



API Strategy, Assessment and Implementation Services

Service Definition Document

About us

Through strategy-led digital transformation, Morson Projects 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 API Strategy, Assessment and Implementation Services

Morson Projects provides API Strategy, Assessment, and Implementation Services to identify and deliver optimised use of APIs throughout the customer's estate. We evaluate documentation, systems, and processes to develop a tailored API Strategy designed to align to business objectives; and provide implementation services to deliver the service elements outlined in the strategy.

Assessment

Where the Framework Buyer already has APIs deployed, Morson Projects assesses APIs across the estate and creates an API catalogue detailing all APIs deployed on the estate with a minimum set for each API including:

- API name.
- Service exposed by API.
- API owner.
- Products/ value streams consumed by the API.
- API operating costs (per month/ quarter/ annum).
- Number of versions of the API deployed.
- Number of calls made to the API per day.
- KPIs on API performance.

Strategy

Morson Projects also offers a service to deliver an API Management Strategy. The precise elements of the strategy are agreed to suit each Framework Buyer's individual requirements, but the core elements of our standard strategy include:

- Summary of Buyer's strategic API priorities.
- Detail on how the strategy supports these priorities.
- The scope for developer enablement.
- API lifecycle management.
- Security considerations.
- Measurement of business value.
- Operating model.
- Technology recommendations to deliver the requirements.
- Stakeholder map and engagement plan.
- Roadmap of priorities for the next three years.
- Investment estimates.
- Tooling demonstrations and assessment.



Implementation

Once the strategy has been created and agreed, Morson Projects offers implementation services to deliver the strategy. The implementation can be delivered to Framework Buyers as a standalone project, or Buyers can select and deliver specific elements to address specific needs.

Resources

Morson Projects have highly experienced API specialists who are supported by our project and programme team to deliver services to Framework Buyers. Our delivery methodology ensures optimisation of change acceptance through stakeholder management, communication, and training. The methodology is always tailored to suit each Framework Buyer's specific requirements for the work commissioned.

Our API Strategy, Assessment and Implementation Services are provided at the day rates cited within Morson Projects Pricing and SFIA documents.

Key Service Features

- API catalogue detailing all APIs deployed on customer's estate.
- Roadmap of priorities for agreed timeframes.
- Operating model for use of APIs.
- Security considerations for the API management strategy.
- Technology recommendations to deliver requirements.
- Tooling demonstrations and assessments.
- API life management process.
- API use considerations from mobile, web, multi-experience perspectives.
- Management Information including measurement of business value of APIs.
- Implementation of agreed API strategy.

Key Service Benefits

- Consistent approach to customer's use of APIs across the estate.
- Management information regarding cost, risk and performance.
- Consistent approach to build and deployment of APIs.
- Removal of duplicate/ similar APIs across the estate.
- Establishment of design standards leading to greater interoperability.
- Removal of wasted time and effort during API deployment.
- Ability to scale API expansion to support business growth.
- Operational structure which optimises effective delivery.
- Ability to measure business value of APIs.



Information Assurance

Morson Projects' 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 Projects 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 Projects' Pricing and SFIA documents.

Combination pricing

Morson Projects' 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 Projects' G-Cloud Account Director/ Manager remains in regular contact with the Buyer to ensure their satisfaction with Morson Projects' 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 Projects 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 Projects ensures an effective knowledge and skills transfer from the consultant(s) to the Buyer. Through knowledge empowerment, Morson Projects 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 Projects 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 Projects' standard terms and conditions include clauses which facilitate contract termination by either the consumer or 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 Projects 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 Projects 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 Projects 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
Reducing our carbon footprint and working towards Net Zero by 2030 requires a multi-faceted approach. Morson Projects 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 Projects 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 biosecurity	STEM focus
As part of the Morson Group, Morson Projects 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 Projects 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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