



Project & Programme Management Services

Service Definition Document

G-Cloud 14

morson **EDGE**

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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 Project and Programme Management

Morson Edge's expertise in project management methodologies, best practices, and tools empowers every type of public sector organisation to expedite outcomes, mitigate risks, optimise stakeholder engagement, and embed change – maximising the value and impact of project investments. Our Project and Programme management services encompass the following components:

- **Planning:** Morson Edge works with Framework Buyers to define project/ programme objectives, scope, deliverables, and potential risks. We conduct feasibility studies, develop project charters, and establish clear project plans which outline timelines, milestones, and resource requirements.
- **Performance monitoring:** We work with Framework Buyers to establish performance metrics and monitoring systems to track project progress and outcomes. By regularly assessing project performance in relation to these outcomes, Morson Edge continuously accelerates project delivery, and provides clarity on progress to Framework Buyers.
- **RAID management:** Morson Edge works with Framework Buyers to identify, assess, and mitigate project/ programme risks, issues, dependencies and assumptions. We conduct risk and impact assessments, develop RAID management plans, and implement strategies to minimise any potential impacts which might otherwise cause project/ programme disruptions. Where issues occur, we implement clear escalation paths and quickly produce the plan to address them.
- **Stakeholder management:** Projects and programmes often involve stakeholders with varying and/ or conflicting needs, priorities, and expectations. Through effective stakeholder management, Morson Edge works with Framework Buyers to identify stakeholders, understand their needs, and optimise communication to maximise engagement through the project/ programme lifecycle. This includes aligning frequency and methods of engagement with agreed preferences.
- **Change management:** Morson Edge works with Framework Buyers to understand and assess the impact of project scope/ requirements change(s) to minimise disruption. Through clear and effective communication, we keep stakeholders informed about the impact of any change and produce options as required to enable clear decisions to align to stakeholder objectives.
- **Project/ Programme closure:** Morson Edge's closure and evaluation services involve conducting post-project/ post-programme reviews, documenting lessons learned, and identifying opportunities for improvement in future projects/ programmes.

- **Training support:** Morson Edge also offers training/ knowledge transfer to Framework Buyers. This service builds Framework Buyer capacity and capability through project delivery – improving each organisation’s ability to effectively manage projects and uphold governance standards.

Morson Edge’s Project and Programme Management Service is provided at the day rates cited within our Pricing and SFIA documents.

Service Features

- Tailored approach (Agile, Waterfall, hybrid) to align to requirements.
- Optimal resource management to expedite project outcomes.
- Bespoke reporting (project status, milestones achieved, emerging issues)
- Project controls to track progress, manage KPIs, address deviations.
- Continuous identification, assessment, and mitigation of project risks.
- Robust planning, governance, RAID management.
- Optimal stakeholder engagement and management.
- Cost optimisation to ensure budgetary compliance.
- Project/programme review and closure activities (knowledge transfer, artefacts, training).

Service Benefits

- Clear alignment between project outcomes and organisational ambitions.
- Improved planning through defined project objectives, scope, deliverables.
- Optimal resource allocation.
- Timely delivery through effective monitoring and control mechanisms.
- Optimised adoption of project outcomes through improved stakeholder engagement.
- Clear understanding of outcomes delivered through structured / controlled change management.
- Controlled project closure, facilitating seamless transition to BAU.
- Flexible capacity to accommodate changing organisational priorities.
- Continuous improvement by capturing, analysing, and applying lessons learned.

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
<p>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.</p>	<p>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.</p>
Enhancing biodiversity	STEM focus
<p>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.</p>	<p>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.</p>
Sustainable procurement	TOMs Framework
<p>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.</p>	<p>We consistently demonstrate our commitment to local environmental objectives by transparently reporting on environmental initiatives using the National TOMs Framework for measuring Social Value.</p>



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