

PFCC Decision Report

Report reference number: 174-21

Classification Not protectively marked

Title of report:
Contract Extension for the provision of a Mobile First SaaS Mobile Working Solution

Area of county / stakeholders affected:
Collaborative Agreement (Kent Police & Essex Police)

Report by: Fiona Brown (Head of Programme Delivery)

Date of report: 15/12/2021

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1. Purpose of the report

To articulate the case and seek approval to extend the Mobile First SaaS Mobile Working Solution contract with HCL for Essex Police for one year to 31/12/23 at a cost of £563,462.50.

The HCL Mobile First budget is part of the IT BAU ongoing revenue budgets. This is a joint contract with Kent Police. A 50/50 Kent / Essex split of the costs for this service was agreed upon in the original business case written and signed off in 2017.

2. Recommendations

This paper recommends extending the HCL contract that covers mobile and desktop licences, support of existing solutions and infrastructure and the ability to 'call off' development through a change request process by a further year to December 2022. The current contractual term ends on 31/12/21.

The existing HCL contract allows for two years' extension (+1, to 31st December 2022 and +1 to 31st December 2023).

The decision to extend for the final year (to 31/12/23) will be brought back to the Commissioner during 2022. At this point the forces would reach the maximum term allowable under the existing contract with HCL.

The Mobile First solution is hosted externally and provided to the forces as Software as a Service, which has significantly improved the efficiency, effectiveness and visibility of front line 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.

The contractual commitment for the year to 31/12/22 is £563,463. Budgets are in place for this amount as demonstrated in table 1.

Table 1: Budget to Contract Cost Comparison

	Essex Budget	Essex Contract Costs	Variance
Mobile First HCL - Licences	£473,963	£473,963.5	£0.5
Mobile First HCL - Biometrics	£15,000	£15,000.0	£0
Mobile First HCL - T&B	£68,500	£68,500.0	£0
Year 4 Storage	£6,000	£6,000.0	£0
Totals	£563,463	£563,462.5	£0.5

3. Benefits of the proposal

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, and
- £45 million in non-cashable savings to date from Mobile First for Essex alone.

4. Background and 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 licencing database, driver licencing database, Stop & Search*
- *ePNB (electronic pocket notebook)*
- *Storm*
- *Tasking*
- *Briefing*
- *Forms – Medical Consent, Restorative Justice (Kent), Use of Force*
- *Witness Statement*
- *Athena – Intelligence and Investigation*
- *Traffic Offence Reporting (TOR)*
- *Stop & Search*
- *Mobile ID using USB fingerprint scanners*

In addition to this, there are development plans in place to increase the Mobile First offering throughout 2021-22 with further developments in 2022/23. The current contract with HCL has extension options that allow us to continue with this service for a maximum period up to 31/12/23, at which point the newest modules that are in place will be less than two years old.

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.

5. Alternative options considered and rejected

The current HCL / Mobile First solution has taken four years to develop to the current richness of functionality. A wholesale replacement of the solution would take significant time, taking into account procurement processes and building any system in another environment, therefore the future strategy for mobile policing across Kent and Essex is being considered now.

HCL owns the intellectual property rights, therefore there is no option at present for Kent and Essex to migrate existing applications to another platform and take over support of these applications.

Early stages of market research are being undertaken to look at future solutions beyond 2023. The force's Mobile Technology Strategy will be developed over the next six months, looking at all options available with a clear focus on retaining the benefit achieved through the Mobile First Programme since 2016.

6. Police and Crime Plan

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:

More local, visible and accessible policing - 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.

7. 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.

8. Financial implications

Approved funding is already in place for the programme to continue for a further year to December 2022. From 2021/22 (1st April 2021) the Mobile First product is covered under an IT BAU budget. The HCL Mobile First budget was included as part of the IT BAU base budget review. A 50/50 split of costs between the Kent and Essex Police forces originated back in 2016/17 when the FBC was originally signed off.

The contractual commitment for the year to 31/12/22 is £563,463. Budgets are in place as to this amount as demonstrated in table 1 above.

9. Legal implications

The original project and business case set out the commercial case, which is summarised below and led to a contract of four years' duration with up to two years of optional extensions.

The participating police forces will be able to call off contracts for up to six years' duration, made up of an initial term of four years plus optional extensions. This length has been chosen to:

- *Conform with EU rules about framework duration*
- *Allow for adequate flexibility for the participating forces during the investment life*
- *Attract a sufficient range of bidders*
- *Enable a viable return on any investment*
- *Ensure continuity of support as a minimum to achieve the potential short to medium term aims of the programme*
- *Enable the participating forces to remain with the winning supplier without being unnecessarily locked into a suboptimal solution.*

10. Staffing implications

As previously 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

11. Equality and Diversity implications

Contact negotiations have included the need to ensure accessibility features are delivered as part of any new developments.

12. Risks

Extensive negotiations have taken place to ensure that both Kent and Essex Police are in a firmly grounded contractual position with HCL moving forward. In doing so many aspects of testing and other areas of the contract have been revisited and discussed at length to ensure that the balance of the relationship between the forces and HCL has been redressed to a satisfactory standard.

13. Governance Boards

The previous Decision Report (ref: PCC/004/17) referenced this ongoing requirement in detail and section 1.2 of the report noted that our initial intention was to ensure that options were provided through which to extend the contract for a further two-year period where necessary.

Progress of the negotiations up until this point in time have been discussed at length at the Mobile First Tactical Board Meetings.

The proposed extension has been approved in principle by the Mobile First Strategic Board and at the PFCC's Strategic Board meeting on 14 December 2021.

14. Background papers

2017 Full Business Case Contract Review

Contract Extension Letter



Mobile Policing
Programme FBC FINA



HCL Contract Review
v1.3 CLEAN FINAL VEF



HCL Contract
Extension K&E.docx

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



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Contract Award Approval (Reg 84) Report (Official Sensitive – Commercial)

Report Approval

The report will be signed off by the PFCC 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: 21 December 2021

Chief Finance Officer

Sign:

Print: Julia Berry

Date: 22 December 2021

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)

However, the Reg 84 Report is not to be published, as it is protectively marked Official-Sensitive (Commercial). Similarly, the Kent Police and Essex Police Mobile First Programme Full Business Case (January 2017) is not to be published as this has been marked Protect (Commercial).

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	<input type="checkbox"/>	2. Of Appendix?	YES	<input checked="" type="checkbox"/>
	NO	<input checked="" type="checkbox"/>		NO	<input type="checkbox"/>

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

The Reg 84 Report is not to be published, as it is protectively marked Official-Sensitive (Commercial). Similarly, the Kent Police and Essex Police Mobile First Programme Full Business Case (January 2017) is not to be published as this has been marked Protect (Commercial).

Date redaction carried out:

Treasurer / 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/Treasurer

Date signed:

Decision and Final Sign Off

I agree the recommendations to this report:

Sign: 

Print: Roger Hirst

PFCC

Date signed: 22 December 2021

I do not agree the recommendations to this report because:

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Sign:

Print:

PFCC/Deputy PFCC

Date signed: