

GREATER **LONDON** AUTHORITY

REQUEST FOR DIRECTOR DECISION – DD2383

Title: GovTech London

Executive Summary

This Decision Form seeks approval to spend £107,000 from the LEAP Core Funds Budget to deliver the GovTech.London project.

GovTech.London will be a scalable pilot to facilitate the uptake of innovative technologies by London's 33 local authorities, whilst simultaneously increasing market access for London's GovTech sector.

This will be achieved by addressing three key barriers:

1. Providing the GovTech market with a clear means of navigating the procurement framework across London, and an easy means of finding contracting opportunities;
2. Allowing GovTech and local authorities in London to better communicate with one another through standardising company and product information in a way which is usable by non-experts; and
3. Working with London's local authorities to identify new contracting opportunities which could be packaged and offered to London's GovTech sector.

Decision

That the Executive Director for Development, Enterprise & Environment approves:

Expenditure of £107,000 in 2019/20, through a combination of £75,000 on external services, and £32,000 on GLA staffing, in order to deliver the GovTech.London project.

AUTHORISING DIRECTOR

I have reviewed the request and am satisfied it is correct and consistent with the Mayor's plans and priorities. It has my approval.

Name: Debbie Jackson

Position: Interim Executive Director for Development, Enterprise & Environment

Signature:



Date:

23/08/19.

PART I – NON-CONFIDENTIAL FACTS AND ADVICE

Decision required – supporting report

1. Introduction and background

- 1.1 The Mayor's Economic Development Strategy prioritises the Mayor's commitment to "support the growth of the GovTech¹ sector to help bring the best ideas to market", as a part of the recognition that Advanced Urban Services are one of London's 7 key priority sectors. Moreover the Smarter London Together Roadmap, with its focus on delivering 'more user designed services', and to 'improve city wide collaboration' sets out three clear means of achieving this:
- Supporting public service digital and data leadership;
 - Establishing the London Office of Technology and Innovation; and
 - Exploring new tech partnerships and business models – including specifically how to clarify the public sector market to tech SMEs.
- 1.2 GovTech is already revolutionising the delivery of public services – whether it is the chatbots that are allowing boroughs to communicate at scale with residents and provide immediate information on services, to companies providing access to vetted home-based carers, and companies working to help people back into work.
- 1.3 Economically, GovTech is a hugely important sector in which London is already a global leader – with the UK ranked by the UN as the top country globally for e-government². The global market is estimated to reach a value of around £20bn by 2020³ – driven by new technology but also by the pressure on government to meet rising expectations in the context of falling budgets.
- 1.4 London's 33 local authorities are all actively engaging with the GovTech sector to innovate and deliver better services at lower cost to the taxpayer. However, this is currently happening in an uncoordinated way. Some approaches are further developed than others and there is significant duplication of effort, and there could be much greater sharing of best practice and knowledge transfer.
- 1.5 Following conversations with a number of London boroughs, we believe that there is the need for support to help GovTech suppliers translate their product and service offerings into information which can be understood by non-technical individuals inside their organisation. From the perspective of GovTech suppliers, there is a need to provide a better understanding of the landscape across London – given the multiplicity of routes to find, access and secure contracts.

2. Objectives and expected outcomes

- 2.1 The objectives of the Project are:
- To provide clarity to the GovTech supplier base about where, and how they can find opportunities to contract with the public sector in London, alongside information and support regarding the processes this will entail;

¹ GovTech in London refers to technology which can be used by – or in support of – local authorities in the delivery of public services. In the context of this project it principally means companies seeking to sell to London's boroughs, TfL, or the GLA family.

² PUBLIC: State of the UK GovTech Market, Unlocking the Potential of Startups to Solve Public Problems, 2018

³ PUBLIC: State of the UK GovTech Market, Unlocking the Potential of Startups to Solve Public Problems, 2018

- To allow GovTech suppliers and local authorities to better understand one another's needs and capabilities, through presenting standardised and simplified information on products and services; and
- To support the creation of new contracting opportunities from London's boroughs which are designed with the needs of SME suppliers in mind, through a 'GovTech Surgeries' event series.

2.2 The following outputs, when combined will enable a better understanding and exchange of information between the public sector and suppliers, and facilitate uptake of GovTech solutions:

- 2.2.1 Adding supplier functionality to existing platforms where possible – so that suppliers can interact with opportunities, as well as be able to publicly demonstrate successful past projects;
- 2.2.2 The creation of a GovTech supplier database – so that non-experts in London's public sector can understand and make decisions relating to high-tech products and services, define an appropriate means of engagement, and directly compare suppliers. We will also collect and monitor diversity and inclusion metrics; and
- 2.2.3 Three annual 'GovTech Surgery' events, focusing on three key procurement opportunities for GovTech SMEs – to provide the focal point for engagements and a procurement-compliant means of boroughs engaging with the supplier base.

2.3 These packages of work will lead to the following outcomes:

- 2.3.1 A better understanding in the public sector of what solutions are available, and a specific understanding of the companies they interact with – usable by non-experts;
- 2.3.2 A better understanding in the GovTech sector of procurement opportunities and the procurement framework in which their market operates;
- 2.3.3 A robust methodology against which the public sector can judge suppliers of innovative products;
- 2.3.4 A means by which GovTech suppliers can explain their service type and level, in a standardised way to non-experts, as well as set out the traction they have had with other public bodies in the past;
- 2.3.5 A procurement-compliant engagement process, comprising of a series of events which will lead to GovTech suppliers being able to access procurement opportunities.

2.4 We will measure success of the project against the following metrics:

Outcome:	Measurement	Target
1. A better understanding in the public sector of what solutions are available, and less time spent doing background research on suppliers	(1a) Number of applicants/participating companies	100
	(1b) Boroughs creating an account on the platform	33

2. A better understanding in the GovTech sector of procurement opportunities and the procurement framework in which their market operates	(2a) Number of opportunities identified and listed using new methodologies	6
	(2b) Number of companies using dynamic procurement resource	50
3. A robust methodology against which the public sector can judge suppliers of innovative products	(3a) Number of companies using the GovTech methodology	50
	(3b) Number of London Boroughs using the tool	10
4. A means by which GovTech suppliers can explain their service type and level, in a standardised way to non-experts, as well as set out the traction they have had with other public bodies in the past	(4a) Number of suppliers listed on the database	50
	(4b) Number of suppliers provided with support to demonstrate their traction, and de-risk their offering	10
5. A procurement-compliant engagement process, comprising of a set of events which will lead to GovTech suppliers being able to access procurement opportunities.	(5a) Number of GovTech Surgeries	3
	(5b) Number of suppliers listed of ITTs emerging from Surgeries	15

- 2.5 While the project allows for £32,000 of staffing resource, this will fund an existing post so will not result in additional headcount.
- 2.6 All external services will be procured according to the GLA's Contracts and Funding Code and GLA group responsible procurement policy, and officers will liaise from the outset with colleagues in TfL commercial procurement in order to ensure compliance and best practice.

Use of Funding

- 2.7 The table below sets out how the funding will be used:

Cost name	Cost Amount	Cost Purpose
Cross-functionality with existing public sector innovation platforms	£30,000	To be delivered through a combination of developers and consultants: • Scoping of necessary data collection • Enable GovTech suppliers to interact with opportunities • Link to supplier profiles and allow boroughs to signal traction • List opportunities in standardised format • User testing and refinement
Supplier Database	£25,000	To be delivered through a combination of developers and consultants:

- Database creation
- Profile functionality
- Logic and triaging methodology development
- Dynamic visualisations of the procurement process

Engagement and Comms £20,000

To be delivered through consultants:

- Research into procurement opportunities, lining up opportunities and building programme of events and engagement
- Delivering three high-profile GovTech surgeries per year
- Ensuring senior level borough involvement
- Marketing and comms aimed at the GovTech sector and tech sector more widely.

Staffing £32,000

To be managed within the Regeneration and Economic Development Team:

- 6 months of Grade 8 Officer time, to be managed from within Regeneration and Economic Development

2.8 The funding will come from the LEAP Core budget for 2019-20.

3 Equality comments

- 3.1 Under Section 149 of the Equality Act 2010, as a public authority, the Mayor of London must have 'due regard' of the need to eliminate unlawful discrimination, harassment and victimisation as well as to advance equality of opportunity and foster good relations between people who have a protected characteristic and those who do not.
- 3.2 Strategic equality, diversity and inclusion objectives are enshrined within the GLA's programmes and activities according to the Mayor's Equality, Diversity and Inclusion Strategy.
- 3.3 The programme will be promoted through a wide variety of channels to reach out to underrepresented groups, and we will ensure that as suppliers are brought onto the database and platforms associated with the project, we monitor for diversity and inclusion.
- 3.4 GovTech refers to a broad category of solutions which will sell into the public sector, and therefore has the potential to touch upon areas of service delivery itself covered by the Equality Act 2010. During the process we will ensure that providers and users are reminded of their responsibilities under the Act, and that innovative products and services must ensure they comply with the law.

4 Other considerations

Key Risks and Issues

- 4.1 The below risk register outlines the major risks to the Project:

Risk Description	Risk Owner	Likelihood	Impact	Mitigation
Insufficient uptake by suppliers	GLA	Low	Medium	There is enough communications budget and a dedicated LEAP communications officer who can help promote this. Officers have designed the programme with suppliers.
Lack of interoperability with existing platforms	GLA	Low	Low	Existing platforms are largely open source, and there is sufficient latent demand for the suppliers capability.
Engagement does not translate into buying	GLA	Medium	Medium	The project will align with the work of London Office of Technology & Innovation, London Councils, Pipeline and other work at a regional and national scale to ensure that we bring forward practical opportunities. The design of the GovTech surgeries will be procurement compliant to maximise the opportunity for successful procurement.
Procurement barriers prevent innovation	GLA	Medium	Medium	Though we have limited levers over the procurement process itself, the programme will include guidance on the process – ensuring innovators and the public sector can work together in the most appropriate way. The risk methodology and engagement process of designing and delivering this programme alongside local authority partners will help to increase local authority appetite for innovation.

Links to Mayoral Strategies and Priorities

- 4.2 The Mayor's Economic Development Strategy prioritises the Mayor's commitment to "support the growth of the GovTech sector to help bring the best ideas to market", as a part of the recognition that Advanced Urban Services are one of London's 7 key priority sectors. Moreover the Smarter London Together Roadmap, with its focus on delivering 'more user designed services', and to 'improve city wide collaboration' sets out three clear means of achieving this:
- Supporting public service digital and data leadership;
 - Establishing the London Office of Technology and Innovation;
 - Exploring new tech partnerships and business models – including specifically how to clarify the public sector market to tech SMEs.

- 4.3 GovTech.London thus brings together the aims of the Economic Development Strategy in its support for the GovTech sector and how it can grow through access to market, with the delivery of the Smarter London Together Roadmap and its focus on better service delivery.

5 Financial comments

- 5.1 The total cost of £107,000 for this initiative will be funded from the LEAP Core Funds budget for 2019-20 held within the Regeneration & Economic Development Unit.

6 Legal Comments

- 6.1 The decisions requested of the Director (in accordance with the GLA's Contracts and Funding Code) concern the exercise of the GLA's general powers, falling within the GLA's statutory powers to do such things considered to further or which are facilitative of, conducive or incidental to the promotion of economic development and wealth creation, social development or the promotion of the improvement of the environment in Greater London; and in formulating the proposals in respect of which a decision is sought officers have complied with the Authority's related statutory duties to:
- pay due regard to the principle that there should be equality of opportunity for all people;
 - consider how the proposals will promote the improvement of health of persons, health inequalities between persons and to contribute towards the achievement of sustainable development in the United Kingdom; and
 - consult with appropriate bodies.
- 6.2 In taking the decisions requested, the Directors must have due regard to the Public Sector Equality Duty; namely the need to eliminate discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2010 and to advance equality of opportunity and foster good relations between persons who share a relevant protected characteristic (race, disability, gender, age, sexual orientation, religion or belief, pregnancy and maternity and gender reassignment) and persons who do not share it (section 149 of the Equality Act 2010). To this end, the Director should have particular regard to section 3 (above) of this report.
- 6.3 Officers must ensure that the extension to the grade 8 post is in line with GLA's HR protocols including obtaining permission from the Head of Paid Service as appropriate.
- 6.4 Officers should ensure that the works be procured by Transport for London Procurement who will determine the detail of the procurement strategy to be adopted in accordance with the GLA's Contracts and Funding Code. Officers must ensure that appropriate contract documentation is put in place and executed by the successful bidder(s) and the GLA before the commencement of the works.

7. Planned delivery approach and next steps:

Activity	Timeline
DD sign off	August 2019
Tender for services	August 2019
Procurement of contract:	August 2019
Delivery Start Date	August 2019
Procurement landscape tool published	October 2019

suppliers platform live	December 2019
Final GovTech surgery	March 2020
Delivery End Date:	March 2020

Appendices and supporting papers:

None

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOI Act) and will be made available on the GLA website within one working day of approval.

If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

Note: This form (Part 1) will either be published within one working day after approval or on the defer date.

Part 1 Deferral:

Is the publication of Part 1 of this approval to be deferred? No

Part 2 Confidentiality: Only the facts or advice considered to be exempt from disclosure under the FOI Act should be in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a part 2 form – NO

ORIGINATING OFFICER DECLARATION:

Drafting officer
to confirm the
following (✓)

Drafting officer:

Nick Swanson has drafted this report in accordance with GLA procedures and confirms that:

✓

Assistant Director/Head of Service:

Nabeel Khan has reviewed the documentation and is satisfied for it to be referred to the Sponsoring Director for approval.

✓

Financial and Legal advice:

The finance and legal teams have commented on this proposal, and this decision reflects their comments.

✓

Corporate Investment Board:

The Corporate Investment Board reviewed this proposal on 19 August 2019.

EXECUTIVE DIRECTOR, RESOURCES:

I confirm that financial and legal implications have been appropriately considered in the preparation of this report.

Signature



Date

19.08.19

TOM MIDDLETON ON BEHALF OF MARTIN CLARKE

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