

Report of Exchange and End User Device Manager

Report to Chief Information Officer (Corporate ICT)

Date: 30th October 2015

Subject: Extension of PSN Services Mobile Services and 3G Dongle Services contract (LCCITS130004)

Are specific electoral wards affected? If relevant, name(s) of ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for call-In?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. The current contract for the mobile phone service through our PSN contract with Virgin Media Business (VMB) expires on 31st March 2016. This report seeks approval to invoke the option to extend for a further 24 months.
2. Providing nearly 12,000 mobile phones allows for staff to be flexible and contactable across numerous sites
3. Many council service areas are reliant on 3G and 4G data to receive email, access the internet, access applications whilst away from the office. Data services are vital for field workers to make the most of Tablets and iPads.

Recommendations

1. The Chief Information Officer, Corporate ICT is recommended to approve the extension of the current contract for PSN Services Schedule 14(b) Mobile Services and 3G Dongle Services with Virgin Media Business for a further 24 month period.

1. Purpose of this report

- 1.1. This report seeks approval to invoke the option to extend the contract for PSN Services Schedule 14(b) Mobile Services and 3G Dongle Services with Virgin Media Business by the available 24 month period to 31st March 2018

2. Background information

- 2.1. The Council currently has a contract with Virgin Media Business for the provision of Mobile services and 3G Dongle Services. The contract was awarded on 1st April 2014 for a period of 2 years with an option to extend for a further period of 2 years.
- 2.2. The Council has used mobile phones for over 10 years with nearly 12,000 mobiles in use across the authority.
- 2.3. Staff and councilors access email and files via iPads using a data SIM cards
- 2.4. The introduction of the Windows 8.1 Tablets for field workers rely on 3G or 4G data which is provided through this contract
- 2.5. The mobile phone and data contract provides the SIM cards for many services including Alarm Systems, CCTV, Lifts, Total Mobile and Bus Lane Cameras.

3. Main issues

- 3.1. Removing the mobile and data provision from the council will lead to business areas changing how they work. Systems such as Bus Lane Cameras and Total Mobile would not be accessible therefore losing money for the council and causing disruption to traffic and property maintenance.
- 3.2. When the contract was agreed it was the intention to run the contract for 4 years. The decision to split this into 2 x 24 month periods was to ensure the council received a second payment of £50 per SIM into the transformation fund. This amounts to approximately 600,000 every two years.

3.3. Moving to a different service provider would require a full procurement. As mobile phone providers are all very similar in priced, undertaking a procurement exercise at this stage would not demonstrate value for money.

3.4. If the contract is not extended staff across the council would not be contactable as not all staff would have access to a land line number. Business Continuity procedures which include the use of mobile phones would need to change.

4. Corporate considerations

4.1. Consultation and engagement

4.1.1. Consultation with the following key stakeholders has been undertaken as part of the original negotiation:

- Chief Information Officer, ICT Services
- Strategic Sourcing Officer, ICT Services
- Service and Infrastructure Manager, ICT Services
- Head of Service Delivery, ICT Services

4.2. Equality and diversity / cohesion and integration

4.2.1. There are no Equality and Diversity/Cohesion and Integration issues associated with this decision

4.3. Council policies and city priorities

4.3.1. This proposal impacts on the Council priority for becoming a more efficient and enterprising council, with a focus on:

- Providing staff with flexibility to perform their work in the field without the need to travel back to the office, therefore increasing the work they can do
- Providing staff with access to information when they need it, increasing a person's performance
- Access to staff wherever they are based

- Safety of staff in vulnerable areas such as Social and Care workers

4.4. Resources and value for money

4.4.1. When the contract was agreed it was the intention to run the contract for 4 years. The decision to split this into 2 x 24 month periods was to ensure the council received a second payment of £50 per SIM into the transformation fund. This amounts to approximately £600,000 every two years.

4.4.2. As the current contract is demonstrating value for money and there is an option to extend undertaking a procurement to identify a new supplier would not represent value for money due to the staff cost and effort involved with no or little advantage.

4.5. Legal implications, access to information and call in

4.5.1. The award value is over £250,000 and is therefore a Key Decision and eligible for call in.

4.6. Risk management

4.6.1. Risks will be managed as part of the contract management.

4.6.2. The risk of not proceeding with this is the loss of mobile phone and data provision across the council. People who only provide their mobile phone numbers will no longer be contactable which could be a significant risk to children's and adults lives and health

5. Conclusions

5.1. To ensure the continued flexibility, safety and access to data via mobile devices continue, the option to extend the contract for a further 24 months should be utilised.

6. Recommendations

- 6.1.** The Chief Officer, Corporate ICT is recommended to approve the extension of the current contract for PSN Services Schedule 14(b) Mobile Services and 3G Dongle Services with Virgin Media Business for a further 24 month period.