



Digital Transformation Support Services

Service Definition Document | G-Cloud 14

morson PRAXIS



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Service Definition Document

Morson Praxis are experts in the delivery of user-focused digital transformation and Cloud solutions that adhere to Digital by Default service standards. Our services enable public sector organisations to capitalise on the opportunities of digitisation. From discovery through delivery, change management and integration, our modular services span the project lifecycle.

As the pace of technological change continues to accelerate unabatedly, our comprehensive Digital Transformation service enables Central Government, Local Authorities and NHS bodies to capitalise on the opportunities of digitisation in order to achieve digital maturity. From discovery through to service delivery, change management and integration, our modular Digital Transformation service spans every stage of the digital maturity lifecycle.

Complete digital transformation

Our experienced consultants are able to support any Public Sector organisation either prepare for digital maturity or deliver their Digital and Transformation projects aligned with the following programmes and strategies.

| Capability & Maturity Assessment | Strategic alignment |
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| A flexible and scalable Discovery Audit/Assessment to provide an analysis of organisational capability and digital maturity as well as recommendations and options. | A flexible and scalable Discovery Audit/Assessment to provide an analysis of organisational capability and digital maturity as well as recommendations and options. |
| Digital Futureproofing | Digital Transformation & Integration |
| Translate business and technology vision into a detailed roadmap, ensuring long term business and service aspirations are tied in with shorter term goals. | Scope and provide options analysis for digital integration; plan and deliver a detailed phased implementation for overall digital transformation |
| Digital Embedding and Sustainability | Change Management |
| Ensure the successful embedding of digital transformation within the organisation, with focus on sustainability and long-term integration of digital. | Plan and manage the effective delivery of organisational change in line with the organisations Target Operating Model, Digital Roadmap and Change Model. |



| Agile Project Management | Product Development and Management |
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| Provide tailored Agile Project Management and support throughout the project lifecycle, including best practice advice and delivery models, Agile methodologies and implementation. | Combine user-centric and design thinking approaches with rigorous analysis of business needs and stakeholder engagement to scope, prototype and build transformational digital products and services. |
| Commercialisation of Services | PMO as a Service |
| Identify, plan and deliver the commercialisation of potential revenue generating services within the organisation, in alignment with overarching digital strategy. | Management and governance of the Project Management Office service by owning the delivery of the PMO whilst creating, driving and maintaining optimal standards to deliver benefits using a proven approach and methodology |

Service Features

- End-to-end digital transformation, including change management
- Identification of channel shift opportunities that realise cost/efficiency benefits
- User research, process mapping, business analysis, performance analysis, data analysis
- Supplier evaluation, selection and ongoing project delivery management
- Digital discovery audit (establish current digital capability and opportunities)
- Digital business case development (digital roadmap creation and implementation)
- Digitisation of front-end services, shared services, online customer access
- Digital transformation strategy management and agile project/programme management
- Customer journey improvement through technology, stakeholder engagement and communications
- Deployment of organisational-wide transformation teams, delivering new target operating models



Service Benefits

- Service delivery to Digital by Default standards
- Access to, rapid deployment of, best-in-class skills across the programme
- Reduced costs, increased efficiency and new revenue streams through digitisation
- Improved service delivery, increased citizen/customer access and self-service
- Extensive experience in developing and improving online transactional services
- Effective mitigation of delivery risks for both budget and timescales
- Informed, engaged and contented citizens, customers and staff
- Change management expertise; ability to build sustainable internal capability
- Discovery of digital capability gaps; best practice implementations
- Flexible commercial model (T&M, deliverables, outcomes based)

Information Assurance

Morson Praxis's information assurance capabilities support both our internal requirements for appropriate security controls alongside 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 proud to be a Cyber Essentials Plus certified organisation.

Data Restoration/ service migration

We work closely with Buyers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes / scope

Morson Praxis agrees specific on and off-boarding processes for all work packages. Agreed processes are always tailored to the Buyer's individual requirements to ensure the effective transition of resources alongside the management of data, assets, corporate memory, and operational integrity.

Pricing overview

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

Combination pricing

Morson Praxis's services can be bought separately or together; combination pricing is offered accordingly.

Account management

A G-Cloud Account Director/ Manager is allocated to each Buyer. This individual is responsible for overseeing the delivery of service(s) – closely monitoring the assignment's progress, ensuring that any risks or issues are appropriately managed to ensure that all activities are delivered in accordance with the agreed scope, deliverables, and timeframes. Through structured customer

relationship management, Morson Praxis's G-Cloud Account Director/ Manager remains in regular contact with the Buyer to ensure their satisfaction with Morson Praxis's service(s).

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 Praxis recommends that we enter into a performance-based Service Level Agreements with each Buyer. 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 work package. 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 performance parameters/ service levels form part of the Call-Off agreement.

Recompense model

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

Training

Wherever possible, Morson Praxis ensures an effective knowledge and skills transfer from the consultant(s) to the Buyer. Through knowledge empowerment, Morson Praxis guarantees the ongoing efficiency of the assignment and full embedding of the new system/ service.

Ordering and invoicing

As an approved and accredited supplier to multiple government frameworks, Morson Praxis is used to working with Buyers to agree tailored ordering and invoicing processes. Typically, a purchase order is issued following the Buyer'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 Buyer which confirms the number of units worked/ charged for and the Buyer's satisfaction with the work undertaken and delivered. Payment terms are 30 days from receipt of invoice.

Termination terms

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



| By the consumer | By the supplier |
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| <p>By the consumer: 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.</p> | <p>By the supplier: In the unlikely event that Morson Praxis 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.</p> |

Customer responsibilities

Customer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the Buyer 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 Buyer prior to the commencement of the assignment.

Trial services

If a Buyer wishes to engage Morson Praxis on a trial basis, we will work with the Buyer to agree an appropriate trial period.



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

Morson Praxis 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 |
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| Reducing our carbon footprint and working towards Net Zero by 2030 requires a multi-faceted approach. Morson Praxis 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 Praxis 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 Praxis 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 Praxis 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. |



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