



**Social Care Systems and Case Management Solutions**  
Service Definition Document | G-Cloud 14

**morson** PRAXIS

# Social Care systems and Case management solutions

## 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.

### Social Care Systems & Case Management Solutions Functional / Non-Functional

Morson Praxis specialises in the implementation and integration of social care systems and case management solutions across both Adults & Children's services. Our experienced teams work with project stakeholders and business users alike to understand the organisation's needs, priorities and process flows in order to build engagement and deliver a best in class final product. Our services span every stage of the project lifecycle, from strategy, business case creation and procurement, through to full systems implementation, including training and post-implementation support.

- Project management
- Discovery audit process
- Configuration and Development
- Test management
- Implementation
- Systems integration
- Data migration
- Training management
- Application Services
- Business Change

Our services enable organisations to maximise the value of its systems investment by delivering a solution that improves organisational performance. Our services support the implementation and integration of a number of Social Care Systems:

- Servelec Mosaic
- Tribal
- Eclipse
- Northgate Swift
- Careworks
- Frameworki
- Liquidlogic LAS, LCS and EHM
- OLM Carefirst
- Corelogic
- Azeuscare

Social care systems and case management solutions are provided at the day rates cited within our Pricing and SFIA documents.

### Service Features

- Social care & Education systems review and diagnostic audit
- Case management systems business case creation, procurement, selection
- Social care & Education systems implementation, data migration, integration
- Servelec, Frameworki, Mosaic, Liquidlogic, Northgate, CareWorks, ContrOCC, Carefirst, Capita One
- Configuration, report writing and interfacing
- Programme management, project management, change management
- Business analysis and requirements gathering
- Technical delivery and test management
- Project resources and consulting
- Training needs analysis and training management

### Service Benefits

- Proven success at delivery of complex programmes of work
- Effective mitigation and reduction of implementation risks (budget and timescales)
- Best practice methodology and templates to enable efficient project delivery
- Extensive and intricate knowledge of all named social care systems
- Access to and rapid deployment of best-in-class skills across programmes
- Collaborative and flexible delivery approach
- Identification and delivery of savings to maximise return on investment
- Rapid development of essential documentation and processes
- Preservation of scope and focus on key deliverables
- Fully scalable, on demand access to skilled resources as required

### 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
<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 Framework Agreement terms.</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.

<p><b>Adapting to climate change</b></p>	<p><b>Minimising waste</b></p>
<p>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.</p>	<p>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.</p>
<p><b>Enhancing biodiversity</b></p>	<p><b>STEM focus</b></p>
<p>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.</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>
<p><b>Sustainable procurement</b></p>	<p><b>TOMs Framework</b></p>
<p>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.</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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