



Project and Programme Governance 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 Project and Programme Governance Services

Morson Projects Project and Programme Governance Services facilitate the delivery of Cloud migration, transition and transformation projects and programmes. Our governance framework enables delivery in agile, waterfall or hybrid methodologies; and our standard offering has levels of customisation that can be tailored to suit each organisation's specific needs, whilst maintaining the key elements of our offering that underpin and assure successful delivery.

Robust governance

Our framework of rigorous governance 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 Morson Projects to demonstrate accurate and relevant information about project progress, as well as promoting best practice across stakeholder engagement and change management – facilitating positive acceptance of the change. Morson Projects governance strategy aligns to industry standard methodologies including PRINCE2, MoR and MSP.

Understanding business needs

Morson Projects approach enables us to balance our proven governance framework with a learned and authentic understanding of how to achieve the best outcome in Framework Buyers work environments by tailoring each delivery to the scale and scope of the project. From the very inception of the engagement, Morson Projects works with Framework Buyers to develop an understanding of the organisation's values and preferred ways of working. This enables the selection and deployment of team(s) with working styles and practices that are aligned to Framework Buyers workplace culture and project environments. This approach allows Morson Projects to promote engagement through project delivery.

Stakeholder management

Our governance team recognises the importance of stakeholder management. Stakeholder identification and mapping, together with targeted communications, allow us to establish the optimal structure in which change can be delivered. We work with Framework Buyers to understand communication preferences for key stakeholders and stakeholder groups. This allows us to align updates, reporting and governance to suit these requirements, whilst always maintaining the underlying core information sets which drive reporting and governance.

Acceptance criteria and test plans

Our Project and Programme Governance Services ensure that detailed acceptance criteria and test plans are agreed to monitor and evidence successful delivery. Capturing Framework Buyers requirements enables us to ensure that end products always deliver the outcomes captured in the business case. Metrics are captured and reported to provide Framework Buyers with updates that can be easily digested and understood. Any scope changes which are agreed during project delivery are reflected in the updated acceptance criteria and testing.



Risk management

Morson Projects teams are highly skilled and experienced in Project and Programme Delivery. They proactively take action to ensure that Framework Buyer decision-makers can react as quickly as possible to any risks, issues or dependencies that move from a green status to amber or red. Our escalation process quickly identifies the priority of exceptions and instigates the appropriate escalation path to ensure their swift and efficient resolution.

Training

Morson Projects also offer training/ knowledge transfer to Framework Buyers as part of project closure. This ensures that the benefits of the governance established by our team(s) through delivery, can be built upon and re-used in Framework Buyers ongoing project and programme delivery.

Our Project and Programme Governance Services are provided at the day rates cited within Morson Projects Pricing and SFIA documents.

Key Service Features

- Tailored project management approach (Agile, Waterfall, hybrid).
- 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).
- End user acceptance criteria validation to assure delivery.
- Strong planning, governance models, RAID management, process, and controls.
- Focussed reporting and feedback structure.
- Established terms of reference for governance.
- Alignment to industry standard methodologies (PRINCE2, MoR, MSP).

Key Service Benefits

- Framework enables delivery to agreed time, cost, quality metrics.
- Measurable, achievable, practical, and clearly defined benefits.
- Effective and controlled closure of projects facilitates transition to BAU.
- Improved stakeholder management and communication.
- Effective project, programme, or portfolio management with transparent decision-making.
- Defined metrics for proactive, transparent delivery management against plan.
- Stringent management of project scope, budget, and quality to de-risk delivery.
- Efficient definition and launch of programmes with quantifiable outcomes.
- Effective management information, reduced duplication of effort.



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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