



Accounting Officer Memorandum:

Future Voice & Video Services

It is normal practice for accounting officers to scrutinise significant policy proposals or plans to start or vary major projects, and then assess whether they measure up to the standards set out in Managing Public Money. From April 2017, the government has committed to make a summary of the key points from these assessments available to Parliament when an accounting officer has agreed an assessment of projects within the Government's Major Projects Portfolio.

The Future Voice & Video Services OBC is part of the wider GMPP scrutiny covering the Evolve Portfolio.

Background and Context

Under the Public Services Network (PSN) framework, as part of the Future IT Sourcing (FITS) Programme, the MoJ procured 3 Gold contracts associated with EUCS, WAN/LAN and Voice and Video services. The Evolve Portfolio will maintain continuity of services and re-procure these contracts to meet current and future business needs. This has been endorsed by CDDO and HMT through early engagement.

Evolve Portfolio and scope of Voice & Video

	End User Compute Services	Voice, Video and Integration	WAN & LAN
Description of service	Delivery of user-facing technology, including client devices, client builds, and collaboration tooling. Management of all of the underlying technology, to enable these services.	Delivery of user telephony and video technology supporting the effective delivery of Justice services. This includes the management of all of the underlying technology, to enable these services alongside the evolution of user-centred technology solutions that align with modern working practices.	Delivery of Wide Area Networking (WAN) and Local Area Networking (LAN) services to support MoJ effective delivery. This includes the management, break-fix and enabling the progression towards a flexible network environment aligned to our Cloud, WiFi and Internet first principles.
Examples of current services provided	<ul style="list-style-type: none"> Hardware supply, i.e. laptops Device management Productivity tools, i.e. Office 365, e-mails Secure file sharing Single Sign-on User access Backup and Recovery services Local Server Rooms 	<ul style="list-style-type: none"> Telephones Call recording Fax lines Contact centre Jury Video Capture Video Conference Centres Outbound Video Internet Gateway Firewall 'Security Boundaries Protective Monitoring 	<ul style="list-style-type: none"> PSN Internet Supplier Remote Access Maintenance, Patching, Monitoring
Provider	Atos	vodafone	vodafone
Contract Expiry Date	5th February 2022	8th December 2021	9th February 2022

The Opportunity

As these contracts are approaching their expiry date, it presented an opportunity to:

- Review the scope of services provided, and to look at the potential for the MoJ to take more **direct ownership** of some of these services in the future
- Break up these large, complex contracts** into smaller, **flexible and competitive** specialist services
- Engage the market** with the aim of **taking advantage of innovation** and the latest available technologies for future replacement contracts

Evolve has prepared an OBC seeking investment approval to go to market for future Voice and Video Services to replace the current contract. Voice and Video Service provision is critical to business continuity and this became even more apparent during the COVID-19 pandemic which saw

rapid change with the implementation of an £18m programme of work that covered 28 new service requests for new ways of working, at scale.

Key Objectives

The expiry of the current Voice and Video contract with Vodafone provides MoJ with an opportunity as part of the re-procurement to assess the market and to review the scope of services provided and take advantage of substantial innovation and improved solutions available in this technology area, especially as a response to COVID.

- Explore delivery of services through internal teams based on appropriateness and value
- Take advantage of the technical and service solutions available in the market, consolidating rationalising and improving services
- Drive value for money through competitive re-procurement
- Opportunity to deliver new and improved services that reflect current user and business working (e.g. COVID impact on working and technical innovation)
- Enhanced data and analytics
- Focus on Social Value and Sustainability in line with current policy

Assessment against the accounting officer standards

Regularity

This project is assessed as regular. The provision of Voice and Video Services is set out within the Ambit of the Vote under the broad DEL expenditure descriptor “Administration of the Ministry of Justice, its agencies, Arm’s Length Bodies (ALBs) and associated offices”.

The project is a continuation of business as usual and therefore meets the criteria laid out in Managing Public Money – conditions for use of public funds.

Propriety

A policy meets this assessment if high standards of public conduct have been made, if robust governance has been put in place and relevant parliamentary expectations, including transparency, have been maintained.

This project is assessed as proper.

A Project Board has been established and is chaired by the Senior Responsible Owner (SRO), Mark Robinson. The Board and SRO are supported by senior business owners from across MoJ including HMCTS, NPS, HMPPS, MoJ HQ, LAA, OPG and ALBs. Furthermore, board representatives are drawn from wider functional areas like Commercial, Finance and HR.

Due to the estimated cost associated with going to the market to procure replacement Voice and Video Services, it has been determined that the appropriate governance process will include the following:

- MoJ Invesco
- MoJ Accounting Officer Assessment
- Cabinet Office Approval
- HMT (Her Majesty's Treasury) Approval

Value for Money (VfM)

The Future Voice & Video Services project will meet business and business user needs while also offering value for money to the taxpayer and ensuring affordability for the MoJ.

Value for money has been assessed throughout the Outline Business Case, in the options appraisal and will be regularly assessed throughout the Procurement. It will be further assessed and confirmed in the Full Business Case at the end of the Procurement exercise.

Feasibility

The project team is fully resourced with the necessary skills required to implement and deliver the proposal. It is anticipated that the contract will commence in FY2022/23, preceded by a full procurement process and selection of preferred bidder(s) earlier in the year. This is subject to HM Treasury/CO consideration and endorsement of the OBC and subsequent FBC.

Exit and Transition from existing services / state is a key factor in business continuity and, as a supplier-led deployment, will require the incoming supplier to drive the activity of deployment and coordinate activities with the exiting incumbent supplier. These activities will also involve a central MoJ team that will act as a point of escalation and coordinate activity across suppliers and MOJ business areas.

Conclusion for the Accounting Officer

As the accounting officer for the Ministry of Justice I considered this assessment of the Future Voice & Video Services project and approved it on 21st January 2022.

I have prepared this summary to set out the key points which informed my decision. If any of these factors change materially during the lifetime of this project, I undertake to prepare a revised summary, setting out my assessment of them.

This summary will be published on the government's website (GOV.UK). Copies will be deposited in the Library of the House of Commons and sent to the Comptroller and Auditor General and Treasury Officer of Accounts. This project will deliver continuity of service for MoJ and its agencies.

Antonia Romeo

21st January 2022