



Title of Tender – Supply of Digital Interview Recording Equipment

REF – KEJAB020811 Part B – Essex Police

CONTRACT AWARD RECOMMENDATION

Tender Issued Date	02/04/12
Tender Closing Date	14/05/12
Bidders details:	[REDACTED] Damovo UK [REDACTED]
Evaluation Team	Ch/Insp. Paul Anderson Insp. Les Weller Sgt. Paul Jarvis Glenda Wood
Contract Award Date	ASAP
Recommended Contract Awarded To	Damovo UK Limited
Contract Period	Installation and on-going maintenance
Estimated Contract Value over the contract period (excl Vat)	Essex - [REDACTED] Kent - [REDACTED] <i>This includes three years maintenance</i>
Collaborative Contract	Yes. Contract for both Kent and Essex and tendered through an NPJA national framework
Revenue/ Capital	Capital/Revenue – support
Initial Savings Forecast over the life of the contract	N/A – As part of replacement programme

Background/Introduction

Kent Police use DVD/CD discs to record both suspect, voluntary and victim interviews. The majority of these are both audio and video recorded and whilst this is a robust and proven system it requires a degree of staff resources on each BCU to catalogue and manage demand for copies from a variety of internal and CJ agencies. In addition there are recurring storage costs which although relatively low, have a significant cost penalty when DVDs are requested from storage.

Essex Police are still recording interviews to cassette tape which is now considered to be obsolete due to limitations of the analogue format as well as the inability to purchase new tape recording equipment and media. Over the past 2 years the force has experienced problems with tapes in that recordings are more frequently of a poor quality, tapes retrieved from long term storage break and those that do play the recordings are barely audible. More recently a number of the devices in the ABE suites have started to fail and require urgent replacement.



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There is an opportunity to provide an innovative and cost effective alternative by using a centralised digital interviewing and storage system. This will make a significant contribution to the Crown Prosecution Service target of producing a fully electronic case file, an aspiration that is fully supported other Criminal Justice agencies and the Ministry of Justice.

Interview rooms around both Forces will be networked and be fitted with a Digital Recording Unit with a touch screen/keyboard. This captures relevant information such as participants, times and dates and takes Officers through the recording process. Completed interview data will be stored and subsequently sent to a central data repository, available for other police staff and CJ partners to access on-line for transcriptions and further copies etc. It will be able to produce instant DVD copies in the suite if required.

The NPJA (Now Home Office) has already entered into a procurement framework arrangement with three specialist companies to deliver this technology.

The proposal is that Essex will take the networked solution before Kent to mitigate the risks associated with continued tape useage and failing equipment in ABE suites. Kent will move across in phase 2 as the equipment in Kent is more stable.

Purpose of Contract

This contract is for the supply and installation of a networked solution in both Kent and Essex, this includes the ability to record both audio and video although in Essex some sites will be audio only. The proposed solution is networked allowing the sharing of digital files with other stakeholders.

This contract is for provision and maintenance of hardware and software for recording interviews held in Custody and ABE vulnerable victim suites. The contract includes an initial twelve month maintenance period.

Relevant storage hardware will be purchased, installed and managed by the IT Directorate for Kent Police and Essex Police.

Why it is required for policing needs

The use of digital interview files is in line with progress against the National Digital Evidence Platform and keeps Kent Police and Essex Police at the forefront of innovative and efficient smart technology.

The system is required because the current tape recording system in Essex has reached the end of its life and individual devices are failing. The proposed option will also help to 'future proof' suspect recordings as they will be recorded directly onto a server thus reducing the need for any media to be produced, unless specifically



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required or requested. The new solution will also aid collaborative working between Essex/Kent and other police forces and stakeholders.

Tender Evaluation

The evaluation of tender responses was completed on the 29th and 30th May with a further date on the 6th June. The panel scored the technical responses against the pre-determined criteria and using the established Procurement Services evaluation methodology. Jamie Brooks, the Procurement lead, completed the commercial evaluation also using this methodology. As per current force policy the weighting was split 50/50 between technical and commercial, with price worth 50%. The other criteria evaluated were as follows:

- **Strategic Fit 5%:**
 - Commercial Compliance - 2.5%.
 - Match to functional/non-functional requirements - 2.5%.
- **Services 15%:**
 - Service Levels/Fault Repairs/Maintenance - 5%.
 - Delivery Timescales - 5%.
 - Training - 5%.
- **Technical 10%:**
 - Compliance with Technical Specifications - 5%.
 - Integration – 5%.
- **Performance 20%:**
 - Functionality as Outlined in the Specification – 15%.
 - Quality – 5%.

These criteria were taken from the overarching NPfIA framework. The evaluation panel comprised of stakeholders from both forces and the Joint IT Directorate met in Essex HQ to review bids, the scores awarded were as follows:

Criterion	██████ %	██████ %	Damovo %	██████ %
Commercial Compliance	2.5	2.08	1.25	1.81
Match to functional/non-functional requirements	2.5	2.02	2.08	2.08
Service Levels/Fault Repairs/Maintenance	5	3.54	3.89	4.10
Delivery Timescales	5	3.06	3.47	3.19
Training	5	4.17	4.17	4.17
Compliance with Technical Specifications	5	3.30	3.73	3.55
Integration	5	2.96	3.38	3.38
Functionality as Outlined in the Specification	15	10.00	11.14	10.36



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Quality	5	4.17	4.06	4.06
Price	50	33.18	50.00	29.68
Total	100	68.48	87.17	66.38

Once the evaluation had been completed, but before initiating contract award, we completed a 'Proof of Concept' with the top rated supplier. This took place over three weeks in Essex and was used to ensure that the proposed solution would function as described in a live environment.

On the 26th October 2012 after the successful completion of a 'Proof of Concept' notification was sent to all suppliers of our decision, however we highlighted that contract award was dependent upon approval from the relevant authority. At the time this was the Police Authority.

Financial Implications

The initial hardware cost for Essex Police will be [REDACTED] there will be an annual maintenance charge of [REDACTED]. The cost for Kent Police will be [REDACTED] there will be an annual maintenance charge of [REDACTED]. Any on-going maintenance charges would be linked to RPI and would be payable annually in advance. The costs are broken down in the table below.

Force	Capital Cost £	Maintenance per-annum £	Total Payable £
Kent	[REDACTED]	[REDACTED]	[REDACTED]
Essex	[REDACTED]	[REDACTED]	[REDACTED]

There is flexibility within the contract to allow either force to implement lesser or greater numbers of devices based on operational/estate needs.

Terms and Conditions

The terms and conditions of contract are as per the NPPIA framework. These are known and there are no areas of concern.

Risks

Essex Police are running obsolete hardware that is increasingly expensive to maintain and suffers a high failure rate, this could mean that valuable evidential statements from victims/witnesses and suspects cannot be recorded. There are also concerns as to delays and accuracy for transcription as tapes have to be replayed. The media used to record interviews is also more likely to break when recovered from long term storage.



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For Kent the principal risks are failure to realise the benefits of a networked solution, which will make collaborative working harder.

The maximum total value of the framework for all UK Police Forces is [REDACTED]. If we delay contract award there is a risk that there will be insufficient scope within the framework for Kent Police and Essex Police to award this contract. This would require us to go back to market but without the benefit of a national framework.

Future Opportunities

The same hardware and software will be rolled out across both Kent and Essex. There may be scope for integrating this technology further in future should this be required. The back end storage and the third party access will be jointly delivered. The use of the same technology across both forces may provide opportunities to share physical interviewing facilities and enable officers that work across both forces to use the equipment seamlessly.

Period of Contract

Initial contract is for installation of all requisite hardware and software with 12 months maintenance. The specification does not explicitly state that on-going maintenance is required.

Recommendation

It is recommended that the contract be awarded to Damovo. This is on the basis that they were the top ranked supplier after the evaluation process. The award of this contract is supported by the Deputy Chief Constable in Kent and ACC Wortley in Essex.

It is also recommended that authority to sign the contract award letter be delegated to the Joint Head of Procurement

Comments:

Name: Jamie Brooks Contract Manager

Signature:

Date:

Name: Candace Bloomfield-Howe Head of Procurement



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Signature:

Date: 05/03/2003

Head of Procurement Comments:

[Redacted]

Comments:

Name: Mark Gilmartin Director of Support Services

Signature:

Date:

Comments:

Approved: YES/NO (Delete as appropriate)

Name: On behalf of the Police and Crime Commissioner for Essex

Signature:

Date: