

REQUEST FOR DECISION – PCC 2018 / 007

Title: Mobile phones renewal, managed Airwatch service, staging and rollout

This report recommends awarding a contract to Vodafone in respect of mobile phones renewal including Smartphone purchases, managed Airwatch (a piece of software that controls mobile apps) staging and rollout to Vodafone using the CCS framework RM1045 lot 6 voice and data services for a 2 year period. The award includes the supply of 5,000 smart phones in 2018/19 that will be rolled out over the coming months between both Forces and the potential to purchase the supply of 2019/20 phones from Vodafone as well.

This will reduce the cost of the current voice and data services, update our Smartphones as Microsoft have discontinued support for theirs and improve the security of our mobile working through the use of Airwatch mobile device management.

Savings on current data and phone tariffs total is estimated at up to £948,614 between Forces (Split 54.8%/45.2% TVP/HC) over the 2 year period

The Force has negotiated a reduction in the smartphone price worth £180,000 (i.e. reduced from initial £280 to £235 per device)

Full details are provided in Annex 1.

Recommendation:

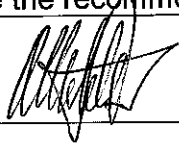
The Police and Crime Commissioner is invited to agree the award of contract in respect of mobile phones renewal including Smartphone purchases, managed Airwatch (a piece of software that controls mobile apps), staging and rollout to Vodafone using the Crown Commercial Services (CCS) framework RM1045 lot 6 voice and data services.

The potential value of the contract over the 2 year period is a total of £4,552,246 between both Forces split between both capital and revenue expenditure, plus the use of accrued Vodafone Tech Fund (£0.310m non cash). TVP will expect to contribute 54.8% of the total value - £2,494,631 plus tech fund share, with HC contributing £2,057,615 (45.2%). This split may be adjusted slightly to reflect the rollout of phones between forces. The costs assume that we place the orders for phones in 2019/20 with Vodafone as well as the 2018/19 purchases, although there is no obligation to commit to purchases in 2019/20 at this time.

Police and Crime Commissioner

I hereby approve the recommendation above.

Signature

A handwritten signature in black ink, appearing to be 'M. H. H.', written over a horizontal line.

Date

10.4.18.

PART 1 – NON-CONFIDENTIAL

1 Introduction and Background

- 1.1 The requirement of this contract is to renew the current mobile phone arrangements, replace the current Microsoft Smartphones and improve mobile device management
- 1.2 As of July 11, 2017, Windows Phone 8.1 users were no longer eligible to receive new security updates, non-security hotfixes, free assisted support options, or online technical content updates from Microsoft for free so the decision was taken to replace the current depreciated Smartphones with Samsung A5 devices
- 1.3 Vodafone have been selected to provide a Managed Mobility service against a set of requirements and as such have taken a technology agnostic approach to the Enterprise Mobility Management (EMM) toolset. However, as part of Vodafone's due diligence they provided a number of options and their rationale for selecting "Airwatch" is because it is the best fit against our requirements including price and alignment to the product selected for ESMCP.
- 1.4 The AirWatch Portal should enable a channel shift from the service desk to self-service reducing call volumes and officer inconvenience.
- 1.5 This is a two year contract that co terms with Surrey and Sussex Commercial arrangements and will enable the 4 forces to go out to tender as a region in 2019 for new services in 2020.
- 1.6 Full details are provided in Annex 1

2 Issues for Consideration

- 2.1 The project has reduced the cost of the current data and phone tariffs, mainly by reducing the amount of the data bundle (although the price per unit has reduced). The reductions in cost allow us to replace the Microsoft smartphones, previously chosen by ICT, with Android phones.
- 2.2 The aim is to provide the officers with an appropriate handset to which enables them to do their job and is in line with the Mobile Enablement Strategy agreed by CCMT.

3 Financial Comments

- 3.1 The potential value of the contract over the 2 year period is a total of £4,552,246 between both Forces split between both capital and revenue expenditure, plus the use of accrued Vodafone Tech Fund (£0.310m non cash). TVP will expect to contribute 54.8% of the total value - £2,494,631 plus tech fund share, with HC contributing £2,057,615 (45.2%). This split may be adjusted slightly to reflect the rollout of phones between forces. The costs assume that we place the orders for phones in 2019/20 with Vodafone as well as the 2018/19 purchases, although there is no obligation to commit to purchases in 2019/20 at this time.

3.2 It will deliver cashable savings over the next 2 years of £0.949m, split between HC and TVP.

3.3 Non-cashable savings worth £0.180m have been achieved by negotiating a lower unit price for 4,000 handsets.

4 Legal Comments

4.1 The contract is let in accordance with Financial regulations with the route to market being the direct award option the CCS framework Network Services RM1045 LOT 6 mobile voice and data services

5 Equality Comments

5.1 No specific comments

6 Background Papers

6.1 Not applicable.

Public Access to Information

Information in this form is subject to the Freedom of Information Act 2000 (FOIA) and other legislation. Part 1 of this form will be made available on the website within 1 working day of approval. Any facts and advice that should not be automatically available on request should not be included in Part 1 but instead on a separate Part 2 form. Deferment of publication is only applicable where release before that date would compromise the implementation of the decision being approved.

Is the publication of this form to be deferred? No

**If yes, for what reason?
Until what date?**

Is there a Part 2 form? No

ORIGINATING OFFICER DECLARATION (as appropriate):

	Officer	Date reviewed
Head of Procurement	Richard Fowles	5.3.18
Legal Advice	Lisa Sammons	5.3.18
Financial Advice	Linda Waters	8.3.18

OFFICER'S APPROVAL

We have been consulted about the proposal and confirm that financial and legal advice have been taken into account in the preparation of this report.

We are satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner.


Chief Executive

Date 16/4/2018


Chief Finance Officer

5/4/18
Date



Procurement Services

Gateway B: Procurement Outcome Report

Mobile phones renewal, managed Airwatch service,
staging and roll out

Contract Award (and POR) Sign-Off Sheet

*By approving this document the Procurement Governance Board confirms acceptance of the detail contained within this document, approval to proceed with contract award, implementation and realisation of the benefits.
In the case of a Procurement which results in a new contract (or extension) the document replaces the previous award paper, and has a section for the relevant sign-offs below.*

Contract Title:	Mobile phones renewal, managed Airwatch ,staging and roll out
Procurement Governance Board Approval Date (as minuted)	

Recommendations

The Police and Crime Commissioner is invited to agree the award of contract in respect of mobile phones renewal including Smartphone purchases, managed Airwatch Software that controls mobile apps), staging and rollout to Vodafone using the Crown Commercial Services (CCS) framework RM1045 lot 6 voice and data services.

The potential value of the contract over the 2 year period is a total of £4,552,246 between both Forces split between both capital and revenue expenditure, plus the use of accrued Vodafone Tech Fund (£0.310m non cash). TVP will expect to contribute 54.8% of the total value - £2,494,631 plus tech fund share, with HC contributing £2,057,615 (45.2%). This split may be adjusted slightly to reflect the rollout of phones between forces. The costs assume that we place the orders for phones in 2019/20 with Vodafone as well as the 2018/19 purchases, although there is no obligation to commit to purchases in 2019/20 at this time.

Savings on current data and phone tariffs total is estimated at up to £948,614 between Forces (Split 54.8%/45.2% TVP/HC) over the 2 year period

Reduction negotiated in Smartphone price = £180,000 (reduced from initial £280 to £235 per device)

Contract Award Sign-Off:

In addition to approval by the Procurement Governance Board, the below sign-offs are also required prior to the award of any new contract:

Competitive Process Approval Level	Single Tender Approval Level	Reviewer	1st Approver	2nd Approver
> £1m	> £50k	HoP	Director of Finance	OPCC or PCC
OJEU Level - £1m	£25k - £50k	DoF (if not approver)	Head of Procurement	OPCC or CFO or DoF
£100k - OJEU Level	£10k - £25k	N/A	Procurement Mgr	Head of Procurement
£50k-£100k	N/A	N/A	Procurement Mgr	N/A
£0k-£50k	N/A	N/A	S&CM Specialist or P2P	N/A

Please fill in the below table with the appropriate sign-offs as detailed above.

Approval Role	Name	Job Title	Signature and Sign-Off Date
Reviewer:	Richard Fowles	Head of Procurement	21/3/18

First Approver:	Linda Waters	Director of Finance	27/3/18
Second Approver:	Ian Thompson	Chief Finance Officer	29/3/18

Executive Summary

This POR recommends a formal award to Vodafone in respect of mobile phones renewal including Smartphone purchases, managed Airwatch, staging and rollout to Vodafone using the CCS framework RM1045 lot 6 voice and data services for a 2 year period. The award includes the supply of 5,000 smart phones in 2018/19 that will be rolled out over the coming months between both Forces and the potential to purchase the supply of 2019/20 phones from Vodafone as well.

This will reduce the cost of the current voice and data services, update our Smartphones as Microsoft have discontinued support for theirs and improve the security of our mobile working through the use of Airwatch mobile device management

Procurement Governance Board Submission Record

Project Stage	Date Approved by PGB
<input type="checkbox"/> PLD	
<input checked="" type="checkbox"/> POR	
<input type="checkbox"/> CMR	

Summary of Benefits

Cashable Savings:	Up to £948,614 between both Forces– Achieved on Revenue Data and Voice costs over 2 years – subject to data usage – The budgets can be reduced by nearly the whole amount (subject to confirmation of HC budget allocation). It should be noted that the baseline spend previously included a Technology Fund to renew handsets & equipment. This is no longer available so the cost of handsets is now being fully met under capital.
Non-Cashable Savings:	£180,000 – Discount negotiated off list price for 4,000 handsets.
Other Benefits:	The new A5 Smartphones are required as Microsoft are no longer supporting the current Microsoft Lumia Smartphone. Improved user experience. Alignment regionally and Nationally (40+ forces have Samsung devices, AirWatch selected for ESN)
Total Savings as a % of baseline spend:	Data and phone tariffs 49% of £1,864,800 for data and phone tariffs nb the previous higher contract revenue charges provided a technical fund which is no longer available. Baseline revenue savings have been achieved but capital costs have increased.

Please store the signed off Gateway documents together to maintain an audit trail throughout the project.

Gateway C

Procurement Outcome Report (POR)

The purpose of this document is to outline the recommended describe the outcomes of the Project previously approved by the Procurement Governance Board at PLD stage. This Procurement Outcome Report presents the recommended solution and outlines the benefits this will deliver to TVP and implementation requirements to secure delivery and key tasks needed to measure the achievement of the benefits.

By approving this document the Procurement Governance Board confirms acceptance of the detail contained within this document, approval to proceed with contract award, implementation and realisation of the benefits.

Please note, this document replaces the Contract Award Paper.

Please update the information previously provided to the Board as applicable.

The below sign-off acts as confirmation from the main stakeholders that they have been consulted in the completion of this document, including acceptance that the recommendation meets business requirements, was compliant to EU Procurement Regulations and provides the most economically advantageous solution for TVP

Role	Name/Job Title	Signature and Sign-Off Date
Project Sponsor	Geoff King	23/03/2018
Procurement Business Partner	George Tait	22/03/2018
Procurement Lead	Chris Dent	23/03/2018
Head of Unit	Richard Fowles	23/03/2018
TVP Finance	John Matthews	27/3/2018

Public access to information

Information in this POR is subject to the Freedom of Information Act 2000 (FOIA) and other legislation. Part 1 of this form will be made available on the website within 1 working day of approval. Any facts and advice that should not be automatically available on request should not be included in Part 1 but instead on a separate Part 2 form. Deferment of publication is only applicable where release before that date would compromise the implementation of the decision being approved.

Is the publication of this form to be deferred? no

If yes, for what reason? E.g. Alcatel period

Until what date?

Part 1 – For publication on Intranet Site

Proposed Supplier (s)	Vodafone
Planned Contract Start Date	13 – 04 - 2018
Contract Durations (<i>months</i>)	24 Months (some elements phased 26 months)
Contract Extensions Available (<i>months</i>)	n/a
Total Contract Value (<i>over full contract period including extension options</i>)	£4.552m which covers the 2 year contract period and assumes year 2 handset purchases with the supplier. This is split between Forces plus the use of £0.310m carried forward Tech Fund. TVP will expect to contribute £2.495m with HC's share being £2.058m (subject to the exact distribution of devices). Cost will be incurred between both Capital and revenue budgets.

Project Savings	
Baseline Spend (<i>highlight any changes to information provided in PID/PLD</i>)	Revenue: £1,864,800 between Forces for data and phone tariffs (includes technical fund) Phone costs and Airwatch costs are additional to current arrangements
Savings Enabled: <i>Detail at High, Low and Expected level if the savings are likely to be variable e.g. based on demand.</i> <i>Include Annual & Total Contract Savings</i>	<i>Please complete the POR Savings Analysis using the Project Governance Worksheet</i> <i>Final figure should be referenced from there and the completed template presented as part of the POR proposal.</i> Revenue savings on data and phone tariffs total up to £948,614 between Forces – split £0.520m for TVP and £0.429m for HC. (excluding impact of Tech Fund and subject to data usage) Reduction negotiated in Smartphone price = £180,000 Total: £1,128,614
Savings Start Date	1/4/18
Savings Types (<i>based on Savings Definitions in Savings Analysis Worksheet</i>)	£948,614 cashable in revenue over 2 years between both Forces. £180,000 non cashable

Scope and Requirements
<i>Copy these from previous gateway documents and highlight any changes</i>
The requirement of this contract is to renew the current mobile phone arrangements, replace the current Microsoft Smartphones and improve mobile device management
As of July 11, 2017, Windows Phone 8.1 users were no longer eligible to receive new security updates, non-security hotfixes, free assisted support options, or online technical content updates from Microsoft for free so the decision was taken to replace the current depreciated Smartphones

and move to Android phones in line with the Mobility Strategy. Following the recent Android project the Samsung A5 device was chosen.

Vodafone have been selected to provide a Managed Mobility service against a set of requirements and as such have taken a technology agnostic approach to the Enterprise Mobility Management (EMM) toolset. However, as part of Vodafone's due diligence they provided a number of options and their rationale for selecting "Airwatch" is because it is the best fit against our requirements including price and alignment to the product selected for ESMCP.

The AirWatch Portal should enable a channel shift from the service desk to self-service reducing call volumes and officer inconvenience.

This is a two year contract that co terms with Surrey and Sussex Commercial arrangements and will enable the 4 forces to go out to tender as a region in 2019 for new services in 2020.

Summary of Approach

Provide overview of approach and outline any changes to approached previously agreed

The summary of approach is a direct award to Vodafone using the direct award option available under the CCS Network Services RM1045 framework Lot 6 mobile voice and data. To ensure Value for Money was being achieved via the direct award the tariff charges were compared over a range of volumes with other competitive offers available to the police service. Vodafone have also committed to matching any future contract they offer to the police IT service.

The 5000 Samsung A5 phones are required to replace the current Microsoft smartphones which are no longer supported by Microsoft and have been chosen after testing by ICT.

Achievement of project objectives

Describe extent to which the original objectives have been achieved

The project has reduced the cost of the current data and phone tariffs, mainly by reducing the amount of the data bundle (although the price per unit has reduced). The reductions in cost allow us to replace the Microsoft smartphones, previously chosen by ICT, with Android phones.

The aim is to provide the officers with an appropriate handset to which enables them to do their job and is in line with the Mobile Enablement Strategy agreed by CCMT

Legal Comments

The contract is let in accordance with Financial regulations with the route to market being the direct award option the CCS framework Network Services RM1045 LOT 6 mobile voice and data services

Project Benefits

Detail all financial and non-financial benefits delivered by the project

The Voice and Data revenue costs will come down by around £40,000 a month – subject to data usage. The contract covers up to 4TB per month, this could increase however the rates are good and the potential understood. This saving has not been previously recognised in the accounts and will be available as a budget reduction for future budget rounds.

We will replace the current Smartphones with android phones to allow improved digital working

The Airwatch Mobile Data Management will provide improved security for mobile working

Financial Implications

Detail any budgetary constraints and any financial implications of the new arrangement

The revenue costs should fall by around £40k a month between Forces over the duration of the 24 months of the contract and this can be reflected in future budgets. This is largely due to how the purchase of phones is financed – previously through the tech fund – now through capital.

The additional costs of the Airwatch managed service are built into the capital and revenue budgets under the Managed Mobility Service project approved by PCC's in January. The Capital budget has £0.250m in 18/19 between Forces to cover the project costs of device staging, set up and Project management. The revenue element of £0.350m between forces covers the managed service ongoing costs.

Equality Comments

Summary of Diversity Impact Assessment

N/a