



Portfolio, Programme, Project Management and PMO Services

Service Definition Document | G-Cloud 15 | Lot 3

morson PRAXIS

Portfolio, Programme, Project Management and PMO Services

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 Portfolio, Programme, Project Management and PMO Services

Morson Praxis's Programme, Project Management & PMO service supports organisations in governing and delivering cloud, integrated, automated, and digital initiatives in a controlled and predictable manner across the delivery lifecycle. The service is typically used to mobilise programmes, coordinate delivery activity across multiple suppliers, and provide oversight across portfolios, programmes, and projects.

The service focuses on delivery leadership, governance, and assurance, ensuring that digital and cloud initiatives progress in line with agreed objectives, risks are actively managed, assurance is maintained throughout delivery, and transitions into live operation are well controlled.

1. What the service includes

The service typically includes:

- Portfolio, programme, and project management leadership
- Mobilisation and delivery planning support
- Definition of delivery governance and control frameworks
- Management of risks, issues, dependencies, and assumptions, including integration and automation dependencies
- Coordination of cloud migration, integration, and delivery activities
- Programme and project reporting and status visibility
- Assurance checkpoints and readiness reviews
- Stakeholder engagement and governance forum support
- Supplier and delivery partner coordination

2. What the service does not include

The service does not include:

- Technology or solution design
- Technical implementation or configuration
- Day-to-day operational service management
- Testing execution or quality assurance delivery
- Business change management or training delivery

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 structured delivery management aligned to recognised public sector delivery practices. Engagements are tailored to the scale and complexity of the programme and may be delivered using agile, waterfall, or hybrid approaches, depending on client context.

Delivery is collaborative, working alongside client teams and suppliers, and aligned to existing governance, assurance, and reporting arrangements, while remaining flexible to adapt to changing delivery conditions and risk profiles.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Leading programme and project management activities
- Establishing delivery governance and reporting structures
- Managing delivery risks, dependencies, and issues
- Providing independent delivery oversight and assurance

The Buyer is responsible for:

- Providing strategic direction and priorities
- Approving delivery plans and governance arrangements
- Making decisions through established governance forums
- Owning delivery outcomes and operational transition

5. Service outputs and deliverables

Typical outputs may include:

- Programme and project mobilisation plans
- Delivery governance and control frameworks
- Integrated delivery plans and schedules
- Risk, issue, and dependency registers
- Regular delivery status and performance reports
- Readiness and assurance review outputs
- Transition and handover recommendations

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

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Defined scope, objectives, and success criteria
- Access to delivery stakeholders and suppliers
- Agreed governance and decision-making structures

- Availability of relevant programme documentation

7. Alignment with G-Cloud 15 Lot 3

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

- Setup and mobilisation of cloud and digital programmes
- Coordination of cloud migration, integration, and delivery activities
- Governance and assurance for cloud-based services
- Transition management from delivery into live operation

It provides delivery control and assurance for cloud-based, integrated digital initiatives.

8. Exit and transition

The service concludes with documented portfolio, programme, or project management findings, governance recommendations, and agreed improvement actions aligned to the Buyer's cloud delivery objectives. Outputs are provided in formats suitable for handover to the Buyer's internal teams or to alternative suppliers.

The service is designed to support continuity of cloud delivery and assurance while maintaining clear separation of responsibilities and avoiding supplier dependency. Outputs may be used to inform subsequent cloud delivery or support services procured 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/