

PFCC Decision Report

Report reference number: 084-22

Classification: Official – Commercial

Title of report: Mobile First Extension

Area of county / stakeholders affected: Essex Police

Report by: Fiona Brown (Kent and Essex Police Head of Service Delivery) and Paul Knapp (7F Commercial)

Chief Officer: Mark Gilmartin (Director of Support Services)

Date of report: 22/7/22

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1. Executive Summary

This report seeks approval to extend the Mobile First SaaS Mobile Working Solution contract with HCL Technologies UK Ltd for Essex Police for the period 1st January 2023 to 31st December 2023 at a cost to Essex of £602,957.

The budget of £557,462 is currently in place for Essex in which to provision for this spend. The extension therefore requires an additional £45,495 of funding as detailed in section 9 of this report. The HCL Mobile First budget is part of the Kent and Essex Police IT BAU ongoing revenue budget. A 50/50 split of the costs for this service was agreed upon in the original business case written and signed off in 2017 (please see background papers for the FBC). The only exception to this is where a specific function / module is only required by a single force, in which instance that force will fund 100% of the related costs for that function / module.

The decision for 50/50 funding remains under review by the Mobile First Strategic Board.

The Mobile First SRO Mark Gilmartin is supporting this final contractually allowable extension of the HCL contract for both the Kent and Essex forces.

2. Recommendations

- 1) The PFCC for Essex is recommended to approve the extension of the Mobile First contract with HCL from 1/1/23 to 31/12/23 as the final year allowable under the contract (the contract allows for 4+1+1 years). The total revenue cost to Essex is £602,957.
- 2) The PFCC for Essex is asked to acknowledge and endorse the inflationary increase and budgetary growth in relation to the extension. The final year will incur additional cost over and above the current revenue budget in place for 2023/24 as follows:
 - 2022/23 - £10,805 (£4,350 inflation and £6,455 growth – covered by existing budgets)
 - 2023/24 - £34,690 (£13,050 inflation and £21,640 growth – to be incorporated in 2023/24 budget setting if this decision report is agreed).
- 3) Subject to the PFCC's approval of this decision report, the extension agreement notice will be sent for signature under separate cover following signing by HCL and the Kent PCC's CFO.

3. Background to the Proposal

The Mobile First project started in 2016 and the Mobile First software went live to front line officers in 2018. Development is currently ongoing, where the solution continues to provide a comprehensively integrated product with single search and data entry across a range of policing systems and an expansive use of electronic forms with fully digitised processes. The HCL Mobile software solution has an inbuilt capability to search and retrieve information from national and force systems. The solution can present information to the end user on a device accurately, quickly and in real time. The HCL solution integrates with local and national backend systems and supports all front-line business processes.

The full suite of functionality that the product currently provides includes the following:

- Search across PNC, Athena, Addresses, Firearms Licensing database, Driver Licensing database, Stop and Search
- Storm
- Tasking
- Briefing
- Forms – Medical Consent, Restorative Justice (Kent), Use of Force
- Witness Statement
- Athena – Intelligence and Investigation
- Traffic Offence Reporting (TOR)
- Stop and Search
- Mobile ID using USB fingerprint scanners

In addition to this, there are development plans in place to increase the Mobile First offering throughout 2022-23, e.g. iLeap and Athena.

The contract covers mobile and desktop licences, support of existing solutions and infrastructure and the ability to 'call off' development (at additional cost) through a change request process.

The Mobile First solution is hosted externally and provided to the forces as Software as a Service. The Intellectual Property Rights (IPR) are owned by HCL. Use of this functionality has significantly improved the efficiency, effectiveness and visibility of frontline officers. The contract with HCL licenses the forces to utilise the technology on our mobile and desktop devices and is pivotal in providing support to ensure the solution continues to operate as required. Without the contract in place the forces cannot continue to utilise the solution.

4. Proposal and Associated Benefits

Up until now, mobile technology has proven to be highly beneficial to the forces, enabling front line officers to conduct system checks, complete reports, and receive tasks without consuming resources from other teams or requiring the need to return to force sites.

The benefits that this solution continues to offer the forces are as follows:

- Enables a more efficient method of working, increases the pace of business change and provides other business benefits (including higher staff satisfaction levels)
- Joins multiple data sources in real time providing accurate, fast information to the frontline
- Facilitates communication between officers, staff and the public
- Removes any requirement for use of non-approved devices in operational policing
- Represents a secure managed solution that does not require the use of silo applications i.e. a single operating system that drives all functions from a central point and shares data between functions
- Provides a robust solution that meets current business need whilst being agile enough to develop as the strategic vision matures and technology advances

This decision report proposes to extend the current design and support implementation service with HCL for a further period of one year to ensure a continuation of our licences and that support is maintained in order to drive out value for money from the existing applications / modules that we have in place and to maximise our return on investment.

HCL previously sub-contracted the storage element to a third-party supplier, Sungard UK, which recently went into administration. A sale was agreed by the administrators to RedCentric. HCL has now signed a contract for their hosting services with Redcentric, which formally took over the services on 1st July 2022.

Although the final extensions would have been sought anyway, committing the forces to the extension now secures the service at this price, which is likely to offer

greater simplicity and a cost saving against the alternatives we may be offered at a later date.

5. Options Analysis

- 1) Do not take the final extension year of the contract. This option has been discounted as it would bring the contract to an end and the force would no longer be able to utilise the Mobile First solution, impacting on the force's operating model, and seriously impacting the efficiency, effectiveness and safety of front-line officers, bringing back the need for radio / telephone communication to other departments to undertake system checks. The Contact Command's capacity is no longer scaled to enable this. Officer visibility would be affected due to the need to return to stations to complete reports / data input and biometric checks and photographic checks could not be undertaken to verify the identity of individuals.
- 2) Explore the market for an alternative supplier to support and develop the current solution. This option has been discounted as the IPR is owned by the current supplier HCL, therefore there is not an option to obtain a support and development agreement with another supplier.
- 3) Explore the market for an alternative solution. This option has been discounted in the short term as the current HCL / Mobile First solution has taken five years to develop to the current richness of functionality. A wholesale replacement of the solution would take significant time (estimated at two to three years), taking into account procurement processes, development and adoption.
- 4) The recommended option is to take the final extension year of the current HCL contract to ensure business continuity, continuation of the current level of benefits and delivery of the remaining 2022/23 and 2023/24 planned developments.

6. Consultation and Engagement

Engagement has been undertaken with key business stakeholders Fiona Brown (Head of Programme Delivery, Kent and Essex Police IT) and Mark Bailie (Chief Digital Officer, Norfolk and Suffolk Police). Both fully support the extension.

7. Strategic Links

The initiative that has been delivered up until now directly addresses the National Policing Vision 2025 and the capabilities set out in it.

The use of mobile devices and fully integrated software has significantly helped to transform front line policing by reducing transaction times, increasing patrol availability, cutting bureaucracy, and delivering efficiencies through a self-service model for officers, which in turn reflects the strategic objectives / capabilities in our landscape.

Continued investment in the HCL solution has helped to ensure officers and staff are as effective and efficient as they can be and has saved each officer 20 minutes per shift so far, with further savings anticipated going forward. This reduction in travel and 'back office' time allows Essex Police officers more time to act on the 12 priorities set out in the Police and Crime Plan.

8. Police operational implications

The solution presents information in real time from relevant systems to provide a prompt and accurate view, including the ability to provide predictive and / or intelligent searches. This saves front line officers time in which to gather additional necessary information and enables them to spend less time behind desks and spend more time being visible to deal with issues in the community.

The federated search capabilities of the software allow for pushed notifications and tasking as well as situational awareness in relation to crime localities, victims and offenders.

9. Financial implications

Service Full Financial Year Costs	Cost
Service Charge (licences* - £480,282 license costs @126.39 each + £15,000 Mobile Fingerprint ID Support + £68,500 briefing support and maintenance)	£563,782
Storage Cost	£12,000
i- LEAP Support Cost	£7,500
RedCentric Additional Hosting Cost	£17,400
DR Testing Cost	£2,275
Total Year Cost	£602,957

*licences are issued to front line officers who access the solution on the Mobile First devices (phones) and a number of crime groups.

From 2021/22 (1st April 2021) the Mobile First product has been covered under IT BAU budget-holders. The HCL Mobile First budget is as part of the IT BAU base budget review. Approved budget funding is already in place for the programme to continue for a further year to March 2023.

There is currently a budget base in place for the HCL Mobile First contract totalling £557,462 recurring revenue per annum. The one-year contract extension will require the additional budget set out in the table below. This includes an inflationary increase of £17,400 per annum payable to HCL following its supplier Sungard UK going into liquidation and having to recontract for continuation of service with the incoming supplier Redcentric.

Service	Additional Annual Budget Required – Recurring Revenue	22/23 Cost Increase (covered by IT underspend)	23/24 Growth Required for contract extension (1/4/23-31/12/23)
iLeap Support : Growth	£7,500	£1,875	£5,625
50 licence uplift: Growth	£6,320	£1,580	£4,740
Storage: Growth	£12,000	£3,000	£9,000
Disaster Recovery Testing	£2,275	0	£2,275
Hosting costs (inflationary increase)	£17,400	£4,350	£13,050
TOTAL	£45,495	£10,805	£34,690

2022/23 - £10,805 (£4,350 inflation and £6,455 growth) – covered by existing budgets

2023/24 - £34,690 (£13,050 inflation and £21,640 growth) – to be incorporated in 2023/24 budget setting if this decision report is agreed.

**Although the contract extension at hand expires on 31st Dec 2023, the 2023/24 bids will be ‘full year’ bids and will also cover the anticipated costs for the remainder of the 2023/24 financial year as it is anticipated that this critical contract will be sought for renewal by the business.*

10. Legal implications

The legal implications of the original procurement and contract were considered as part of the original decision in 2017. The contract allows for this extension and therefore complies with our obligations under the Public Contract Regulations and Contract Standing Orders.

11. Staffing implications

As mentioned in section 6 of this document, continued investment in the HCL solution has helped to ensure officers and staff are as effective and efficient as they can be and has saved each officer 20 minutes per shift so far, with further savings anticipated going forward.

Project and ITS resources funded through the original Mobile First business case are in place to support and further develop the solution in conjunction with HCL and sub-contractors over the next 12 months. There have been reductions in resources available to the project due to resignations and maternity leave, however a review of the current position of the programme has concluded that delivery will not be significantly impacted due to the mature stage of delivery.

12. Equality, Diversity and Inclusion implications

Initial contract negotiations included the need to ensure that accessibility features are delivered as part of any new developments.

13. Risks and Mitigations

The use of another subcontractor is HCL's risk under this contract. However, 7 Force Commercial Services have undertaken due diligence on RedCentric, both from a financial perspective and also to ensure there are no links with Russia / Belarus.

14. Governance Boards

Commercial Executive Board 27/06/22

COMB (Kent) Briefing paper on additional costs and +1 year approved 27/06/22

COG (Essex) Briefing paper on additional costs and +1 year approved 29/06/22

Essex PFCC's Strategic Board 22/07/2022

15. Links to Future Plans

There is a recognised need to continue with Mobile First beyond the end of this contract extension (31st Dec 2023). The market has been reviewed and the Mobile First Strategic Board has instructed the project and Commercial Services to investigate compliant routes to market to retain the HCL Mobile First project (Norfolk and Suffolk are doing the same), recognising that other products in the market do not provide the same close operational fit, expanse of functionality, and system integration maturity and offer no value for money advantage; that the forces have a number of significant digital change programmes planned, and a change would represent at least two years to migrate.

16. Background Papers and Appendices

2017 Full Business Case



Draft Contract Extension Agreement Form



Decision Report 2017 (report reference number PCC/004/17)



Decision Report 2021 – 1st Extension (ref 174-21)



174-21 Decision
sheet Mobile First (00

Report Approval

The report will be signed off by the PFCC's Chief Executive and Chief Finance Officer prior to review and sign off by the PFCC / DPFCC.

Chief Executive / M.O.

Sign:

Print: P. Brent-Isherwood

Date: 15 July 2022

Chief Finance Officer

Sign:

Print Janet Perry

Date: 15 August 2022

Publication

Is the report for publication?

YES

NO

If 'NO', please give reasons for non-publication (Where relevant, cite the security classification of the document(s). State 'None' if applicable)

None

If the report is not for publication, the Chief Executive will decide if and how the public can be informed of the decision.

Redaction

If the report is for publication, is redaction required:

1. Of Decision Sheet? YES
NO

2. Of Appendix? YES
NO

If 'YES', please provide details of required redaction:

Regarding the appendices, the Decision Reports (ref PCC/004/17 and 174-21) and Contract Extension Agreement can be published, but the '2017 Full Business Case' is marked as commercially sensitive and must not be published.

Date redaction carried out:

Chief Finance Officer / Chief Executive Sign Off – for Redactions only

If redaction is required, the Treasurer or Chief Executive is to sign off that redaction has been completed.

Sign:

Print:

Chief Executive / Chief Finance Officer

Decision and Final Sign Off

I agree the recommendations to this report:

Sign: 

Print: Jane Gardner

Deputy PFCC

Date signed: 22 August 2022

I do not agree the recommendations to this report because:

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Sign:

Print:

PFCC/Deputy PFCC

Date signed: