

## DMPC Decision – PCD 1322 Smart Phone Roll Out

**Title: Smartphone Rollout**

### Executive Summary:

The Commissioner has identified a number of initiatives as part of his one hundred day plan. The deployment of a smartphone to every officer and to front line policing staff is amongst the high priorities.

The rollout of smartphones will increase accessibility and mobility of MPS officers, in turn this is expected to improve victim care, support the MPS officers & staff, and rebuild trust and confidence in the police.

The proposal is to acquire and provide 29,737 smartphones to all officers and identified staff at a capital cost of £8.6m (£8.2m in 2022/23 and £0.4m in 2023/24), with revenue for on-going support of £0.8m in 2022/23 rising to £3m per year from 2023/24. There is an ongoing capital refresh requirement of £3m in 2024/25 and £9m in 2025/26. The costs will be funded in part from the 2022/23 underspend, a reallocation of existing budgets and by adding to the Capital Programme in future years.

### Recommendation:

The Deputy Mayor for Policing and Crime is recommended to:

1. Approve the procurement, staging and on-boarding of 29,737 smartphones to all officers and identified staff at a capital cost of £8.6m (£8.2m in 2022/23 and £0.4m in 2023/24), with revenue for on-going support of £0.8m in 2022/23 rising to £3m per year from 2023/24 and an ongoing capital refresh requirement of £3m in 2024/25 and £9m in 2025/26. This will be funded in part from the 2022/23 underspend, a reallocation of existing budgets and by adding to the Capital Programme in future years.

### 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

Date 31/10/2022

Spue Under .

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

### **1. Introduction and background**

- 1.1. The MPS previously purchased 10,000 Samsung A32 smartphones with in-tune technology to replace the end of life Blackberry Unified Endpoint Management (UEM) devices. This covered replacement of UEM devices allocated principally to senior officers, staff and detectives. As part of the replacement project, the MPS made updates to its core infrastructure to allow for 40,000 devices to be managed. There is now an opportunity to procure additional smartphones to ensure that all officers and staff operating in the field are better equipped to carry out their roles.
- 1.2. The MPS currently do not routinely issue officers with smartphones as part of their allocated kit.
- 1.3. As part of the Commissioner's hundred day plan, he has committed to roll out smartphones to all officers and identified staff by April 2023. The procurement of a further 29,737 Samsung A32 smartphones with in-tune technology and accompanying accessories will ensure the correct technology is in place to support officers and staff with decision making, be more accessible to victims as well as bring the MPS in line with most other UK forces. MPS corporately issued devices ensure that officers are using a secure, auditable platform to call victims and witnesses eliminating the need to use personal devices for policing purposes.
- 1.4. The rollout of smartphones will increase accessibility and mobility of MPS officers. Officers will be able to make contact with victims / witnesses whilst on the move removing the need for officers to return to police buildings to make calls as well as provide victims with a direct contact number. There is also potential for further functionality to be added to smartphones once the rollout has been completed by enabling numerous applications which are available via android devices, namely those supported by Microsoft Office 365 including a growing number of PowerApps to support decision making. This is in support of the MPS strategic objectives to 'seize the opportunities of data and digital technologies to become a world leader in policing'.
- 1.5. Initial functionality will be increased over time to include access to key corporate solutions including but not limited to Connect and Command & Control.

### **2. Issues for consideration**

- 2.1. This paper is in direct support of the Commissioner's commitment to equip all officers and identified staff with Smartphones in order to improve victim care, support our officers & staff and rebuild trust and confidence in the police. Due to the volume of smartphones required an order needs to be placed as soon as possible to secure stock ready for deployment.
- 2.2. The remainder of this information is contained in the restricted section of the report.

### **3. Financial Comments**

- 3.1. The procurement, staging and on-boarding of the 29,737 smartphones has a capital cost of £8.6m (£8.2m in 2022/23 and £0.4m in 2023/24), with revenue for on-going support of £0.8m in 2022/23 rising to £3m per year from 2023/24 and an ongoing capital refresh requirement of £3m in 2024/25 and £9m in 2025/26.
- 3.2. These costs will be funded in part from the 2022/23 underspend, a reallocation of existing budgets and by adding to the Capital Programme in future years.

### **4. Legal Comments**

- 4.1. MOPAC 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 £213,477.00 (inclusive of VAT) or above must be procured in accordance with the Regulations. This report confirms the proposed contract exceeds this value. Accordingly, the Regulations will be engaged.
- 4.2. MOPAC already have a compliantly procured contract in place with Vodafone for the provision of devices, this procurement therefore falls within regulation 72(1)(a) of the Regulations and is a contract modification provided for in the original contract and is compliant with the Regulations.
- 4.3. Paragraph 4.13 of the MOPAC Scheme of Delegation and Consent provides the Deputy Mayor for Policing and Crime has delegated authority to approve all requests to go out to tender for contracts valued at £500,000 or above Populated upon decision.
- 4.4. The remainder of this information is contained in the restricted section of the report.

### **5. Commercial Issues**

- 5.1. No new contracts are required to be procured. Existing Contract provisions are to be exercised and new purchase orders will be raised against the existing handset contract for the additional requirements.
- 5.2. The additional Netmotion licences will be procured via the MPS' Value Added Reseller CDW Ltd.
- 5.3. The voice and data requirements will be met via the existing airtime contract and its replacement, currently being procured.
- 5.4. The remainder of this information is contained in the restricted section of the 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. 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.
- 6.3. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the project meets its compliance requirements.
- 6.4. The Smartphone is not designed as a processing or storage platform for policing purposes, a DPIA was completed as part of the rollout of the original 10,000 devices in January 2021. The applications that are installed on the smartphone will have their own relevant DPIA, a national DPIA has also been completed as part of the National Enabling Programme for the use of Microsoft 365 applications.

## **7. Equality Comments**

- 7.1. All aspects of Diversity, Equality & Inclusion have complied with the Public Sector Equality Duty within the Equality Act 2010 by conducting an Equality screening against the 9 Protected Characteristics. If a user is deemed to have a disability then it will be the duty of the MPS to provide a bespoke reasonable adjustment to support the individual's needs. This will be facilitated by the completion of an occupational health referral by their line management. It is important to note that any pre-existing Equality Impact Assessment (EIA) for mobile Smartphone devices should be reviewed regularly to make sure that it is still fit for purpose and in date for mobile Smartphone device upgrades.

## **8. Background/supporting papers**

- 8.1. MPS Report – Smartphone Rollout

**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

<b>ORIGINATING OFFICER DECLARATION</b>	<i>Tick to confirm statement (✓)</i>
<b>Financial Advice:</b> The Strategic Finance and Resource Management Team has been consulted on this proposal.	✓
<b>Legal Advice:</b> The MPS legal team has been consulted on the proposal.	✓
<b>Equalities Advice:</b> Equality and diversity issues are covered in the body of the report.	✓
<b>Commercial Issues</b> The proposal is in keeping with the GLA Group Responsible Procurement Policy.	✓
<b>GDPR/Data Privacy</b> <ul style="list-style-type: none"> <li>• GDPR compliance issues are covered in the body of the report.</li> <li>• A DPIA has been completed.</li> </ul>	✓
<b>Drafting Officer</b> Craig James has drafted this report in accordance with MOPAC procedures.	✓
<b>Director/Head of Service:</b> The Acting Chief Finance Officer has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.	✓

**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 28/10/2022**



## Smartphone Rollout

### MOPAC Investment Advisory & Monitoring meeting – October 2022 via PIB Extremis

Report by Darren Scates 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*

The Commissioner has identified a number of initiatives as part of his one hundred day plan, the deployment of a smartphone to every officer and to front line policing staff is amongst the high priorities.

This paper seeks approval for the procurement, staging and on-boarding of 29,737 smartphones to all officers and identified staff at a capital cost of £8.6m (£8.2m in 2022/23 and £0.4m in 2023/24), with revenue for on-going support of £0.8m in 2022/23 rising to £3m per year from 2023/24 and an ongoing capital refresh requirement of £3m in 2024/25 and £9m in 2025/26. This will be funded in part from the 2022/23 underspend, a reallocation of existing budgets and by adding to the Capital Programme in future years.

## Recommendations

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

1. **Approve the procurement, staging and on-boarding of 29,737 smartphones to all officers and identified staff at a capital cost of £8.6m (£8.2m in 2022/23 and £0.4m in 2023/24), with revenue for on-going support of £0.8m in 2022/23 rising to £3m per year from 2023/24 and an ongoing capital refresh requirement of £3m in 2024/25 and £9m in 2025/26. This will be funded in part from the 2022/23 underspend, a reallocation of existing budgets and by adding to the Capital Programme in future years.**

## Time sensitivity

A decision is required from the Deputy Mayor for Policing and Crime as soon as possible so that an order can be placed for the smartphones and stock secured for rollout to be completed by 31/03/23. This will also ensure that we secure commercial discount and procurement falls within our existing contractual arrangements.

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

### Introduction and background

- 1.1 The MPS previously purchased 10,000 Samsung A32 smartphones with in-tune technology to replace the end of life Blackberry Unified Endpoint Management (UEM) devices. This covered replacement of UEM devices allocated principally to senior officers, staff and detectives. As part of the replacement project, the MPS made updates to its core infrastructure to allow for 40,000 devices to be managed. We therefore have an opportunity to procure additional smartphones to ensure that all officers and staff operating in the field are better equipped to carry out their roles.
- 1.2 The MPS currently do not routinely issue officers with smartphones as part of their allocated kit.
- 1.3 As part of the Commissioner's one hundred day plan, he has committed to roll out smartphones to all officers and identified staff by April 2023. The procurement of a further 29,737 Samsung A32 smartphones with in-tune technology and accompanying accessories will ensure the correct technology is in place to support officers and staff with decision making, be more accessible to victims as well as bring the MPS in line with most other UK forces. MPS corporately issued devices ensure that officers are using a secure, auditable platform to call victims and witnesses eliminating the need to use personal devices for policing purposes.
- 1.4 The rollout of smartphones will increase accessibility and mobility of MPS officers. Officers will be able to make contact with victims / witnesses whilst on the move removing the need for officers to return to police buildings to make calls as well as provide victims with a direct contact number. There is also potential for further functionality to be added to smartphones once the rollout has been completed by enabling numerous applications which are available via android devices, namely those supported by Microsoft Office 365 including a growing number of PowerApps to support decision making. This is in support of the MPS strategic objectives to 'seize the opportunities of data and digital technologies to become a world leader in policing'.
- 1.5 Initial functionality will be increased over time to include access to key corporate solutions including but not limited to Connect and Command & Control.

#### Issues for consideration

- 2.1 This paper is in direct support of the Commissioner's commitment to equip all officers and identified staff with Smartphones in order to improve victim care, support our officers & staff and rebuild trust and confidence in the police. Due to the volume of smartphones required an order needs to be placed as soon as possible to secure stock ready for deployment.
- 2.2 The remainder of this information is contained in the restricted section of the report.

#### Contributes to the MOPAC Police & Crime Plan 2022-251

- 3.1 The rollout of corporate android smartphones will enable the MPS to professionalise its internal and external ways of communicating with each other and members of the public to rebuild trust and improve victim care.

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



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

- 4.1 No new contracts are required to be procured. Existing Contract provisions are to be exercised and new purchase orders will be raised against the existing handset contract for the additional requirements.**
- 4.2 The additional Netmotion licences will be procured via the MPS' Value Added Reseller CDW.**
- 4.3 The voice and data requirements will be met via the existing airtime contract and it's replacement, currently being procured.**
- 4.4 The procurement, staging and on-boarding of the 29,737 smartphones at a capital cost of £8.6m (£8.2m in 2022/23 and £0.4m in 2023/24), with revenue for on-going support of £0.8m in 2022/23 rising to £3m per year from 2023/24 and an ongoing capital refresh requirement of £3m in 2024/25 and £9m in 2025/26 will be funded in part from the 2022/23 underspend, a reallocation of existing budgets and by adding to the Capital Programme in future years.**
- 4.5 The remainder of this information is contained in the restricted section of the report.**

## **Legal Comments**

- 5.1 MOPAC 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 £213,477.00 (inclusive of VAT) or above must be procured in accordance with the Regulations. This report confirms the proposed contract exceeds this value. Accordingly, the Regulations will be engaged.**
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- 5.4 The remainder of this information is contained in the restricted section of the report.**

## **Equality Comments**

- 6.1 All aspects of Diversity, Equality & Inclusion have complied with the Public Sector Equality Duty within the Equality Act 2010 by conducting an Equality screening against the 9 Protected Characteristics. If a user is deemed to have a disability then it will be the duty of the MPS to provide a bespoke reasonable adjustment to support the individual's needs. This will be facilitated by the completion of an occupational health referral by their line management. It is important to note that any pre-existing Equality Impact Assessment (EIA) for mobile Smartphone devices should be reviewed regularly**

to make sure that it is still fit for purpose and in date for mobile Smartphone device upgrades.

## **Privacy Comments**

**7.1** 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.

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**7.3** The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the project meets its compliance requirements.

**7.4** The Smartphone is not designed as a processing or storage platform for policing purposes, a DPIA was completed as part of the rollout of the original 10,000 devices in January 2021. The applications that are installed on the smartphone will have their own relevant DPIA, a national DPIA has also been completed as part of the National Enabling Programme for the use of Microsoft 365 applications.

## **Real Estate Implications**

**8.1** There are no real estate implications.

## **Environmental Implications**

**9.1** All suppliers will need to adhere to environmental legislation, the MPS Environment Policy and the waste duty of care code of practice in relation to any waste disposal as a result of decommissioning devices.

## **Background/supporting papers**

**10.1** None.

Report author: (Mark McLeod, Director, Technology & Business Engagement)

**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 the Smartphone Rollout paper 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, for example:
  - Commercial Interest Section 43

The paper will cease to be exempt in accordance with the MPS Records Management Policy, to retain information for a minimum of 6 years in line with Management of Policing Information (MoPI) guidelines. Any request for information under FoIA would need to be assessed on a case by case basis, no matter what or when the original decision was made, as the circumstances may have changed.