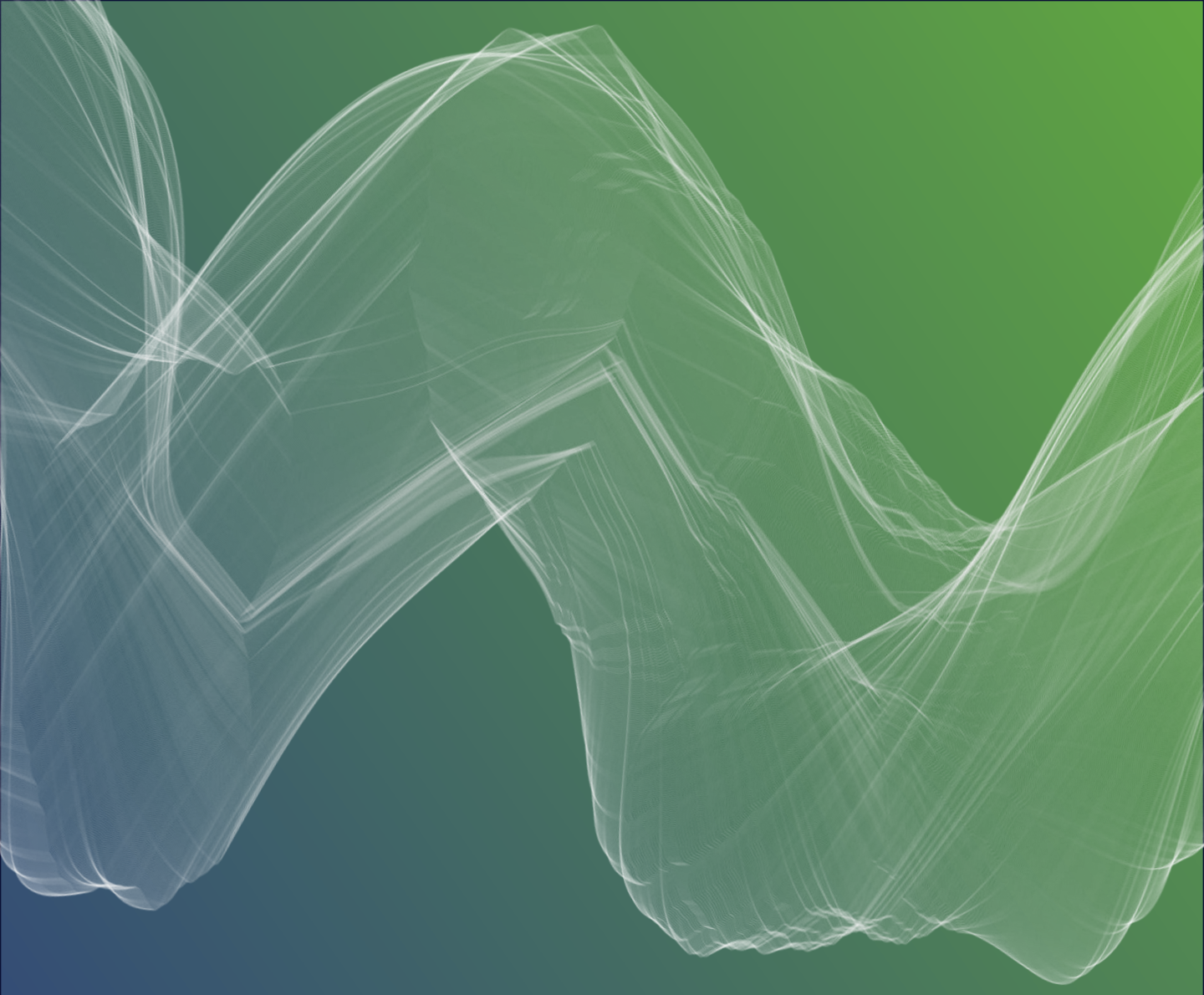

kainos®

# Urgent Digital Delivery / Critical Digital Delivery

## Service Definition Document

G-Cloud 15

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Status: Definitive

Security Commercial – In Confidence

Version no.1/0

# 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.

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

# Urgent Digital Delivery / Critical Digital Delivery

Kainos is highly experienced in urgent digital delivery, rapidly deploying distributed multi-disciplinary teams onsite and/or remotely using lean agile accelerated delivery techniques.

We offer a flexible, responsive service, mobilising established scrum teams at short notice to support urgent/crisis responses, including EU-Exit, COVID-19 and other time-critical government priorities.

## Features

1. Rapid mobilisation of agile teams onsite, nearshore and remotely
2. Accelerated delivery through close collaboration and highly skilled teams
3. Clear focus on immediate priorities and short, outcome-driven delivery cycles
4. Address urgent needs of critical national infrastructure and frontline requirements
5. Maximises reuse of existing platforms, components and products, reducing time/cost
6. Risk-based decision-making to define and deliver the essential feature set
7. Supportability and production readiness planned and continuously tested
8. Lean delivery approach with incremental releases focused on user needs
9. Scales up the service and user-base quickly, safely and securely
10. Mature tooling and highly skilled engineers accelerate deployment and testing.

## Benefits

1. Accelerates delivery for crises, pandemics, and urgent policy-driven priorities
2. Meets urgent deadlines with value achieved early and frequently
3. Supports changing needs with flexible, adaptive delivery options
4. Enables secure deployment of live MVP services at pace
5. Uses design sprints to test concepts and reduce risks
6. Shortens time-to-market through lean product development and iterative delivery
7. Reuses proven government services, open standards, and open-source technologies
8. Transparent delivery approach ensuring clear benefits and measurable outcomes
9. Backed by Microsoft Solutions Partner status with seven advanced specialisations
10. AWS Premier Partner; ranked in top 1% globally.

# Urgent Digital Delivery / Critical Digital Delivery

In urgent or critical situations, such as EU Exit or pandemics like COVID-19, Kainos deploys highly experienced digital teams to deliver effective, user-centred and secure solutions at pace.

## Adaptive Delivery

With a strong focus on matching the right skills to the challenge, Kainos works collaboratively with business stakeholders and adapts quickly as needs evolve. We rapidly discover business and user needs, iterating to deliver the minimum valuable service while maximising reuse and keeping the final business outcome firmly in view.

## Approach

Kainos's Urgent Digital Delivery / Critical Digital Delivery service provides product management, service design, and implementation as part of a cohesive cross-functional team.

We work closely with departmental stakeholders to identify key needs, constraints and timelines, enabling rollout plans that support urgent priorities. Our team explores service needs to define a lean approach that reduces waste and accelerates delivery.

User engagement remains central to success. Through rapid prototyping and accelerated research, we validate assumptions early and increase confidence in the solution before wider rollout.

## Technology Delivery

In urgent situations, effective technology decisions are essential. Kainos draws on extensive GDS and GOV.UK experience, supported by our cloud partners (including Azure and AWS), to select optimal digital and cloud-native solutions.

Non-functional requirements such as scalability, resilience and security are never compromised. We deliver secure-by-design services using proven engineering practices to ensure performance under pressure.

We adopt continuous delivery from the outset, ensuring teams remain technically ready for frequent, low-risk releases and avoiding the challenges associated with "big-bang" deployments.

Kainos actively identifies opportunities for reuse to reduce delivery time. Reusable components, which are tested in similar production environments, accelerate implementation without affecting quality.

We further accelerate development and service delivery through the use of AI-assisted engineering and strong data expertise, enabling faster insight generation and more efficient decision-making.

# Where we are

**The Americas**

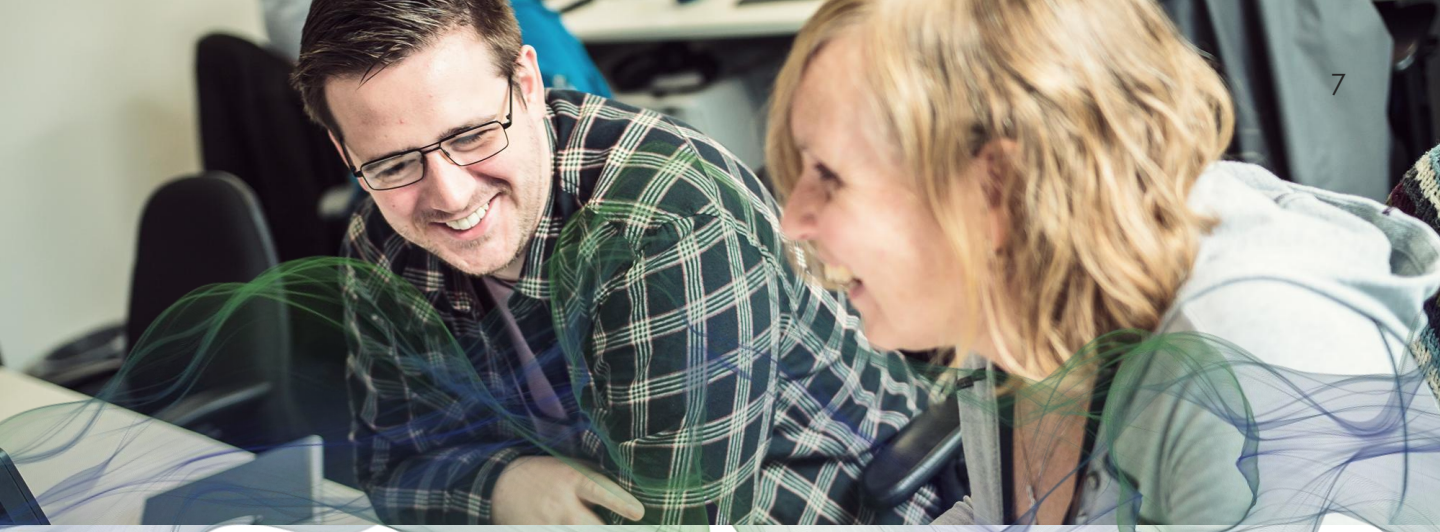
Buenos Aires
Indianapolis
Nova Scotia
Toronto

**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**.

NHS

Ministry of Defence

Department for Environment Food & Rural Affairs

Department for Transport

UK Health Security Agency

Home Office

Driver & Vehicle Standards Agency

Ministry of Justice

HM Revenue & Customs

Foreign & Commonwealth Office

## 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

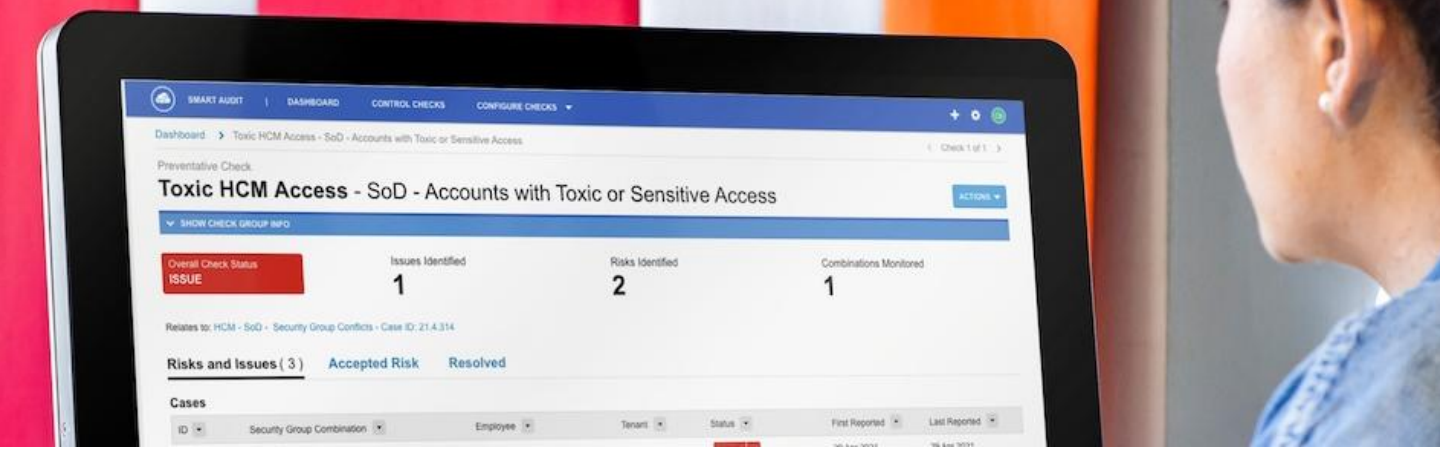
## Key partners

Working closely with Microsoft and AWS to deliver results

## Award-winning

90+ industry awards

kainos®




# 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**.

aggreko · KION GROUP · Magellan HEALTH · St. Luke's Health · The National Archives · Crown Commercial Service · Department for Education · NETFLIX · UKRI Innovate UK · Nasdaq

### 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

kainos®

# Our Social Values and commitment to HM Government strategy

kainos Academy | XPRESSION Global LGBT+ Network | kainos A.I.Camp | voice Ethnically Diverse Network

kainos Earn as you Learn | Neurodiversity a Kainos employee network group | kainos CodeCamp | INSPIRE Global Women's Network

embrace Supporting people with disabilities and long-term conditions | Carbon Neutral 2030 | Government Digital Sustainability Alliance

## 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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**Trademarks**

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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.