



User Experience (UX) and User Centred Design (UCD)

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

User Experience (UX) and User Centred Design (UCD)

From end-to-end service design and user research, to prototyping and visual design, we offer the full range of skills and expertise needed to build and deliver GDS aligned, engaging, and inclusive digital products and services that meet customer, user and business needs.

Features

1. Research diverse population to establish meaningful, prioritised user needs
2. Define end-to-end as-is and to-be service blueprints
3. UCD approach for scaled agile delivery and development process
4. Prototyping UX /Visual /Content Design, and Front-End Development
5. Design with inclusion and assisted digital provision in mind
6. Ensure AA level of the Web Content Accessibility Guidelines 2.0
7. Alignment and compliance with Government Digital Services (GDS) standards
8. Qualitative and quantitative data to measure effectiveness and user satisfaction.
9. Design Experts with SC-clearance
10. Explore AI for Personalisation, Predictive Analysis and Voice User Interface

Benefits

1. Improved User Engagement: Personalised experiences lead to higher user engagement
2. Clarity: A clear view of user needs powers effective decisions
3. Accessibility: We follow Web Content Accessibility Guidelines ensuring accessibility
4. Inclusive Design: Considering digital inclusion and users with protected characteristics
5. Compliance: Our approach and outputs follow GDS Service Standards
6. Agility: Quick iterations ensure the right ideas are taken forward
7. Low risk: Our iterative approach reduces future development cost
8. Quality: Dedicated research and design talent ensure best-in-class deliverables
9. Usability: ensures digital services are easy to use
10. Enablement: Support clients to build in-house design skills and capabilities

User Experience (UX) and User Centred Design (UCD)

At Kainos we strongly believe in and follow a User Centred Design (UCD) approach, an approach we have successfully embedded in an agile development framework.

Why engage in User Research & Design?

We pride ourselves on solving difficult problems and making a positive impact on people's lives.

Our user researchers and designers have worked on projects across government departments and will leverage this expertise and domain knowledge to support you in your plans to define, design and deliver successful digital services.

We engage throughout, from collecting and delivering insight and early concepts to the final interface users will interact with; we design the full, end-to-end user experience. We are fully versed in the Government Digital Service (GDS) service standards, making full use of their design resources and improving upon them.

Our Approach

1. We begin by truly understanding the intended users of the service. Developing user insights is key to designing engaging, relevant, and appropriate experiences.
2. We define the purpose, structure, and functions of the new product or service.
3. We provide tangible design in terms of form, visual treatment, interactions and content.
4. We measure the success of our solutions and engage in continuous improvement programmes.

User Experience (UX) and User Centred Design (UCD)



Kainos User Research & Design principles

1. End-to-end: Design of the full, end-to-end user experience, with user engagement throughout the research and design process, from collecting and delivering insight and early concepts to the final interface.
2. Alignment: Our UCD approach aligns with Government Digital Service (GDS) standards and principles.
3. Enablement: Throughout our engagement, we provide consultancy and training support to help enhance and complement your team's capability and ensure you have the right skills and structure to maintain and improve post-live.

Key Benefits

1. Clarity: A clear view of user needs powers effective decisions.
2. Insight: Teams can make decisions based on facts, not assumptions.
3. Consistency: An integrated design approach ensures consistent experience across products.
4. Usability: ensures digital services are easy to use.
5. Value created combining user needs, business strategy, and technology enablers.



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**.

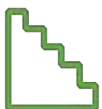


55 million UK citizens

positively impacted by
services we've delivered



**892
customers**



13 locations

And growing



99% of customers

rate our service as good,
great or excellent



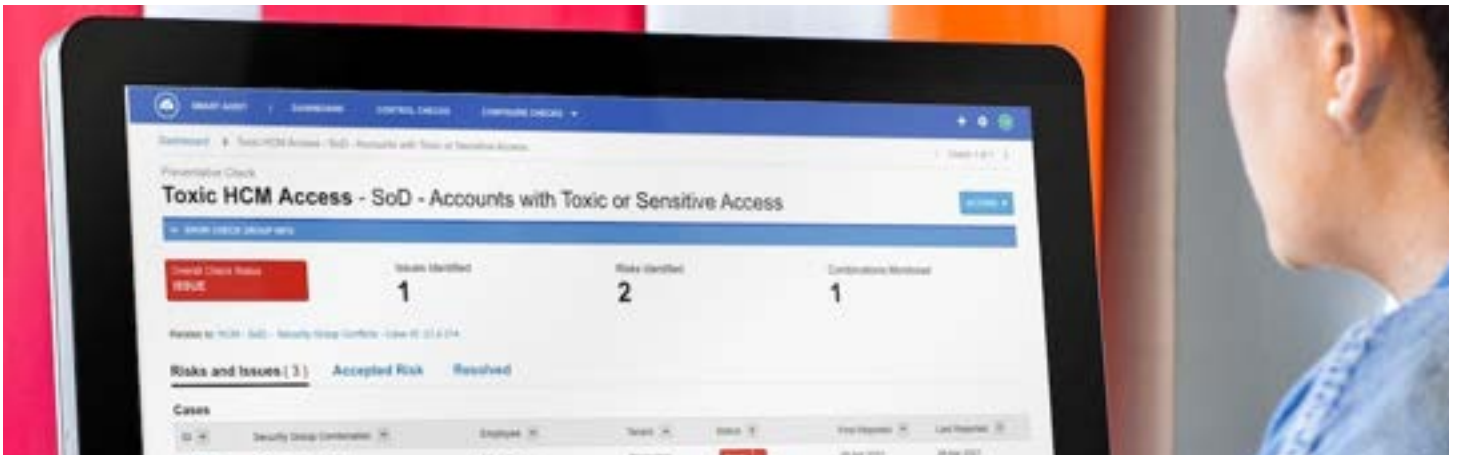
Key partners

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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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.