
morse – SaaS Subscription Terms and Conditions

1. Service Overview

Cambric Systems Ltd (“Cambric”) provides the Morse Electronic Patient Record (EPR) as a fully managed Software as a Service (SaaS) solution.

This service is designed specifically for NHS and UK public sector healthcare organisations and is suitable for procurement via the G-Cloud framework.

The Morse SaaS service delivers a complete, production-ready EPR capability without the need for customers to procure, host, manage or maintain servers, databases, operating systems or supporting infrastructure. Cambric assumes full responsibility for the delivery, operation and support of the service for the duration of the contract.

Morse has been developed in close collaboration with NHS clinicians and is optimised for community, mental health and allied health professional settings. The service supports mobile and remote working, offline use, secure data synchronisation and integration with wider NHS systems.

2. Scope of the SaaS Service

The scope of the Morse SaaS service includes the provision, operation and ongoing support of the Morse application and all underlying technical components required to deliver the service in a secure, resilient and performant manner.

Cambric is responsible for hosting and operating the Morse application, provisioning and managing cloud infrastructure, licensing and maintaining platform software, implementing security controls, performing patching, backups and disaster recovery, and providing application support.

The customer consumes Morse as a fully managed service and is not required to undertake infrastructure, platform or database administration tasks.

3. Service Environments

The standard Morse SaaS service includes the following environments:

- Live (Production)
- Training
- Test
- Development

The Live environment is sized to support the contracted user volume and anticipated clinical workload, including peak usage.



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Training, Test and Development environments are provided to support safe configuration, system testing, user training and controlled change.

Non-live environments are provisioned at reduced capacity and are intended for limited numbers of users. However, they retain architectural parity with the Live environment to ensure consistency, reliability and safe promotion of changes.

4. Hosting and Infrastructure

Cambric provides secure, UK-hosted cloud infrastructure suitable for NHS clinical systems and sensitive patient data.

The infrastructure is designed to meet requirements for availability, resilience, scalability and data sovereignty.

The hosting service includes:

- Virtual compute resources for application and database tiers
- Secure network segmentation and firewalling
- Load balancing where appropriate
- Persistent storage for structured and unstructured data
- Centralised monitoring and alerting

Infrastructure capacity is scaled according to user banding and service demand. Cambric manages all aspects of infrastructure operation.

5. Platform Software Components

The Morse SaaS service includes all platform software required to operate the service, including Microsoft Windows Server, Microsoft SQL Server (Standard Edition) and enterprise-grade backup tooling.

Cambric is responsible for the procurement, licensing, configuration, maintenance and patching of all platform software.

Customers are not required to procure or manage platform licences as part of the SaaS service.

6. Security and Information Governance

Security is embedded throughout the Morse SaaS service and aligned with NHS information governance and UK GDPR requirements.

Security controls include UK-based data residency, encryption of data in transit and at rest, role-based access control, audit logging, data segregation between customers and secure administrative access.

Cambric maintains ISO/IEC 27001 (Information Security Management), ISO 9001 (Quality Management) and Cyber Essentials Plus accreditation.

7. Connectivity and Access

Access to the Morse SaaS service is provided via secure HTTPS connections using industry-standard encryption.

Users may access Morse via supported web browsers or managed mobile devices.

Optional secure connectivity options (such as VPN or private network access) may be implemented subject to agreement.

Connectivity beyond the hosted platform remains the responsibility of the customer.

8. Backup and Disaster Recovery

Cambric performs regular backups for all Morse environments, including databases and file storage. Backup schedules and retention policies are designed to support operational recovery and audit requirements.

Disaster recovery arrangements are designed to restore service following major incidents.

Recovery procedures are documented and tested periodically to ensure service resilience and reliability.

9. Service Levels and Availability

Cambric targets high service availability aligned with healthcare operational expectations.

Planned maintenance activities are scheduled to minimise disruption and are communicated in advance wherever possible.

Availability calculations exclude planned maintenance, customer-requested outages and events outside Cambric's reasonable control.

10. Support Services

The Morse SaaS service includes second- and third-line application support delivered by Cambric's specialist Morse support team.

Support services include incident management, fault diagnosis, performance investigation, defect resolution and configuration guidance.

Support is delivered by staff with deep product knowledge and NHS operational experience.

Standard support hours are 09:00–17:00 Monday to Friday (excluding Scottish public holidays).

Extended or out-of-hours support may be agreed as an optional service.

11. Incident Classification and Response

Incidents are classified based on clinical risk and operational impact as Critical, Major, Routine, Minor or Trivial.

Critical incidents include system unavailability or issues that present a potential clinical safety risk. Such incidents receive the highest priority and immediate response.



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Response and recovery targets are aligned with agreed service level commitments and reflect NHS clinical priorities.

12. Monitoring and Performance Management

Cambric continuously monitors the Morse SaaS platform to ensure service stability, availability and performance.

Monitoring includes infrastructure health, application logs, error conditions, usage patterns and capacity indicators.

Proactive intervention may be undertaken to prevent service degradation.

Performance tuning and capacity adjustments are discussed with customers where appropriate.

13. Updates and Upgrades

The Morse application is subject to continuous development.

The SaaS service includes regular functional enhancements, bug fixes, security updates and platform compatibility updates.

Major releases are typically delivered several times per year and may include new functionality or structural changes.

Minor and patch releases may be deployed as required to maintain service quality and safety.

14. Interfaces and Integrations

Morse supports a range of standard interfaces and integrations as part of the core product offering. These may include demographic services, document repositories, referral systems and clinical systems.

Integrations are subject to third-party system availability and configuration.

Bespoke or additional integrations may incur additional cost and are subject to separate agreement.

15. Inclusions within the Morse Subscription

The Morse subscription includes access to the Morse server software and client applications, web and mobile access, standard interfaces, ongoing product development, application maintenance and monitoring, and standard support services.

The subscription also includes a train-the-trainer training model, access to shared template libraries and configuration tools, and ongoing advisory support to help customers make effective use of the system.

16. Optional Services

Optional services may be purchased separately and may include additional or bespoke training, data migration from legacy systems, bespoke development or reporting, extended support hours, and additional environments or capacity.

Optional services are scoped and priced separately and are not included within the standard SaaS subscription.

17. Customer Responsibilities

Customers are responsible for the provision and management of end-user devices, local network connectivity, user account administration, and local governance approvals.

Customers must ensure that appropriate policies and procedures are in place to support the use of Morse within their organisation.

18. Exclusions

The Morse SaaS service excludes end-user hardware, bespoke interfaces not explicitly agreed, third-party licensing not stated, and data migration unless purchased as an optional service.

Any services or activities not explicitly described in this document are excluded unless agreed in writing.

19. Commercial Terms

The service is provided on a subscription basis, with pricing banded by user volume and charged annually in advance.

All prices exclude VAT.

Annual price indexation may apply in line with CPI or equivalent published indices.

20. Term and Termination

Contracts are typically multi-year.

Termination rights, notice periods and exit arrangements are governed by the applicable framework agreement and contractual schedules.

21. Governance and Change Control

Service governance is maintained through regular service review meetings.

Change requests are assessed for impact, risk and cost prior to implementation.

Formal change control processes ensure that changes are introduced in a controlled and auditable manner.



22. Data Protection

Cambric acts as a data processor for customer data.
Customers remain the data controller.

Data processing is carried out in accordance with UK GDPR, NHS information governance requirements and contractual obligations.

23. Intellectual Property

All intellectual property rights in the Morse software remain with Cambric Systems Ltd.
Customers are granted a non-exclusive, non-transferable licence to use the service for the duration of the contract.

24. Liability and Indemnity

Liability is limited in accordance with the agreed contractual terms and applicable framework conditions.

Neither party excludes liability for death, personal injury or fraud.

25. Service Level Agreement (Summary)

Cambric provides service levels aligned with NHS operational requirements.

Critical incidents: response within 30 minutes, recovery target 4 hours.

Major incidents: response within 1 hour, recovery target 8 hours.

Routine incidents: response within 1 business day.

Minor incidents: response within 5 business days.

Detailed SLA terms are provided within contractual schedules.

26. Assumptions and Dependencies

The service assumes that customers provide suitable end-user devices, network connectivity and governance approvals.

Third-party systems and integrations are dependent on external availability and cooperation.

Changes in usage patterns or scope may require capacity or commercial review.

27. Responsibilities Matrix (Summary)

Cambric Responsibilities:

- Application hosting and operation
- Infrastructure and platform management
- Security, backup and disaster recovery
- Application support and maintenance

Customer Responsibilities:

- End-user devices and connectivity
- User administration
- Local governance and compliance

28. Summary

This document defines a comprehensive, fully managed SaaS offering for the Morse Electronic Patient Record.

It provides NHS organisations with a secure, resilient and professionally supported clinical system.