



NHS Workforce Solution and ESR Transition Enablement
Service Definition Document | G-Cloud 15 | Lot 3

morson PRAXIS

NHS Workforce Solution and ESR Transition Enablement

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 NHS Workforce Solution and ESR Transition Enablement

Morson Praxis's NHS Workforce Solution and ESR Transition Enablement service supports NHS organisations to plan, manage, and embed workforce change associated with Electronic Staff Record (ESR) transition and wider NHS workforce solutions.

The service is designed for NHS bodies undergoing workforce transformation, operating model change, system transition, or organisational restructuring, where assurance, continuity, and workforce confidence are critical. It focuses on readiness, adoption, and transition enablement rather than system implementation or operational delivery.

The service provides an independent, evidence-based view of workforce, data, and organisational readiness for ESR-related change, helping NHS organisations to reduce delivery risk, safeguard workforce continuity, and support effective transition into live operation.

1. What the service includes

The service typically includes:

- NHS workforce transition and change enablement strategy development
- ESR transition readiness and impact assessment
- Workforce data and process readiness assessment (non-technical)
- Stakeholder, clinical, and workforce engagement assessment
- Operating model and role impact analysis
- Change journey and transition roadmap definition
- Adoption, transition, and go-live readiness planning
- Knowledge transfer and handover planning
- Assurance-aware engagement and communications approach design
- Independent findings and evidence-based recommendations

2. What the service does not include

The service does not include:

- Configuration, implementation, or technical migration of ESR
- Payroll processing or HR operations
- Managed workforce or HR services
- System integration, testing, or data migration delivery
- Programme or project delivery ownership

These activities are outside the scope of this service and, where required, may be delivered through separate services procured under the appropriate G-Cloud 15 Lots or through alternative procurement routes.

3. How the service is delivered

The service is delivered through a structured, time-bound engagement combining desktop review, stakeholder interviews, and facilitated workshops with NHS workforce, HR, digital, and operational stakeholders.

Delivery is proportionate to organisational scale, workforce complexity, and transition risk. The approach is evidence-led and assurance-aware, focusing on how workforce and ESR-related change operates in practice rather than how it is documented.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Leading workforce transition and ESR enablement assessment activities
- Conducting independent analysis of workforce readiness and impacts
- Facilitating stakeholder and workforce engagement
- Developing structured findings, transition insights, and recommendations
- Providing objective advice to NHS workforce, HR, and digital leadership

The Buyer is responsible for:

- Providing access to relevant workforce, HR, digital, and operational stakeholders
- Supplying relevant workforce, ESR, and process artefacts
- Supporting engagement across clinical and non-clinical teams
- Reviewing and validating findings and recommendations
- Retaining ownership of workforce decisions and operational implementation

5. Service outputs and deliverables

Typical outputs may include:

- Workforce and ESR transition readiness assessment
- Findings on workforce, process, and organisational impacts
- Change journey and transition roadmap
- Operating model and role impact summaries
- Adoption and go-live readiness plan
- Knowledge transfer and handover artefacts
- Prioritised, evidence-based recommendations

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

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Clarity of workforce and ESR transition objectives
- Access to workforce, HR, and digital stakeholders

- Availability of relevant workforce and ESR documentation
- Appropriate executive sponsorship

7. Alignment with G-Cloud 15 Lot 3

This service aligns with G-Cloud 15 Lot 3 by supporting:

- Workforce change and transition enablement
- Readiness and adoption for ESR-related change
- Assurance-led advisory in regulated NHS environments
- Decision support without assuming delivery responsibility

It supports NHS organisations to transition workforce solutions safely and effectively while maintaining continuity, confidence, and compliance.

8. Exit and Transition

The service concludes with documented workforce transition and ESR enablement outputs, findings, and recommendations aligned to the Buyer's NHS operating context.

All materials are provided in formats suitable for handover to internal NHS teams or successor suppliers, supporting continuity and avoiding supplier dependency. Any follow-on services are subject to separate procurement decisions under the appropriate G-Cloud 15 Lots or other appropriate procurement routes.

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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