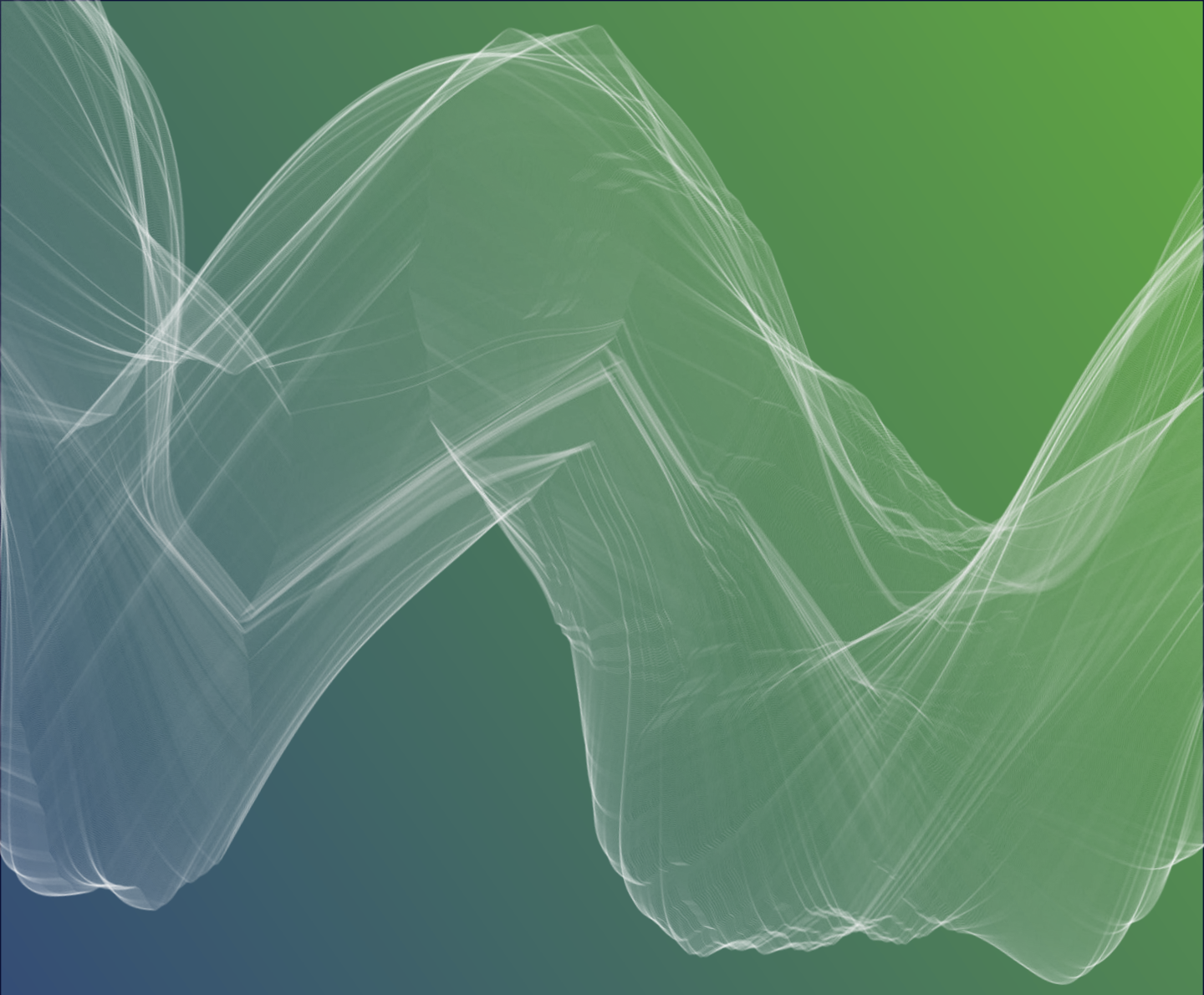

kainos®

# Alpha

## 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

# Alpha

Kainos builds on Discovery outcomes to deliver cost-effective, GDS-compliant Alphas.

Using a test-and-learn approach – combining user research, rapid prototyping, service design, and technical expertise – we validate assumptions, assess solution options, and confirm service viability. Our Delivery Framework reduces risk and enables teams to enter Beta with a clear, evidence-based solution direction.

## Features

1. Discovery outcomes and hypotheses tested based on user, business and technical needs
2. Focus on the end-user experience: usability, accessibility and assisted digital
3. Agile/iterative, AI driven approach to prototype development, informed by user research
4. Service Design approach to ensure early and rapid service adoption
5. Prove service viability and deliver value early and often
6. Consideration of buy-vs-build, reuse, bespoke, COTS and low-code/no-code software
7. Understand technical feasibility, non-functionals and integration using technical spikes
8. Delivery management focussed on risk, dependency management, and integration
9. Revision of service roadmap with high-level process design
10. GDS Alpha service mock assessments and dry runs.

## Benefits

1. Validates problem(s) identified by confirming business requirements, tech feasibility/user needs
2. Understand threats to the service
3. Understand requirements needed for the service as an end-to-end journey
4. Service delivery based on value, aligning to the business case
5. Test riskiest assumption by delivering clickable prototypes and technical spikes
6. Reuse Kainos' Delivery Framework
7. Cost-effective engagement and commercial models
8. Openness and transparency, ensuring tangible benefits and outcomes
9. Alignment with government standards and GDS Alpha service assessments
10. Minimised risk through open, early and regular collaboration.

# Alpha

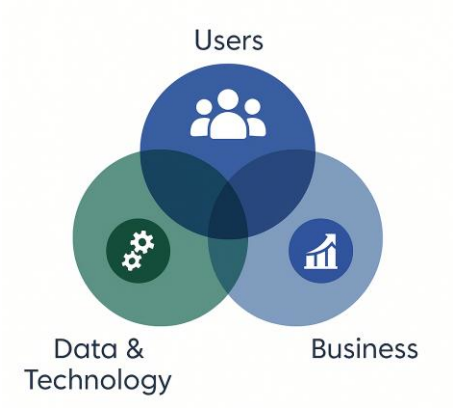
Kainos is a leading digital services provider to the UK public and healthcare sectors. We deliver focused, cost-effective Alphas that rapidly test assumptions, validate service viability, and de-risk solution options before full delivery.

Through user research, prototyping, and technical exploration, we ground each proposed solution in real user needs and clearly show where approaches succeed or fall short.

## Alpha Validation

The Alpha phase tests the hypotheses and outcomes from Discovery, rapidly validating whether the service meets user needs, satisfies business requirements, is technically feasible, and confirms or challenges our key assumptions.

A citizen-facing service may require passing a GDS Alpha assessment to exit the Alpha Phase. Kainos has undertaken over 100+ Alpha assessments.




## Duration

An Alpha should have clear objectives and success criteria to confirm when the work is complete, and the intended outcomes have been achieved. Alphas typically run for six to eight weeks, though more complex or specialised projects may require up to 12 weeks.

## Approach

In Alpha, proposed solutions are explored through a test-and-learn approach using low- and high-fidelity prototypes. This enables the team to examine the end-to-end user journey, assess whether the interaction design meets user needs, and investigate the feasibility of key technical components.

By the end of Alpha, the team should have a clear understanding of how the preferred approach will integrate with existing systems and processes, the dependencies to manage, how assisted digital needs will be supported, and the non-functional requirements that must be met in later phases.

## Service Iteration and Design

Typically, a clickable prototype is created to bring the service design to life. This allows user researchers to test key hypotheses and outcomes with users. Prototypes are usually built using an appropriate tool or technology (e.g., Axure) and iterated based on research findings.

Prototyping is not limited to the user interface. Alpha may also include technical spikes to explore complex or untested engineering challenges and to validate the feasibility of critical technical components.

# Alpha

By the end of Alpha, we will have a clear understanding of how the user-validated solution will integrate with existing processes and systems, for example, payments, notifications and other technical integrations.

Alpha must also give proper attention to the needs of assisted digital users and the service's non-functional requirements. These areas are often overlooked but are essential for defining a robust Definition of Done and ensuring the service can be delivered to a sustainable, production-ready standard in Beta.

Our Alpha is focused on learning, not building. Spending too long or investing too much fidelity in prototypes risks creating positive bias toward a predetermined solution. We remain open to any evidence-based outcome, including that a proposed solution is not viable, to ensure the service moves into Beta with confidence and clarity.

## Alpha Activities

During Alpha, the team will carry out several activities, often in parallel to test assumptions, validate user needs, and de-risk the proposed service:

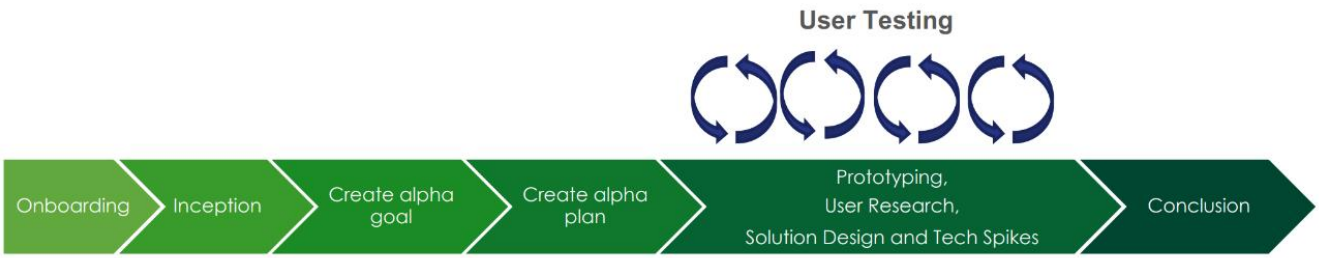
**Inception** – A short inception brings the team together, aligns everyone on the goals of Alpha, and confirms the delivery plan. We also run a Discovery retrospective focused on improving our ways of working, challenging our processes, refining our Alpha approach, and capturing learning from Discovery to ensure Alpha delivery is as effective as possible.

**Prototyping** – Alpha focuses on testing the ideas and hypotheses emerging from Discovery. The team will prototype the highest-value or highest-risk hypotheses first, before exploring secondary or edge cases. Prototypes, whether low or high-fidelity exist only to generate learning; they are not production code. The value comes from *testing* the prototype with users, not perfecting its design.

**User Research** – Ongoing user research provides continual insight into how well emerging solutions meet user needs. Findings will drive iterative changes to the prototype, allowing the team to quickly test, learn, and improve the service experience from the user's perspective.

**Solution Design and Technical Spikes** – The team will complete a high-level solution design informed by technical investigation and feasibility work. Technical spikes will explore complex or uncertain areas to ensure the proposed approach aligns with organisational architecture, is technically viable, and can scale into Beta and Live.

**Conclusions and Recommendations** – The team will synthesise findings into the required Alpha outputs, including evidence for the GDS Alpha assessment. In parallel, we will shape the path to Beta by producing an indicative delivery plan, a prioritised Beta backlog, a roadmap, and an outline MVP with key milestones. We will also provide technical recommendations – such as testing, development tooling, integration considerations – and define the resource profile needed for a successful Beta.



# 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

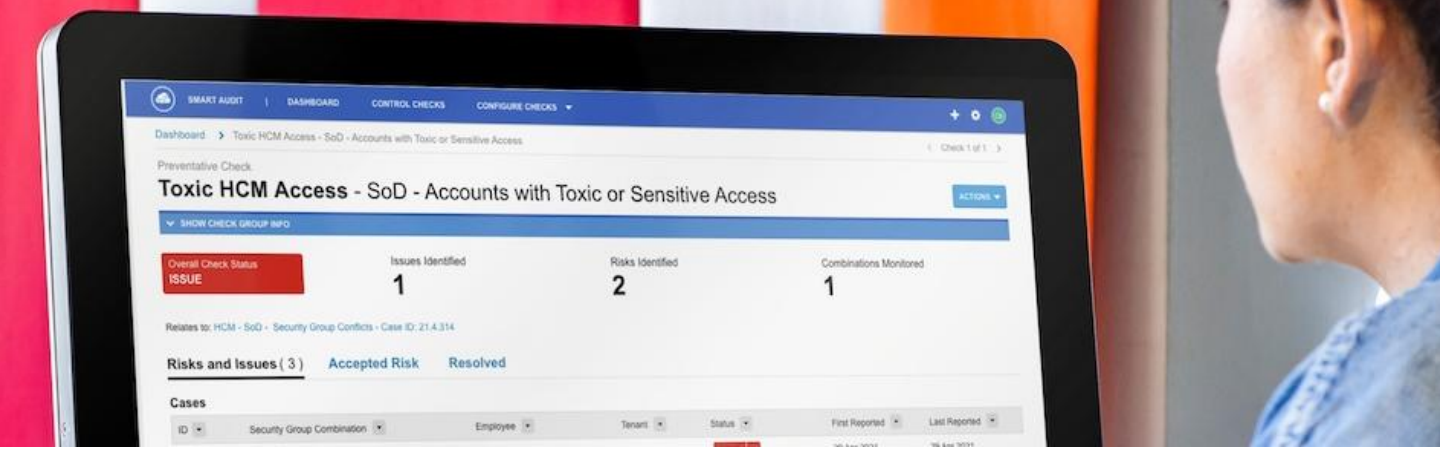
## Key partners

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

## 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.