolving AI needs
5. Proactive monitoring prevents costly downtime and service disruptions
6. Secure operations protect sensitive data and maintain trust
7. Customised workflows align AI operations with organisational priorities
8. Real-time insights drive continuous improvement and efficiency gains
9. Seamless integration reduces complexity and accelerates adoption
10. Agile AI driven development and pipelines ensuring speed and repeatability

AI Productionisation and AgentOps

Service Overview

The AI Productionisation & AgentOps service enables organisations to achieve measurable business outcomes and realise value from AI investments.

We combine MLOps, LLMOps, AIOps and emerging AgentOps practices into a single, coherent operating model. The service is designed for organisations who are already experimenting with AI and now need:

- Faster, repeatable routes from development to production
- Robust monitoring, governance and controls
- Integration with existing cloud platforms, security and ITSM processes
- An approach that satisfies data protection, safety, and regulatory expectations
- Embed trust in AI through responsible AI practices, security controls, quality assurance and robust evaluation/testing
- Clear cost models that are scalable, goal-oriented and safety focused.

We work alongside your data, engineering, architecture and security teams to implement the processes, tooling and culture needed to run AI services as production-grade digital services. We incorporate product management principles and continuous feedback & improvement cycles that are measured against business metrics.

Scope and use cases

This service supports both use-case specific development as well as broader centre of excellence (COE) and enabling work.

Typical use cases include:

- Operationalising ML models such as forecasting, triage or risk scoring
- Deploying and operating LLM-based assistants for staff and citizens
- Managing agentic workflows safely and ensuring meaningful human oversight
- Typical COE activities include:
 - Standardising how AI models and agents are versioned, deployed, monitored and retired across multiple departments
 - Designing and implementing AI governance processes

The service covers AI solutions deployed on major cloud platforms (e.g. Azure, AWS, GCP) or hybrid solutions within existing data platforms, integration layers and line-of-business systems.

AI Productionisation and AgentOps

What we will deliver

We tailor the engagement to your starting point, but a typical delivery includes the following.

Current state and readiness assessment

- Review of existing AI use cases, pipelines and environments
- Assessment of data quality, tooling, processes and skills
- Risk and compliance assessment (data protection, safety, security, bias, transparency, human centred design)
- Prioritised roadmap for AI productionisation and AgenticOps adoption
- User research and harms modelling

Target AI/Agentic operating model

- Roles and responsibilities (product owners, data scientists, engineers, risk/compliance, service operations)
- Agent Capability Mapping with human in/on/out of the loop design workshops
- Governance processes for model and agent lifecycle (design, approval, deployment, monitoring, continuous improvements, retirement)
- Decision-making guardrails for autonomous agents, including human-in-the-loop and escalation paths

Reference architecture and platform patterns

- Cloud-native reference architectures for AI workloads (batch, real-time, streaming and agentic), bringing scalability, resilience, operational testing and cost modelling.
- Standard patterns for model and agent deployment (APIs, microservices, event-driven workflows)
- Integration patterns with identity, logging, observability, ITSM and change management

MLOps / AgenticOps pipelines and automation

- CI/CD pipelines for models, prompts and agents (build, test, deploy, rollback) with an optimised release process (shadow deployments/AB testing) and assurance testing.
- Automated data and model validation, including drift detection and performance checks
- Policy-as-code and configuration-as-code for repeatable environment management

Monitoring, observability and incident management

- Dashboards and alerts for model performance, cost, latency and safety signals
- Telemetry for agentic workflows (what actions were taken, why, with what outcomes)
- Human / business feedback loop on metrics and KPIs

Security, privacy and compliance controls

- Data classification and residency patterns for AI workloads
- Technical controls aligned to your security standards (e.g. network, access, encryption, key management)
- Documentation and audit trails to support DPIAs, risk assessments and assurance reviews

Capability building and knowledge transfer

- Hands-on enablement for your teams (pairing, show-and-tell, clinics)
- Playbooks, templates and reusable components to make future AI deployments faster
- Handover documentation and training materials for ongoing BAU ownership

AI Productionisation and AgentOps

How we deliver it

We use an agile, outcome-focused delivery model tailored to your organisational governance. We will identify any existing accelerators we can apply to increase pace of productionisation.

Discovery and alignment (typically 2–4 weeks)

- Confirm objectives and any constraints
- Map stakeholders
- Refine a delivery plan with clear milestones, risks and decision points

Design and prototyping

- Co-design target operating model, architecture and governance with your teams
- Run short, focused spikes to validate approach (e.g. a pilot CI/CD pipeline, an agentic workflow, new monitoring pattern)

Implementation and integration

- Implement or extend your AI platform and pipelines using your preferred cloud technologies
- Integrate with your existing observability and ITSM tooling
- Migrate AI models into the new operating model and demonstrate value

Transition to BAU

- Embed practices and enable your delivery and operations teams via coaching and co-delivery
- Agree support arrangements (internal ownership, managed service, or hybrid model)
- Conduct a formal handover and lessons-learned review, with an optional ongoing optimisation phase

Engagements are delivered by a multi-disciplinary team drawn from architecture, data, AI, platform, service design and change management. Where relevant, we can work under hybrid delivery models alongside other suppliers.

Onboarding

We would like to work closely in partnership with your existing teams. Our alignment sprint detailed above would see agreement of a joint delivery plan, communications approach and governance cadence. We would seek access to relevant environments, documentation and personnel.

Exit and knowledge transfer

Our intention through any engagement is to ensure a smooth handover of capability. We will therefore produce all artefacts (code, configurations, documentation, dashboards etc) with the intent to have over to the you. We support joint review sessions and training to ensure your teams can operate and extend the solution. We do not create proprietary lock-in; all work is delivered using open standards or widely-available cloud services as agreed with you.

Dependencies and assumptions

- The buyer will provide access to relevant cloud environments, data sources and tooling, in line with their security policies
- The buyer will nominate a product owner / service owner to make prioritisation decisions
- Where significant organisational change is required (e.g. new roles, restructuring of teams), this may be delivered through a separate change management workstream



Where we are

The Americas

Buenos Aires
Indianapolis
Nova Scotia
Toronto

UK and Ireland

London
Birmingham
Belfast
Derry
Dublin

Central Europe

Gdansk
Helsinki
Paris
Wommelgem

What makes us stand out



Our people



True collaboration



Innovation



Digital know-how



Common goals



Trust



Digital Services

We are **engineers**, specialists. We **overcome big challenges** for our clients, through delivery of **intelligent** digital services that use the best in **talent and technology**.



55 million UK citizens

positively impacted by
services we've delivered



**892
customers**



13 locations

And growing



99% of customers

rate our service as good,
great or excellent



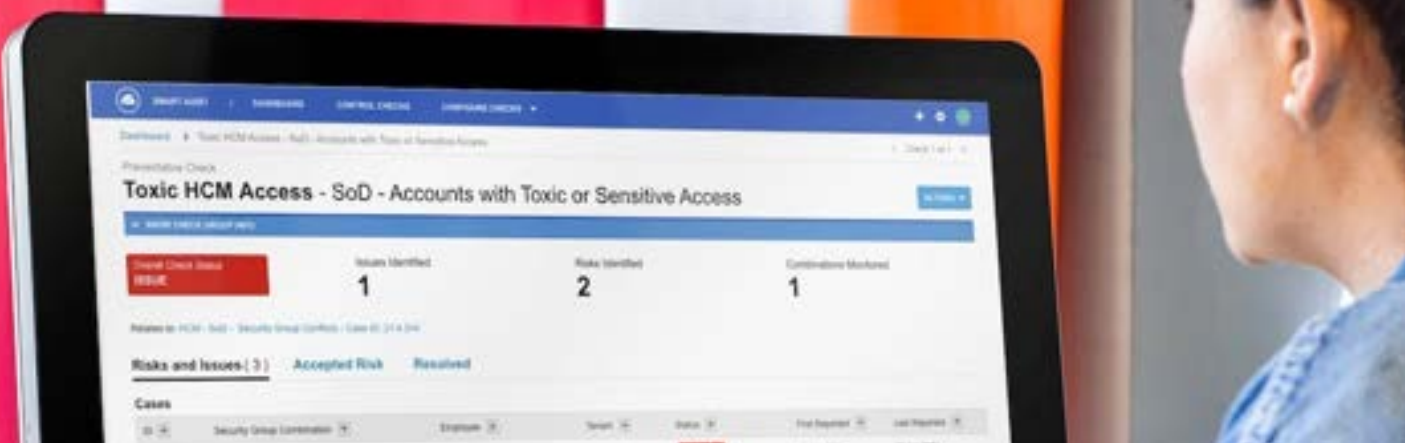
Key partners

Working closely with
Microsoft and AWS to
deliver results



Award-winning

90+ industry awards



Workday

Kainos is a Workday **phase one prime status partner** in all European, North American and Asia Pacific markets. We have worked with many public and private sector customers of various sizes and scale in over **40 countries worldwide**.



Partner Since 2011

We are the only certified Workday Services, Technology and Extend partner globally.



Workday Services

Full range provider from pre-deployment consulting, implementation and support.



650+ Customers

We have deployed to over 650 customers and are a proud Workday customer also, using HCM, Financials, Recruitment, Planning and PSA to run our business.



Workday Public Sector

We have worked with many UK Public Sector customers with their initial deployment, post-deployment support and adoption of new modules.



Kainos Smart

Our product is deployed to 500+ customers globally saving them 1000s of testing hours.



900+ Consultants

Hold over 2,700+ Workday certifications covering all areas of the platform.

65 million

citizens positively impacted
by services **built by Kainos**
for the UK Government



Every driver & every car on the road
Every piece of work to fix roads
Every court case & every prisoner
Every home helped with help-to-buy
Every passport & renewal application
Every COVID test sent out
Every COVID test result
Every user of the NHS App

Every voter registered
Every company opened & closed
Every UK civil servant trained
Every piece of produce grown in the UK
Every thing imported & exported to the EU
Every benefit fraud prevented
Every body's pension details

Our Social Values and commitment to HM Government strategy



Education & Capability Building

We empower people through technical and behavioral learning programs, academies, and outreach projects, fostering skills development and inspiring future technology leaders across communities and organisations.

Social Responsibility

Tackling workforce inequality and ensuring equal access to technical and vocational education, through our Academies, Camps and Earn as you Learn schemes.

Innovation & Future Readiness

Driving continuous improvement through technology

Health, Wellbeing & Accessibility

We support colleagues' physical, emotional, and career wellbeing through initiatives, guidance, and inclusive design, ensuring equal access, experiences, and compliance for all users with diverse needs.

Climate Action & Sustainability

With a comprehensive sustainability strategy underway, we will be a Carbon Net Zero company by 2030.

Equality, Diversity & Inclusion

Maximising service experience for citizens and civil servants by delivering projects with diverse teams, underpinned by our BAME, LGBTQIA+ and female communities.



The Code of Ethics

We are guided by our 6 ethical principles.



Wellbeing

We protect the wellbeing of our staff, customers and communities.



Equality

We improve access and inclusion and minimise bias.



Transparency

Our decisions are traceable and accountable.



Integrity

We hold ourselves and others to ethical standards.



Environment

We act responsibly towards the Earth and its resources.



Initiative

We take initiative to deliver social value and positive impacts.

BCDR and Exit Plan

Business Continuity and Disaster Recovery (BCDR)

A Business Continuity Plan can be provided if required. This shall set out the arrangements to be invoked in the event of an actual or perceived threat to business continuity, to ensure continued operation of the system and continuity of the services provided by Kainos pursuant to the Prime Agreement and shall include: the alternative processes, options and responsibilities that may be adopted in the event of a failure or disruption to the system and/or services provided by Kainos pursuant to the Prime Agreement; and the steps to be taken by Kainos upon resumption of the system and services provided by Kainos pursuant to the Prime Agreement in order to address any prevailing effect of the failure or disruption including a root cause analysis of the failure or disruption.

Exit Plan

An Exit Plan can be provided if required to detail the steps that would be carried out to ensure smooth transition of Kainos services to a new supplier. The steps outlined in the Exit Plan will help mitigate against any disruption to the service during the transition period. It is assumed that any new supplier will themselves have a procedure they wish to follow during the transition period, and as such the steps in this Exit Plan will serve as a checklist for the new supplier to ensure all key areas of the transition have been covered. The Exit Plan will therefore be subject to refinement should it be exercised.

Commercial Statement

Confidentiality and copyright

© Kainos Software Limited 2026 ("Kainos")

The contents of this document are commercial and confidential in nature and the copyright of Kainos. This document must not be reproduced (in whole or in part) save in connection with the purpose for which it was issued and must not be shared with Generative AI systems without express consent.

Trademarks

Kainos® is a registered trademark of Kainos Software Limited. All rights reserved. You may not delete or change or modify any copyright or trademark notice.

Caveats

Kainos has used all reasonable endeavours to ensure that the contents of this document are accurate but is not responsible for any errors or omissions.

All information provided prior to execution of a contract is provided 'as is' and 'subject to contract' without warranty of any kind.

This document does not constitute an offer from Kainos. In the event that the parties elect to work together, they will only be contractually bound to each other upon signature of a contract.

Corporate information

"Kainos" is the trading name of the Kainos group of companies, further information on which can be found here: <https://www.kainos.com/corporate-information/>.

Kainos Software Limited/ Kainos WorkSmart Limited, will be the contracting entity under this tender / for the provision of the service and may be assisted from time to time by other Kainos group companies.

Freedom of information

Kainos considers that the following information provided in this document is exempt from disclosure under the Freedom of Information Act 2000 (FOI):

The CVs of staff qualify under the "Personal Information Exemption (s.40)" of the Freedom of Information Act and are exempt from disclosure under the Data Protection Act 1998. The Period for which this information should be confidential is the lifetime of the Data Subject.

Rate and pricing information is confidential and commercially sensitive and covered by the 'Commercial Interests' exemption (s.43) of the FOI, as the release of this information is likely to prejudice the commercial interests of Kainos and is likely to adversely affect its (and the Customer's) future negotiating position. The period that this information should be confidential for should be 5 years.