

**ORIGINATOR: Paul Callaghan/ Jill Penn**

**DECISION NO. 53 /2021**

**REASON FOR SUBMISSION: FOR DECISION**

**SUBMITTED TO: POLICE AND CRIME COMMISSIONER**

**SUBJECT: MOBILE APPLICATIONS SOLUTION TO THE NORFOLK & SUFFOLK  
CONSTABULARIES**

**SUMMARY:**

HCL currently provide Norfolk & Suffolk Constabulary with the provision of a Mobile First application. The solution is delivered as a complete SaaS service and is already in use across both Kent & Essex Police as well.

The Mobile first solution is essential in terms of saving front line officers time and effort in accessing information from a variety of sources. The Federated Search function has allowed officers to perform intelligent searches across both local and national systems simultaneously from a single view on mobile handsets in real time and allows this data to be display results in a smart tabular format.

**RECOMMENDATION:**

The recommendation is for the PCC to sign the renewal of the agreement for the period 01/01/2022 – 31/12/2022 to ensure a continuation of the service.

**OUTCOME/APPROVAL BY:** PCC/CHIEF EXECUTIVE/CHIEF FINANCE OFFICER (Delete as appropriate)

*The recommendations as outlined above are approved.*

Signature



Date: 14/12/2021

## DETAIL OF THE SUBMISSION

1. **OBJECTIVE:**
2. **BACKGROUND:**

Back in August 2019 Norfolk & Suffolk Constabularies engaged the services of HCL for the provision of a Mobile First application solution and in doing so had utilised HCL's product offering named OPTIK. The OPTIK device and platform solution is delivered as a complete SaaS service (hosted in the private cloud set up). The application is accessible to frontline police officers either remotely on a tablet or phone and allows for searches across multiple policing systems at the push of a button. The access given ensures the right information, exactly when needed and enables more informed, reasoned decisions to be made based on details and background which is immediately available. The Existing Framework that caters for the provision of this software solution which was initially signed between HCL and Kent/Essex Constabularies allows for 13 other forces to be named within the framework, these include Norfolk and Suffolk who now utilise this service too. Since 2019 Norfolk & Suffolk has proceeded to customise this service from the Call-Off agreement for their own in-house needs.

The solution has provided both forces with the use of a Federated Search solution, which allows officers to perform intelligent searches across all local and national systems simultaneously from the single view of mobile handsets in real time and display results in smart tabular format.

The tool has gone on to integrate with vital business processes such as Pocketbook, CRIME, INTEL, TOR and STOPS etc. to reuse information from local and national system databases, which has served to reduce manual data entry into business practices and helped to avoid data duplication into the backend system.

The solution has gone on to assist frontline officers in a number of ways, such as allowing them to perform real time verification of nominal and address details, compiling witness statements using mobile handsets, and also allowing them to submit their own statements.

### **3. AREAS FOR CONSIDERATION:**

Several points have been agreed by N&S and HCL on existing and contract terms going forward. We are proposing to extend the contract by 1 year and not committing to 2 years. This was chosen based on how HCL responded/acquiesced on certain elements that we felt were important to the four forces contractually if this relationship was to progress for a further period of time.

The programme team accept that we will have to conduct this same process in 12 months' time but are content that we want to be in a stronger position in which to negotiate this service beyond 2023.

Contractual discussions prior to the renewal of the contract have allowed the forces to make significant progress concerning the following points below:

- Smart desk referenced as support process
- Any disaster recovery retest costs will be covered by HCL, whether it must be in or out of hours
- Formal test strategy to be documented by HCL and shared for sign off, which may include Automation Testing
- Test script will be drafted by HCL with scenarios given to HCL by the force
- By mutual agreement on site visits by either force or HCL for UAT defect resolution will continue, at no additional cost
- Third party service fees have been factored into the renewal
- Licenses can be purchased in batches of 100, not 1,000 at the same cost
- Any module refresh will include paging
- A proactive engagement with all four of the forces involved that going forward regular roadmap sessions will be held.
- Live beta will finish within 2 weeks of UAT (provided there is no new P1 or P2 issues identified between QA to LIVE transition)
- Business will do the testing using agreed ATCs. In addition, business can also run regression testing in LIVE Beta if they feel appropriate, however these regression testing will be done on agreed and approved regression test scripts only. There will be no off-script testing.
- 15% of the cost of the CCR/development will be payable on acceptance in live beta, where all P1s and P2s have been resolved

In line with the proposed changes (which safeguard the position of N&S) it is proposed that the term to extend this agreement will be for the duration of 1 year between 01/01/2022 – 31/12/2022.

### **4. OTHER OPTIONS CONSIDERED:**

Early stages of Market research are being undertaken to look at future solutions beyond 2023. However, at present such an exercise takes time in recognising how commercial 'off the shelf' products will result in less close coupling of the solution functionality with N&S business process.

HCL owns the intellectual property rights, therefore there is no option at present for Norfolk & Suffolk to migrate existing applications to another platform and take over support of these applications.

#### **5. STRATEGIC AIMS/OBJECTIVE SUPPORTED:**

The use of mobile devices and fully integrated software has significantly helped to transform front line policing by reducing transaction times, increasing patrol availability, cutting bureaucracy, and delivering efficiencies through a self-service model for officers, which in turn reflects the strategic objectives/ capabilities in our landscape:

The functionalities afforded to Norfolk Constabulary as a result of the real time Federated search function allows frontline officers to meet many of the objectives currently outlined within the Police Crime Plan and in doing so frees up many of the resources.

#### **6. FINANCIAL AND OTHER RESOURCE IMPLICATIONS:**

OPTIK, is a mobile policing solution for Suffolk that offers a wide range of 'on the job' functions, saving frontline officers' time and assisting them in completing numerous policing tasks. The continued use of this application saves front line officers considerable time and money in completing their daily duties and frees up resources in the process.

It is also worth noting that with us currently using Home Office funding for a new Domestic module, which will fundamentally change how officers in Norfolk and Suffolk deal with domestics (Officers will no longer be allowed to record domestics by any means other than OPTIK) It is highly recommended for the need in which to give some thought to the future of OPTIK.

#### **7. OTHER IMPLICATIONS AND RISKS:**

HCL owns the intellectual property rights, therefore there is no option at present for Norfolk & Suffolk to migrate existing applications to another platform and take over support of these applications.

<b>ORIGINATOR CHECKLIST (MUST BE COMPLETED)</b>	<b>PLEASE STATE 'YES' OR 'NO'</b>
Has legal advice been sought on this submission?	<b>No</b>
Has the PCC's Chief Finance Officer been consulted?	<b>Yes</b>
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	<b>Yes</b>
Have human resource implications been considered?	<b>Yes</b>
Is the recommendation consistent with the objectives in the Police and Crime Plan?	<b>Yes</b>
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	<b>Yes</b>
Has communications advice been sought on areas of likely media interest and how they might be managed?	<b>No</b>
In relation to the above, have all relevant issues been highlighted in the 'other implications and risks' section of the submission?	<b>Yes</b>
<p data-bbox="188 1462 772 1496"><b>Is this report a Confidential Decision?</b></p> <div data-bbox="1246 1476 1366 1547" style="border: 1px solid black; padding: 2px; display: inline-block; margin-left: 670px;">NO</div> <p data-bbox="188 1574 1414 1608">If Yes, please state reasons below having referred to the <a href="#">PCC Decision Making Policy</a></p>	

**APPROVAL TO SUBMIT TO THE DECISION-MAKER** (this approval is required only for submissions to the PCC).

**Chief Executive**

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



**Signature:**

**Date: 14/12/2021**

**Chief Finance Officer (Section 151 Officer)**

I certify that:

- a) there are no financial consequences as a result of this decision,  
OR
- b) the costs identified in this report can be met from existing revenue or capital budgets,  
OR
- c) the costs identified in this report can be financed from reserves  
AND
- d) the decision can be taken on the basis of my assurance that Financial Regulations have been complied with.

**Signature:**



**Date: 14/12/2021**

**PUBLIC ACCESS TO INFORMATION:** *Information contained within this submission is subject to the Freedom of Information Act 2000 and wherever possible will be made available on the OPCC website. Submissions should be labelled as 'Not Protectively Marked' unless any of the material is 'restricted' or 'confidential'. Where information contained within the submission is 'restricted' or 'confidential' it should be highlighted, along with the reason why.*