



Intelligent Data Solutions & Services

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

Intelligent Data Solutions & Services

Our data service delivers a comprehensive solution to unlock business value from data. We establish a secure, scalable data platform, migrate existing data and design optimised data models tailored to organisational needs. Through AI-enhanced transformation processes, we convert raw data into actionable insights, elevating both business intelligence and advanced analytics. AI is embedded across every stage to reduce time-to-value, enhancing accuracy and improving efficiency. Leveraging proven accelerators, we streamline implementation to maximise impact. This end-to-end approach ensures organisations can harness data effectively, drive informed decisions and achieve measurable outcomes with speed and precision.

Features

1. Data Strategy development to transform data into an asset.
2. Automation-driven deployment of intelligent cloud data platform using our accelerators.
3. AI-enhanced data migration for accelerated time-to-value and cost-effective data integration.
4. Accelerated data management with Agentic AI-based automation.
5. Unify disparate data through shared ontologies to power intelligent reasoning.
6. Empower Data Governance with expertise in deploying industry standard tooling.
7. Realise accelerated AI-analytics using Generative BI tools in your organisation.
8. Machine Learning: Shift from reactive actions to predicting outcomes.
9. Unstructured Data Analytics: Expand insight across all of your data.
10. Train your people in leading-edge analytical tooling and visualisation techniques.

Benefits

1. Drive decisions, optimise resources, ensure compliance, enable innovation, create value.
2. Realise rapid value from your data through accelerate platform deployment.
3. Automate data integration, reduce errors, accelerate migration delivery, cut costs.
4. Automate data tasks, improve accuracy, boost efficiency, scalability, enable innovation.
5. Enable interoperability, unify semantics and navigate complexity, support scalable AI.
6. Ensure compliance, maintain data integrity, reduce risk, build stakeholder trust.
7. Democratise analytics, enable a data-driven workforce and innovate beyond reporting.
8. Anticipate trends, optimise resources, gain advantage, improve accuracy, enable innovation.
9. Reveal hidden patterns, improve predictions, enhance customer understanding, mitigate risks.
10. Empower decisions, boost productivity, enhance client value and future-proof skills.

Intelligent Data Solutions & Services

Service overview

Our Intelligent Data Solutions & Services offering delivers an end-to-end approach to data transformation. We cover the full spectrum of data capability from establishing secure, scalable platforms, migrating existing data, to designing optimised data models and embedding robust governance frameworks. Our service goes beyond traditional platform build and migration by unifying structured and unstructured data, applying semantic models and ensuring data quality at every stage. We leverage AI-driven transformation processes to convert raw data into actionable insights, enabling both advanced analytics and predictive intelligence. This empowers organisations to move from reactive reporting to proactive, evidence-based decision-making. Our accelerators and automation tools streamline delivery, reduce time-to-value and maximise business impact.

Our offering also focuses on people and culture: we provide comprehensive training to embed data-driven thinking across your organisation, ensuring sustainable adoption and on-going value realisation. By integrating all these elements (platform, migration, transformation, analytics, governance and cultural enablement) we enable organisations to harness the full power of their data, drive innovation and achieve measurable outcomes with speed and precision.

Service Pillars and Features

We deliver our services through four distinct pillars, ensuring a comprehensive transformation of your data capabilities.

1. Strategic Foundation & Governance

A robust data strategy is the foundation of successful transformation. Move beyond

theoretical frameworks to implement practical and enforceable governance.

- **Data Strategy Development:** Working with stakeholders we transform data into an asset. This involves mapping your current data landscape against business goals to create a roadmap that delivers tangible ROI, while remaining scalable and secure.
- **Data Platform:** We specialise in architecting and delivering modern data platforms on leading technologies including Databricks, Microsoft Fabric, and AWS. Our expertise spans the full lifecycle, designing secure & scalable architectures. Selecting the strengths of each platform, we enable seamless data integration with AI-enhanced rapid deployment. Whether modernising legacy systems or building new cloud-native environments, our proven approach ensures high performance, flexibility and future-readiness.
- **Data Migration:** We excel at migrating data from complex enterprise systems into modern lakehouses and data warehouses at scale and pace. Leveraging industry-leading tools such as Informatica alongside cloud hyperscaler services, we ensure secure and efficient data movement from on-premise, legacy or cloud sources. Our proven methodologies accelerate time-to-value and maintain data integrity throughout the migration.
- **Empowered Data Governance:** Governance is often seen as a blocker; we make it an enabler. We empower Data Governance with expertise in deploying industry standard tooling (such as Collibra and Microsoft Purview). This ensures data lineage, cataloguing and security are automated, satisfying Regulatory Compliance requirements.

Intelligent Data Solutions & Services ⁶

Advanced Data Engineering & Semantic Unity

Data must be accessible and machine-readable to drive AI. We modernise your underlying architecture to support advanced reasoning.

- **Semantic Layer & Ontologies:** We unify disparate data through shared ontologies to support intelligent reasoning. By creating a "knowledge graph" of your organisation, we allow AI tools to understand the relationships between data points (e.g. linking a "Citizen" entity across Health, Housing and Tax datasets securely).
- **Optimised Pipelines:** We implement strategic pipelines assuring data quality and business AI readiness. This involves modernising ETL/ELT processes to ensure data is clean, timely and structured correctly for Machine Learning and other advanced analytics.
- **Unstructured Data Analytics:** Up to 80% of government data is unstructured. We deploy NLP (Natural Language Processing) solutions to expand insight across your data, turning qualitative text into quantitative insights.

Intelligence, AI & Machine Learning

Once the foundation is set, we deploy advanced analytics to drive pro-active decision-making.

- **Predictive Analytics:** We help organisations transition from looking backward to looking forward. Using Machine Learning, you shift from reactive actions to predicting outcomes, such as forecasting demand, predicting failure or identifying fraud risk.
- **Generative BI Implementation:** We bring real-world expertise at implementing Generative BI tools and democratising analytics. This allows non-technical staff to interact with their data in plain English and receive instant visualisations.

- **Certified Reporting:** We optimise BI tooling to enable certified datasets, reporting and deployment processes. This ensures that while we democratise access, the core reports used for statutory purposes remain locked-down and accurate.

People & Culture

Technology is only as effective as the people using it. We focus heavily on adoption and financial efficiency.

- **Training & Upskilling:** We train your people in analytical tooling and visualisation techniques. Our curriculum covers data literacy for leaders, dashboard design for analysts and prompt engineering for Generative BI users.

Benefits and Value:

By partnering with us, your organisation will realise ten critical benefits that align with the Digital, Data and Technology (DDaT) standards and government objectives.

Strategic & Operational Value:

- **Empower Data-Driven Decisions:** We move you from intuition to evidence-based information. By delivering timely insights, we enable smarter decisions that can be justified to stakeholders with confidence.
- **Unlock Business Value:** Our strategic analysis helps reveal patterns to turn data into information and information into value.
- **Proactive Problem Solving:** By deploying predictive models, you can detect risks early for proactive intervention. This shifts the operating model from "fire-fighting" issues to preventing them entirely.
- **Enhance Understanding:** We help you gain deeper insight into data and processes. For the public sector, this means a 360-degree view of the citizen, understanding their journey across multiple touchpoints to improve service delivery and

Intelligent Data Solutions & Services ⁷

Cultural & Capability Value:

- **Build a Data-Centric Culture:** We embed data-driven thinking into decision-making at all levels. By making data easy to access and understand, it becomes a natural part of the daily workflow.
- **Democratise Analytics:** Through Generative BI, we enable everyone to access insights. Deep technical and analytical skills are no longer needed to answer basic questions. This frees up your technical teams to focus on higher-value complex problems.
- **Accelerate AI Readiness:** We prepare data and teams for AI adoption. AI requires clean, governed data. Getting the foundational components right now ensures your organisation is ready to adopt the next wave of government AI innovation safely.

Compliance & Responsibility:

- **Regulatory Compliance:** We analyse your data to help identify potential regulatory compliance risks, such as the presence of PII (Personally Identifiable Information) or GDPR violations.
- **Meet ESG Goals:** We use data to support sustainability and governance objectives. Whether its tracking carbon footprints or excessive redundant data we help you report on and achieve your ESG commitments.
- **Optimise FinOps:** We ensure that your move to the cloud is sustainable and financial predictable.

Delivery Methodology:

We follow an Agile delivery methodology aligned with the GDS (Government Digital Service) Service Manual.

- **Discovery:** We assess your current maturity, auditing existing pipelines, BI tools and skills gaps.
- **Alpha:** We prototype the solution. This might involve setting up a pilot Generative BI instance on a subset of data or training a small team of staff.
- **Beta:** We scale the solution, deploying certified datasets and enforcing governance protocols.
- **Live:** Full rollout of the Data Strategy. Continuous optimisation of FinOps and ongoing training to embed an ongoing data-centric culture.

Why Choose Us?

We deliver true end-to-end data transformation. By combining expertise in building secure, scalable platforms (Databricks, Microsoft Fabric, AWS) with rapid, large-scale data migration and robust governance. Our AI-driven approach unifies all data types, accelerates analytics and assures compliance. Beyond technology, we empower your people and embed a data-driven culture for lasting value. With us, you gain a partner who covers the full data lifecycle (platform, migration, transformation, analytics, governance and adoption) enabling you to unlock innovation and measurable outcomes.

We do not just build the technology; we ensure your organisation is capable of using it safely and effectively. We transform your data from a static record of the past into a dynamic asset for the future



Where we are

The Americas

Buenos Aires
Indianapolis
Nova Scotia
Toronto

UK and Ireland

London
Birmingham
Belfast
Derry
Dublin

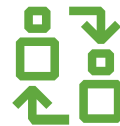
Central Europe

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



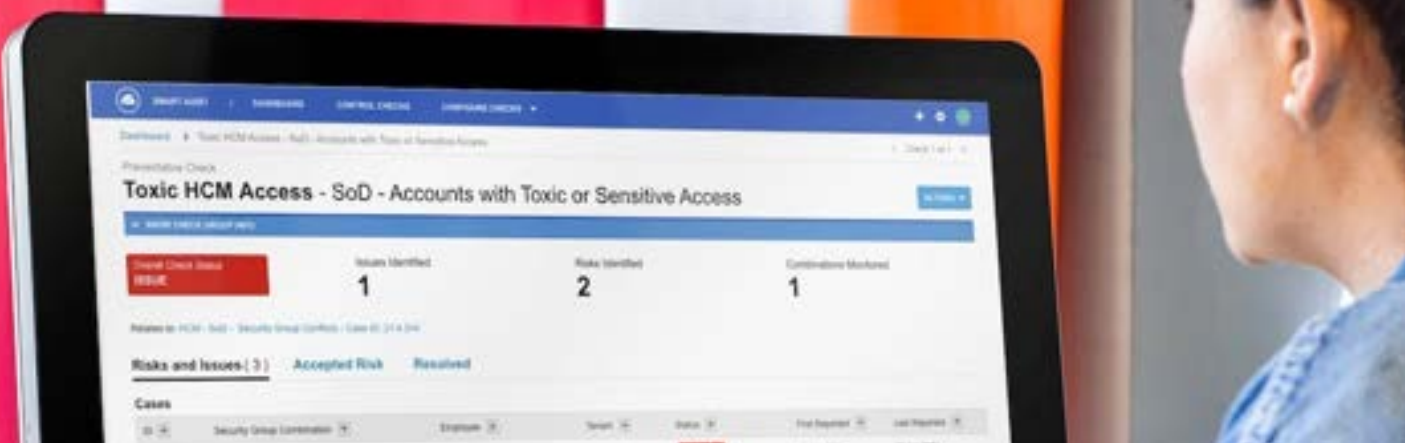
Key partners

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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The contents of this document are commercial and confidential in nature and the copyright of Kainos. This document must not be reproduced (in whole or in part) save in connection with the purpose for which it was issued and must not be shared with Generative AI systems without express consent.

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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.