



**Systems Implementation & Integration Support Services**  
Service Definition Document | G-Cloud 14

**morson** PRAXIS

# Systems Implementation & Integration Support Services

## 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.

We specialise in the implementation, integration, configuration and interoperability between core software systems across Social Care, Education, Health, Housing and Asset Management. As the pace of technological change continues to accelerate, our comprehensive Systems Implementation and Integration service enables Local Authorities and NHS bodies to deliver better service and value for money for citizens and the organisations which serve them. This is achieved through the optimisation of Information Technology and Systems, as well as identifying and delivering system improvements and efficiencies.

### Enablement through IT & Systems Optimisation

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. We deliver a range of services from strategy, business case creation and procurement, through to full systems implementation and integration, including training and post-delivery support as listed below:

Technical Consultancy Services	Integration Services
Strategy and Business Case Development	Transition Management and Training Services
Specification and Procurement Services	Service Management
Business Analysis	Design and Development
Project and Programme Management	Data Migration and Configuration Services
Change Management	Interoperability and Data Sharing

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

<b>Social Care</b>	<b>Health</b>
Servelec HSC, Frameworki, Mosaic, Liquidlogic, OLM, Northgate SWIFT, CareWorks, Carefirst, ContrOCC, Abacus	Servelec HSC Rio, Servelec HSC Oceano PAS, EMIS Health, TPP SystemOne, Orion Health, Totalmobile, System C, Pi Care & Health, Quicksilver, Lorenzo
<b>Housing &amp; Asset Management</b>	<b>Education</b>
Capita One OPEN, Orchard Housing, Civica Cx, Northgate NPS Housing, Aareon QL, Castleton Kypera	Servelec HSC Synergy, Capita One, Liquidlogic Early Years & Education System (EYES)

### Service Features

- Healthcheck and Gap analysis of existing systems to define business requirements
- Business Case, Procurement and Selection, Business Analysis and Requirements Gathering
- Systems Implementation, Data Migration, Configuration and Systems Integration and Interfacing
- Procurement and Commercial Advisory
- Programme Management, Project Management, Change Management and Technical Delivery
- Enhance interoperability and data sharing solutions, including new integration components
- Servelec, Frameworki, Mosaic, Liquidlogic, OLM, Northgate, SWIFT, CareWorks, ContrOCC, Carefirst
- Servelec Synergy, CapitaOne, Liquidlogic Early Years & Education System (EYES)
- Servelec Rio, Oceano PAS, EMIS, Orion Health, Quicksilver, Totalmobile, Predic.X
- Capita One OPEN, Orchard Housing, Civica Cx, Northgate, Aareon, Castleton
- Health Integration - N3, HSCN, MACS, CP-IS, Quicksilver, SmartCard Technologies
- EPR, PAS, HR, Payroll, ERP, ESR, Clinical, portal, IHE, Exchange
- Post implementation support, training and maintenance



### Service Benefits

- Full requirements definition to ensure a fit for purpose systems replacement and integration, therefore meeting all stakeholder expectations
- Pre-tender commercial and procurement guidance to ensure best value
- Proven success at delivery of complex systems implementations and integrations
- Mitigation and reduction of delivery risks, both budget and timescales
- Best practice methodology and templates to enable efficient project delivery
- Access to and speedy deployment of best in class skill sets across programmes
- Collaborative and flexible delivery approach
- Extensive delivery experience within health and all local government service areas
- Identify and drive savings/efficiencies to maximise return on investment
- Rapid development of essential documentation and processes
- Demonstrate compliance and governance with Digital by Default standards
- Fully scalable, on demand access to skilled resources as required

### 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 Framework Agreement terms.

### **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>



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