



NHS AI Adoption and Responsible AI Enablement
Service Definition Document | G-Cloud 15 | Lot 3

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NHS AI Adoption and Responsible AI Enablement

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 AI Adoption and Responsible AI Enablement

Morson Praxis's NHS AI Adoption and Responsible AI Enablement service supports NHS organisations to assess, govern, and safely adopt artificial intelligence across clinical and corporate settings.

The service is designed for NHS bodies exploring or scaling AI use cases where the primary challenges relate to readiness, assurance, governance, and adoption rather than model development or technical delivery. It focuses on enabling responsible, transparent, and proportionate use of AI that aligns with NHS values, regulatory expectations, and patient trust.

The service provides an independent, evidence-based view of organisational readiness for AI adoption, helping NHS organisations move from experimentation to confident, compliant use of AI-enabled solutions.

1. What the service includes

The service typically includes:

- AI adoption and responsible AI enablement strategy development
- Identification and prioritisation of clinical and corporate AI use cases
- Assessment of organisational readiness for AI adoption
- Responsible AI principles assessment, including fairness and transparency
- Clinical safety assurance readiness support where applicable
- Information governance, privacy, and consent considerations
- Alignment with NHS and national AI guidance and standards
- Operating model and governance design for AI use
- Change journey and adoption roadmap definition
- Transition and adoption planning for AI-enabled services
- Independent findings and prioritised, evidence-based recommendations

2. What the service does not include

The service does not include:

- Development, training, or tuning of AI models
- Implementation or configuration of AI tools or platforms
- Live operation or monitoring of AI systems
- Ownership of clinical decisions or clinical safety sign-off

- Managed services or ongoing AI operations

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, time-bound advisory engagement combining desktop review, stakeholder interviews, and facilitated workshops with clinical, corporate, digital, information governance, and assurance stakeholders.

Delivery is proportionate to organisational maturity, risk, and AI ambition. The approach is assurance-aware and grounded in NHS operating realities, focusing on how AI is adopted and governed in practice rather than how solutions are technically constructed.

The service is technology- and vendor-agnostic, supporting informed decision-making without creating dependency on specific AI tools or suppliers.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Leading AI adoption and responsible AI enablement assessment activities
- Assessing governance, assurance, and readiness considerations
- Facilitating engagement across clinical, corporate, and digital stakeholders
- Developing structured findings, insights, and recommendations
- Providing objective advisory support to NHS clinical, operational, and executive leaders

The Buyer is responsible for:

- Providing access to relevant clinical, corporate, and digital stakeholders
- Supplying relevant AI, governance, and assurance artefacts
- Approving AI priorities, governance approaches, and adoption decisions
- Leading AI implementation, assurance sign-off, and operational use

5. Service outputs and deliverables

Typical outputs may include:

- AI adoption and responsible AI readiness assessment
- Prioritised AI use case catalogue
- Responsible AI principles and governance recommendations
- Clinical safety and assurance readiness considerations
- Operating model and AI governance summaries
- Adoption and transition roadmap
- Evidence-based recommendations aligned to NHS objectives
- Deliverables are tailored to Buyer needs and agreed at the outset.

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6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Clarity of AI objectives and scope
- Access to clinical, corporate, and digital stakeholders
- Availability of relevant governance and policy documentation
- Appropriate executive and clinical sponsorship

7. Alignment with G-Cloud 15 Lot 3

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

- Advisory and enablement services for AI adoption
- Responsible and assurance-led use of emerging technologies
- Organisational readiness for AI-enabled services
- Decision support without assuming delivery responsibility

It enables NHS organisations to adopt AI safely and responsibly while maintaining patient trust, regulatory compliance, and workforce confidence.

8. Exit and transition

The service concludes with documented AI adoption and responsible enablement outputs, findings, and recommendations aligned to the Buyer's NHS operating context.

All materials are provided in formats suitable for handover to internal NHS teams or successor suppliers, supporting continuity and avoiding supplier dependency. Any follow-on services are subject to separate procurement decisions under the appropriate G-Cloud 15 Lots or 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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