

Decision Note – Renewal of contract for the Mobile Information Management Solution and Related Services (Pronto)



STAFFORDSHIRE COMMISSIONER
Police | Fire and Rescue | Crime

REQUEST FOR DECISION BY THE STAFFORDSHIRE COMMISSIONER

	Policing:	Crime:	Fire & Rescue:
This decision relates to:	Yes		

APPROVAL (for completion by Staffordshire Commissioner only)

Rationale for approval

STAFFORDSHIRE COMMISSIONER

Signature

Date

19/12/2019

Date decision required by: ASAP - 21st November 2019 (current contract expires 22nd November 2019) – Contract being negotiated until this time supplier working in good faith pending approval.

If an urgent approval is required, please state reasons:

For completion by Staffordshire Commissioner's Office only:-

Decision Number:

SCP/D/201920/008

Date Received:

2 January 2020

	Yes	No
Has the required decision been considered under the guidance of the Staffordshire Commissioner's Decision Making Policy?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Has the required decision been deemed to be a Key Decision as defined within the Staffordshire Commissioner's Decision Making Policy?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Who is empowered to make the required decision? PCC		

Title

Renewal of contract for the Mobile Information Management Solution and Related Services (Pronto)

Summary:

The Force currently issues a mobile device to operational officers and to some staff to perform a range of activities remotely, this enables a more flexible and responsive service to the people of Staffordshire. It is fair to say that the business case for the deployment of mobile devices is mature and well understood within the Force and has now become a standard tool especially for front line operational officers. In addition, the device supports the agile working agenda for the Force.

In order to enable the mobile device there are three key elements:

1. The actual end user **device** (hardware)
2. The **infrastructure** to manage and enable data to move from the device back into systems and vice versa (hardware and software)
3. The **capture of content** i.e. software on the device which presents and enables entry of data on the device, this is known as 'apps' or 'forms' (software and services)

This approval is concerned with the key provision of software and services for the **capture of content** element.

The Force contracted with Airwave Solutions in July 2014 for the implementation of **Pronto** which is a Mobile Data Information Solution. Please see Appendix 1 PCC Decision Notice OPCC/D/2014/15-006.

The Force now needs a new contract in place to ensure the necessary support and maintenance is provided for the Pronto Solution to support the implementation of Niche and for a 3 year period thereafter.

Total cost of contract: [REDACTED]

Recommendation:

Award contract to Airwave Solutions Ltd via Crown Commercial Framework RM3821

Chief Executive

I hereby approve the recommendation for consideration.

Signature



Date

19/12/2019

REPORT AND ADVICE TO THE STAFFORDSHIRE COMMISSIONER

1. Introduction and background

The Force currently issues a mobile device to operational officers and to some staff to perform a range of activities remotely this enables a more flexible and responsive service to the people of Staffordshire. It is fair to say that the business case for the deployment of mobile devices is mature and well understood within the Force and has now become a standard tool especially for front line operational officers. In addition, the device supports the agile working agenda for the Force.

In order to enable the mobile device there are three key elements:

4. The actual end user **device** (hardware)
5. The **infrastructure** to manage and enable data to move from the device back into systems and vice versa (hardware and software)
6. The **capture of content** i.e. software on the device which presents and enables entry of data on the device, this is known as 'apps' or 'forms' (software and services)

All three are related but have different requirements and supplier markets and are therefore provisioned in different ways.

This paper is concerned with the key provision of software and services for the **capture of content** element. The provision for the other two elements will be dealt with under a separate papers as necessary.

The Force contracted with Airwave Solutions in July 2014 for the implementation of **Pronto** which is a Mobile Data Information Solution. In short Pronto is the software that enables the entry of data via 'forms' on the mobile devices which in turn populates Force data and records systems. Pronto also provides other fundamental elements of operational practice such as pocket notebook and searches.

The contract with Airwave was let under the PSRCP Framework between the Home Office and Airwave, it was for the implementation, license and support for 30 processes (forms) over a 4 year term this cost [REDACTED] however this was heavily discounted [REDACTED]. The discount was offered to the first 7 forces that took the Pronto option under the framework. Please see Appendix 1 PCC Decision Notice OPCC/D/2014/15-006.

In 2016 the Commissioner and the Force engaged a Strategic IT Partner, Boeing Defence UK, to run all its IT Services. The Pronto Solution i.e. the outcomes of this contract were included as part of the initial Boeing contract as a workpackage in progress (WIP001). For clarity this means Boeing where responsible for the Force side services to stand up and support the solution not the Airwave contract elements. Unfortunately Airwave would not consider novation of this contract to Boeing as was expected, and this contract has remained directly with the Force. Boeing deliver 1st line support for the day to day operation of this solution and contract manage Airwave, this arrangement is described as Boeing 'acting as agent' and is applicable to a number of contracts under the scope of the Boeing contract.

Whilst the WIP001 project achieved some success, 12 processes were delivered and embedded within Force, not all that was expected was achieved this was due to some difficulties in aligning working practices between Boeing and Airwave.

In 2018 the Force commenced the implementation of a new Records Management System – Niche, this system is a replacement for 11 currently used systems. The systems being replaced are those that Pronto linked to or had forms for, therefore, it was an integral part of the Niche project to amend and manage the changes in Pronto to align with new processes from Niche. This meant that a new version of Pronto was required – this is referred to as 'New Pronto'.

In September 2018 the Force and Boeing began discussions with Airwave to re-scope the work under the current contract (WIP001) redirecting that effort and resource to commence the work to align to Niche and create New Pronto.

In April 2019 the Force awarded a short extension to the current contract to continue work on New Pronto in readiness for the original go live date of Niche Increment 1 – October 23rd 2019. This included some additional services to allow the Force to commission some bespoke configuration changes that were required to both align and enhance the standard forms.

As a result, the Force now needs a new contract in place to ensure the necessary support and maintenance is provided for the Pronto Solution moving forward with some allocated services to ensure the product keeps pace with the changes to Niche and for any variance or new requirements required by the Force.

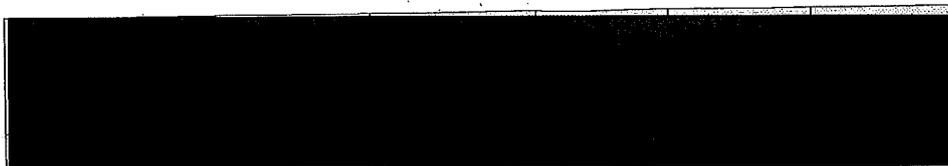
A letter of intent is in the process of being agreed which will bridge the period between the 23rd October and 22nd November, further extended to the 20th December to allow this paper to be submitted regarding the new longer term contract. This has been necessary as not all information has been available to Airwave for them to make the Force an offer, this is due to the intensity of the work on the project and the fluidity of the dates of the project. Until the Force go live with Niche they will continue to use the current version of Pronto known as 'Legacy Pronto'.

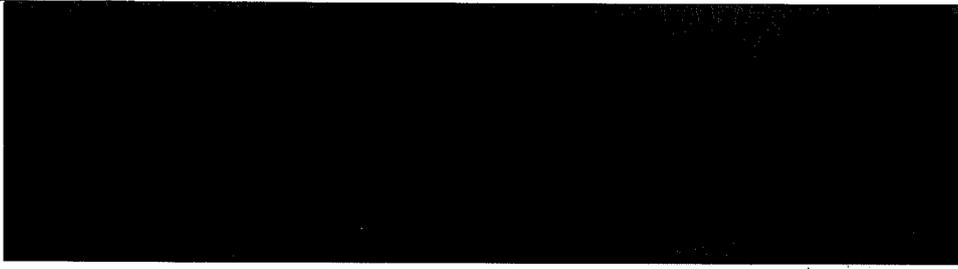
The Procurement Approach

The Crown Commercial Services Framework, Data and Application Solutions (RM3821) allows a procurement compliant route to market for the Pronto Solution. The intention is to award this on a direct award basis.

The contract will cover two periods;

1. From 23rd November to 31st March 2020 (to complete development for alignment to Niche)
2. 1st April 2020 to 31st March 2023 (3 years)





2. Issues for consideration

Relationship to the Niche implementation as above.

3. What other options have been considered?

At this point in time no alternative options are available, other solutions are available in the market however the cost of change would be cost prohibitive and would not align to the implementation schedule for the Niche project.

4. Consultation and Engagement undertaken

None.

Report Implications

Monitoring Officer comments:

There are no issues to be brought to the attention of the Commissioner

Signature

Date

19/12/2019

Section 151 Officer comments:

The Commissioner and Chief Constable should note that whilst this is an increase in cost borne through the revenue account this is a continuation of current service. The original contract costs had been absorbed within capital spend and as such the Force has seen the financial benefit to this point of this cost not being a specific revenue budget pressure

This revenue pressure will need capturing as part of the MTFS refresh, adding a budget pressure. This pressure is not affected by, or driven by, the decision taken on the 8th December to end the strategic IT partnership with BDUK

Signature

Date

20/12/19.

JOHAN BLOOMER.

Yes

No

Has legal advice (outside of that provided by the Monitoring Officer) been sought on the content of this report?		No
Legal Comments: None.		
5. Equality Comments None.		
6. Background/supporting paper Enabling Board Outline Business Case Paper - Renewal of contract for the Mobile Information Management Solution and Related Services (Pronto) submitted and approved at Modern Policing and Enabling Board 23 rd October 2019.		
7. Public access to information Details of actual costs to be redacted as commercially confidential.		
8. Is the publication of this form to be deferred?		
9. If the report is for publication, is redaction required?		
	Yes	No
Of the Decision Note?	Yes	
Of the Appendix?	Yes	

ORIGINATING OFFICER DECLARATION:

Author	<i>Helen Adlam</i>
Signed	<i>[Signature]</i>
Date	22/12/19.



Equality Impact Assessment

The purpose of this EIA is to ensure you consider any equality issues as part of your decision making when developing / reviewing your policy / procedure.

Please complete the sections below and send to the Office of the Police and Crime Commissioner (OPCC) Equality Lead to be quality assured. New / revised policies cannot be published on the policy database until the EIA has passed the quality assurance process.

Title of policy/procedure:	Renewal of contract for the Mobile Information Management Solution and Related Services (Pronto)
Department:	Commercial Services
Date:	16/12/2019

1. Identify the aims and purpose of the policy

This is a contract not a policy. This is for renewal of the Mobile Information Management Solution and Related Services (Pronto). This enables operation officers and staff to use their mobile device whilst carrying out their duties.

2. Identify the individuals and organisations who are likely to have an interest in, or be affected by the policy.

None.

3. Data

Summarise the findings of any monitoring data / information which you have considered regarding the impact of this policy on people from all or any of the protected groups. This could include national or local data.

3.1 Age

None.

3.2 Disability

None.

3.3 Race

None.

3.4 Religion or Belief

None.

3.5 Sex

None.

3.6 Sexual Orientation

None.

3.7 Transgender

None.

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4. Research

Summarise the findings of any research you have considered regarding this policy for all or any of the protected groups. This could include information you have obtained from other sources eg Home Office.

4.1 Age

None.

4.2 Disability

None.

4.3 Race

None.

4.4 Religion or Belief

None.

4.5 Sex

None.

4.6 Sexual Orientation

None.

4.7 Transgender

None.

5. Consultation

Summarise the opinions of any consultation for all or any of the protected groups.

Who was consulted and how e.g. survey, discussion, forum.

If there was no consultation please justify why.

This is standard functionality to enable the device not the 'use' of the device itself.

Usage for protected groups will be considered when testing the new device.

5.1 Age

None.

5.2 Disability

None.

5.3 Race

None.

5.4 Religion or Belief

None.

5.5 Sex

None.

5.6 Sexual Orientation

None.

5.7 Transgender

None.

6. Conclusions

Taking into account the results of the monitoring, research and consultation, set out how the policy impacts or could impact on people from the following protected groups? (Include positive and/or negative impacts)

6.1 Age

n/a

6.2 Disability

n/a

6.3 Race

n/a

6.4 Religion or Belief

n/a

6.5 Sex

n/a

6.6 Sexual Orientation

n/a

6.7 Transgender

n/a

7. Decisions

If the policy will have a negative impact on members of one or more of the protected groups, explain how the policy will change or why it is to continue in the same way. If no changes are proposed, the policy needs to be objectively justified.

This software is in use now and no reported problems have been noted.

8. Monitoring arrangements

If the policy is new what consideration has been given to piloting the policy?

If monitoring is not already in place what arrangements have been made to monitor the effects of the policy on equality and diversity?

n/a

This equality impact assessment will be published on the OPCC website.

Not Protectively Marked

EIA Form Dated
01/11/11