



kainos®

AI Enhanced Design Sprint

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

AI Enhanced Design Sprint

A rapid innovation process for teams to test and validate products, services, features and value propositions, reducing risk and accelerating delivery.

Combining human-centred design, technical expertise and responsible AI, we deliver tested prototypes and evidence-based insight in flexible three-to-five-day formats.

Features

1. Flexible three-to-five day innovation design sprint process
2. AI-supported research and analysis of documents and data
3. Human-centred design with technical validation for feasibility
4. AI-supported facilitation across core collaborative activities
5. Rapid prototypes and proof-of-concepts with AI-enhanced outputs
6. Test with real users for immediate validation and iteration
7. Responsible AI integration with ethics and governance considerations
8. Multidisciplinary team with deep design, technical and domain expertise
9. Inclusive, accessible facilitation, inviting diverse participation
10. Customised design sprint formats to client context, goals and pace

Benefits

1. Faster validation of products, services, features and propositions
2. Reduced delivery risk through early evidence and testing with users
3. Clear, evidence-based decisions on investment and direction
4. Increased likelihood of feasible, scalable, delivery-ready solutions from day one
5. Deeper insight through AI and human supported analysis and synthesis
6. Inclusive collaboration, accessible engagement and diverse perspectives
7. Stronger alignment across teams, stakeholders and decision makers
8. Capabilities built in modern, AI-supported ways of working
9. Ethical and compliant outcomes for responsible public sector AI adoption
10. Upskill teams with hands-on experience working with human/AI collaboration.

Overview

Kainos AI Enhanced Design Sprints are fast, focused and collaborative innovation engagements that help public sector teams test and validate products, services, features or value propositions before investing in full delivery.

Our approach combines human-centred design, strong technical expertise and responsible AI. This means you get rapid insight, evidence-based decisions and delivery ready outputs within three to five days.

During the sprint, AI supports teams by doing the “heavy lifting” across each stage of the process freeing up time for strategic thinking and helping teams go deeper whilst delivering more in less time. Throughout the process we ensure humans remain firmly at the centre of decisions and ensure solutions are ethical, inclusive and grounded in real-world needs.

The result is clear direction, tested ideas and aligned teams. You can then move forward with confidence into Discovery, Alpha or further development.

Why choose an AI Enhanced Design Sprint?

Kainos' AI Enhanced design sprints are for public sector teams that need clarity and evidence before committing to full delivery.

It supports teams who want to explore ideas quickly, reduce uncertainty and make confident decisions.

Design sprints help...

- Service owners shaping or improving public services
- Product managers validating features or value propositions
- Digital and transformation leads planning early delivery
- Policy teams turning policy intent into practical services
- Data and AI specialists exploring responsible AI opportunities
- Programme leads who need alignment across stakeholders

The are useful when...

- Starting of an initiative when direction is unclear
- You need to validate a product, service or feature
- Several ideas need rapid comparison and prioritisation
- Evidence is required to support funding or delivery decisions
- User needs must be understood before building in a solution
- Exploring AI enabled opportunities in a responsible way

How it works

We offer two formats that use the same design thinking flow which can be delivered in person, remotely or hybrid.

Choose either a five-day deep sprint or a three-day accelerated sprint. The format depends on your challenge, the urgency and how much insight already exists.

Five-day deep sprint

Ideal for complex services, multi stakeholder challenges or AI enabled propositions.

Day 1. Define the problem and align the team on scope and goals.

Day 2. Produce a wide range of ideas and prioritise the strongest direction(s).

Day 3. Refine and prototype the idea(s) with support from design and technical specialists.

Day 4. Test with real users, gather insights and refine the prototypes

Day 5. Evaluate the findings document key learning and playback recommendations.

This option gives you a tested prototype, structured user insight and a clear, evidence supported direction. You leave with a strong understanding of risks and opportunities and a confident foundation for investment or further delivery.

Three-day accelerated sprint

Ideal when challenges are well understood, scope is well defined or early insight is required quickly.

Day 1. Understand the problem, user needs and constraints.

Day 2. Generate ideas, explore options, prioritise and create prototype(s).

Day 3. Test with real users and playback findings.

This option gives you rapid validation, a focused prototype tested with users and clear next steps. You leave with fast evidence and aligned stakeholders so you can decide what to pursue.

What's delivered

Every Design Sprint produces clear, practical outputs that support decision making and next step planning.

You receive a tangible prototype of the proposed service or solution, such as, a set of web pages, an app flow, a reworked journey, or another testable representation of the idea along with the insights and learning gathered from testing it.

Your team leaves the sprint with clarity on what to do next and a strong basis for investment decisions.

Tangible outputs

- A focused problem definition aligned across stakeholders
- A prioritised set of ideas, features or solution options
- Tested prototype(s) that may be visual, interactive or coded depending on the need.
- Insights from real users, with analysis led by human researchers
- Clear recommendations and evidence to support funding or delivery
- Synthesised summaries of existing documentation and context
- Clear documentation of the design sprint process

Engagement Outcomes

- Faster and more confident decisions
- Stronger alignment between policy, service and delivery teams
- Inclusive collaboration that brings all voices into the process
- Uplift in team capability in AI supported innovation and human centred design
- Shared understanding of risks, assumptions and opportunities

How we use AI

Our AI tools are used to support the sprint team. They teams work faster, widen exploration and reduce manual effort.

AI supports the team, but human expertise drives the sprint. All research, interpretation and decisions are made by people, ensuring responsible and human-centred conclusions.

How AI supports the process

AI enhances the sprint by accelerating key activities while keeping humans firmly in control. It helps teams to:

- Rapidly review and synthesise existing information
- Explore challenges and opportunities more widely and efficiently
- Support facilitation and structure during collaborative activities
- Assist with idea generation, framing and refinement
- Accelerate prototyping under expert direction
- Organise inputs to support human evaluation and prioritisation

This keeps the process fast, informed and focused, to maximise efficiency and enhance the quality of outputs delivered .

Designing AI-enabled services

Our hands-on AI experience strengthens our ability to design solutions that use AI safely and effectively, shaping practical, responsible propositions grounded in real value, clear risks and public trust.

Our framework supports:

- Human-centred services that use AI safely and appropriately
- Early exploration of AI concepts such as assistants, automation or triage tools
- Responsible AI development grounded in ethics, transparency and governance
- Identification of risks, data needs and safeguards from the outset
- Designing AI-enabled services that are understandable, fair and trustworthy

Who's involved

Kainos brings proven expertise in digital transformation, technical AI delivery and responsible AI practice. Our multidisciplinary team works with senior leaders to shape strategic direction, assess risks and ensure the organisation is prepared for safe and effective AI adoption.

Typical Kainos Team Roles

- **Design facilitators.** Guide the process and ensure momentum
- **User-centred designers.** Shape concepts and build prototypes
- **User researchers.** Lead research planning, testing and insight development
- **Developers or engineers.** Ensure technical feasibility and accelerate prototyping
- **Sector experts.** Grounds the discussion in relevant public context

Working With Your Team

- We collaborate and co-design throughout the sprint
- We ensure clear involvement of decision makers
- We run inclusive activities that bring every voice into the room
- We ensure knowledge transfer to support capability building

Optional Team Roles

We bring in further expertise when required.

- **AI ethicists**
- **Security specialists**
- **Data scientist or ML engineers**
- **Domain subject matter experts**



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



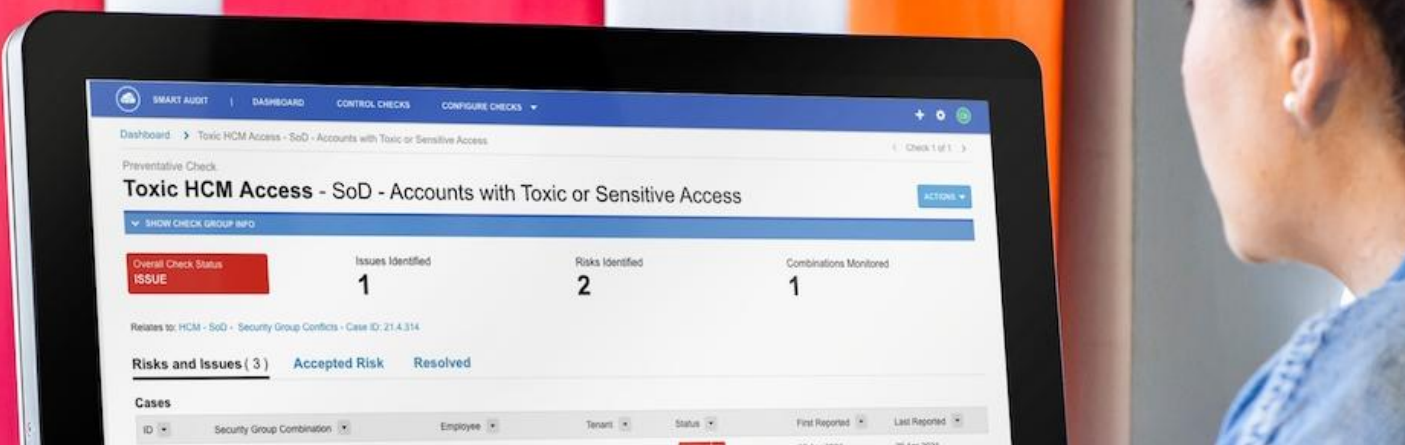
Key partners

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.

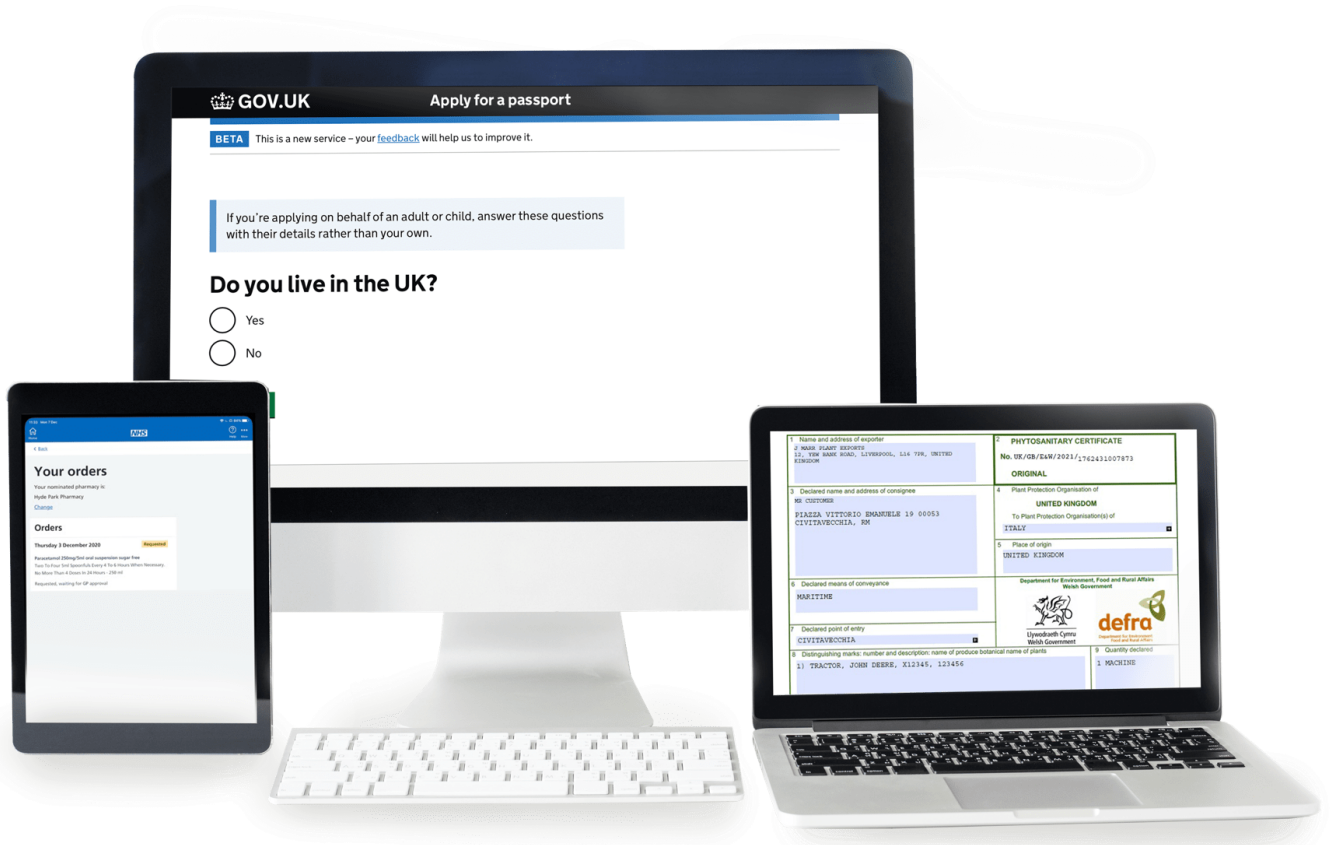


900+ Consultants

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.