

**From:** Gary Cooke, Cabinet Member for Corporate and Democratic Services  
Rebecca Spore, Director of Infrastructure  
Michael Lloyd, Head of Technology Commissioning & Strategy

**To:** Policy and Resources Cabinet Committee

24<sup>th</sup> May 2016

**Subject:** Procurement and Award of mobile devices and voice/data connectivity contract

Decision No. 16/00042

Classification: **Unrestricted**

**Past Pathway of Paper:** None

**Electoral Division:** Not applicable

Summary: This paper explains the context for the renewal of the mobile devices and voice/data connectivity contract by market tender.

### **Recommendation**

The **Policy & Resources Cabinet Committee** is asked to consider and endorse or make recommendations to the Cabinet Member for Corporate and Democratic Services on the proposed decision to delegate to the Director of Infrastructure, in consultation with the Cabinet Member for Corporate and Democratic Services, the award of the mobile devices and voice/data connectivity contract, including the finalisation of the necessary contractual negotiations and to enter into any necessary legal agreements.

## **1. Introduction**

1.1 This report outlines the context for the renewal of the contract for provision of mobile devices and voice/data connectivity, including the expected financial implications.

## **2. Financial Implications**

2.1 The decision to renew the mobile devices and voice/data connectivity contract commits the Council to spend a minimum of approximately £1.5 million (depending on price achieved at tender) over 4 years.

### 3. Bold Steps for Kent and Policy Framework

- 3.1 This renewal allows the Council to continue to deliver its current services. The ability for KCC staff to use a mobile device and work flexibly is essential for the Council's service provision, and if this were not renewed, would be adversely impacted.

### 4. The Report

- 4.1 The current contract for Mobile Solutions expires 28 June 2016. Where staff require the use of a smartphone or mobile phone and it is provided by KCC, the Council requires the provision of mobile voice and/or data services, including the provision of:

- (a) a wide range of handsets (both basic feature phones and smartphones, which must be provided unlocked);
- (b) voice and text unlimited tariffs;
- (c) data allowance in bands up to unlimited;
- (d) tethering allowances/tariffs;
- (e) overseas usage voice and data;
- (f) the ability to send and receive short message service (SMS);
- (g) voicemail services;
- (h) mobile data connectivity via Dongles and SIMS (iPads);
- (i) mobile e-mail services (push and pull);
- (j) mobile data applications and value added mobile services;
- (k) accessories, including chargers, cases, screen protectors, etc.;
- (l) bar short code text services and premium text and other services;
- (m) the prevention of SIMS working in other devices;
- (n) a staff discount scheme;
- (o) adequate coverage throughout the UK including 4G;
- (p) dedicated telephone and email based helpdesk to provide day to day support; and
- (q) an online portal for detailed billing.

- 4.2 **Service Users** – There are three different categories of Service User:

Service User	Needs
<b>Basic Mobile Device User (Voice only)</b>	There are currently 2200 service users across the Council that require a basic mobile device to support their mobile working.
<b>Smartphone User (Voice and Data)</b>	There are currently 2400 smartphone users across the Council that require smartphone technologies to support their mobile working.
<b>USB Broadband Dongle and Business Broadband users (Data only)</b>	There are 350 users of mobile broadband data (dongles for laptops and SIM cards for iPads).

We have recently introduced Bring Your Own Device option whereby staff can access KCC systems from their own devices.

4.3 There are no legal or equalities implications.

## 5. Conclusions

The Council makes significant use of user mobile devices for the efficient delivery of many of its services. The existing mobile service provision contract expires on 28<sup>th</sup> June 2016 and it is therefore proposed that a procurement process is undertaken to appoint a new provider and following the competitive procurement process that a contract award is made.

## 6. Recommendation(s)

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## 7. Background Documents

7.1 There are no further background documents

## 8. Contact details

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