



Beta

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

Beta

Kainos is a leading provider of cloud-based digital services across UK Government. Our robust Delivery Framework underpins successful Beta phases that are cost-effective and focused on delivering end-to-end services. We iterate based on user needs, reduce delivery risk, and ensure early value through continual refinement and evidence-led decision making.

Features

1. Delivery driven by business value, released early and often
2. User-centred design focused on usability, accessibility and delivering an MVP
3. Services tested, validated and iteratively improved with real users
4. Engineering efficiency maximized through smart use of available resources
5. Uses open standards, open-source technologies and supports assisted digital needs
6. Iterative development enabling continuous improvement and rapid adaptation
7. Minimises risk through open, early and regular collaboration
8. Automated testing of functional and non-functional aspects; shift-left QA approach
9. Delivery approach focused on risk reduction, dependency management and integration
10. Service Design practices that drive early adoption and sustained use.

Benefits

1. In-depth knowledge and experience of delivering public sector Betas
2. Proven delivery Framework reused across private and public sector engagements
3. Scalable delivery teams - on-site, nearshore, or hybrid
4. Cost-effective engagement and flexible commercial models
5. Open, transparent delivery ensuring measurable benefits and outcomes
6. Full alignment with government standards and GDS Beta assessment criteria
7. Ensures adherence to technical/architectural strategy and target operating models
8. Delivers intuitive and robust software/infrastructure, reducing TCO (OpEx/CapEx)
9. Improved end-to-end service, solving whole user problems
10. Low risk delivery addresses challenging integration, dependencies and legacy constraints.

Beta

Kainos is a leading provider of Digital Services across the UK Public Sector. Our robust Delivery Framework underpins consistently successful service deliveries. We are experts in delivering Beta phases that are cost-effective, deliver complete end-to-end services, iterate based on user needs, reduce risk and provide measurable value early.

The Beta phase incrementally builds an end-to-end slice of the service and tests it frequently with users until the service is ready for use. It employs a rapid, structured approach to incremental build, test and release, iterating the Alpha prototype into a Minimum Viable Product (MVP). Alongside the functional journey, the MVP addresses all the non-functional requirements (performance, security, reliability, resiliency, scalability, accessibility) necessary for live operational use.

There can be two steps to a Beta phase:

Private Beta: The MVP is tested with a subset of the users to get feedback faster, in a more controlled way, to allow scaling to happen over time. While optional, it is strongly recommended, as it allows the service to be exercised under real conditions, enabling faster iteration and early value delivery.

Public Beta: The service is opened to testing by the target end users. Entry into Public Beta is governed by a GDS Service Standard assessment and security assessment.

The duration of a Beta will vary depending on service size, complexity and dependencies. Kainos recommends releasing to production within a few months to avoid technical-debt build-up, accelerate value delivery and capture real quantitative and qualitative data that minimises the number of future iterations.

Key Activities

During Beta, the team will be involved in multiple activities, including:

Sprint 0: Not always required, depending on the quality and continuity of Alpha outputs. Where used, Sprint 0 establishes shared understanding of the service, product roadmap, challenges and dependencies, ensuring the team and stakeholders are fully prepared and “sprint-ready” for Beta.

Service iteration: Establish strong user-research capability, delivery cadence and governance. All activity is prioritised and delivered to production in line with the product roadmap. Services are released frequently, aligned to MVP needs and user feedback.

Private Beta: Deliver a controlled production release of the MVP to a defined user subset. This enables rapid, cost-effective iteration and early value delivery in a safe environment that supports gradual scaling

Public Beta: Following assessment, the iterated MVP is released to the full user base. Data and insight from real usage guide ongoing iteration against user and business needs, validated through a full Service Standard assessment.



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



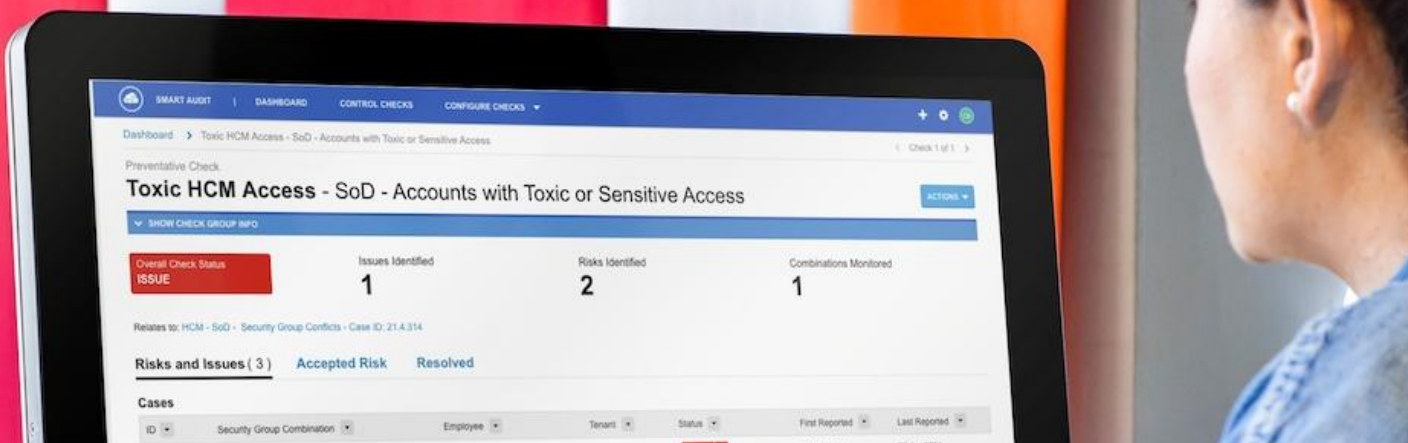
Key partners

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

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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.