



## **Project & Programme Management Services**

Service Definition Document | G-Cloud 14

**morson** PRAXIS

# Project & Programme Management Services

## Service Definition Document

Through strategy-led digital transformation, Morson Praxis helps organisations to accelerate benefits realisation, reimagine operations, enable innovation at scale and build resilience for the future. By empowering every type of public sector organisation to embrace continuous change, we deliver improved outcomes for individuals and communities.

### Service definition for Project and Programme Management

Morson Praxis provide Project and Programme Management services for scalable project delivery offerings, with flexibility to suit all types of projects – from complex change projects to small discrete work packages. Services available within this offering cover all stages of project delivery from inception through to closure, with optimisation of change acceptance through stakeholder management, communication and training delivered as standard.

Our Programme and Project Management Services are delivered through a framework of rigorous governance that is always adjusted to suit the needs of Framework Buyers and the complexity of the work in scope of the project. This approach assures delivery and enables us to demonstrate accurate and relevant information on progress, as well as promoting best practice across stakeholder engagement and change management, facilitating positive acceptance of the change. Our projects are delivered using standard, well understood approaches such as, PRINCE2, Agile, Six Sigma, Lean, Scrum and hybrid methodologies and are tailored to individual Framework Buyer requirements for each delivery.

### Understanding project context

The Morson Praxis approach enables us to balance proven delivery methodologies with an understanding of how to achieve the best outcome in the Framework Buyer's environment, tailoring each delivery to the scale and scope of the project. At the inception of each engagement, we work with Framework Buyers to understand the organisation's values and preferred ways of working. This enables us to select and deploy a team with working styles/practices that are suitably aligned with the Framework Buyer's organisational culture – promoting and optimising engagement during project delivery.

### Defining and adapting acceptance criteria

Morson Praxis work with Framework Buyers to agree upon highly detailed acceptance criteria which define what needs to be achieved, alongside test plans to evidence successful delivery in relation to the acceptance criteria. This approach ensures that the end-product delivers the benefits captured in the business case. Any changes which are agreed during project delivery include updates to the acceptance criteria and testing to take account of this; and changes are communicated/ agreed by impacted project stakeholders.

## Effective collaboration and knowledge transfer

Working collaboratively with project stakeholders, Morson Praxis's skilled and highly experienced professionals ensure an effective transfer of knowledge and skills which enable Framework Buyers to build capabilities within their own teams. This approach assures a seamless transition into service, whilst achieving the strategic objectives of the project. These activities are carefully delivered and planned to optimise adoption. They include both in flight activity and activity forming part of the acceptance into service / early life support phase.

Services are provided at the day rates cited within Morson Praxis Pricing and SFIA documents.

### Service Features

- Tailored project management approach (Agile, Waterfall, hybrid).
- Business change activity embedded into delivery.
- Stakeholder expectations managed through consistent and accurate reporting.
- Tailored project reporting including real time visibility of progress.
- Comprehensive project closure activities (knowledge transfer, artefacts, training).
- Extensive resource network (highly skilled, experienced, security cleared).
- End user acceptance criteria validation to assure delivery.
- In flight peer review to optimise delivery.
- Strong planning, governance models, RAID management, process, and controls.
- Flexible capacity to scale delivery to meet customer needs.

### Service Benefits

- Projects delivered to agreed time, cost and quality metrics.
- Scalable highly skilled resource pool offers flexible delivery.
- High performance project and programme teams.
- Measurable, achievable, practical and clearly defined benefits.
- Effective and controlled closure of projects facilitates transition to BAU.
- Improved change adoption through increased stakeholder confidence.
- Effective project, programme, or portfolio management with transparent decision-making.
- Defined metrics enabling proactive, transparent delivery management against objectives.
- Management of project scope, budget, and quality to de-risk delivery.
- Efficient definition and launch of programmes with quantifiable outcomes.

## 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 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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