



Platform Engineering and Site Reliability Engineering (SRE)
Service Definition Document | G-Cloud 15 | Lot 3

morson PRAXIS

Platform Engineering and Site Reliability Engineering (SRE)

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 Platform Engineering and Site Reliability Engineering (SRE)

Morson Praxis's Platform Engineering and Site Reliability Engineering (SRE) service supports organisations in designing, improving, and stabilising integrated cloud platforms used to deliver digital services during Live operation and service transition. The service is typically used where organisations require reliable, scalable, secure, and integrated cloud environments that are ready to support live services.

The service focuses on engineering practices that improve platform reliability, resilience, and operability, enabling consistent service performance and assured transition into live operational support.

1. What the service includes

The service typically includes:

- Cloud platform architecture and integrated platform engineering support
- Platform reliability, resilience, and availability design
- Infrastructure as code and automation enablement
- Monitoring, logging, and observability design
- Performance, capacity, and scalability engineering
- Security hardening and operational configuration support
- Incident response models and reliability runbooks
- Engineering standards, patterns, and guardrails
- Platform readiness and transition-to-service planning

2. What the service does not include

The service does not include:

- Long-term managed cloud hosting or operations
- 24x7 service desk or network operations centre services
- End-user service support or device management
- Application development or feature delivery
- Commercial resale of cloud infrastructure or tooling

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

3. How the service is delivered

The service is delivered through collaborative engineering engagement, working alongside Buyer teams to assess existing platforms, design improvements, and implement engineering practices. Activities are prioritised based on service criticality, risk, and operational need.

Delivery is iterative and aligned to Buyer governance and assurance processes, ensuring changes are controlled, auditable, and suitable for live operational environments.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Providing platform engineering and SRE expertise
- Designing reliability, monitoring, and automation approaches
- Supporting platform readiness and operational transition
- Advising on engineering standards and best practices

The Buyer is responsible for:

- Owning cloud platforms and operational environments
- Providing access to platform tooling and stakeholders
- Approving engineering changes and operational controls
- Managing live service operation and support arrangements

5. Service outputs and deliverables

Typical outputs may include:

- Platform engineering and reliability assessments
- Architecture and engineering design documentation
- Monitoring and observability frameworks
- Reliability runbooks and incident response models
- Automation and infrastructure-as-code engineering patterns
- Platform readiness and transition recommendations
- Engineering standards and guardrails

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

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Access to cloud platforms and technical documentation
- Availability of platform, security, and operations stakeholders
- Defined service objectives and operational requirements
- Alignment with organisational governance and assurance processes

7. Alignment with G-Cloud 15 Lot 3

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

- Setup and stabilisation of cloud platforms
- Engineering readiness for live cloud services
- Reliability, resilience, and performance of cloud environments
- Preparation for ongoing service support and operation

It enables stable, integrated, and operable cloud platforms without assuming managed service responsibility.

8. Exit and transition

The service concludes with agreed engineering outputs, documented advisory outputs, findings, and recommendations aligned to the Buyer's cloud platforms and operating environment. All materials 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 operations and improvement activity while maintaining clear separation of responsibilities following engagement completion and avoiding supplier dependency. Outputs may be used to inform subsequent cloud 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.



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