



AI & Data Centre of Enablement

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 & Data Centre of Enablement

This service helps organisations build the people, data, process, technology and governance foundations required for trustworthy, scalable and explainable data and AI products. It provides a structured end-to-end framework that defines the specific tasks, tailored to build on your existing capabilities, to deliver, realise and embed measurable business value.

Features

1. An end-to-end framework spanning data, AI and governance lifecycles
2. Structured into the seven interoperable enterprise data and AI disciplines
3. Defines work required across people, process, data, technology and governance
4. Aligns data, AI and operational architecture into one integrated ecosystem
5. Incorporates both data management and AI lifecycle management
6. Embeds governance, observability, FinOps and ESG directly into delivery pipelines
7. Provides task-level clarity and defined ownership for every discipline
8. Connects business, data and technology teams through shared accountability
9. Integrates modern cloud, ML and AI capabilities and operations
10. Adapts from light-touch to enterprise scale depending on current readiness

Benefits

1. Accelerates AI adoption with clear, actionable steps to achieve objectives
2. Reduces organisational risk through integrated governance and controls
3. Improves data quality and trust across all business functions
4. Enhances collaboration between data, technology and business teams
5. Increases reuse of data, models and AI capabilities enterprise-wide
6. Ensures scalable, secure and compliant data and AI product deployment
7. Eliminates silos by unifying data and AI operating models
8. Strengthens ownership and accountability with defined roles and responsibilities
9. Improves decision-making through reliable, consistent, timely data and models
10. Maximise return on AI investments through structured value enablement

AI & Data Centre of Enablement

Artificial intelligence is transforming industries, reshaping business models, and redefining how organisations operate. Yet for most enterprises, moving from AI experimentation to sustainable value remains challenging. Data is often fragmented, operational processes are inconsistent, governance is unclear, and teams lack a unified approach for delivering safe, scalable, and production-grade AI solutions.

The AI & Data Readiness Service provides a structured, end-to-end route to becoming truly AI-ready and data-driven. It brings clarity, discipline, and coherence to the complex landscape of data, cloud, and AI operations. It supports organisations in building the foundations necessary not only to deploy AI, but to do so responsibly, securely, and repeatably at enterprise scale.

This service combines architectural expertise, governance design, operating-model definition, and practical delivery support to help organisations build the people capabilities, processes, and platforms required for trusted AI. It integrates seamlessly with existing frameworks such as DAMA and Cloud Adoption Frameworks, enhancing and extending them into a service tailored specifically to your organisation.

Ultimately, this service enables organisations to use AI and data with confidence—unlocking business outcomes while managing risk, cost, and operational complexity.

Structure

Our service is a comprehensive AI & Data readiness enablement programme that takes your organisation through a structured journey across seven interconnected disciplines:

1. **Connect** – Establishing data contracts, API interoperability, partner onboarding, CDC, and data-sharing mechanisms.
2. **Collect** – Industrialising ingestion, raw data landing, streaming, cleansing, and lifecycle management.
3. **Curate** – Enabling transformation, feature engineering, model training, fine-tuning, embeddings, and prompt design.
4. **Consume** – Delivering dashboards, semantic models, RAG capabilities, hybrid search, and AI/analytics applications.
5. **Collaborate** – Operationalising outbound APIs, data and AI marketplaces, data-sharing partnerships, and business process integration.
6. **Check** – Embedding data quality, metadata, MDM, privacy, security, model catalogues, labelling, and retention.
7. **Control** – Implementing observability, lineage, orchestration, MLOps/AgentOps, guardrails, explainability, ESG, HITL, FinOps, and platform governance.

The service is end-to-end: it focuses equally on people, processes, data, technology, and governance. It provides not just architecture and frameworks, but also the operational practices, roles, controls, tooling, and delivery methods necessary to run AI and drive benefit from data assets safely and at scale.

AI & Data Centre of Enablement

Deliverables

1. A Complete AI & Data -Ready Operating Model

We help you establish the roles, responsibilities, skills, decision rights, and organisational structures required to deliver data and AI consistently and safely. This includes clarity on:

- Data and AI product ownership
- Cross-functional responsibilities across data, cloud, AI, and business teams
- Governance boards and decision-making cycles
- Ops roles across DataOps, MLOps, AIOps, and GuardrailsOps
- Human-in-the-loop (HITL) processes and escalation pathways

The result is an operating model that eliminates ambiguity and enables high-performing, accountable delivery teams.

2. A Unified Delivery Framework Across Data and AI

The framework establishes a cohesive, integrated delivery approach for all data and AI initiatives. This includes:

- End-to-end pipeline orchestration
- Integration patterns and standards
- Data transformation and model training workflows
- RAG, search, embedding and model-serving pipelines
- Standardised ways of working across project and product teams

By adopting this framework, organisations can accelerate delivery while maintaining consistency, quality, and control.

A Complete Architectural Blueprint

We design a fit-for-purpose data, AI, and cloud architecture tailored to your needs. Key elements include:

- Data ingestion and landing zone patterns
- Streaming, event-driven, and real-time architectures
- Curated and conformed data models
- Feature stores, vector indexes, and embedding stores
- Semantic models and consumption

architectures

- API and marketplace integration patterns
- Data catalogues, lineage, and observability tooling
- MLOps, AgentOps, and GuardrailsOps stacks

The architecture is modern, interoperable, cloud-optimised, and designed for rapid scaling of AI across your enterprise.

Governance That Is Embedded, Not Optional

Traditional governance models often fail in AI environments because they sit outside the delivery pipeline. Our framework approach embeds governance inside the technical and operational workflows:

- Automated data quality checks in pipelines
- Model evaluation gates and fairness checks
- Prompt versioning and guardrail enforcement
- Policy-as-code for data access, model promotion, and index refresh
- Audit and lineage integrated across data → feature → model → API
- Cost and ESG controls incorporated into deployment patterns

Governance becomes continuous and proactive, rather than reactive and bureaucratic.

Maturity Assessment and Prioritised Roadmap

We assess your current state across all seven disciplines, benchmark against industry standards, and identify priority gaps. We then deliver:

- A detailed future-state blueprint
- A sequenced delivery roadmap
- A skills, roles, and capability uplift plan
- Tooling recommendations and procurement guidance
- Risk mitigation and dependency mapping

This roadmap provides a practical, achievable path toward enterprise AI readiness.

AI & Data Centre of Enablement

Objectives

Our Service specifically seeks to address known and growing problems organisations are facing when adopting AI at scale:

1. It solves the problem of fragmentation: Most organisations have data frameworks, cloud frameworks, and isolated AI initiatives—but nothing that unifies them. Our framework bridges these silos into a single, coherent delivery system.
2. It balances agility with governance: accelerating delivery without compromising control, trust, or compliance.
3. It modernises data and AI without discarding existing investments.
4. It complements DAMA, Cloud Adoption Frameworks, and other standards—amplifying their effectiveness.
5. It creates clarity where organisations struggle most. Teams understand:
 - who is accountable
 - what needs to be done
 - how to deliver it
 - what "good" looks like
 - how it fits into enterprise architecture
6. It ensures AI is safe, explainable, and scalable: Guardrails, lineage, monitoring, evaluation, and HITL processes ensure responsible AI operation, even as models change, datasets grow, and risks evolve.
7. It directly improves ROI: By providing a structured path to AI productionisation, organisations get value from AI faster, with fewer missteps and lower long-term cost.

Use Cases

The service is ideal for organisations that:

- Want to scale AI beyond isolated experiments
- Are modernising their data architecture or cloud platform
- Need clarity around roles, ownership, and governance
- Are struggling with inconsistent or unreliable data
- Need enterprise-grade model operations and AI controls
- Plan to integrate AI deeply into business processes
- Require a safe and auditable AI environment

It is equally suited to highly regulated industries (financial services, healthcare, public sector) and fast-moving commercial businesses seeking competitive advantage.

Delivery

The service is flexible and modular. It can be delivered in phases such as:

- Rapid Assessment & Roadmap
- Target Operating Model Design
- Architecture and Platform Blueprinting
- Tooling and Technology Alignment
- Governance & Guardrail Implementation
- Pilot Delivery & Capability Build-Out
- Enterprise Scaling and Continuous Optimisation

Each phase is supported by templates, accelerators, best practices, and hands-on engineering where required.

AI Support

The service is AI-assisted. We use AI Agents to accelerate many areas of the framework, from profiling data to drafting data pipeline specifications, from creating data quality and governance routes to monitoring pipeline health.

Outcomes

This Service creates the specific journey, as executable epics and stories, your organisation needs to follow to be ready for AI at scale. The ultimate outcomes of this transformation are:

- A fully defined AI-ready operating model
- A modern, scalable, governed data and AI architecture
- An integrated governance and guardrail framework
- Clear roles, responsibilities, and processes
- A prioritised transformation roadmap
- The capability to build and operate AI reliably and securely
- The confidence to innovate with AI at enterprise scale

This is not a service which manifest as theory and slideware. It is a practical, executable set of epics and stories can be used to build your transformation journey in your agile boards based on a complete understanding of the change that is needed across people, process, data, technology and governance.



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



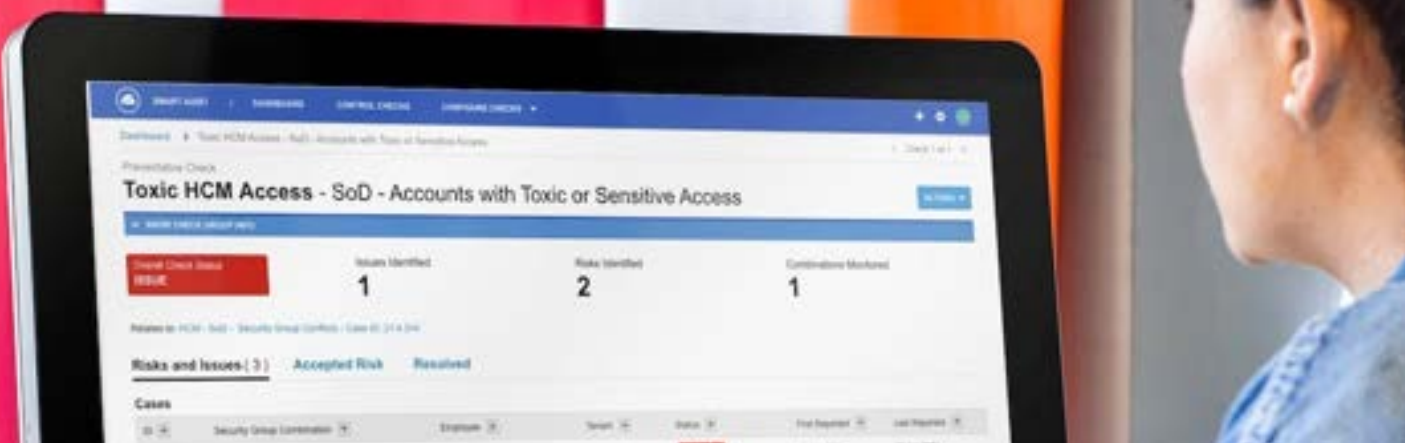
Key partners

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

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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.