



NHS Core Clinical and Corporate Systems Enablement Delivery (EPR and ERP)

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

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NHS Core Clinical and Corporate Systems Enablement Delivery (EPR and ERP)

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 Core Clinical and Corporate Systems Enablement Delivery (EPR and ERP)

Morson Praxis's NHS Core Clinical and Corporate Systems Enablement Delivery service provides hands-on delivery support to NHS organisations implementing or transitioning core clinical and corporate systems, including Electronic Patient Records (EPR) and Enterprise Resource Planning (ERP) platforms.

The service is designed for NHS bodies requiring delivery capability to support configuration, transition, and go-live of EPR and ERP solutions, while maintaining clinical safety, operational continuity, and workforce confidence. It focuses on enabling effective adoption and operation of core systems rather than owning end-to-end system integration or vendor delivery.

The service supports delivery across acute, community, mental health, and system-level NHS environments and is well suited to complex, multi-supplier programmes where coordination, assurance, and enablement are critical.

1. What the service includes

The service typically includes:

- Delivery support for EPR and ERP enablement activities
- Configuration and workflow enablement support (non-vendor specific)
- Clinical and corporate workflow alignment during delivery
- Go-live, cutover, and transition support
- Clinical safety and assurance support during delivery phases
- Support for data, process, and role transition into live operation
- Coordination with system integrators and incumbent suppliers
- Delivery artefacts supporting readiness and adoption
- Knowledge transfer and handover to operational teams

2. What the service does not include

The service does not include:

- End-to-end EPR or ERP system implementation ownership
- Core platform build or custom software development
- Vendor product development or proprietary configuration
- Managed services or long-term operational support
- Ownership of clinical safety decisions or formal sign-off

These activities may be delivered by system integrators, incumbent suppliers, or through separate services procured under the appropriate G-Cloud lots.

3. How the service is delivered

The service is delivered by experienced NHS digital delivery professionals working within agreed programme governance and assurance arrangements. Delivery activities focus on enabling adoption, supporting transition, and reducing delivery risk during critical phases such as configuration, testing, and go-live.

The approach is pragmatic and context-led, integrating with existing NHS delivery models, clinical governance structures, and supplier landscapes. Activities are prioritised to protect patient safety, service continuity, and workforce confidence.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Providing delivery support for EPR and ERP enablement
- Supporting configuration, transition, and go-live activities
- Working alongside integrators, vendors, and internal teams
- Supporting assurance, readiness, and adoption activities
- Delivering agreed outputs within defined scope

The Buyer is responsible for:

- Owning overall programme governance and supplier contracts
- Approving clinical safety, assurance, and go-live decisions
- Providing access to systems, environments, and stakeholders
- Retaining ownership of operational and clinical outcomes

5. Service outputs and deliverables

Typical outputs may include:

- Delivered enablement and transition activities
- Go-live and cutover support artefacts
- Workflow and role enablement documentation
- Assurance and readiness materials
- Knowledge transfer 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:

- An active EPR or ERP delivery programme
- Defined vendor or integrator delivery arrangements
- Access to relevant systems and environments
- Engagement from clinical, corporate, and digital stakeholders

7. Alignment with G-Cloud 15 Lot 2a

This service aligns with G-Cloud 15 Lot 2a by providing delivery and enablement support for cloud-hosted clinical and corporate systems without requiring the Buyer to procure full system integration services.

The service supports application deployment, configuration enablement, and transition activities aligned to the Application Development and Deployment section of the G-Cloud Taxonomy.

8. Exit and transition

The service supports structured transition into live operation through documented artefacts, knowledge transfer, and handover to NHS operational teams or incumbent suppliers.

Where appropriate, delivery outputs may transition into complementary Lot 3 advisory services or conclude at agreed delivery milestones without creating supplier dependency.

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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