



AI Governance, Safety and Operational Readiness
Service Definition Document | G-Cloud 15 | Lot 3

morson PRAXIS

AI Governance, Safety and Operational Readiness

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 AI Governance, Safety and Operational Readiness

Morson Praxis's AI Governance, Safety & Operational Readiness service supports organisations in establishing the controls, assurance, and accountability required to deploy AI safely and responsibly prior to implementation and Live operation. The service is typically used once AI use cases have been identified and before solutions progress into technical implementation or live operation.

The service focuses on defining governance frameworks, safety controls, and readiness criteria that manage risk, ensure compliance, and build confidence in the use of AI within cloud-based digital services through clear decision gates and assurance checkpoints.

1. What the service includes

The service typically includes:

- AI governance framework and operating model design
- Definition of AI ownership, accountability, and decision rights
- AI risk, safety, and assurance assessment
- Ethical, regulatory, and policy alignment support
- Model lifecycle governance and approval controls (pre-deployment)
- Data usage, bias, and fairness considerations
- Operational readiness and deployment gating criteria for AI-enabled services
- Integration with enterprise risk and assurance processes
- Alignment of AI controls across data, platforms, and delivery

2. What the service does not include

The service does not include:

- AI or machine learning model development
- Technical implementation of AI solutions
- Continuous model monitoring or retraining
- Legal advice or formal regulatory certification
- Long-term AI operational support

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 and collaborative approach, combining assessment of existing governance arrangements with stakeholder engagement and facilitated design sessions. Activities are typically phased to allow governance, safety, and readiness controls to be defined, reviewed, and agreed before progression into delivery and operation.

Delivery is aligned with existing organisational governance, assurance, and risk management processes, ensuring AI controls are auditable, enforceable, and suitable for progression into delivery.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Designing AI governance and safety frameworks
- Assessing AI risks and readiness for deployment
- Facilitating stakeholder workshops and decision forums
- Providing independent advice on AI assurance and controls

The Buyer is responsible for:

- Providing access to AI, data, and governance stakeholders
- Approving governance structures, policies, and controls
- Owning ongoing governance enforcement and oversight
- Making decisions on progression into delivery and operation

5. Service outputs and deliverables

Typical outputs may include:

- AI governance framework and operating model
- AI risk and safety assessment
- Ethical and regulatory alignment considerations
- AI approval and lifecycle control artefacts
- Operational readiness and go-live criteria
- Assurance and decision-making documentation

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

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Defined AI use cases or strategic intent
- Access to data, technology, and governance stakeholders
- Availability of existing risk and assurance frameworks
- Executive sponsorship for AI governance decisions

7. Alignment with G-Cloud 15 Lot 3

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

- Quality, assurance, and performance of AI-enabled services

- Safe setup and preparation for AI deployment
- Governance and risk management for cloud-based AI solutions
- Readiness prior to AI delivery and live operation

It provides the control and assurance layer for responsible AI adoption across automated, integrated, cloud-based digital services.

8. Exit and transition

The service concludes with documented governance frameworks, safety assessments, operational readiness findings, and evidence-based recommendations aligned to the Buyer's cloud and data environment. All outputs are provided in formats suitable for handover to the Buyer's internal teams or to alternative suppliers.

The service supports informed and responsible use of cloud-based AI capabilities following engagement completion, while maintaining clear separation from AI solution delivery, model operation, or managed services and avoiding supplier dependency. Any follow-on services are subject to separate procurement decisions under the appropriate G-Cloud 15 Lots or through 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.



Contact

Linton Ward – G-Cloud Account Director

Linton.ward@morson-projects.co.uk

+44 (0) 7966 158 482

morson-praxis.com/services/technology-consulting/