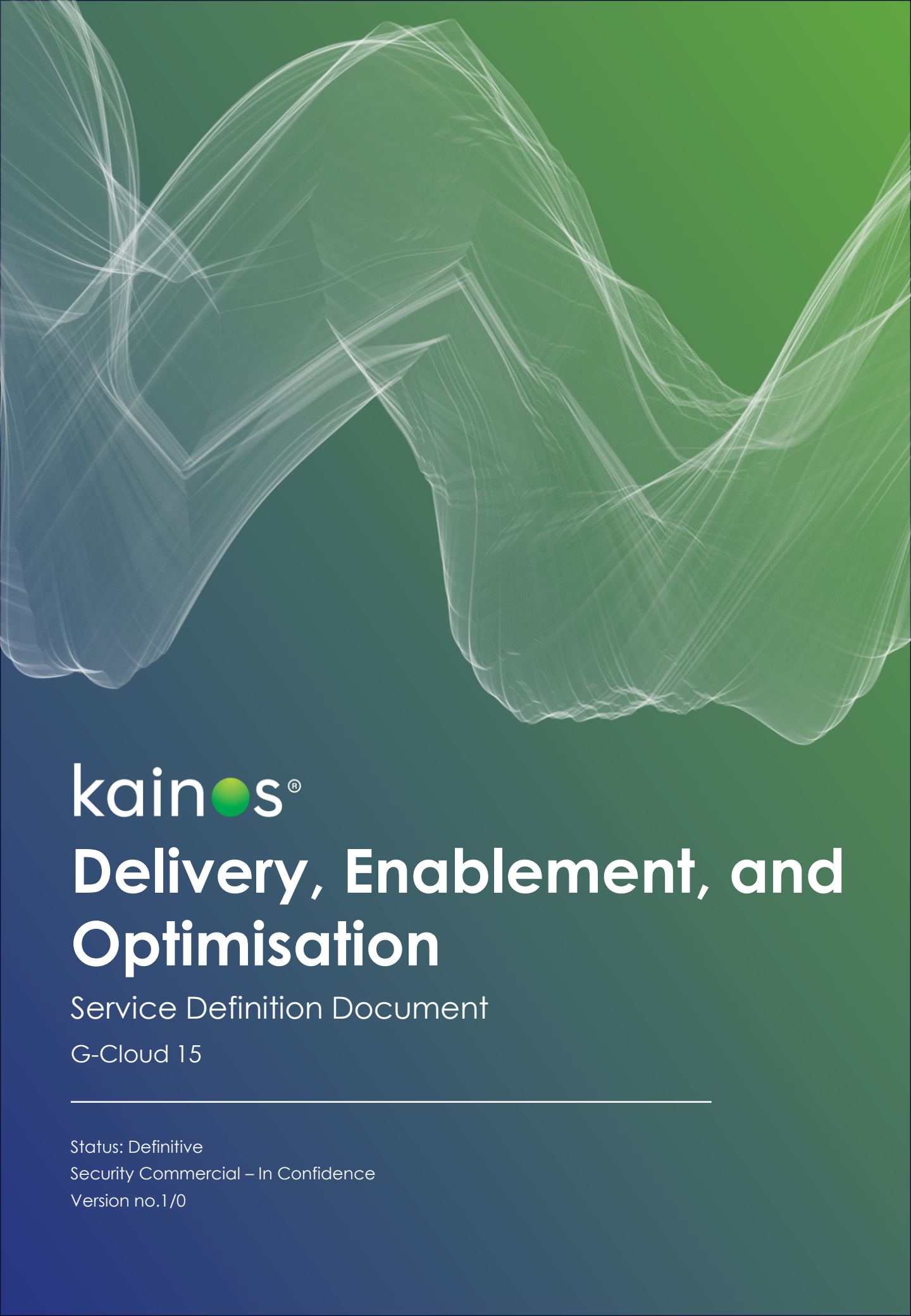




kainos®

Delivery, Enablement, and Optimisation

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

Delivery, Enablement and Optimisation

ITIL-aligned AWS MSP and ISO20000 certified operational support and highly secure service includes backup and security management, automated testing, continuous delivery, defect resolution, driving faster, more frequent cloud deployments.

Agile methodology and DevOps culture accelerates incident resolution, pipeline throughput, continuous delivery of product roadmap alongside continuous Improvement and support services.

Features

1. Creation and maintenance of highly automated development pipeline
2. ITILv4 compliant, AWS MSP, ISO 20000 accredited processes, service desk
3. Development, monitoring, application performance, application management
4. Support, enhance and develop applications including IaaS, PaaS, Kubernetes
5. Mature SLAs with up to 24x7x365 support
6. Unique agile aligned support and continuous improvement methodology
7. Pro-active security, performance monitoring/tuning aligned to business targets
8. IaaS and PaaS environments and overarching applications fully supported
9. Proven agile processes to manage and deliver backlog effectively
10. DevOps culture: automated environment build and software release mechanisms.

Benefits

1. Secure, accredited ITILv4 aligned managed service
2. Flexible approach and service hours (24x7x365) aligned to needs
3. Tailored SLAs to meet your service requirements
4. Scalable, flexible service with commercial model tailored to you
5. Ability to draw on varied skills as required
6. Agile, continuous improvement and robust support approach to service
7. Extensive cloud knowledge; support improving and migrating your applications
8. Assurance that your application is proactively monitoring and supported
9. Access to cloud providers through extensive, award-winning partnerships
10. Additional support services, including enablement through knowledge sharing.

Delivery, Enablement and Optimisation

Kainos provides second and third line support services by way of its dedicated UK based SC cleared support teams. They comprise of over 130 applications, cloud, database specialists who are experienced in providing exceptional support and on-going development of diverse business solutions; utilising mature, proven service management processes.

We will continually improve the service through the following three key layers:

1. **Delivery** – Building and delivering a service/ solution in an Agile, iterative fashion
2. **Enablement** – Coaching, teaching and mentoring the customer in the skills needed to build and maintain the system
3. **Optimisation** – Taking the feedback from the users to continuously improve the usability of the service.

Key to our approach is the close, collaborative working between the Kainos Team and the Client Product Owner. System enhancements are driven through the Product Backlog – the contents of which are constantly being prioritised, worked into stories and scheduled into sprints. In addition, an emergency change process is created to ensure that any high priority changes to resolve production incidents or problems can be made within an optimal time frame. Kainos adopts a continuous delivery approach which involves delivering iterations of software on a regular basis that are ready to be deployed, although not necessarily released to the end user.

We provide dedicated, personalised support teams, tailored to the requirements of the solution and client's needs. The assigned support team will have extensive experience of

your environments, business needs and internal capability, and provide support to the level you need.

Our Support teams can be supplemented with skilled people from the wider Kainos delivery pool of over 1300 consultants, including specialist working groups and technical capability teams as specific skills are required. Project teams for larger solution changes and enhancements can also be drawn from this pool of technical talent to work alongside the support teams, ensuring there is a single point of contact for the support and ongoing enhancement of your solution.

Knowledge capture and transition are key elements in the success of any Live service. We have proven methodologies in place to ensure the correct support processes are designed and in place from project inception.

Quality is integral to our support and continuous improvement offering, evidenced by our AWS MSP, ISO 9000, 20000 and 27001 accreditations. We are fully GDPR compliant with embedded specialists throughout our support practice ensuring compliance for each engagement.

Delivery, Enablement and Optimisation

Agile Support Methodologies

Our ITILv4 aligned and AWS MSP certified, Agile approach enables us to balance ongoing support and maintenance, triaging of incidents and enquiries, and continuous improvement of your application.

Our mature Agile support structure, merges the continuous delivery of change with the reactive nature of incident management into a Kanban-style operational model. Incidents and Service Requests will be prioritised in collaboration with the Client Product/Service Owners to ensure they are meeting required SLAs, without impacting feature development velocity.

Working in this approach gives us and the client the ability to visualise the backlog of work and frequently re-prioritise the active stories and incidents.

Embedded in our support model is a robust change and release management function. Our Service Managers will work in collaboration with the client, managing and controlling the configuration of all releases in the production environments.

To ensure we continue to align with ITILv4 frameworks, through the management of the CAB process, we use CAB approval meetings for expedited or emergency changes outside of our agreed delivery cadence in addition to detailed release notes. These are developed for each release and deployment, combining the adaptability of Agile methodologies and speed of deployment through DevOps techniques, with full control and auditability through robust ITIL processes.

Service Management

Our services are professionally managed and include:

1. **Kainos Service Desk** – A reliable single point of contact into Kainos support
2. **Service Management toolset** – We provide an industry leading web-based service management portal, or we can use your ITSM toolset if required
3. **Standard or Extended Service Hours** – We offer flexible support hours to suit your needs up to 24x7x365 days a year
4. **Service Level Agreement** – We agree Service Level Agreements for all interactions and will report on performance monthly
5. **Reporting** – On, at least a monthly basis, we will report on service performance, service improvement, risks and commercials. We will work with you, amending and augmenting reporting to meet your needs
6. **Point of contact** – In addition to a dedicated team, all clients will have a dedicated Service Manager as a day-to-day point of contact for reviewing the service report and discussing broader service enhancement issues.



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



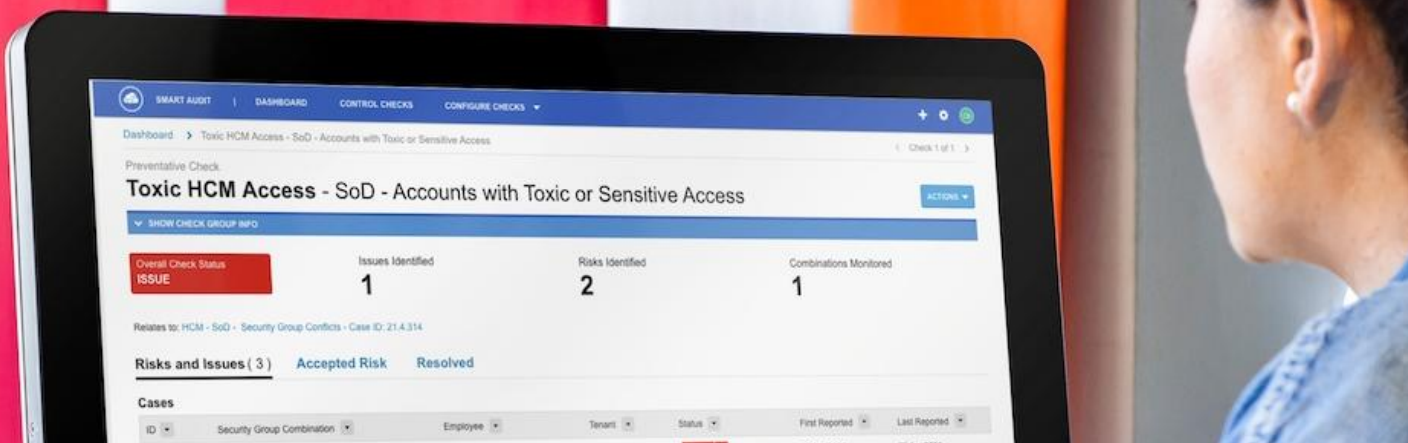
Key partners

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.

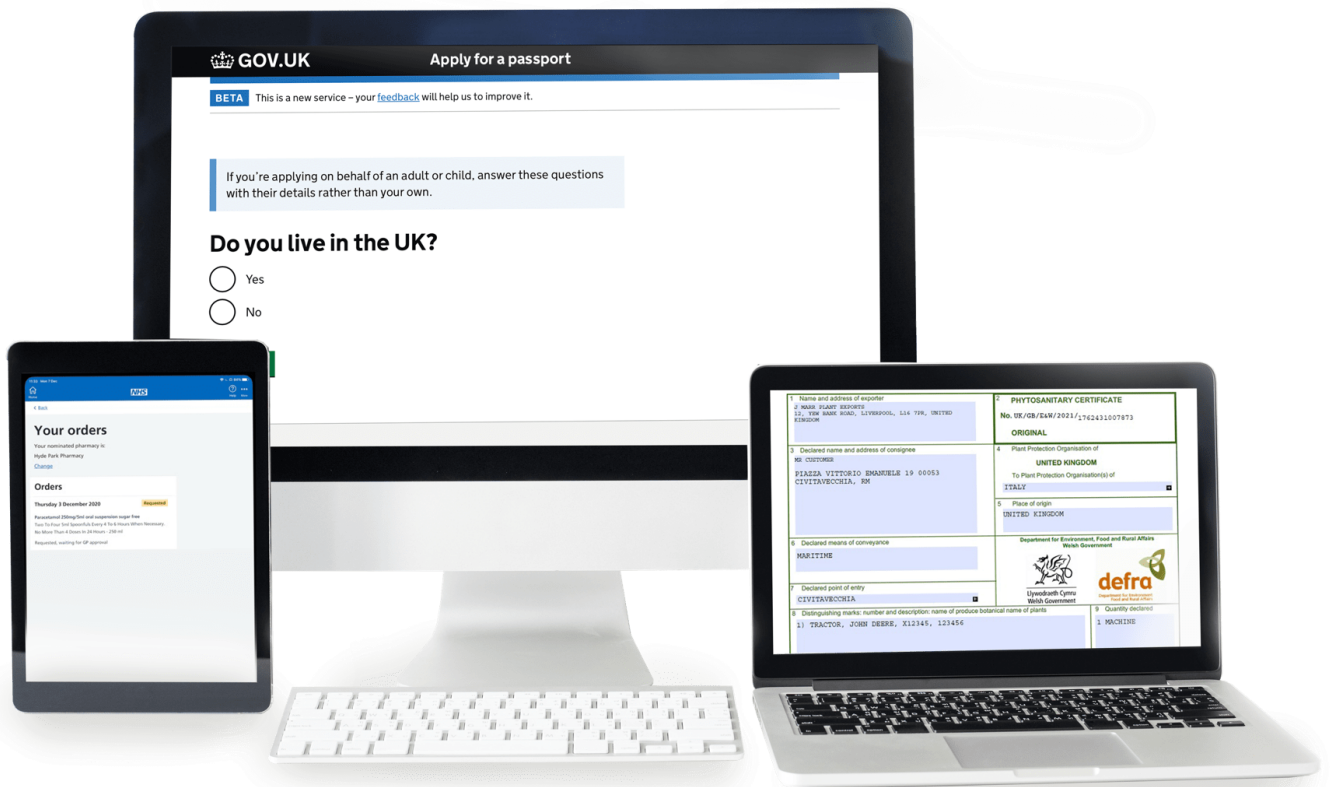


900+ Consultants

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.