



Cloud Performance & Testing Services

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

Cloud Performance and Testing Services

Trusted testing expertise for Government Digital Services.

Kainos's QA test specialists provide a wide range of professional testing services across government, including; functional testing, exploratory testing, test automation, test governance and assurance, test guidance, test strategy, test management, and non-functional testing like performance, compatibility, scalability, security, and accessibility.

Features

1. Comprehensive testing: ISTQB-certified testers using modern agile principles.
2. AI-accelerated testing: test case generation, defect prediction, root cause analysis.
3. Automated testing for CI/CD deployments (Selenium/Playwright/Cypress): AI-driven test suite optimisation/maintenance.
4. Test Governance and Assurance: Promoting standards and auditability.
5. Integration of functional and non-functional testing: Ensuring holistic coverage.
6. Exploratory Testing: Providing assurance beyond automated tests.
7. Kainos-BrowserStack Partnership: Compatibility assurance across real devices/browsers.
8. Performance Testing (Load/Stress/Soak): Ensuring capacity and reliability.
9. Chaos and Disaster Recovery testing: Ensuring operational stability.
10. Accessibility Testing: Auditing compliance with WCAG guidelines.

Benefits

1. Delivering excellence: High-quality commitment ensuring business satisfaction and cost savings.
2. AI-augmented testing surfaces hidden issues and optimises test effort.
3. Early feedback: Increased speed to market, reducing costs.
4. Full transparency and critique of all work undertaken.
5. Clear outcomes aligned with business needs and non-functional requirements (NFRs).
6. Reduced risk when delivering value to users in Production.
7. BrowserStack Enterprise level support and early access to new features.
8. Enabling scalability, optimisation and assurance of load capacity.
9. Reliable Uptime and Resilience: Protecting organisational reputation and SLAs.
10. Accessibility excellence: Our adherence to GDS assessments demonstrates best practices.

Cloud Performance and Testing Services

Kainos has an integrated test capability of skilled ISTQB Certified QA specialists working to deliver cloud-based digital services with a focus on modern agile testing. Our test governance and quality assurance professionals can provide a detailed and independent guarantee of the quality of work across the whole software lifecycle.

Assured Integrated Testing in Agile Teams

High-quality testing is integral to the successful delivery of digital services. Kainos' multi-disciplinary delivery teams include embedded specialist testers to allow more effective end-to-end ownership within a team resulting in higher quality outputs and ultimately more velocity.

Testers work closely with product owners to agree epic and story test approaches meaning that functionality can be delivered in an easily and thoroughly testable way, ensuring features are fully tested (both functionally and non-functionally) to meet the customer and client's needs.

Our dedicated Test Assurance and Governance professionals will ensure adherence to internal and external standards for delivery, building strong, trusted relationships, and preparing the delivery for successful audits. This service can be integrated or stand-alone and will be tailored to suit your approach.

Kainos teams use AI-driven analytics to monitor quality trends, identify risk areas, and provide actionable insights for continuous improvement and reporting, integrating this within the Test Assurance and Governance process.

Building automated testing into CI/CD pipelines

Effective and efficient automated testing is critical to agile delivery, particularly those that are released to production early and often. Kainos' testers use a combination of Lean testing and Shift left to:

- Test early & often
- Reduce cycle time and provide fast feedback
- Avoid exhaustive testing
- Test at the most appropriate layer – Unit/Integration/UI
- Reduce waste, overlap and costs
- Prevent regression issues

We have vast experience developing automated test suites using the latest technology and design patterns to verify the application behaviour at all the layers – data layer, business layer, integration layer and presentation layer. Use of AI increases Speed & efficiency and Kainos QA specialists ensure the most relevant tests are executed for each change, reducing cycle time and increasing confidence in releases. Test suites are optimised for fast execution with support and maintainability at their core.

Cloud Performance and Testing Services

It is vital that digital services for citizens are non-functionally tested to ensure, beyond being functionally correct, they are also stable, resilient, supportable and compliant to SLAs and any legal legislation.

Performance, Disaster Recovery and Chaos Testing

Kainos has significant experience testing and assuring citizen-scale transactional services that have large user bases and are not tolerant of downtime. It is therefore necessary to simulate the scenarios, stresses and strains they will be put under during production use. We optimise and tune services during their development and monitor performance during production use to proactively identify issues.

AI-based performance monitoring proactively detects anomalies and predicts potential bottlenecks before they impact users.

We perform Disaster Recovery and Chaos testing to validate the infrastructure and architecture is fit for purpose and is resilient under extreme situations.

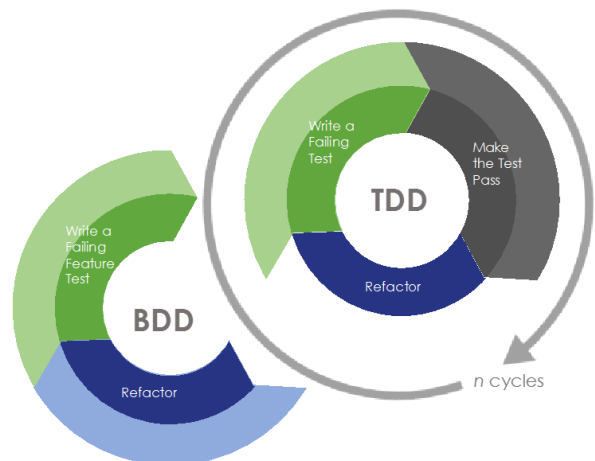
Accessibility and Usability Testing

Our testers work closely with UX and user researchers to test upfront requirements and user needs to build a more inclusive, non-biased and user-friendly designed system. We use AI tools to accelerate accessibility audits, automatically identifying compliance issues and suggesting remediations. QAs use a combination of automated tests, manual

testing and assistive tools. This service can be integrated or stand-alone and will be tailored to suit your approach.

Security Testing

Security testing is at the forefront of any public facing service due to the increased global threats they are constantly exposed to. We build automated security testing into the CI/CD pipeline to ensure security is not compromised when building new features as well as implementing tooling and monitoring to detect and block attacks in production. Our use of AI-driven security scanning identifies vulnerabilities earlier and adapts to emerging threats, enhancing protection for public-facing services.



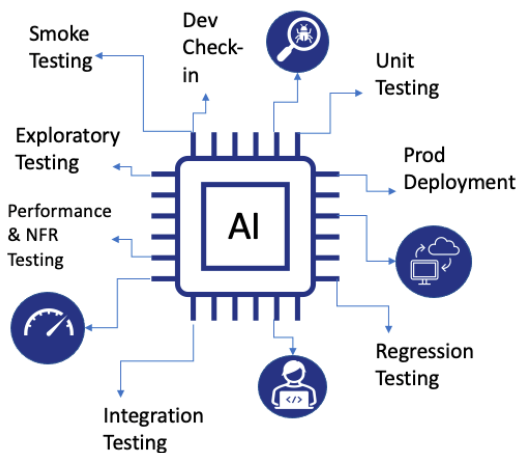
Cloud Performance and Testing Services



Key Benefits of Shift Left Testing



Cloud Performance and Testing Services



AI driven analytics continuously monitor KPIs providing predictive insights and automated alerts to support proactive Quality management





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



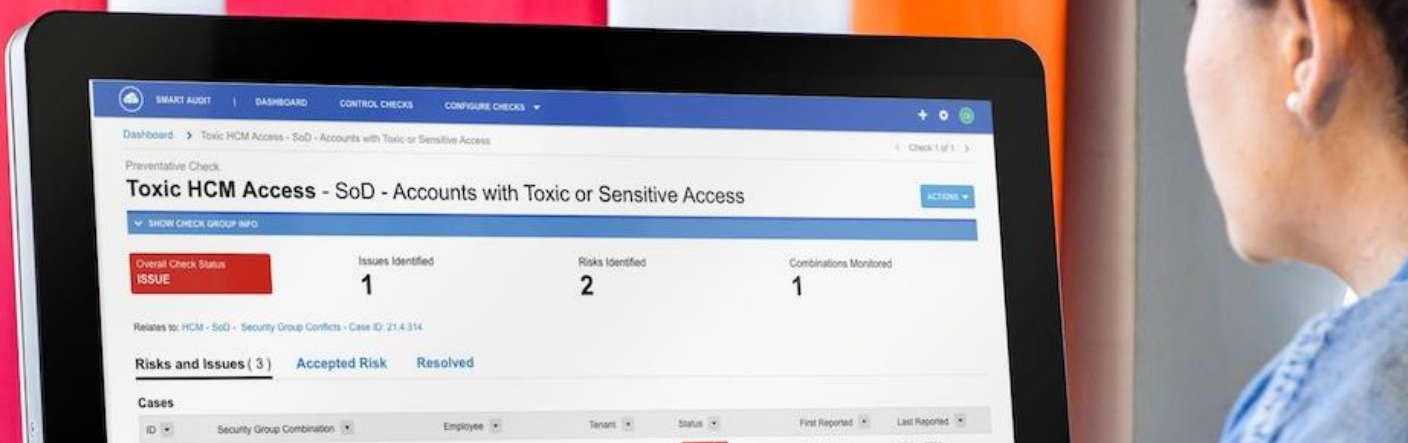
Key partners

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.

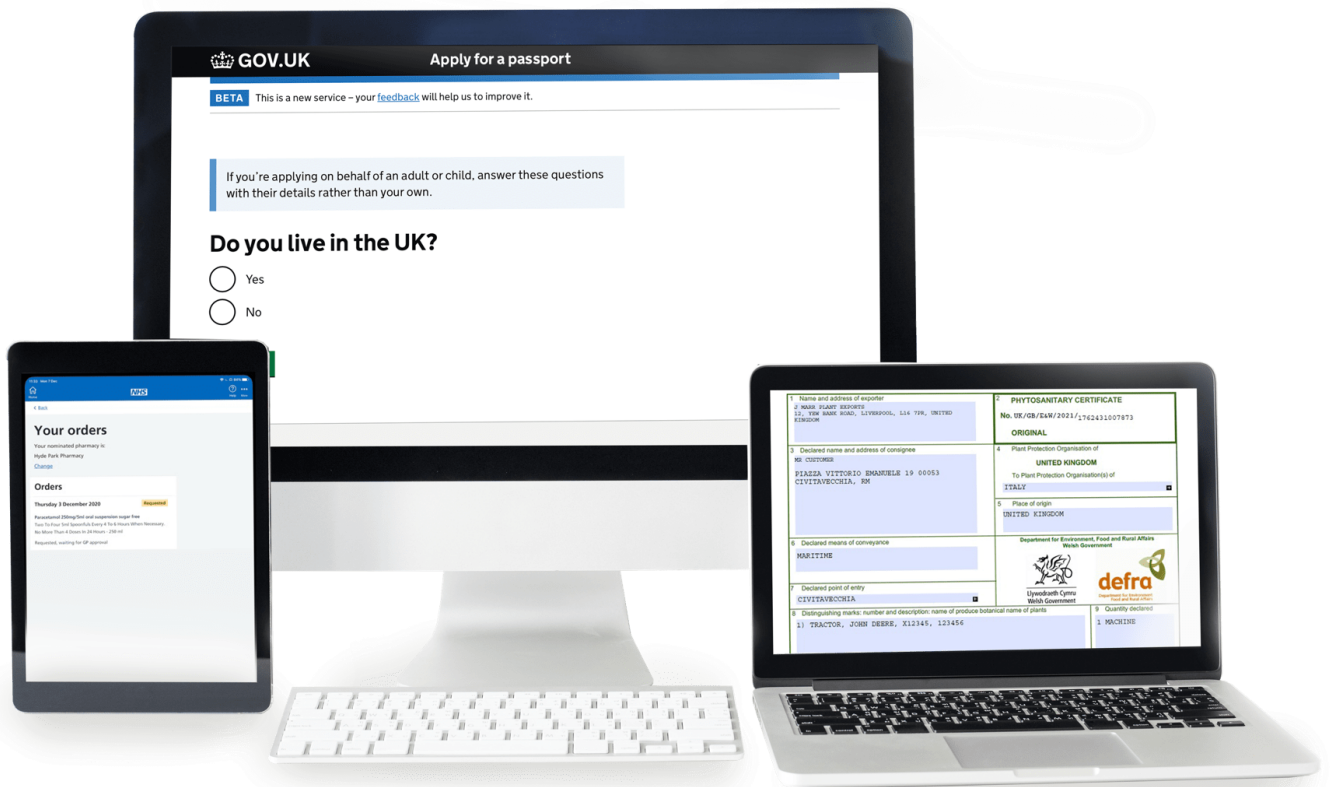


900+ Consultants

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

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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.