

# Consultancy Specification Document

<b>Title of Request:</b>	<b>Shared Services Client and Contract Team (CCT) / Evolve Programme Review</b>
<b>Duration of Engagement:</b>	<b>1 month</b>
<b>Required Commencement Date:</b>	<b>w/c 31 October 2016</b>
<b>Budget</b>	<b>No more than £67,000 excluding VAT</b>

## 1. Introduction

The Ministry of Justice (MoJ) came into being on 9 May 2007. It brought together the responsibilities of the Department of Constitutional Affairs, the National Offender Management Service (NOMS) and the Office for Criminal Justice Reform. The MoJ runs prisons, manages the system of support for the operation of the courts and tribunals, and manages probation services. It works with partners across the criminal justice system to achieve this. It is also responsible for policy on constitutional reform, criminal and civil law, administrative justice, legal aid, human rights, democracy, and information rights among many other areas. The MoJ works with other public, private and third sector organisations to ensure that its strategies and policies are effective. Further information about the MoJ can be obtained at [www.justice.gov.uk](http://www.justice.gov.uk).

The MoJ is currently undergoing a large technology transformation, with the aim is to transform shared services through implementing a new SOP Oracle ERP platform as part of cross government initiative under the Next Generation Shared Services strategy.

## 2. Aims

Due to the complex technical requirements there is a need for a short independent strategic review of the current status of the Programme to be carried out to inform the position and assure the existing transformation plan.

The aim of the mini competition amongst Consultancy One Lot 5.2 suppliers is to award a contract to a supplier who clearly demonstrates that they are able to operate flexibly and provide consultants with the required skillset at timescales determined by the project. Utilising the Consultancy One Framework should enable suppliers who can meet the requirements to bid for the work in a fair and transparent way.

## 3. Objectives

### Competition Objectives

- Obtain a service that meets the requirements of the project
- Provide assurance against the key areas identified in scope
- Drive quality and value for money;
- Restate and confirm the Department's common purpose in the Shared Service Evolve Programme for the key stakeholders
- Gather stakeholders' views and opinions on the delivery of the Programmes' objectives including delivering a high quality business as usual service and transformed service
- Present and analyse the data available for the available key metrics for the Programme
- Document and present the known risks and issues on the Programme
- Review the governance and delivery structure for the Programme within the Department
- Review the capability of the governance and delivery team
- Develop a set of recommendations for taking the programme forward

#### 4. Background to the Requirement

The MoJ is currently undergoing a large technology transformation as part of the Evolve Programme. The aim is to transform shared services through implementing a new SOP Oracle ERP platform as part of cross government initiative under the Next Generation Shared Services strategy. In addition to reducing paper usage and increasing self-service, the new platform will allow service delivery, running and charge costs to be shared with the other departments utilising the system; this enabling the reduction of back office costs.

Within the transformation programme there is a requirement to ensure that services are either novated or managed appropriately to enable the shared services delivery partner, to deliver the transformed services as per their contractual obligations.

An Intelligent Client Function has been setup to manage the relationship between the delivery partner and the MoJ. This function undertakes the primary co-ordination, assurance and development function of the shared services for the MoJ Community for the foreseeable future. The function is also responsible for realising the benefits of the contract awarded to delivery partner and monitoring the performance of the Programme and that of the Contractor.

The consultancy is critical to review the current scope of the Programme ensuring mechanisms are in place to manage the service run by the delivery partner.

##### Roles and Responsibilities

- Restate and confirm the Department's common purpose in the Shared Service Evolve Programme for the key stakeholders;
- Gather stakeholders' views and opinions on the delivery of the Programmes' Understanding the business environment and relationships with other activities;
- Present and analyse the data available for the available key metrics for the Programme
- Document and present the known risks and issues on the Programme
- Review the capability of the governance and delivery team
- Develop a set of recommendations for taking the programme forward
- Produce a draft report for issue to senior stakeholders
- Finalise the report to issue to the Permanent Secretary

#### 5. Scope

See Objectives

#### 6. Requirement

:

MoJ requires an audit and assurance who can review the current scope of the Programme ensuring mechanisms are in place to manage the service run by the delivery partner.

**Requirements:**

**Mandatory:**

- Restate and confirm the Department's common purpose in the Shared Service Evolve Programme for the key stakeholders;
- Gather stakeholders' views and opinions on the delivery of the Programmes' Understanding the business environment and relationships with other activities;
- Present and analyse the data available for the available key metrics for the Programme
- Document and present the known risks and issues on the Programme
- Review the capability of the governance and delivery team
- Develop a set of recommendations for taking the programme forward
- Produce a draft report for issue to senior stakeholders
- Finalise the report prior to issue to the Permanent Secretary

**Knowledge, Skills, Competence and Experience**

**Mandatory:**

- Previous experience of working as part of a multi-disciplinary team within the Public Sector
- Previous experience of gathering stakeholder views and opinions across multi functions or teams
- Experience in development of strategies for risk transfer
- Working at pace
- Experience of undertaking reviews of appropriate quality assurance systems
- Key Personnel must have the following skills:
  - Numerical and analytical
  - Communication
  - Presentation (delivery of)

**Desirable:**

- Knowledge of the MoJ; its interfaces and functioning
- Knowledge and experience of cross government initiatives

The audit and assurance provider will work closely with the Project Team on the review, corresponding via meeting, telephone and email. The SRO for the project will have overall responsibility of the engagement, while the SSCCT project team will have responsibility for day to day engagement with the successful supplier.

It is for firms to propose arrangements for meeting the MoJ's requirements but we wish to see an approach which:

- Ensures that appropriate individuals are identified by the firm and that policies are in place to ensure swift delivery of the report;
- Sets out clearly how any conflicts of interest would be managed, ;
- Flags at an early stage any issues impeding swift progress on the project, alongside regular review and reporting arrangements;
- Manages the budget for the work, including notification when set levels of expenditure are reached

**Location:**

The project team are based at 6th Floor, Petty France, London, SW1H 9AJ

Hot desk facilities will be provided.

The audit and assurance provider should propose a working arrangement / location that best meets the MoJ's objectives and aims of the project and offers the most cost effective solution. MoJ reserves the right to challenge the working arrangement from time to time.

### **Security Clearance**

Consultants employed to undertake this work will be subject to security vetting. The decision of the Authority in relation to the appointment of a particular consultant shall be final. Likewise, the consultant will be required to comply with minimum security requirements (including published information assurance security protocols), including the use of Authority systems for access to key data, which may be changed from time to time.

### **Qualifications**

Selected consultants must have the qualifications necessary for their profession. If required to, consultants must provide the qualification on request. It is more important that the consultants have the knowledge, skills, competence and experience to provide the expertise required as highlighted in this specification

## **7. Timetable**

These will be defined within the detail though estimated dates for the service requirement are as follows:

Production of Interim Report 18<sup>th</sup> November 2016

Produce Final report no later than 30<sup>th</sup> November 2016.