



**OFFICE OF THE POLICE & CRIME  
COMMISSIONER FOR THAMES VALLEY**

**REQUEST FOR DECISION – PCC 2018 / 012**

**Title: Managed Service for End User Devices and Infrastructure Services**

The current End User Device (EUD) Service Agreements are overdue for re-tendering.

A significant opportunity was identified in setting up a new joint contract to deliver EUD/Infrastructure support service across both Hampshire Constabulary (HC) and Thames Valley Police (TVP) infrastructures, achieving economies of scale and streamlining services delivered to the end users.

Following a full OJEU tendering process, that included both Request for Information (FRI) and Request for Quotation (RFQ) stages. Presentations were provided by each of the bidders who had made it through to the RFQ stage. In attendance at the presentations were ICT evaluation panel along with members of the Procurement Service Team.

Following the tender process it is recommended that the submission from Fujitsu Ltd be accepted.

The Fujitsu bid represents the most economically and advantageous bid and the supplier scored a total of 85.664% with Fujitsu obtaining the highest technical score.

Full details are provided in Annex 1.

**Recommendation:**

The Police and Crime Commissioner is invited to agree the award of contract in respect of the above to Fujitsu Ltd

The total value of these contracts for Thames Valley Police (TVP) and Hampshire Constabulary (HC) is estimated at £8,920,982.60 over the full project period (including extension options). The supplier meets all the requirements of the contract specification and offers the most economically advantageous solution.

The above contract is for 36 month's duration, with 2 extension option(s) of 12 months thereafter.

**Police and Crime Commissioner**

I hereby approve the recommendation above.

**Signature**

**Date** 21.8.18

## **PART 1 – NON-CONFIDENTIAL**

### **1 Introduction and Background**

- 1.1 The purpose of this initiative was to carry out a full OJEU tender process for the appointment of a single End User Device (EUD) Service supplier to provide all EUD and related Infrastructure services across Thames Valley Police and Hampshire Constabulary.
- 1.2 Currently there are two suppliers providing EUD services to the two Forces. The services provided differ in scope, approach and delivery. TVP are serviced by Dacoll Ltd, whereas HC is serviced by Computacenter. The contracts have been running for nine years plus and are both overdue for re-tendering. The current internal support teams consist of three separate support teams who carry out a proportion of the EUD services. The appointment of a single supplier will see a reduction in the number of resources needed across both Forces, as well as streamlined
- 1.3 A significant opportunity exists to consolidate the services into one single service agreement serving both forces as a result of this re-rendering process.
- 1.4 The target start date for this contract will be the 29th August 2018 and will include an initial 3 month transition period.
- 1.5 Full details are provided in Annex 1

### **2 Issues for Consideration**

- 2.1 A total of 61 suppliers expressed an interest in this opportunity through the EU Supply E-Tendering Portal. Of the 61 only 7 suppliers submitted a response. As part of the RFI suppliers were asked to provide a response to 19 scoring questions, which were then evaluated by the ICT Evaluation Team.
- 2.2 The RFI confirmed that the supplier's responses would be evaluated, with the 5 highest scoring suppliers being invited to participate in the final RFQ stage of the tender process.
- 2.3 Of the 5 suppliers invited to the RFQ stage, only 3 suppliers submitted bids.
- 2.4 The overall tender score is provided below:

	Weighting	Bidder B	Bidder C	Bidder E
Commercial	60%	49.032%	60.000%	51.546%
Technical	40%	28.562%	18.716%	34.118%
Total	100%	77.594%	78.716%	85.664%
Ranking		3rd	2nd	1st

### **3 Financial Comments**

- 3.1 Current annual spend on this service is £2.32m per annum. When indexed over the five year life of this contract it amounts £12,089,912.
- 3.2 The new contract value is £8,920,093 which provides a 5 year saving of £3,168,929, or £633,786 per annum.
- 3.3 Further information is provided in Annex 1

### **4 Legal Comments**

- 4.1 An OJEU notice was published for this tender opportunity and TUPE regulations do apply.
- 4.2 The Regulation 84 document has been reviewed by Blake Morgan (Force Solicitors)

### **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? Yes**

**If yes, for what reason? Alcatel period**

**Until what date? 28 August 2018**

**Is there a Part 2 form? Yes**

ORIGINATING OFFICER DECLARATION (as appropriate):		
	Officer	Date reviewed
Head of Procurement	Richard Fowles	15.8.18
Financial Advice	Linda Waters	16.8.18

## 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 17-8-18

  
Chief Finance Officer

Date 17-8-18



## Procurement Services

### Gateway B: Procurement Outcome Report

### Managed Service for End User Devices and Infrastructure Services

## 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.

<b>Contract Title:</b>	Managed Service for End User Devices and Infrastructure Services
<b>Procurement Governance Board Approval Date (as minuted)</b>	16 <sup>th</sup> August 2018

### Recommendations

The Police and Crime Commissioner is invited to agree the award of contract in respect of the above to Fujitsu Ltd

The total value of these contracts for Thames Valley Police (TVP) and Hampshire Constabulary (HC) is estimated at £8,920,982.60 over the full project period (including extension options). The suppliers meet all the requirements of the contract specification and offer the most economically advantageous solutions.

The above contract is for 36 month's duration, with 2 extension option(s) of 12 months thereafter.

### 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	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	Richard Fowles 15/08/2018
First Approver:	Linda Waters	Director of Finance	Linda Waters 16/08/2018

Second Approver:	Anthony Stansfeld	Police and Crime Commissioner	
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#### Executive Summary

The current EUD Service Agreements are overdue for re-tendering.

A significant opportunity was identified in setting up a new joint contract to deliver EUD/Infrastructure support service across both HC and TVP infrastructures, achieving economies of scale and streamlining services delivered to the end users.

Following a full OJEU tendering process, that included both Request for Information (RFI) and Request for Quotation (RFQ) stages. Presentations were provided by each of the bidders who had made it through to the RFQ stage. In attendance at the presentations were ICT evaluation panel along with members of the Procurement Service Team.

Following the tender process it is recommended that the submission from Fujitsu Ltd is accepted in the total sum of £8,920,982.60 over a total contract lifecycle of five years (initial 3 year term with the option to extend by a further 24 months)

Fujitsu bid represents the most economically and advantageous bid and the supplier scored a total of 85.664% with Fujitsu obtaining the highest technical score.

#### 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:	£633,785.80 per annum
Non-Cashable Savings:	n/a
Other Benefits:	
Total Savings as a % of baseline spend:	35.5%

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	Stephen South	Stephen South - 15/08/2018
Procurement Business Partner	Dino Tsagris	Dino Tsagris - 15/08/2018
Procurement Lead	Chris Dent	Chris Dent - 15/08/2018
Head of Unit	Richard Fowles	Richard Fowles - 15/08/2018
TVP Finance	John Matthews	John Matthews – 16/08/2018

#### 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? yes**

**If yes, for what reason?** Alcatel period

**Until what date?** 28<sup>th</sup> August 2018

## Part 1 – For publication on Intranet Site

Proposed Supplier (s)	Fujitsu Ltd
Planned Contract Start Date	29/08/2018
Contract Durations (months)	36 months
Contract Extensions Available (months)	24 Months (2 x 12 months)
Total Contract Value (over full contract period including extension options)	£8,920,982.60

Project Savings	
<b>Baseline Spend</b> (highlight any changes to information provided in PID/PLD)	Current Spend at £2.32 million per annum
<b>Savings Enabled:</b> Detail at High, Low and Expected level if the savings are likely to be variable e.g. based on demand.  Include Annual & Total Contract Savings	Please complete the POR Savings Analysis using the Project Governance Worksheet Final figure should be referenced from there and the completed template presented as part of the POR proposal.
	Cashable: £633,785.80 Non-Cashable: n/a Total: £3,168,929.50
<b>Savings Start Date</b>	29/08/2018
<b>Savings Types</b> (based on Savings Definitions in Savings Analysis Worksheet)	<ul style="list-style-type: none"> <li>Shared Cross Force Saving – Single supplier with agile workforce to cover both Forces.</li> <li>Reconfiguring of service model to lean delivery service model.</li> </ul>

Scope and Requirements
<p><i>Copy these from previous gateway documents and highlight any changes</i></p> <p>The purpose of this initiative was to carry out a full OJEU tender process for the appointment of a single End User Device (EUD) Service supplier to provide all EUD and related Infrastructure services across Thames Valley Police and Hampshire Constabulary.</p> <p>Currently there are two suppliers providing EUD services to the two Forces. The services provided differ in scope, approach and delivery. TVP are serviced by Dacoll Ltd, whereas HC is serviced by Computacenter. The contracts have been running for nine years plus and are both overdue for re-tendering. The current internal support teams consist of three separate support teams who carry out a proportion of the EUD services. The appointment of a single supplier will see a reduction in the number of resources needed across both Forces, as well as streamlined</p> <p>A significant opportunity exists to consolidate the services into one single service agreement serving both forces as a result of this re-rendering process.</p> <p>The target start date for this contract will be the 29<sup>th</sup> August 2018 and will include an initial 3 month transition period.</p>

### Summary of Approach

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

#### RFI Stage

A total of 61 suppliers expressed an interest in this opportunity through the EU Supply E-Tendering Portal. Of the 61 only 7 suppliers submitted a response. As part of the RFI suppliers were asked to provide a response to 19 scoring questions, which were then evaluated by the ICT Evaluation Team.

The RFI confirmed that the supplier's responses would be evaluated, with the 5 highest scoring suppliers being invited to participate in the final RFQ stage of the tender process.

The supplier evaluated RFI scores are as follows:

Supplier	% Score
Bidder E	77.00%
Bidder B	73.80%
Bidder A	66.00%
Bidder C	64.80%
Bidder G	62.20%
Bidder F	58.40%
Bidder D	50.60%

Bidders D and F were informed on the 12<sup>th</sup> March that they were unsuccessful and would not be proceeding to the RFQ Stage of the tender process.

#### RFQ Stage

During the RFQ Stage 216 clarification questions were asked by the suppliers and the questions can be broken down as follows:

- Specification (Deliverables) – 148 questions
- T&C's – 52 questions
- Procurement - 14 questions

Of the five suppliers invited to the RFQ Stage only 3 suppliers submitted bids:

- Bidder B
- Bidder C
- Bidder E

Bidder G confirmed on the 24<sup>th</sup> April that they would not be submitting a bid for the RFQ stage. Their rationale for doing so was they could not accept the T&C's that the force proposed.

Bidder A confirmed on the 2<sup>nd</sup> May that they would not be submitting a bid for the RFQ stage. Their reasoning for doing so was they could not submit a bid in the allotted timeframe. They initially requested a 3 week extension. When this request was denied by the Force, they confirmed that they could not proceed any further with this tender opportunity.

The evaluation weightings for this tender were as follows:

Mandatory Criteria				
Scoring Criteria		1 <sup>st</sup> Level Weighting	2 <sup>nd</sup> Level Weighting	3 <sup>rd</sup> Level Weighting
Cost		60%		
Deliverables		40%		
1. Service deliverables			10%	
	a. Pre-Sales & Consultancy			16% (1.6% overall)
	b. Hardware Procurement			6% (0.6% overall)
	c. Service Management			12% (1.2% overall)
	d. Request fulfilment & Deployment			15% (1.5% overall)
	e. Hardware Break fix			35% (3.5% overall)
	f. Hardware Decommissioning & Disposal			16% (1.6% overall)
2. Service Transition & Project Delivery			10%	
3. Presentations			20%	

### Technical

The shortlisted suppliers were required, as part of the bid submission to provide a response to the award questions held within the RFQ document. The deliverables scoring accounted for 20% of the overall scoring and consisted of 15 questions regarding the following services:

- Pre Sales Consultancy
- Service Management process
- Request Fulfilment/Deployment

- Hardware Break fix
- Hardware Decommissioning and Disposal
- Service Transition Management and Project Delivery

The evaluation of the RFQ submission questions took place on the 15<sup>th</sup> May 2018 and the consisted of the following persons:

Evaluator A - Head of IT for Thames Valley and Hampshire Police

Evaluator B - Head of Service Delivery

Evaluator C - EUD Manager

Evaluator D - Infrastructure Manager

Evaluator E - Head of Strategy and Governance

Also in attendance was the head of IT for Surrey and Sussex Police, Amaraghosha Carter who sat in as an observer on the presentations and evaluation session. Amaraghosha comments supported those of the evaluation panel.

Scores were moderated under the supervision of Dino Tsagris (Procurement Business Partner for IT) on 16<sup>th</sup> May 2018 with the following results:

Supplier	% score (max 20%)	Scoring Position on Presentation
Bidder B	13.25%	2nd
Bidder C	10.20%	3rd
Bidder E	17.10%	1st

### **Presentation**

The shortlisted suppliers were required, as part of the bid submission to deliver a presentation to the evaluation Team. The presentation accounted for 20% of the deliverable scoring.

The percentage scores for each of the suppliers is as follows:

Supplier	% score (max 20%)	Scoring Position on Presentation
Bidder B	15.31%	2nd
Bidder C	8.52%	3rd
Bidder E	17.02%	1st

The combined Technical and presentation scoring from the moderated marking is as follows:

DELIVERABLES		Bidder B		Bidder C		Bidder E	
		Score	% Split	Score	% Split	Score	% Split
4.1 - Pre Sales Consultancy	0.5%	8	0.400	4	0.200	10	0.500

4.2 - Pre Sales Consultancy	0.5%	8	0.400	4	0.200	8	0.400
4.3 - Pre Sales Consultancy	0.6%	8	0.480	4	0.240	8	0.480
4.4 - Pre Sales Consultancy Hardware Procurement	0.6%	8	0.480	4	0.240	8	0.480
4.5 - Service Management Process	0.6%	6	0.360	6	0.360	8	0.480
4.6 - Service Management Process	0.6%	8	0.480	4	0.240	8	0.480
4.7 - Request Fulfilment/Deployment	0.75%	8	0.600	6	0.450	8	0.600
4.8 - Request Fulfilment/Deployment	0.75%	6	0.450	6	0.450	8	0.600
4.9 - Hardware Break Fix	1.2%	6	0.720	6	0.720	8	0.960
4.10 - Hardware Break Fix	1.2%	6	0.720	4	0.480	8	0.960
4.11- Hardware Break Fix	1.1%	8	0.880	6	0.660	8	0.880
4.12 - Hardware Decommissioning & Disposal	0.8%	8	0.640	4	0.320	8	0.640
4.13- Hardware Decommissioning & Disposal	0.8%	8	0.640	8	0.640	8	0.640
4.14 - Service Transition Management & Project Delivery	5.0%	6	3.000	4	2.000	10	5.000
4.15 - Service Transition Management & Project Delivery	5.0%	6	3.000	6	3.000	8	4.000
Presentation - Methodology	1.40%	8	1.120	4	0.560	8	1.120
Presentation - Service Transition	1.40%	8	1.120	4	0.560	8	1.120
Presentation - Risk Identification	1.40%	8	1.120	4	0.560	10	1.400
Presentation - Mitigation of Risk	1.40%	6	0.840	4	0.560	10	1.400
Presentation - Opportunity Identification	1.40%	8	1.120	2	0.280	8	1.120
Presentation - Timeframe for achieving transition gateway dates	2.33%	8	1.864	2	0.466	8	1.864
Presentation - Technologies, Tools & Processes	2.33%	8	1.864	6	0.1398	10	2.330
Understanding current technologies appropriate to a police environment. potential changes in next 1-3 and 3- 5 years	2.33%	8	1.864	4	0.932	8	1.864
Presentation - potential impacts of those changes (positive and negative)	2.00%	6	1.200	4	0.800	8	1.600
Presentation - Management of Contract Resource Quantity	2.00%	8	1.600	6	1.200	8	1.600
Presentation - Resource Quality	2.00%	8	1.600	6	1.200	8	1.600
<b>Deliverables Sub-Total Score</b>	<b>40%</b>		<b>28.562</b>		<b>18.716</b>		<b>34.118</b>

Supplier	Total Technical % (Max 40%)	Position on Technical
Bidder B	<b>28.562%</b>	<b>2<sup>nd</sup></b>
Bidder C	<b>18.716%</b>	<b>3<sup>rd</sup></b>
Bidder E	<b>34.118%</b>	<b>1<sup>st</sup></b>

### Commercial:

As part of the bid submission, the bidders were asked to complete a pricing schedule for the following four service towers:

- EUD Service Management
- EUD Device charges
- Infra Service Management costs
- Workstation moves

Supplier	Bid Total	Weighted % score	Position on Costs:
<b>Bidder B</b>	<b>£9,378,392.04</b>	<b>49.032%</b>	<b>3rd</b>
<b>Bidder C</b>	<b>£7,663,973.40</b>	<b>60%</b>	<b>1st</b>
<b>Bidder E</b>	<b>£8,920,982.60</b>	<b>51.546%</b>	<b>2nd</b>

### Overall Scoring

The overall tender score was as follows:

	Weighting	Bidder B	Bidder C	Bidder E
Commercial	60%	49.032%	60.000%	51.546%
Technical	40%	28.562%	18.716%	34.118%
Total	100%	77.594%	78.716%	85.664%
Ranking		3rd	2nd	1st

### **Achievement of project objectives**

*Describe extent to which the original objectives have been achieved*

The outcome of this tender process will be to put in place a single supplier to manage all EUD and Infrastructure Services across Thames Valley Police and Hampshire Constabulary. The contract will provide for a more streamlined, efficient and cost effective service that will allow for a reduction in resource numbers whilst maintaining a modern, agile service that ensures the effective, reactive IT department covering both Forces.

### **Legal Comments**

An OJEU notice was published for this tender opportunity and TUPE regulations do apply. Regulation 84 document has been reviewed by Blake Morgan (Force Solicitors)

### **Project Benefits**

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

To deliver a more dynamic and efficient End User Device and infrastructure service to both Thames Valley and Hampshire Police.

### Financial Implications

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

Breakdown of savings under new contract against current costs:

Current annual spend:

Current Contract costs per annum	
Dacoll and Computacenter combined annual costs	£1,700,000.00
Internal resource costs	£300,000.00
Asset Management external resource costs	£320,000.00
<b>Total:</b>	<b>£2,320,000.00</b>

Current annual spend with projected indexation applied for the life of contract

Existing Annual charges with accumulative indexation:				
Year 1	Year 2	Year 3	Year 4	Year 5
£2,320,000.00	£2,369,880.00	£2,417,514.59	£2,466,348.38	£2,516,168.62
Total spend under current contract for 5 yrs.				
£12,089,911.59				
New EUD total contract value for 5 yrs.				
£8,920,982.60				
Price difference between current contract and new contract lifecycle charges				
£3,168,928.99				
Contract saving split annually				
£633,785.80				

