OPCC
Office of the Police &
Crime Commissioner
for Gloucestershire

AUTHOR: Clive Mangan and Danielle Winters	**DECISION NUMBER: D30-2019** *(to be completed on approval)*
SPONSOR: DCC Jon Stratford	

SUBMITTED TO: Martin Surl, Police & Crime Commissioner for Gloucestershire

SUBJECT: End user device refresh

EXECUTIVE SUMMARY:

CGB (13 December 2019) was presented with a paper which recommended the requirement for the Constabulary to purchase a number of end user devices (radios and mobile data devices) as well as the associated IT security architecture (mobile device manager).

The required equipment, cost and funding sources are as follows:-

Item	Cost - £	Funded from
Mobile device manager	140k	ICT reserve
Radios x 900	360k	ESN reserve
Mobile data devices x 1300	910k	Asset replacement fund and underspend from Mobile Frontline Project
Covert radios	108k	ESN reserve

Staffing costs

There are also some staffing costs within ICT to support the implementation of this equipment but this will funded from the Transformation Fund.

2 x FTE x 6 months at Scale 6 for Airwave radios	40,000
2 x FTE x 6 months at Scale 6 for Mobile Devices	40,000
1 x FTE Support Technical x 12 months	40,000
	120,000

Papers presented to CGB are attached as an appendix to this paper.

Procurement of this equipment has been discussed with SWPPD and it has been confirmed that it can be purchased within the required timeline listed in the CGB paper to ensure that operational effectiveness is not affected.

RECOMMENDATION:

PCC Governance Board is asked to support the purchase of this equipment as listed above.

OUTCOME/APPROVAL BY:

Signature:
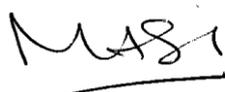
Date: 17 December 2019

Police and Crime Commissioner for Gloucestershire

Public Access to Information

Information in this form and associated reports is subject to the Freedom of Information Act 2000 and the Elected Local Policing Bodies (Specified Information) Order 2011. Where it has been indicated that this is a decision of significant public interest, all of this form except Part Two will be made available on the website of the OPCC.

Any information that should not be automatically available on request should not be included in Part One but instead on a separate Part Two form.

Is this a decision of significant public interest? *This includes a decision with any impact on the community, expenditure in excess of £50,000, or any decision that would be of obvious interest to the media or the general public*	**Yes – due to the value involved**
Is there a Part Two form? *This section should only include information that, if published:* a) *would, in the view of the chief officer of the police, be against the interests of national security;* b) *might, in the view of the chief officer of police, jeopardise the safety of any person;* c) *might, in the view of the chief officer of police, prejudice the prevention or detection of crime, the apprehension or prosecution of offenders, or the administration of justice; or* d) *is prohibited by any enactment.* e) *breaches commercial sensitivity*	**Record which section(s) applies and explain why.** **NO**

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	**Comments including who has approved the report if applicable**
Has legal advice been sought on this submission if required?	No
Has the Chief Finance Officer been consulted, if required?	Yes – Paper taken to COG/OPCC 4/12/19 for discussion
Have equality, diversity and human rights implications been considered, as appropriate?	Yes
How is the recommendation consistent with the objectives of the Police and Crime Plan?	Yes – Accessibility and Accountability.
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	Yes – consulted with senior stakeholders
Has communications advice been sought on areas of likely media, community, staff or partner interest and how they might be managed?	No – not as yet, however users will be engaged with at the appropriate time on the advice of communications
Have all relevant implications and risks been considered?	Yes – any known risks have been logged

PART ONE – For publication

1.   Purpose of the report

As part of an ongoing cycle of end user device refresh, a review took place to review the need to update and/or replace end user devices which included Airwave radios and mobile phones.

The airwave devices were due for refresh in 2018 but this was delayed due to the impending implementation of ESN. This did not happen. The devices in circulation are now out of warranty and exceeding their operational capability and seen as 'end of life'.

The failure rate is rising year on year and the numbers held in stock by ourselves is diminishing. As a consequence of ESN not coming in this year ICT have identified a deficit in available devices for the new intake in April 2020. The supplier cannot guarantee they will be able to supply replacements as their stocks continue to reduce. The roll out of ESN is scheduled for 2022, however in the meantime we have an impending need for additional devices, and the likelihood that as failure rates increase, this will put more pressure on an already reduced resource.

We therefore need to secure a supply of additional devices which are compatible with the current model to ensure we do not lose operability in the coming years until ESN is rolled out.

2.   Background

The Mobile Front Line Policing programme deployed SN4 devices in 2015. At that time there was no asset replacement plan put in place when transitioning from project into business as usual (BAU). Mobile devices have become a vital component of today's policing and the Constabulary is now reliant on applications such as PRONTO to support our frontline policing. PRONTO is now embedded into the force as a tool for frontline policing. Officers now rely on it as many of the processes have been automated, enabling offices to work in a more flexible and agile way.

The technology is now 7-8 years old, runs on V6 and is now outdated and this device is no longer in production. As there was no structured review of contracts to enable development put in place, current SN4 handsets have never been upgraded or replaced, and there has been no funding planned or available for ongoing maintenance and refresh.

However, matters have become more urgent in that at mid-night on 31 March 2020 our hosted MDM service (MDM is the mobile device manager that enables all applications to run), and the VPN solution that provides secure connectivity, will terminate.

The current version of Android on SN4 cannot be supported by a new MDM as the technology is now obsolete and not commercially supported; therefore there is a pressing need to replace the SN4 by 1 April 2020. This poses a significant risk to the Constabulary and will also impact on the safety of officers.

Please refer to the attached Appendices for papers that give full outline and recommendations:

- Appendix 1 - Mobile Device Refresh Issue Report
- Appendix 2 - Airwave Radio Refresh Issue Report
- Appendix 3 - Mobile Device Management (MDM) Replacement Approach Decision paper

3.   Recommendation(s)

PCC Governance Board is asked to support the following recommendations:-

MDM – implementation of a new MDM technology – Intune - £140k

As described above, the Constabulary`s current MDM solution will not function after the 31 March 2020.

As part of the Microsoft suite there is an MDM called 'Intune' which is part of the Microsoft package and a licensed product. This could be utilised if another supplier is not sought at this time to speed up deployment in the short term. This option can be achieved within the tight timescale to update the MDM. Utilising Professional Services to reconfigure ready for deployment would reduce ICT resource requirements and disruption to users. The full refresh would include all mobile devices and tablets for operational and non-operational users.

Cost of Intune - £140k

The roll out will require a dedicated ICT resource as there is no capacity within current staffing. ICT estimate a requirement of 2 x FTE for a 6 month contract.

Mobile Devices - Full device replacement with newer model - £990k

This will require the purchase of 1300 mobile data units to replace the currently deployed SN4`s at a cost of:-

Mobile Devices	Nos.	Cost (£700 per device)
Devices	1300	910,000
MDM		80,000
Sub Total	**1360**	**£990,000**

A full refresh would provide all users with a new device and provide capacity for new users. Newer technology will also support the requirement to replace the MDM and also

create potential opportunities for aligning network and software contracts at the same time. Full details of the business case are contained with the appendix – 1.

Radios - Partial device replacement - purchase of 900 radios - £360k

To address the risk of failing radios and mitigate the impact created by lack of available spares, we could procure a proportion of new devices. This would involve a rationalisation of their distribution, e.g. replacement of devices to high use users (LIT, NPT, Special Ops and FRU).

This option would be less costly to set up than a full refresh, involve significantly less devices up front, but provide the necessary capacity and can be configured to work similarly to the current radio devices - both systems can run concurrently.

A national framework has been negotiated for purchasing radios and the current, lower price (£400 per unit) is being held until 31st December 2019 when orders need to be placed to take advantage of the price reduction.

The cost of a partial refresh of 900 radios is:-

Overt Radios	Nos.	Cost (£400 per device)
Devices	900	360,000
Sub Total		**£360,000**

This option would be less costly to set up than a full refresh, involve significantly less devices up front, but provide the necessary capacity and can be configured to work similarly to the current radio devices - both systems can run concurrently.

Why is the required number of radios proposed to be 900?

The issue was raised at CGB as to why there is a requirement for the purchase of 900 radios.

As a result, some further research and analysis was carried out which shows the distribution of radios to various operational units is as follows:-

Area for deployment	Number of radios required
LIT	113
Neighbourhood	194
Specialist Operations	181
FRU	274
Total	**762**

In addition to this total, a 10% contingency has been added – which is an addition 76 radios making a total of 838.

We also know that we have new student officers scheduled in to commence with us which requires another 65 radios.

This makes a total of 838 + 65 = 903 radios

Failure rates for radios

Based on projected failure rates the cost of repairs to radios has been estimated at £200K up until 2022.

This is based on current the repair rate of £200 which is charged whether the radio is fixed or not – this is a standard charge.

The current repair rate is as follows:-

Year	Number of failures	Cost
2019-2020	210	£42,000
2020-2021	315	£63,000
2021-2022	472	£94,400
	TOTAL	**£199,400**

So, over 2019 – 2022, we predict that repair costs for existing radios will total almost £200k and we expect only half of the number sent off will be repaired - which is about 500 units – meaning that we would still be about 500 units short – which would have to be purchased anyway.

The cost of radios will increase after 31 Dec 2019 from £400 to £500 – meaning that we would have to purchase another 500 radios at a cost £500 per unit = £250k.

When added to the repair cost of 200k – this total £450k is far more than the cost of a partial replacement (which is £360k).

4.   Financial and resource implications

CGB identified the total cost of the required equipment and the funding streams as follows:-

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	120,000

5.   Risk assessment

Known risks have been documented in the papers attached as appendices and captured on the project RAID log:

1. Mobile Device Refresh Issue Report
2. Airwave Radio Refresh Issue Report
3. Mobile Device Management (MDM) Replacement Approach Decision paper

6.   Equality & Diversity impact assessment

From initial screening there are no changes identified that would change impact as the nature of the provision is not changing.

7.   Environmental impact assessment

There is no additional impact identified for initial review.

8.   Consultation

This paper has been subject to the normal consultation as part of the CGB process.

9.   Discussed with Communications & Engagement

Not at this stage.

10.   Conclusion

There is an operational requirement to ensure that the effectiveness of front line staff is maintained by providing suitable equipment such as radios and mobile data devices in line with the Corporate Strategy.

This paper sets out the required investment in these devices.

Whilst it is a significant sum, funding has been identified by the Chief Finance Officer.

SPONSORING BOARD MEMBER APPROVAL

Name: Jon Stratford

Job title: Deputy Chief Constable

Signature: **Date: 13/12/19**

CHIEF EXECUTIVE APPROVAL

I am satisfied that relevant advice has been taken into account in the preparation of the report and that this is an appropriate request to be submitted to the PCC.

Signature: *PCGreenwood*   **Date: 16/12/19**
            For and on behalf of the Chief Exec

Appendices

1: Mobile Devices Refresh Issue Report

2: Airwave Radio Refresh Issue Report

3: MDM Replacement Approach Decision paper

4: original CGB paper