

DMPC Decision – PCD 677**Title: Mobile Tablet Device Refresh****Executive Summary:**

This paper concerns the refresh of the current tablets used by frontline police officers with ruggedised business grade devices that provide a choice of two tablets and a more powerful, higher specification device to support higher adoption of mobile ways of working and drive operational efficiency and outcomes.

Recommendation:

The Deputy Mayor for Policing and Crime is recommended to:

1. Approve refresh of all current Dell tablets via utilisation of £9.75m of the End User Services Equipment Hardware Charge (EHC).
2. Approve build, deployment, project management etc associated with rollout of the above tablets and disposal of current Dell tablets at a capital cost of £2.88m fully funded from the MOPAC approved Digital Policing (DP) capital plan and budget.
3. Approve use of existing Digital Policing contracts to resource the project and procure tablet devices and peripherals.
4. Approve Digital Policing to make provisions at a B/OCU level for tablet replacements at 4% failure rate, with local business groups to fund replacement device and device related peripheral costs outside of this provision.
5. Approve programme 13 Digital Experience Team to support tablet rollout and embed business change.

Deputy Mayor for Policing and Crime

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct. Any such interests are recorded below.

The above request has my approval.

Signature

Spence Under

Date

13/12/2019

PART I - NON-CONFIDENTIAL FACTS AND ADVICE TO THE DMPC

1. Introduction and background

- 1.1. The use of mobile devices to complete crime reports and admin 'on the move' is a commitment within the Police and Crime plan, the Met Direction and Digital Policing (DP) strategies.
- 1.2. In support of mobile working DP in 2017 deployed tablets and mobile applications to officers in Frontline Policing roles and beyond. During this time DP have worked with officers to embed mobile working across the frontline, adapting culture to adopt modern ways of working and incrementally improving technology to better meet needs of those using it.
- 1.3. The original tablet devices are now reaching the end of their 2-3 year lifetime, are no longer available for purchase and a replacement device is needed. A refresh is therefore now required in line with plans when the devices were originally rolled out.
- 1.4. DP have undertaken a wide range of consultation, testing and trials with officers across all BCUs to select the proposed devices and a further trial is underway in two BCUs to refine the device configuration and scale the deployment process.
- 1.5. Feedback from trials is positive, demonstrating that officers find the devices easier to use, are able to create crime reports faster and more crime reports are created whilst on the move.
- 1.6. As well as improved experience for users the devices offer a number of other benefits such as being tougher, more easily serviceable, and having a longer expected lifetime of 4 to 5 years.
- 1.7. Overall it is expected the refresh of tablet devices will further build on the digital foundation provided so far, offering a much improved experience for officers, enabling completion of more reports in the field more quickly on a more reliable stable service than the current offering.

2. Issues for consideration

- 2.1. Future running costs will be managed in line with current budgets as the number of tablets will not change as a result of this decision, since the new Panasonic devices are replacing the legacy Dell tablets.

3. Financial Comments

- 3.1. The project to refresh tablets, monitors and docking stations in writing rooms and adapt charging cabinets to work with the new devices will cost:
 - £2.88M of DP capital to fund non tablet device costs such as resources, EUS supplier charges, ecosystem changes including monitors and charging cabinets funded via the Digital Policing Capital budget. This is fully funded in the DP approved capital plan.

- £9.75M for ruggedized tablets funded via the EHC fund created in line with the current contract with DXC End User Services. This has already been paid through revenue expenditure as part of the DXC contract and is available to draw down for the replacement of devices. This will therefore have no budget impact.

4. Legal Comments

- 4.1. The Mayor's Office for Policing and Crime (MOPAC) is a contracting authority as defined in the Public Contracts Regulations 2015 (the Regulations). Awards of public contracts for goods and/or services valued at £181,302 or above must be procured in accordance with the Regulations. The goods and services that form this proposal will be procured in accordance with the Public Contracts Regulations 2015.
- 4.2. The restricted report identifies the approach to source the various components of the project. Each are confirmed to utilise existing MOPAC contracts as being compliant routes to market.
- 4.3. Paragraph 4.13 of the MOPAC Scheme of Delegation and Consent provides that the Deputy Mayor for Policing and Crime (DMPC) has delegated authority to approve the procurement strategy for all revenue and capital contracts of a total value of £500,000 or above.
- 4.4. Paragraph 4.8 of the MOPAC Scheme of Delegation and Consent provides that the Deputy Mayor for Policing and Crime (DMPC) has delegated authority to approve business cases for revenue or capital expenditure of £500,000 or above.

5. Commercial Issues

- 5.1. The refresh of devices is within the services scope of the existing DP Towers contracts and will be delivered through this route.
- 5.2. Further information is contained within the restricted section of this report.

6. GDPR and Data Privacy

- 6.1. The MPS is subject to the requirements and conditions placed on it as a 'State' body to comply with the European Convention of Human Rights and the Data Protection Act (DPA) 2018. Both legislative requirements place an obligation on the MPS to process personal data fairly and lawfully in order to safeguard the rights and freedoms of individuals.
- 6.2. There are no new privacy issues created as this project will not introduce new, or alter any existing, systems that have already had a Data Protection Impact Assessment (DPIA) as part of the General Data Protection Regulation (GDPR).

7. Equality Comments

- 7.1. Equality Screening has shown that all tablet users will have an equal opportunity to access the new device, negating the likelihood of any disadvantage being suffered by persons with protected characteristics.
- 7.2. The options of two device sizes and the additional performance of the devices may allow a wider range of assistive technology and other adaptations to be used, providing a positive impact on inclusion.
- 7.3. An Equality Impact Assessment will be performed by the project.

8. Background/supporting papers

- 8.1. Report

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOIA) and will be made available on the MOPAC website following approval.

If immediate publication risks compromising the implementation of the decision it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

Part 1 Deferral:

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

If yes, for what reason:

Until what date:

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

Is there a **Part 2** form – YES

ORIGINATING OFFICER DECLARATION

Tick to confirm statement (✓)

Financial Advice

The Strategic Finance and Resource Management Team has been consulted on this proposal.

✓

Legal Advice

Legal advice is not required.

✓

Equalities Advice:

Equality and diversity issues are covered in the body of the report.

✓

Commercial Issues

The proposal is in keeping with the GLA Group Responsible Procurement Policy.

✓

GDPR/Data Privacy

- GDPR compliance issues are covered in the body of the report.
- A DPIA is not required.

✓

Director/Head of Service

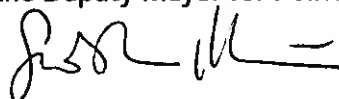
The Interim Chief Finance Officer has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.

✓

Interim Chief Executive Officer

I have been consulted about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Deputy Mayor for Policing and Crime.

Signature



Date

9/12/2019



MAYOR OF LONDON
OFFICE FOR POLICING AND CRIME

Mobile Tablet Device Refresh

MOPAC Investment Advisory & Monitoring meeting 29th November 2019

Report by Angus McCallum on behalf of the Chief of Corporate Services

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

EXECUTIVE SUMMARY

This paper concerns the refresh of the current tablets used by frontline police officers with ruggedised business grade devices that provide a choice of two tablets and a more powerful, higher specification device to support higher adoption of mobile ways of working and drive operational efficiency and outcomes.

Recommendations

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

1. Approve refresh of all current Dell tablets with higher specification, more powerful, ruggedised Panasonic 7" and 10" Toughbook devices via utilisation of £9.75m of the End User Services Equipment Hardware Charge (EHC).
2. Approve build, deployment, project management etc associated with rollout of the above ruggedized tablets and disposal of current Dell tablets at a capital cost of £2.88m fully funded from the MOPAC approved Digital Policing (DP) capital plan and budget.
3. Approve use of existing Digital Policing contracts to resource the project and procure tablet devices and peripherals.
4. Approve Digital Policing to make provisions at a B/OCU level for tablet replacements at 4% failure rate, with local business groups to fund replacement device and device related peripheral costs outside of this provision.
5. Approve programme 13 Digital Experience Team to support tablet rollout and embed business change

Time sensitivity

A decision is required from the Deputy Mayor by 16/12/19. This is to ensure that devices can be refreshed before the end of their lifetime.

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

Introduction and background

1. The use of mobile devices to complete crime reports and admin 'on the move' is a commitment within the Police and Crime plan, the Met Direction and Digital Policing (DP) strategies.
2. In support of mobile working DP in 2017 deployed tablets and mobile applications to officers in Frontline Policing roles and beyond. During this time DP have worked with officers to embed mobile working across the frontline, adapting culture to adopt modern ways of working and incrementally improving technology to better meet needs of those using it.
3. The original tablet devices are now reaching the end of their 2-3 year lifetime, are no longer available for purchase and a replacement device is needed.
4. DP have undertaken a wide range of consultation, testing and trials with officers across all BCUs to select the proposed devices and a further trial is underway in two BCUs to refine the device configuration and scale the deployment process.
5. Feedback from trials is positive, demonstrating that officers find the devices easier to use, are able to create crime reports faster and more crime reports are created whilst on the move.
6. As well as improved experience for users the devices offer a number of other benefits such as being tougher, more easily serviceable, and having a longer expected lifetime of 4 to 5 years.
7. Overall it is expected the refresh of tablet devices will further build on the digital foundation provided so far, offering a much improved experience for officers, enabling completion of more reports in the field more quickly on a more reliable stable service than the current offering.

Issues for consideration

8. This information is contained in the restricted section of the report'.

Contributes to the MOPAC Police & Crime Plan 2017-2021¹

9. This project will ensure that officers have access to technology to deliver on the MOPAC Police and Crime plan commitment to 'equip officers with mobile data tablets to enable them to work on the move, without having to return to the station to access or input information'.

Financial, Commercial and Procurement Comments

10. The project to refresh tablets, monitors and docking stations in writing rooms and

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

adapt charging cabinets to work with the new devices will cost:

- £2.88M of DP capital to fund non tablet device costs such as resources, EUS supplier charges, ecosystem changes including monitors and charging cabinets funded via the Digital Policing Capital budget
- £9.75M for ruggedized tablets funded via the EHC fund that has been expensed previously in line with the current contract with DXC End User Services.

11. The refresh of devices is within the services scope of the existing DP TTPI contracts and will be delivered through this route.

12. Further information is contained within the restricted section of this report.

Legal Comments

13. The Mayor's Office for Policing and Crime (MOPAC) is a contracting authority as defined in the Public Contracts Regulations 2015 (the Regulations). Awards of public contracts for goods and/or services valued at £181,302 or above must be procured in accordance with the Regulations. The goods and services that form this proposal will be procured in accordance with the Public Contracts Regulations 2015.

14. Section 4 of the restricted report identifies the approach to source the various components of the project. Each are confirmed to utilise existing MOPAC contracts as being compliant routes to market.

15. Paragraph 4.13 of the MOPAC Scheme of Delegation and Consent provides that the Deputy Mayor for Policing and Crime (DMPC) has delegated authority to approve the procurement strategy for all revenue and capital contracts of a total value of £500,000 or above.

16. Paragraph 4.8 of the MOPAC Scheme of Delegation and Consent provides that the Deputy Mayor for Policing and Crime (DMPC) has delegated authority to approve business cases for revenue or capital expenditure of £500,000 or above.

Equality Comments

17. Equality Screening has shown that all tablet users will have an equal opportunity to access the new device, negating the likelihood of any disadvantage being suffered by persons with protected characteristics.

18. The options of two device sizes and the additional performance of the devices may allow a wider range of assistive technology and other adaptations to be used, providing a positive impact on inclusion.

19. An Equality Impact Assessment will be performed by the project.

GDPR and Data Privacy Comments

20. The MPS is subject to the requirements and conditions placed on it as a 'State' body to comply with the European Convention of Human Rights and the Data

Protection Act (DPA) 2018. Both legislative requirements place an obligation on the MPS to process personal data fairly and lawfully in order to safeguard the rights and freedoms of individuals.

21. There are no new privacy issues created as this project will not introduce new, or alter any existing, systems that have already had a Data Protection Impact Assessment (DPIA) as part of the General Data Protection Regulation (GDPR).

Real Estate Implications

22. This project does not require changes to the existing PSD provisions for DP. It is anticipated that to support the Estates Strategy moves of some DP facilities may be required within the timeframes of this project. This will be managed within project governance.

Environmental Implications

23. All retired devices will be disposed of in line with MPS security and environmental policies, including WEEE.

Background/supporting papers

24. Supporting material is contained within the restricted section of the report.

Report author: Jamie Hewitt, Director of Applications and End User Services, Digital Policing

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 Mobile Tablet Device Refresh 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 relevant sections under the FOIA that would exempt this information from disclosure:
 - Commercial Interest Section 43

The paper will cease to be exempt until May 2021 or when a release of information does not affect the commercial interests.