



End User Device Demand 2024/2025  
 Refresh and Business As Usual

**MOPAC Investment Advisory & Monitoring meeting 07/03/2024**

**Report by Jamie Hewitt on behalf of the Chief Digital Data and Technology Officer**

**Part 1 – This section of the report will be published by MOPAC. It is classified as OFFICIAL – PUBLIC**

#### *EXECUTIVE SUMMARY*

This paper requests approval for the financial year 2024/25 delivery of business as usual (BAU) and refresh device demand, specifically laptops, desktops, monitors, and smartphones used by MPS Officers and staff. This paper follows previous papers for device demand in 2022/23 and 2023/24.

#### **Recommendations**

The Deputy Mayor for Policing and Crime, via the Investment Advisory and Monitoring meeting (IAM), is asked to:

1. **Capital spend of £25m in 2024/25 from the approved DDAT Capital Plan to replace networked end user laptops, desktops, monitors and smartphones to meet BUA and refresh demand in line with policy and approach proposed in this business case. To note spend in 2022/23 of £20m and forecast spend for 2023/24 of £27m.**
2. **Delegated authority to Director Applications, End User and Radio Services to manage the Capital spend within the overall costs outlined in this paper.**
3. **Delegate authority to Commercial Director to initiate procurement action and award new contracts where shown as commercially beneficial for a contract or contracts with a total contract(s) value of up to £25m and a term of 4 years.**
4. **The redistribution via commercially approved routes of appropriately digitally sanitised devices for reuse to reduce digital exclusion or resale where devices have a residual value.**

#### **Time sensitivity**

A decision is required from the Deputy Mayor by mid March 2024 to enable orders to be placed with suppliers and continuation of refresh activity from prior years.

**Non-confidential facts and advice to the Deputy Mayor for Policing and Crime**

## **Introduction and background**

1. The MOPAC Police and Crime Plan for London 2022-25 supports the need to “modernise the MPS to tackle crime on and off-line in a more effective and efficient way” and use of the MPS capital plan to maintain existing systems. The New Met for London commits to ‘Fix our Foundations’ by providing Officers with kit and equipment suitable for the job.
2. This paper follows agreement to support refresh of devices reaching end of life between 2021/22 through to 2023/24. Further devices have now, or will soon reach end of life and require refresh to ensure continued performance and reliability for Officers and Staff.
3. Laptops, desktops and mobiles are a critical tool for our frontline and back office staff, required to enable them to access operational, intelligence and back office systems and data enabling them to police effectively and safeguard Londoners.
4. MPS have driven a change to flexible working by deploying mobile devices moving from 2500 laptops and 1000 tablets in November 2017 to 40,000 laptops and 12,000 tablets in 2023. During the last quarter of 2023/24 MPS will replace all 12,000 tablets used by front line policing with laptops via a separately approved investment paper.
5. Maintaining effective end user devices is critical but we must also have an eye to the MPS’ budget position. For that reason the volumes proposed within this BJP represent the maximum device demand anticipated for the financial year 2024/25, and are based on volumes of devices and in scope users as of late 2023 and forecast within the DDaT Capital plan
6. To ensure revenue costs are not impacted MPS will follow a strict policy for deployment of new and refresh devices to ensure device volumes align to organisational need. Regular reporting will be made available to business units to enable the proper stewardship of devices.
7. Whilst previously we have provided devices to charities in support of LOTI Digital Inclusion we will review whether there is any residual monetary value before deciding to do so again and if so will resell these devices through commercial approved channels.

## **Issues for consideration**

8. The continued use of older devices will negatively impact Officers and staff as industry data demonstrates they break more frequently, leading to more disruption for users and risk of being unable to access critical information when needed.

## **Contributes to the MOPAC Police & Crime Plan 2022-25<sup>1</sup>**

9. Laptops, desktop and mobiles are a critical tool for our frontline and back office staff, required to enable them to access operational, intelligence and back office systems and data enabling them to police effectively and safeguard Londoners.

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<sup>1</sup> [Police and crime plan: a safer city for all Londoners | London City Hall](#)

Our officers and staff are now able to access almost MPS systems (with the exception of our Secret and sensitive systems) while away from duty stations enabling them to respond more quickly to the needs of Londoners.

### **Financial, Commercial and Procurement Comments**

10. The refresh of laptops, desktops, smartphones and monitors and support for business as usual will cost £25,000k in 2024/25, funded from approved DDaT Capital budget.
11. Devices can be compliantly procured via existing DDaT contracts however where shown to be commercially beneficial new contracts may be awarded. Please see procurement strategy in the paper for full options.
12. The proposal contributes to delivering the London Anchor Institutions' Charter<sup>2</sup> through old devices being digitally sanitised in line with MPS security procedures and then repurposed through approved routes, such as the London Office of Technology and Innovation, to reduce digital inclusion across London.

### **Legal Comments**

13. The Mayor's Officer for Policing Crime is a Contracting Authority as defined in the Public Contracts Regulations 2015 ("the Regulations"). All awards of public contracts for goods and/or services valued at £213,477 (inclusive of VAT) or above will be procured in accordance with the Regulations.
14. The MOPAC Scheme of Delegation and Consent provides the Deputy Mayor for Policing and Crime ("DMPC") has delegated authority to approve business cases for revenue or capital expenditure of £500,000 and above (paragraph 4.8).
15. Paragraph 7.23 of the Scheme provides that the Director of Strategic Procurement has consent for the approval of the award of all contracts, with the exception of those called in through the agreed call in procedure. Paragraph 4.14 of the Scheme provides the DMPC reserves the right to call in any MPS proposal to award a contract for £500,000 or above.
16. The use of a compliantly procured Framework Agreement will constitute a compliant process where the Framework Agreement's ordering process are followed.

### **Equality Comments**

17. This work does not change any aspects relating to equality or diversity.
18. Existing Assistive Technology and Accessibility features available to MPS Officers and Staff will continue to function with the refreshed devices and the project will ensure AT and Accessibility tools are working for individuals as part of the refresh.

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<sup>2</sup> <https://www.london.gov.uk/coronavirus/londons-recovery-coronavirus-crisis/anchor-institutions-charter>

### **Privacy Comments**

19. Under Article 35 of the General Data Protection Regulation (GDPR) and Section 57 of the DPA 2018, Data Protection Impact Assessments (DPIA) become mandatory for organisations with technologies and processes that are likely to result in a high risk to the rights of the data subjects.
20. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the programme meets its compliance requirements.
21. The project does not use personally identifiable data of members of the public, so there are no GDPR issues to be considered.

### **Real Estate Implications**

22. The project does not require changes to the existing PSD provisions.

### **Environmental Implications**

23. Retired devices will be digitally sanitised and either made available to recycle and reuse schemes in support of the London Office of Technology Digital Inclusion service or will be resold where residual value exists.
24. Where recycling, reuse, or resale is not possible, due to age or condition of devices, they will be disposed of in line with MPS security and environmental policies, including WEEE.

### **Background/supporting papers**

25. Supporting material is contained within the restricted section of the paper.

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### **Part 2 – This section refers to the details of the Part 2 business case which is NOT SUITABLE for MOPAC Publication.**

The Government Security Classification marking for Part 2 is:  
OFFICIAL-SENSITIVE [COMMERCIAL]

Part 2 of End User Device Demand 2024/2025 Refresh and Business As Usual is exempt from publication for the following reasons:

- Exempt under Article 2(2)(a) of the Elected Local Policing Bodies (Specified Information) Order 2011 (Data Protection Section 43 – Commercial Interests).

The paper will cease to be exempt until April 2026 or when a release of information does not affect the commercial interests of the organisation.