

DMPC Decision – PCD 977

Title: End User Device Refresh FY2122

Executive Summary:

This decision concerns the refresh of laptop and desktop devices used by MPS officers and staff that are at end of life, or will become so during 2021/22, at a capital cost of £14,700,000 funded from approved Digital Policing capital budget. No new procurement is required as the refresh will be made via existing Digital Policing contracts, including the recently let Pegasus infrastructure contract, which includes scope for this work.

Recommendation:

The Deputy Mayor for Policing and Crime is recommended to approve spend of £14,700,000 from approved Digital Policing Capital budget to replace networked end user laptops and desktops in line with policy, including:

- Use of existing Digital Policing contracts (TTPi and Pegasus) to resource the project and procure laptops and desktop devices.
- Minimisation of risk of revenue budget increase through only issuing new devices in exchange for old devices and reclamation of desktops where used solely by those with a smarter working device.
- The issue of laptops by courier only to those who are formally shielding in line with COVID guidance, to a maximum of 25% of total laptops issued.
- Where feasible the redistribution of appropriately digitally sanitised devices for use by other organisations such as Schools, managed through the MPS or Greater London Authority existing commercial arrangements.

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 28/4/2021

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

1. Introduction and background

- 1.1. The use of technology to 'Keep London Safe' is a key strategic element. The MOPAC Police and Crime plan made a commitment to 'ensure that the officers and staff of the MPS have the digital equipment they need to operate efficiently and effectively in modern London'.
- 1.2. The Met Direction requires Digital Policing (DP) to 'seize the opportunities of data and digital technology' whilst the DP strategy drives a move to 'smarter and more productive ways of working'. The use of smarter working portable devices is also a key enabler for the MPS Property Strategy.
- 1.3. DP have significantly improved the ability of the MPS to work smarter, driving the change from 2500 laptops and 1000 tablets in November 2017 to 30,000 laptops and 14,000 tablets in November 2020.
- 1.4. The investment in smarter working has enabled the MPS to continue to keep London safe whilst reducing the risk of the COVID pandemic to the health and well-being of its workforce as well as supporting greater work life balance.
- 1.5. During COVID lockdown up to 15,000 officers and staff were working simultaneously using remote mobile devices during peak periods, with up to 30,000 individuals using collaborative technologies for online meetings, calls and messages each month.

2. Issues for consideration

- 2.1. The initial tranche of smarter working devices have now, or will soon, reach end of life and require refreshing to ensure continued performance and reliability for staff and officers. The upgrade of systems such as Command and Control also enables the replacement of older Windows 8.1 desktops with Windows 10 devices.
- 2.2. To ensure revenue costs are not affected users will only be given a new device where they handover their old device. Retired devices will be digitally sanitised and made available to recycle and reuse schemes, with the aim to use GLA schemes for this in support of the London Office of Technology Digital Inclusion Initiative.
- 2.3. Further information is contained in the restricted part of the report.

3. Financial Comments

- 3.1. The project to refresh laptops and desktops will cost £14.7M of DP capital for procurement of new devices and project delivery costs such as resources and supplier service charges. This cost is funded in the approved Digital Policing Capital budget.

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 £189,330 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. Section 4 of the restricted report identifies the approach to source 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 TTPi and Pegasus contracts and will be delivered through this route. The Pegasus contract is recently competed, offers equivalent or better value than other routes and there are efficiencies through one provider managing the service from order to delivery to end user. Commercial services will be engaged to ensure MPS obtain best value.

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. As this is an extension of an existing service, this work does not change any aspects relating to equality or diversity.

7.2. The MPS' existing Assistive Technology (AT) and Accessibility features 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.

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: N/A

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	<i>Tick to confirm statement (✓)</i>
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 <ul style="list-style-type: none"> • GDPR compliance issues are covered in the body of the report. • A DPIA is not required. 	✓
Director/Head of Service: The 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 31/03/2021

**MOPAC**MAYOR OF LONDON
OFFICE FOR POLICING AND CRIME**End User Device Refresh FY2122****MOPAC Investment Advisory & Monitoring meeting 9th April 2021****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 laptops and desktops devices used by Officers and staff that are at end of life, or will become so during 2021/22, at a capital cost of £14.7M funded from approved Digital Policing (DP) capital budget.

Recommendations

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

- 1. Spend of £14.7M from approved DP Capital budget to replace networked end user laptops and desktops in line with policy proposed in this BJP**
- 2. Use of existing DP contracts (TTPi and Pegasus) to resource the project and procure laptops & desktop devices.**
- 3. Minimise risk of revenue budget increase through only issuing new devices in exchange for old devices and reclamation of desktops where used solely by those with a smarter working device.**
- 4. The issue of laptops by courier only to those who are formally shielding in line with COVID guidance, to a maximum of 25% of total laptops issued.**
- 5. Where feasible the redistribution of appropriately digitally sanitised devices for use by other organisations such as Schools, managed through MPS or Greater London Authority existing commercial arrangements.**

Time sensitivity

A decision is required from the Deputy Mayor by 19/04/21. This is to ensure that the programme can begin to refresh devices 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 technology to 'Keep London Safe' is a key tenant in our strategies. The MOPAC Police and Crime plan made a commitment to 'ensure that the officers and staff of the MPS have the digital equipment they need to operate efficiently and effectively in modern London'.
2. The Met Direction requires us to 'seize the opportunities of data and digital technology' whilst the Digital Policing (DP) strategy drives a move to 'smarter and more productive ways of working'. The use of smarter working portable devices is also a key enabler for the MPS Property Strategy.
3. DP have significantly improved the ability of the MPS to work smarter, driving the change from 2500 laptops and 1000 tablets in November 2017 to 30,000 laptops and 14,000 tablets in November 2020.
4. The investment in smarter working has enabled the MPS to continue to keep London safe whilst reducing the risk of the COVID pandemic to the health and well-being of its workforce as well as supporting greater work life balance.
5. During COVID lockdown up to 15,000 Officers and staff were working simultaneously using remote mobile devices during peak periods, with up to 30,000 individuals using collaborative technologies for online meetings, calls and messages each month.
6. The initial tranche of smarter working devices have now, or will soon, reach end of life and require refreshing to ensure continued performance and reliability for staff and officers. The upgrade of systems such as Command and Control also enables the replacement of older Windows 8.1 desktops with Windows 10 devices.
7. To ensure revenue costs are not affected users will only be given a new device where they handover their old device. Retired devices will be digitally sanitised and made available to recycle and reuse schemes, with the aim to use GLA schemes for this in support of the London Office of Technology Digital Inclusion Initiative.

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 provide officers with access to technology to deliver on the MOPAC Police and Crime plan commitment to 'ensure that the officers and staff of the MPS have the digital equipment they need to operate efficiently and effectively in modern London'.

Financial, Commercial and Procurement Comments

10. The project to refresh laptops and desktops will cost £14.7M of DP capital to fund

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

procurement of new devices and project delivery costs such as resources and supplier service charges funded via the Digital Policing Capital budget.

11. The refresh of devices is within the services scope of the existing DP TTPi and Pegasus contracts and will be delivered through this route. The Pegasus contract is recently competed, offers equivalent or better value than other routes and there are efficiencies through one provider managing the service from order to delivery to end user. Commercial services will be engaged to ensure MPS obtain best value.
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 £189,330 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 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. As this is an extension of an existing service, this work does not change any aspects relating to equality or diversity.
18. The MPS' existing Assistive Technology and Accessibility features 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.

GDPR and Data Privacy Comments

19. 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.
20. 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

21. This project does not require changes to the existing PSD provisions for users or DP.

Environmental Implications

22. Retired devices will be digitally sanitised and made available to recycle and reuse schemes, with the aim to use GLA schemes for this in support of the London Office of Technology Digital Inclusion Initiative.

23. Where this 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

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

Report author: Jamie Hewitt, Director of Applications, End User and Radio 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 February 2023 or when a release of information does not affect the commercial interests.