



**Intelligent Automation (IA) & Robotic Process
Automation (RPA) Services
Service Definition Document**

G-Cloud 14

morson EDGE



Intelligent Automation (IA) & Robotic Process Automation (RPA) Services

Service Definition Document

Morson Edge provides public sector organisations with high-impact technical consultancy across a diverse spectrum of technology services. By maximising efficiency, catalysing innovation, and unlocking new opportunities for value creation, we continue to empower the transformation of future-ready public services.

Service Definition for Intelligent Automation (IA) and Robotic Process Automation (RPA) Services

Morson Edge's Intelligent Automation (IA) and Robotic Process Automation (RPA) Services support public sector organisations in their automation journeys. Our services typically include the following:

- **Assessment and IA/RPA strategy development:** Morson Edge assesses the current state of Framework Buyers' business processes. During this activity, we identify automation opportunities, and develop a tailored strategy aligned with Framework Buyers organisational objectives.
- **Process optimisation:** Morson Edge works with Framework Buyers to optimise workflows, streamlining operations, reducing costs, and enhancing efficiency to ensure that automation initiatives deliver maximum value.
- **IA/RPA technology selection:** Morson Edge is technology agnostic. We work with Framework Buyers to select the most appropriate IA and RPA tools and platforms for the organisation, based upon their unique requirements.
- **Implementation:** Upon selection of the best-fit IA/ RPA technology, we can either support or manage its integration into existing systems to automate Framework Buyers repetitive, rule-based tasks. To enhance the successful delivery of this process, Morson Edge offers training programmes to improve adoption and drive positive change management.
- **Performance monitoring:** Morson Edge delivers monitoring of the performance of IA and RPA implementations by providing tracking of key metrics and this facilitates identification of potential opportunities for re-use, additional scope, and improvements. This then allows us to ensure that tailored automation solutions continue to evolve to meet specific Framework Buyer needs and requirements.
- **Governance frameworks:** Morson Edge establishes governance frameworks and compliance mechanisms to ensure that automation initiatives adhere to regulatory requirements and best practice standards on an ongoing basis.

Morson Edge's Intelligent Automation (IA) and Robotic Process Automation (RPA) Services are provided at the day rates cited within our Pricing and SFIA documents.



Service Features

- Assessment of current processes, identification of automation opportunities.
- Development of strategic roadmap for IA and RPA implementation.
- Independent and impartial technology selection from leading IA and RPA vendors.
- Process mining and analysis techniques to identify repetitive tasks.
- Design of IA and RPA solutions tailored to specific organisational needs.
- Process optimisation for automation (streamlined workflows, eliminated inefficiencies)
- Implementation and integration of automation solutions.
- Performance monitoring of IA and RPA implementations/integrations.
- Mechanisms to ensure automation initiatives comply with regulatory requirements.
- Security measures to safeguard against automation-related cyber threats.

Service Benefits

- Alignment of IA/RPA with business strategy to maximise impact.
- Rapid development and deployment of automations expedites ROI timeframe.
- Increased efficiency and speed of delivery through task automation.
- Repetitive task automation enables employee focus on higher value activity.
- Ability to deliver higher work volumes through 24*7 automation.
- Enhanced accuracy by reducing the risk of human error through automation.
- Scalability of IA/RPA solutions, accommodating fluctuating business demands.
- Transformed data accuracy and quality in business process.
- Increased customer satisfaction through streamlined processes.
- Reduced operational errors and re-work through process automation.

Information Assurance

Morson Edge's information assurance capabilities support both our internal requirements for appropriate security controls and those of our customers. Our diverse portfolio of projects and customers mean that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are a Cyber Essentials Plus certified organisation.

Data Restoration / service migration

We assist our customers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes / scope

Morson Edge agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the assignment in question. Requirements are clearly defined with the relevant customer stakeholders in order to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.



Pricing overview

Please refer to Morson Edge's Pricing and SFIA documents.

Combination pricing

Morson Edge can provide multiple services in scope of G-Cloud Support Services. Our services can be bought separately or together. Combination pricing is offered accordingly.

Service management

A Service Account Manager is allocated to each customer assignment. This individual is responsible for overseeing the services in scope of the assignment. This individual closely monitors the assignment's progress, ensuring that any risks or issues are managed appropriately to ensure that all activities are delivered in accordance with the agreed assignment scope, key deliverables and timeframes. Through structured customer relationship management, our Account Manager remains in regular contact with the customer to ensure their satisfaction with Morson Edge's services.

Service constraints

Bespoke services, such as those in scope of G-Cloud 14, Cloud Support Services, are not subject to specific service constraints.

Service levels

Morson Edge recommends that we enter into performance-based Service Level Agreements with each of our customers. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the assignment. Due to the diversity of services in scope of G-Cloud 14, Cloud Support Services, service levels must be closely tailored to each assignment. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

Recompense model

Financial recompense for the services in scope of G-Cloud 14, Cloud Support Services, are related to the actual losses incurred as a result of specific engagement issues. Financial penalties must be aligned to the assignment in question, with the agreed financial recompense model included within the Call-Off Agreement.

Training

Wherever possible, Morson Edge ensures an effective knowledge and skills transfer from the consultant(s) to the customer. This empowers the customer and ensures the ongoing efficiency of the assignment and full embedding of the new system/service.

Ordering and invoicing

Morson Edge is an approved and accredited supplier to multiple government frameworks. We are used to working with customers to agree tailored ordering and invoicing processes. Typically, a purchase order is issued following the customer's confirmation of the purchase of a service and the signing of the Call-Off contract. Accompanying single or consolidated electronic invoices are issued with an authorised statement from the customer which confirms



the number of units worked/charged for and the customer's satisfaction with the work undertaken and delivered. Payment terms are 30 days from receipt of invoice.

Termination terms

Morson Edge's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

By the consumer	By the supplier
Termination can commence without notice in the event of a customer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract.	In the unlikely event that Morson Edge was to withdraw from G-Cloud 14, Cloud Support Services, a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement.

Customer responsibilities

Customer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the customer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

Technical requirements / service dependencies

The technical requirements / service dependencies for the services offered under G-Cloud 14, Cloud Support Services, are specific to each Call-Off. Such detail must be discussed and agreed with the Customer prior to the commencement of the assignment.

Trial services

In the event that a customer wishes to engage Morson Edge's services on a trial basis, we will work with the Customer to agree an appropriate trial period.



Social Value Commitment: Supporting the government's 25-Year Environmental Plan (25YEP)

Morson Edge is an ISO 14001 accredited business which has the correct processes, procedures, and systems in place to manage environmental issues – enabling us to effectively support the Government's 25-Year Environment Plan (YEP) and Environmental Improvement Plan (EIP) by matching improvement initiatives with targets to measure progress. Over the years, we have continued to challenge our ability to reduce the impact that our business operations have upon the environment as we work towards our target of Net Zero by 2030.

Adapting to climate change	Minimising waste
Reducing our carbon footprint and working towards Net Zero by 2030 requires a multi-faceted approach. Morson Edge is committed to reaching this target by reducing energy consumption, investing in renewable energy sources, deploying hybrid/ electric vehicle fleets, promoting hybrid working, sustainable procurement, and carbon off-setting.	Environmentally sound waste management and recycling facilities are available at all Morson Edge offices, and we divert all non-recyclable waste for energy processing. This helps reduce reliance on fossil fuels, generates renewable energy, and minimises the environmental impacts associated with waste disposal, in accordance with the priorities of the 25YEP.
Enhancing biodiversity	STEM focus
As part of the Morson Group, Morson Edge partners with Treeapp to support its reforestation efforts. We always identify suitable planting sites based on ecological considerations and select tree species that are well-adapted to the local environment, to maximise their ability to support biodiversity protection in the community.	The Morson STEM Foundation continues to change lives by creating new pathways into education and training. With participants developing a deeper understanding of environmental issues and the scientific principles underlying them, through STEM education, communities can build a more environmentally conscious and resilient future.
Sustainable procurement	TOMs Framework
Morson Edge always endeavours to work with local suppliers, and we proactively target SMEs and minority owned suppliers to promote diversity and sustainability in the supply chain within local communities.	We consistently demonstrate our commitment to local environmental objectives by transparently reporting on environmental initiatives using the National TOMs Framework for measuring Social Value.



Contact

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