

REQUEST FOR DECISION – PCC 2019 / 015

Title: Contract for the supply and operation of Digital Evidence Management System (DEMS) for TVP and Hampshire (in conjunction with Surrey and Sussex)

The NPCC 2025 Vision and national programmes mandate means that Police Forces need to become more digitally enabled. In particular to have a robust method for managing, storing and transferring digital evidence. The national initiatives of Single Online Home and the Digital Evidence Transfer System (DETS) require a system to interface with to allow for seamless management of digital media from source to the CPS.

Effective management of digital evidence through a dedicated system is crucial for our forces to address these drivers and challenges.

It is recommended that a shared Digital Evidence Management System (DEMS) is implemented across the region. Thames Valley Police's priority outcomes documentation includes implementing digital development to enhance and advance organisational and operational response with a key objective to make investigators lives easier

It was agreed to develop a regional response, across the four forces, allowing for a more integrated response – rather than delivering local changes that won't address the common, critical concerns all four forces are facing. The DEMS solution has to assist the officer in the increasingly onerous task of sifting through this mass of data (photographs, social media, web browsing etc.) often with highly personal data involved in investigating and preparing a case. It has to work with the core case building Niche RMS solution used by the forces to link together all supporting information.

A pragmatic approach has been adopted to implement the regional DEMS platform, allowing flexible procurement and managed business change. The market for implementing a DEMS solution isn't mature yet nor does it have a distinctive market-leader, and therefore the procurement process has been designed to deliver a solution that maximises the ability to adapt our approach to maximise opportunities from this developing market. A contract has been agreed for an initial period of 2 years with the ability to then further extend for another two years in single year increments. If the service is found to be unsuitable for the needs of the forces we have the ability to cancel the contract after 12 months giving a 6 month notice on a no-blame basis. The service is further designed to allow the transfer of provider to a different provider at the end of any of these break periods in way that minimises cost and disruption.

Following a compliant search on the CCS Digital Market Place G Cloud 11 there is the ability to direct award to NICE Systems Ltd. This route was approved by the SERIP Board as it was recognised that as of this very moment the Nice offering represented the most mature product in the market place and so offered the lowest risk in terms of adoption.

The Nice product has currently been successfully deployed by the following forces: Merseyside, BTP and North Wales

Benchmarking has been undertaken against these deployments to ensure that value for money is being delivered.

Full details are provided in Annex 1.

Recommendation:

The Police and Crime Commissioner is invited to agree the award of contract in respect to the above mentioned service to Nice Systems Ltd.

The above contract is for an initial term of 24 months duration with the ability to terminate without cause after 12 months with two possible extension options for 12 months each.

The total value for the contract for the Thames Valley Police and Hampshire is £4.613m⁴ over the full project period (including extension options).

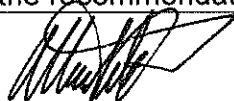
The total value is made up of £2.267 m for the initial 2 year term and £1.152m for the 1st year extension (year 3) and £1.194m for the second year extension (year 4)

The supplier meets all the requirements of the contract terms and conditions and specification and offer the best value for money given the relatively immature state of the market place.

Police and Crime Commissioner

I hereby approve the recommendation above.

Signature



Date 23.9.19.

PART 1 – NON-CONFIDENTIAL

1 Introduction and Background

- 1.1 Effective digital evidence management is essential if the criminal justice system is to remain relevant to the communities we serve. It is a vital step on the way to being able to receive, store and share digital evidence effectively with our Criminal Justice partners, one that will undoubtedly make life significantly better for our hard working investigators.
- 1.2 The ultimate driver behind this project has been our overarching objective to make investigators lives easier and improving the quality of our investigations. Digital evidence management systems (DEMS) support investigators in the increasingly challenging task of managing large volumes of data in order to identify and effectively present evidence whilst ensuring we meet our obligations under the Criminal Procedure and Investigations Act (CPIA), as it brings digital material together in one place allowing for an objective and impartial assessment to be conducted.
- 1.3 The decision was made to progress DEMS as a regional project across the four SERIP forces to allow for a more integrated and efficient response to this shared issue.
- 1.4 The decision to award via G-Cloud 11 to Nice Systems Ltd was made in conjunction with the forces of Hampshire, Surrey and Sussex. This was utilising an aligned specification and under the governance of the SERIP Board. TVP lead on the Procurement process.
- 1.5 Full details are provided in Annex 1

2 Issues for Consideration

- 2.1 It was recognised that the marketplace is maturing and as such any contract should be flexible enough to allow the forces to exit to allow the adoption of alternative solution s if and when they become available. This has had led to the decision to adopt a 2 year contract with the ability to extend if desired.

3 Financial Comments

- 3.1 The total value for the contract for the Thames Valley Police and Hampshire is £4.613 m. over the full project period (including extension options). The total value is made up of £2.267 m for the initial 2 year term and £1.152m For the 1st year's extension (yr 3) and £1.194m for the second extension period (yr 4).
- 3.2 The following table shows the split between TVP and Hampshire

	Thames Valley			Hampshire			Combined
Year	Capital	Revenue	Cost Cumulative	Capital	Revenue	Cost Cumulative	Cost Cumulative
1	£50,617.04	£590,609.00	£641,226.04	£40,732.97	£475,718.50	£516,451.47	£1,157,677.51
2	£0.00	£614,265.40	£1,255,491.44	£0.00	£494,773.00	£1,011,224.47	£2,266,715.91
3	£0.00	£637,921.80	£1,893,413.24	£0.00	£513,827.60	£1,525,052.07	£3,418,465.31
4	£0.00	£661,578.20	£2,554,991.44	£0.00	£532,882.10	£2,057,934.17	£4,612,925.61

3.3 The Investment appraisal suggests significant benefits from the adoption of the DEMS solution

4 Legal Comments

4.1 The contract award followed a legally compliant route via G Cloud 11.

5 Equality Comments

5.1 This award has no implications in terms of legality and diversity.

6 Background Papers

6.1 Not applicable.

Public Access to Information

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Is the publication of this form to be deferred? No

If yes, for what reason?
Until what date?

Is there a Part 2 form? Yes

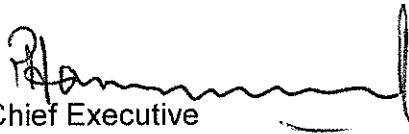
ORIGINATING OFFICER DECLARATION (as appropriate):

	Officer	Date reviewed
Head of Procurement	Richard Fowles	22.9.19
Financial Advice	Linda Waters	22.9.19

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 23/19/2019


Chief Finance Officer

Date 23/9/19



Procurement Services

Procurement Outcome Report

Contract for the supply of Digital Evidence Management System
(DEMS)

Submitted By: Jane Lubbock

Date Submitted: 20.9.2019

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.

Executive Summary and Recommendations

1.1 BACKGROUND

The NPCC 2025 Vision and national programmes mandate means that Police Forces need to become more digitally enabled. In particular to have a robust method for managing, storing and transferring digital evidence. The national initiatives of Single Online Home and the Digital Evidence Transfer System (DETS) require a system to interface with to allow for seamless management of digital media from source to the CPS.

Effective management of digital evidence through a dedicated system is crucial for our forces to address these drivers and challenges

It is recommended that a shared Digital Evidence Management System (DEMS) is implemented across the region. Thames Valley Police's priority outcomes documentation includes implementing digital development to enhance and advance organisational and operational response with a key objective to make investigators lives easier

It was agreed to develop a regional response, across the four forces, allowing for a more integrated response – rather than delivering local changes that won't address the common, critical concerns all four forces are facing. The DEMS solution has to assist the officer in the increasingly onerous task of sifting through this mass of data (photographs, social media, web browsing etc.) often with highly personal data involved in investigating and preparing a case. It has to work with the core case building Niche RMS solution used by the forces to link together all supporting information.

A pragmatic approach has been adopted to implement the regional DEMS platform, allowing flexible procurement and managed business change. The market for implementing a DEMS solution isn't mature yet nor does it have a distinctive market-leader, and therefore the procurement process has been designed to deliver a solution that maximises the ability to adapt our approach to maximise opportunities from this developing market. A contract has been agreed for an initial period of 2 years with the ability to then further extend for another two years in single year increments. If the service is found to be unsuitable for the needs of the forces we have the ability to cancel the contract after 12 months giving a 6 month notice on a no-blame basis. The service is further designed to allow the transfer of provider to a different provider at the end of any of these break periods in way that minimises cost and disruption.

Following a compliant search on the CCS Digital Market Place G Cloud 11 there is the ability to direct award to NICE Systems Ltd. This route was approved by the SERIP Board as it was recognised that as of this very moment the Nice offering represented the most mature product in the market place and so offered the lowest risk in terms of adoption.

The Nice product has currently been successfully deployed by the following forces: Merseyside, BTP and North Wales and benchmarking has been undertaken against these deployments to ensure that value for money is being delivered.

1.1.1 Current / Baseline / Budgeted Spend £ 2.27m (over 2 years for TVP & Hants), £4.6m (over 4 years for TVP & Hants).

1.1.2 Subjective Codes:

TVP BD151/KIN/720

HC BH134/IBG/720

Sussex BX151/KIX/720

Surrey BS151/KIS/720

1.1.3 Summary of requirement and process:

The process to award the contract has been via a G-Cloud Direct Award. There are a number of core drivers behind this decision (this decision was presented to the SERIP Regional Board who accepted the rationale and approved the decision to progress via this route. The reasoning is summarised below:

- Demonstrable proof that working with a NicheRMS force
 - The Business Case demonstrated that this is an immature market but that following lessons from CMP and EQUIP, we needed a system that had been proven to be working in other forces, especially with systems similar to those used by SERIP – e.g. Reveal DEMS, Fotoware etc.
- Demonstrable Proof DEMS of concept in another Force
 - The most critical part of the proof of concept elsewhere is the proven ability to work with NicheRMS (a proven challenge on CMP). Nice are still the only DEMs supplier to have gone live with a Full DEMS system with a NicheRMS force (Merseyside and North Wales).
- Requirement for a Managed Service solution
 - This requirement rules out another key player in the market – Inxsys – and allows customers to deliver the solution with relatively low ICT resource investment (on already stretched ICT departments) and gives us the potential to transition away from the supplier if needed as the market matures. The DEMs requirement is for a managed service solution and not a software only solution meaning that Inxsys will not meet the requirements and therefore discounted.
- Requirement to have digital evidence available to share with the CPS by April 2020 (in time for DETS) and Requirement to present all digital case file material by 2022.
 - This project is time critical and the time and resources already invested in the Nice system put us a long way towards being ready to share digital evidence by 2020. The project plan is indicating that if we appoint in August 2019, after ICT delivery, and then full force rollout, we will be fully deployed by end March 2020.
- Investment already exerted in Nice pilot
 - Although the market has matured in the last 5 months, Nice is still the only supplier known to have demonstrated functionality in a live full-force environment with a NicheRMS force. It should also be recognised that SERIP have made an investment in Nice over the last 5 months and we're working with them to deliver a number of critical functions to their system – such as sharing with the CPS. Our joint working with them now will mean that Nice will be one of very few solutions on the market that CPS allow forces to use to share evidence with in a digital way. Nice is only of the only force owned systems (alongside Evidence.com) that CPS receive digital evidence from. N.B. Evidence.com does not meet our other critical requirements.
- Success of pilot and demonstration of proof of concept and delivery against success criteria.
 - It should also be noted that during the pilot we set a series of success criteria to test if Nice was the right supplier for SERIP forces. Evidence to date has shown that Nice and the DEMS system met the critical success factors, namely:
 - They system is proven to work in our force environment
 - SERIP Project teams have been able to deliver the system within the resource constraints
 - The system has proven to make investigators lives easier

The system has the potential to continue to release efficiency benefits across the region.

Evidence from the pilot has also suggested that we are able to “Bring more criminals to justice” by improving the efficiency of our officers and “increasing satisfaction of our victims” by allowing the public to share their evidence with us in a digital way.

1.1.3 Regulation 84 form has been completed and is at Appendix A (Note that by default a regulation 84 form should be completed in all circumstances). This is a record of the exercise required to be kept by the Cabinet Office.

1.1.4 Contract Terms and Conditions: The suppliers meet all the requirements of the contract terms and conditions and specification and offer the Most Economically Advantageous Solution, as assessed through the evaluation process.

The G Cloud standard model terms have been modified to mitigate the risks identified in the deployment of large ICT based projects by the following:

Contract life: A two year contract has been agreed with a break point after the first 12 months, this allows the forces to exit from the agreement with 6 months- notice on a no cause basis after 18 months. The contract can be extended to up to 4 years in total.

Payment is to be made quarterly throughout the life of the contract

With volumes of data storage always difficult to forecast and also expected to fall in price in the future it has been agreed that storage will be paid for based on actual consumption and be subject to a market based benchmark price re-negotiation after the initial 2 year contract period.

The launch of the package and so commencement of payments is to be based upon the meeting of clearly defined gateway requirements to show key functionality is fully tested and approved by all parties for use.

1.1.5 Legal Implications:

The contract award followed a legally compliant route via G Cloud 11.

1.1.6 Equality and Diversity:

This award has no implications in terms of legality and diversity.

1.1.7 Realisation Implementation Plan:

This is covered in the Investment approval paper in Section 2

1.1.8 Contract Management Review: Tier 1 ☒ or Tier 2 ☐ or Tier 3 ☐ CM to be provided by ICT Commercial

1.1.9 The procurement process has followed and complied with the 5 key Treaty Principles of PCR 2015:-
Transparency; Non-Discrimination; Equal Treatment; Proportionality; Mutual Recognition. ☒

1.1.10 Attachments

Please include the following attachments as additional supporting information:

☐ Supplier Scoring Evaluation

Insert here

☒ Any additional Supporting information SERIP Investment case in Section 2

Insert here

1.2 RECOMMENDATION

1.2.1 The Police and Crime Commissioner / Chief Constable of Thames Valley Police (Chief Finance Officer and Director of Finance) are invited to agree the award of contract in respect of the above mentioned supply and delivery of a managed service to TVP and Hants Criminal Justice

The above contract is for an initial term of 24 months duration with 2 extension option(s) of 12 months each period.

The total value of this contract is estimated at £ 4.6m over the full project period (including extension options). The total value is made up of £2.267 m for the initial 2 year term and £1.152m for the 1st years extension (yr 3) and £1.194m for the second extension period (yr 4).

The following table shows how this is split across TVP & Hants:

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Process and POR approval

Role	Name/Job Title	Signature and Sign-Off Date
Project Sponsor	ACC Tim DeMeyer	T. DeMeyer – 11.9.2019
Procurement Business Partner	Jane Lubbock	Jane Lubbock – 20.9.2019
Procurement Lead	Jane Lubbock	Jane Lubbock – 20.9.2019
TVP Finance	Tim Saunders	Tim Saunders – 20.9.2019
Legal	NA	NA

Contract Award Approval

Approval Role	Name	Job Title	Signature and Sign-Off Date
Reviewer:	Richard Fowles	Head of Procurement	22.9.2019 Richard Fowles

First Approver:	Linda Waters	Director of Finance	
Second Approver:	Ian Thompson	Chief Finance Officer	
Third Approver:	Anthony Stansfield	OPCC	

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**PART 1 –
FOR PUBLICATION ON TVP INTRANET SITE**

Contract Summary and Information for BLPD	
Proposed Supplier (s)	Nice Investigates Ltd
Planned Contract Start Date	23 rd September 2019
Contract Duration – Initial Term (<i>months</i>)	24 Months
Contract Extensions Available (<i>months</i>)	2 Options to extend by 12 Months for each Option
Contract Value <i>Initial Period (months)</i>	£2.267m
Contract Value Extension per extensions periods	£1.152m (Ext 1) £1.194m (Ext 2)
Collaborative Purchase Information (who are we buying with and what is there proportion of spend).	Hants, Surrey & Sussex