



AI Solution Launchpad

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 Solution Launchpad: rapid AI proof of concept validation

A fast-paced collaborative process to help public sector teams identify high-value challenges, design AI solutions and build rapid AI proof of concepts.

We work closely with clients to understand where AI delivers the greatest impact, and validate each concept for feasibility, ethics, user value and operational readiness.

Features

1. Ten-day AI innovation and prototyping sprint.
2. Evaluate key challenges and identify high-value AI use cases.
3. AI-supported synthesis of challenges, ideas and insights.
4. Rapid technical proof of concept development.
5. Responsible and secure AI by design approach.
6. Validation of desirability, feasibility, viability, ethics and impact.
7. Clear outputs supporting public sector decision making.
8. Multi-disciplinary team across design, engineering and data.
9. Collaborative workshops for diverse public sector teams.
10. Flexible onsite, remote or hybrid delivery.

Benefits

1. Identify where AI creates real public sector value
2. Better prioritisation of high-impact AI opportunities
3. Rapid AI proof-of-concepts solving meaningful organisational challenges
4. Evidence for confident, informed investment decisions
5. Early visibility of risks and data dependencies
6. Reduced uncertainty through rapid validation of ideas
7. Faster route to MVP or pilot delivery
8. Strong alignment across user, business and technical teams
9. Improved understanding of applying AI through hands-on delivery
10. Responsible AI adoption aligned with governance standards

Overview

The AI Solution Launchpad is a ten-day, collaborative sprint that helps public sector organisations identify meaningful challenges and rapidly develop AI solutions that address them.

It brings together Kainos' deep technical expertise in applied AI, including extensive experience with MS Azure and AWS technologies, with our strong foundation in human-centred design and responsible innovation.

The Launchpad helps teams understand where AI can deliver the greatest impact and to move quickly from problem definition to working proof of concepts.

Throughout the engagement, we work side-by-side with client teams, using AI as part of the process while keeping humans firmly in the driving seat. Every stage is grounded in secure, ethical and responsible AI practices.

By the end of the sprint, organisations have clear prioritisation of AI opportunities, one or more working AI prototypes, and evidence to support confident, informed decisions about next steps.

The approach enables teams to explore AI safely, test real solutions at pace, and build internal capability in a way that aligns with public sector values and service needs.

Why choose an AI Solution launchpad?

It's useful for public sector organisations that want to explore how AI can address meaningful service challenges, improve efficiency, enhance user outcomes or inform investment decisions.

Who is the AI launchpad for?

- Central government departments, local authorities, health and care providers, justice organisations, regulators, arm's-length bodies and other public service organisations.
- Service owners, product managers, operations leaders and transformation teams seeking clarity on where AI can add value.
- Technical, data and architecture leads needing early evidence on feasibility, risks, security and alignment with existing platforms.
- Policy, operations and frontline teams wanting to understand how AI may support or reshape service delivery.
- Senior sponsors and programme leaders requiring aligned, evidence-based recommendations before committing funding.

It's useful when organisations:

- Want structured support to identify high-value AI opportunities.
- Need evidence to inform a business case or investment decision.
- Have recognised service challenges and want to understand whether AI is a suitable approach.
- Require early validation of feasibility, technical options, data considerations and operational readiness.
- Need to understand responsible AI considerations – including data, fairness, risk, ethics and governance – in a practical, grounded way.
- Wish to build capability and confidence across teams through hands-on collaboration with specialists.

It is suitable for teams at any stage of their AI journey, from early exploration to preparing for pilots or wider adoption.

How it works

We run an AI Solution Kick-off Workshop to identify and prioritise the AI use case that will be taken forward. This allows us to plan effectively for the ten-day sprint by confirming the right SMEs, stakeholders, users, data and system access.

We then deliver a ten-day proof-of-concept sprint, where we design, build, test and evaluate a working AI prototype to provide clear evidence for next-step decisions.

Kick-off Workshop (Pre-Sprint)

This one-day workshop identifies and prioritises the AI opportunity that will be taken forward into the ten-day sprint.

Activities include

- Understanding the service context
- Identifying and evaluating business and user challenges
- Exploring and evaluating AI driven solutions to business and user needs
- Developing a strategic vision and solution success criteria
- Documenting initial requirements and assumptions

Between Workshop and Sprint Start

We confirm stakeholder availability, arrange user testing, provide system access, identify technical contacts, and ensure the core team's time is secured to support the POC sprint.

Ten-Day Proof-of-Concept Sprint

Days 1–2: Align and Shape

- *Confirm use case, success criteria and technical constraints.*
- *Agree scope, data needs and approach for the prototype.*

Days 3–8: Build and Iterate

- *Develop the AI prototype using appropriate models and tooling.*
- *Test with users and SMEs to assess fit and gather feedback.*
- *Refine and evaluate the concept across feasibility, viability and responsible AI.*

Days 9–10: Recommend and Playback

- *Present the prototype and key findings.*
- *Provide clear recommendations and next steps for pilot or MVP.*

What's delivered

The AI Launchpad provides a clear, evidence-based foundation for responsible, impactful AI adoption. Across the workshop and ten-day sprint, organisations receive practical outputs that help them understand where AI can add value and what is required to progress safely and effectively.

Kick-off workshop outcomes

- A prioritised AI use case, aligned to organisational goals and service needs.
- A shared understanding of the problem, constraints, success criteria and user needs.
- Agreement on feasibility considerations, data availability and technical assumptions.
- A clear starting point for the ten-day proof-of-concept sprint.
- User and stakeholder insights captured during testing.
- Recommendations and next-step options for moving towards pilot, MVP or further development.
- Early considerations for integration, architecture, security and ongoing governance.
- Documentation and artefacts suitable for internal planning, governance or funding approvals.

Where possible, proof-of-concepts can be built within the client's environment to support ownership and hands-on exploration.

Proof-of-Concept sprint deliverables

- A working AI proof of concept or prototype demonstrating how AI can address the selected challenge.
 - A structured evaluation of the concept across desirability, feasibility, viability, data readiness, ethics and operational implications.
- These deliverables give organisations a grounded understanding of what AI could achieve in their context, how it might work in practice, and what is required to progress safely and responsibly.

Who's involved

The AI Launchpad is delivered by a multidisciplinary Kainos team working closely with public sector staff who hold essential service, policy and operational knowledge.

Typical Kainos Team Roles

- **Facilitators:** Guides the sprint, maintains focus and ensures productive collaboration.
- **Human-Centred Designers:** Shapes the use case and prototype around user needs and service context.
- **AI Engineers / Technical Specialists** Build the proof of concepts and ensures secure, responsible technical design.
- **Responsible AI / Ethics Advisors:** Provides guidance on fairness, transparency, data considerations and alignment with organisational governance.
- **Optional Specialists :** Data experts, security specialists, architects or domain SMEs, depending on the service area.

Typical Client Team Roles

- **Subject Matter Experts:** Provide service knowledge, process insights and real-world constraints.
- **Product or Service Owner:** Ensures alignment with organisational goals and makes decisions during the sprint.
- **Technical Contacts / Architects:** Confirm feasibility, unblock technical issues and ensure environment readiness.
- **Users or User Representatives:** Provide feedback during testing and help evaluate desirability and service fit.
- **Stakeholders:** Attend key sessions to validate direction and agree next steps.



Where we are

The Americas

Buenos Aires
Indianapolis
Nova Scotia
Toronto

UK and Ireland

London
Birmingham
Belfast
Derry
Dublin

Central Europe

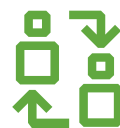
Gdansk
Helsinki
Paris
Wommelgem



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



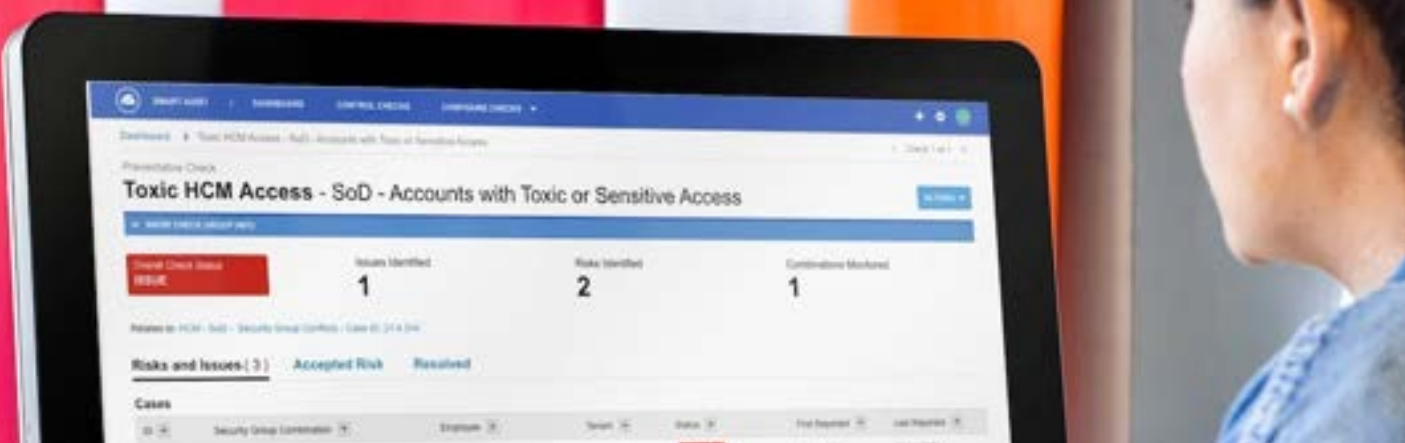
Key partners

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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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.