



Artificial Intelligence (AI) and Machine Learning (ML) Solution Delivery

Service Definition Document | G-Cloud 15 | Lot 2a

morson **PRAXIS**

Artificial Intelligence (AI) and Machine Learning (ML) Solution Delivery

Through strategy-led digital transformation, Morson Praxis helps public sector organisations to accelerate benefits realisation, reimagine operations, enable scalable innovation and build resilience for the future. We ensure that every technological investment, from large-scale enterprise transformation to focused project delivery, creates sustainable, meaningful change.

Service Definition for Artificial Intelligence (AI) and Machine Learning (ML) Solution Delivery

Morson Praxis's Artificial Intelligence & Machine Learning Solution Delivery service provides the design, build, and deployment of AI and machine learning solutions to support operational efficiency, decision-making, and digital service enhancement. The service is designed for organisations requiring hands-on delivery of AI solutions that are integrated into digital platforms, data services, and business workflows.

The service supports the delivery of AI and machine learning solutions across public, private, and hybrid cloud environments. It enables organisations to move from validated use cases into production-ready AI solutions, embedding models safely and effectively into live services and operations, including solutions designed to operate across federated and distributed data environments where centralisation of sensitive data is not appropriate.

The service may be used to deliver new AI solutions, extend existing machine learning capabilities, or integrate AI into digital and data platforms as part of wider transformation programmes.

1. What the service includes

The service typically includes:

- Delivery of AI and machine learning solutions
- Design and development of machine learning models
- Training, testing, and validation of models
- Integration of AI solutions into platforms and applications
- Deployment of models into live environments
- Support for batch and real-time AI use cases
- Implementation of model performance monitoring hooks
- Alignment of AI delivery to agreed requirements and constraints
- Collaboration with internal teams and third-party suppliers

The service does not provide AI software products as a standalone SaaS offering. The service focuses on delivery and engineering rather than strategy, governance or assurance activities.

2. What the service does not include

The service does not include:

- AI strategy, discovery, or use-case identification

- AI governance, ethics, or safety framework design
- Independent model assurance or audit services
- Long-term model operations beyond agreed scope
- Procurement of AI platforms or tooling licences

These activities may be delivered through separate Lot 3 or complementary Lot 2 services where required.

3. How the service is delivered

The service is delivered by specialist AI and machine learning delivery teams operating within agreed delivery models and governance arrangements. Delivery activities may include model design, development, testing, integration, and deployment into production environments.

The service is designed to integrate with existing data platforms, analytics services, and digital delivery processes. Engineering best practices, performance considerations, and operational readiness are embedded throughout delivery to support reliable and scalable AI solutions.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Delivering AI and machine learning solutions within scope
- Designing, training, and validating machine learning models
- Integrating AI solutions into platforms and workflows
- Supporting deployment and transition into live operation
- Delivering solutions aligned to agreed requirements

The Buyer is responsible for:

- Defining AI use cases and success criteria
- Providing access to data, platforms, and environments
- Approving model outputs and deployment decisions
- Retaining ownership of business and operational decisions

5. Service outputs and deliverables

Typical outputs may include:

- Delivered AI and machine learning solutions
- Trained and validated machine learning models
- Integrated AI capabilities within applications or platforms
- Model documentation and delivery artefacts
- Transition and handover outputs

Deliverables are tailored to Buyer needs and agreed at the outset.

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Availability of suitable data and data platforms
- Access to cloud environments and AI tooling

- Engagement from business, data, and technical stakeholders
- Defined success criteria and deployment constraints

7. Alignment with G-Cloud 15 Lot 2a

This service aligns with G-Cloud 15 Lot 2a by providing delivery and implementation of AI and machine learning solutions that operate on cloud-based data platforms and digital services, without requiring Buyers to manage underlying infrastructure directly.

The service delivers capabilities aligned to the Application Development and Deployment and/or Systems Infrastructure Software sections of the G-Cloud Taxonomy of Services.

The service may include associated cloud support activities necessary to deliver AI solutions.

8. Exit and transition

The service supports transition through documented models, artefacts, and knowledge transfer, with agreed handover arrangements. Where appropriate, delivery outputs can transition into ongoing operations, complementary Lot 2 services, or related Lot 3 advisory and governance services, subject to appropriate commercial and procurement arrangements.

Information assurance

Morson Praxis's information assurance capabilities support both our internal requirements for appropriate security controls and those of our Buyers. Our diverse portfolio of projects and customers means that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are a Cyber Essentials Plus certified organisation.

Data restoration/ Service migration

We assist Buyers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes

Morson Praxis agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the engagement in question. Requirements are clearly defined and agreed with the relevant Buyer stakeholders to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

Combination pricing

Morson Praxis can provide multiple services in scope of G-Cloud 15 Lot 3 Cloud Support Services. Our services can be bought separately or together. Combination pricing is offered accordingly.

Service management

A Service Account Manager is allocated to each Buyer's engagement. This individual is responsible for overseeing the services in scope of the engagement, closely monitoring its progress and managing all risks/ issues to ensure that activities are delivered in accordance with

the agreed assignment scope and timeframes. Through structured relationship management, our Account Manager remains in regular contact with the Buyer to ensure their ongoing satisfaction.

Service constraints

Bespoke services, such as those in scope of G-Cloud 15, Lot 3 Cloud Support Services, are not subject to specific service constraints.

Service levels

Morson Praxis recommends that we enter into performance-based Service Level Agreements with all Buyers. 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 assignment. Due to the diversity of services in scope of G-Cloud 15, Lot 3 Cloud Support Services, service levels must be closely tailored to each engagement. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

Knowledge transfer

Wherever possible, Morson Praxis ensures disciplined knowledge and skills transfer from the consultant(s) to the Buyer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is transferred to the Buyer as the engagement progresses – ensuring the ongoing efficiency of the assignment and full embedding of the new system/service.

Ordering and invoicing

Morson Praxis is an approved and accredited supplier to multiple CCS frameworks. We are used to working with Buyers to agree tailored ordering and invoicing processes. 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
Termination can commence without notice in the event of a Buyer 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.	In the unlikely event that Morson Praxis was to withdraw from G-Cloud 15, Lot 3 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.

Buyer responsibilities

Buyer 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.

Service dependencies

Service dependencies are specific to each Call-Off. Such detail must be discussed and agreed with the Buyer prior to the commencement of the engagement.



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