



**Delivery Partner Services, Local government**  
Service Definition Document | G-Cloud 14

**morson** PRAXIS

# Delivery Partner Services, Local government

## 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.

### Service Definition for Delivery Partner Services | Local Government

Morson Praxis's Delivery Partner services enable full end-to-end project delivery, systems implementation, development, data migration and testing across all Local Government directorates: Corporate Services, Revenues and Benefits; Social Care (Childrens, Adults & families), Education, Planning, Housing, Parking, Highways and Enforcement. We ensure measurable outcomes through every stage of the project lifecycle.

- **Project initiation:** Morson Praxis works with Framework Buyers to define project objectives, scope, and deliverables. We conduct feasibility studies, develop project charters, and establish clear project plans which outline timelines, milestones, and resource requirements.
- **Skills capability assessment:** We work with Framework Buyers to define, map, analyse, and identify in-house skills and capability, applying our Digital Maturity Model, assessment tools, and digital standards – (GDS) Digital & Technology Skills matrix (DDaT).
- **Resource planning:** Working in collaboration with the Framework Buyer's DDaT team, Morson Praxis identifies the skills gaps, before planning and agreeing the resource plan to deliver the required outputs according to the project plan.
- **Team Augmentation:** Working with Framework Buyers to formulate and augment the rainbow team, Morson Praxis ensures that all dependencies to deliver the services are available and deployed when needed.
  - Project Management, Portfolio and Programme Management
  - PMO; Project co-ordination, project support and administration
  - Business analysis, requirements gathering, gap analysis.
  - UX, UI, User research
  - Data migration, data integration, systems integration
  - Technical development
  - Manual testing, test automation, UAT
  - Reporting analysis, dashboards, insights
- **Governance focus:** Governance ensures that projects are aligned with organisational goals and priorities. Morson Praxis helps Framework Buyers to develop robust governance structures that accelerate decision-making, mitigate risk, optimise resource allocation, drive accountability, and maximise stakeholder engagement.

- **Stakeholder management:** Morson Praxis works with Framework Buyers to identify key stakeholders. By understanding their individual priorities and needs, and developing tailored communication strategies to support them, we optimise engagement through every stage of the project lifecycle.
- **Risk mitigation:** Morson Praxis works with Framework Buyers to identify potential risks and develop strategies to ensure that they are appropriately mitigated. We conduct risk assessments, establish risk registers, and implement proactive measures to minimise project disruptions.
- **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 the agreed outcomes, Morson Praxis continuously accelerates project delivery.
- **Training support:** Morson Praxis also offers training/ knowledge transfer 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.
- **Compliance management:** We work closely with Framework Buyers to ensure that projects comply with current legislation and regulatory demands. This enables organisations to effectively navigate evolving regulatory requirements and maintain compliance through every stage of the project lifecycle.
- **Continuous improvement:** We work alongside Framework Buyers to implement continuous improvement processes that enhance project management practices and governance structures. By conducting post-project reviews, capturing lessons learned, and recommending changes for future projects, we cultivate an environment that fosters continuous improvement.

### Service Features

- Project Management, Programme Management, Portfolio Management
- Project discovery, gap analysis, business case development, project delivery
- Project controls (progress monitoring, risk, issue, change management)
- Highlight reports, cost and forecast analysis, budget management
- Project discovery, gap analysis, business analysis, systems analysis
- Service design, development, data migration, data integration, Testing, UAT
- User-centred design, UX, UI, User research
- Build integrations with Eclipse, Jadu, Northgate, Capita, LiquidLogic, Civica
- Stakeholder, team and third-party engagement and management
- Programme review and closure activities (knowledge transfer, artefacts, training)



### **Service Benefits**

- Efficient project initiation and planning with quantifiable outcomes
- Project delivery in accordance with time, cost, and quality metrics
- Defined accountability for project milestones through robust governance
- Optimal stakeholder buy-in and alignment with agreed project deliverables
- Extensive delivery capability across all Local Government directorates
- Understanding of sector-specific project management practices (Gateway reviews)
- Meticulous management of project scope and budget to de-risk delivery
- Effective transition to BAU through controlled project closure
- Training for in-house programme/ project staff
- Customer empowerment through structured knowledge transfer

### **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
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.	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.

### 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.

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



Contact

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