



## Machine Learning Services

Service Definition Document | G-Cloud 14

**morson** PRAXIS



# Machine Learning 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 Machine Learning Services

Morson Praxis Machine Learning Service identifies efficiency opportunities within organisations through the effective management of voluminous and disparate data. We provide tailored solutions which transform data consistency and quality, whilst reducing cost, streamlining effort, and exploiting continuous improvement.

### Engagement types

We have an extensive network of experts who are highly skilled, security cleared and experienced in delivering services to the public sector. Morson Praxis offer Framework Buyers two principal types of engagement for machine learning services:

1. Through a discovery process, we meticulously review labour-intensive processes that are susceptible to fluctuations in quality, rely on costly resources, or are constrained by time. Discovery findings are shared with Framework Buyers to inform their understanding of how the implementation of machine learning might drive increased efficiency.
2. Alternatively, for those Framework Buyers that have already identified potential efficiency opportunities, Morson Praxis can instead create a bespoke proposal(s) to address the problem statement in question.

### Tailored approach

Morson Praxis's Machine Learning Services are always tailored to individual Framework Buyer requirements, but they typically include the following components:

- A Proof-of-Concept phase to demonstrate the viability of the work in scope.
- Phases of delivery that add in scope and functionality at different project stages.
- Compliance workstream to ensure validation against all standards and legislative requirements to guarantee that change outcomes meet or exceed those requirements.
- Audit workstream to build in checks at regular intervals to allow Framework Buyers to review the quality of the output against manually delivered results.
- Training collateral and delivery for any impacted users/ process changes.
- Reporting/ monitoring to deliver key sets of information for ongoing use of the system and benefits realisation.
- Acceptance-into-Service which is a customised process to meet the individual requirements of the project.



- Benefits realisation (measured in phased delivery and following full implementation) to provide metrics on ROI and any other agreed benefits.

## Machine Learning taxonomies

Machine Learning is logically split into two taxonomies:

- Unsupervised learning where patterns are inferred directly from the data set, and there is no reliance on real world examples.
- Supervised learning where operations teams provide real world examples and feedback to support understanding.

Where operational support is required to enable delivery, Morson Praxis works with Framework Buyers to establish a framework/ environment which is best suited to deliver the project, such as a DevOps team, and provide the relevant training and support to facilitate successful delivery.

Our Machine Learning Services are provided at the day rates cited within Morson Praxis's Pricing and SFIA documents.

### Service Features

- Assessment of current processes, identification of machine learning opportunities.
- Development of strategic roadmap for machine learning implementation.
- Independent and impartial technology selection aligned to customer requirements.
- Process optimisation for targeted automation (streamlined workflows, eliminated inefficiencies).
- Implementation and integration of machine learning developed automated solutions.
- Performance monitoring of implementations and integrations.
- Compliance with regulatory, legal, and best practice requirements.
- Tailored reporting to demonstrate performance against agreed metrics.
- Training for impacted users to support process change.
- Introduction of best practice DevOps delivery framework.

### Service Benefits

- Process automation enables employee focus on higher value activity.
- Ability to deliver higher work volumes 24\*7 through automation.
- Reduction in timeframes to complete standard processes.
- Consistent and high-quality outputs.
- Increased customer satisfaction through streamlined processes.
- Reduced operational errors and re-work through process automation.
- Continuous learning from ever-increasing datasets.
- Opportunities for re-use of methodologies developed.
- Reduction in headcount to deliver automated processes.



## **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>
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.	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.
<b>Enhancing biodiversity</b>	<b>STEM focus</b>
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.	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.
<b>Sustainable procurement</b>	<b>TOMs Framework</b>
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.	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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