



Cloud and Digital Delivery

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

morson PRAXIS

Cloud and Digital Delivery

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 Cloud and Digital Strategy

Morson Praxis's Cloud & Digital Delivery service provides the delivery and implementation of cloud-based and digital solutions to support modernisation, transformation, and service improvement programmes. The service is designed for organisations requiring hands-on delivery of digital services, applications, and cloud solutions, delivered in line with agreed designs, standards, and governance.

The service supports the build, migration, and delivery of cloud-hosted digital services, including applications, platforms, and supporting components. It is suitable for organisations undertaking new digital service development, cloud migration, or modernisation of existing systems, and operates across public and regulated sectors.

The service may be used to deliver discrete digital products, support phased transformation programmes, or provide delivery capability within multi-supplier environments.

The service supports delivery across public, private, and hybrid cloud environments, tailored to organisational, regulatory, and security requirements.

1. What the service includes

The service typically includes:

- Delivery of cloud-based digital services and applications
- Implementation of cloud-hosted platforms and solutions
- Application development and modernisation activities
- Cloud migration and service transition delivery
- Configuration and deployment of digital service components
- Integration with existing systems and platforms
- Delivery aligned to agreed architectures and standards
- Support for agile, waterfall, or hybrid delivery models
- Collaboration with internal teams and third-party suppliers

The service focuses on execution and delivery rather than advisory or assurance activities.

2. What the service does not include

The service does not include:

- Digital or cloud strategy development
- Enterprise architecture or target operating model design
- Independent delivery assurance or audit services
- Ongoing managed services beyond the agreed scope

- Procurement of cloud infrastructure or software licences

These activities may be delivered through separate Lot 3 or complementary Lot 2 services where required.

3. How the service is delivered

The service is delivered through structured delivery teams operating within agreed delivery models and governance arrangements. Delivery activities may include discovery, build, test, deployment, and transition into live operation, dependent upon Buyer requirements.

The service is designed to integrate with existing organisational processes and governance, and to operate effectively within multi-supplier delivery environments. Delivery approaches are tailored to the scale, complexity, and regulatory context of the engagement.

Cloud-native practices, automation, and security considerations are embedded throughout delivery where appropriate.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Delivering cloud and digital solutions within agreed scope
- Providing delivery teams with appropriate skills and experience
- Implementing solutions in line with agreed designs and standards
- Managing delivery activities and dependencies within scope
- Supporting deployment and transition to live operation

The Buyer is responsible for:

- Providing product ownership and business direction
- Approving designs, priorities, and delivery outcomes
- Providing access to required environments and systems
- Retaining ownership of business and operational decisions

5. Service outputs and deliverables

Typical outputs may include:

- Delivered cloud-based digital services or applications
- Implemented and deployed cloud solutions
- Configured and integrated system components
- Delivery documentation and deployment artefacts
- Transition 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:

- Availability of cloud environments and tooling
- Access to relevant systems, data, and documentation
- Engagement from business, technical, and delivery stakeholders

- Defined delivery governance and decision-making structures

7. Alignment with G-Cloud 15 Lot 2a

This service aligns with G-Cloud 15 Lot 2a by providing delivery and implementation of cloud-based and digital solutions, including application development, migration, and platform delivery, without requiring Buyers to manage underlying infrastructure directly.

The service may include associated cloud support activities necessary to deliver the solution.

8. Exit and transition

The service supports transition through documented deliverables, knowledge transfer, and agreed handover arrangements. Where appropriate, delivery outputs can transition into ongoing support, complementary Lot 2 services, or related Lot 3 advisory and assurance services, subject to appropriate commercial and procurement arrangements.

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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