

Procurement Background	Title	• Mobile Device Management (Mobile Voice & Data Services)		
	Contract Register No.	• ecm-3405 (Bravo)		
	Location of Contract	• Corporate Procurement Team, 2 nd Floor Stockwell (electronic copies available)		
	Department	Chief Executive (CEX)		
	Division	Corporate Services (CEX)		
	Management	<ul style="list-style-type: none"> • Dave Starling (<i>Head of Procurement</i>) • Maddy Hayes (<i>Corporate Procurement Projects Manager</i>) 		
	Contractor	• Telefonica (UK)		
	Contractor's Reg. No.	• 1743099		
	Organisation Information	Large Organisation (>250)	Private Sector	
	Contract Type & Tender Route	Call-Off Contract	Negotiated	
	OJEU and / or Due North Reference	OJEU Reference: (Direct call-off of PSN RM1498 (Lot 6) Framework)	Due North Reference: (Direct call-off of PSN RM1498 (Lot 6) Framework)	
	CPV Code	• 3225000 (Mobile Telephones)		
	Procurement / Commissioning Status	Consider Options (Yellow)	• Date Assessed: 28.01.16	
	Term	Duration (<i>years and months</i>): (inc. any option to extend)	<ul style="list-style-type: none"> • 2 years 6 weeks • Extension option: +1 year 	
		Core Term: start and end dates	• 05.12.14 – 16.01.17	
		Extensions taken: start & end dates	• n/a	
		Extensions taken beyond term of original contract	• n/a	
London Contracts / Bravo Alert Date	• 12 months			
Key Reports	<ul style="list-style-type: none"> • Contracting Arrangements for Mobile Devices (CSD14062) • E&R PDS 27 March 2014 (part 2) 			
Purpose / Description	<ul style="list-style-type: none"> • Data and voice provision for LBB Mobile devices (mobile phones, laptops, Ipads, data only devices). Provision for all council workers and services (as required). • Individual connection based contract ~1700 connections • Landline to Mobile device services (via 'links' system). 			
Commissioning Reviews and Proposals	<ul style="list-style-type: none"> • Future requirement is dependent on staff remaining at Council. Shorter term contracts (i.e., current contract 2 years only) in place to manage future reduction of staffing / service requirement. • Future arrangements will follow shorter term contract periods & ensure any reduced staffing contingency can be accommodated in line with Comms agenda. 			
Material Changes	• None			
Financial Data	Total Contract Value	• Dependent on usage – 1 st Yr est. £76,000 per annum (total £152,000 full contract period), includes £40k cashable credits across full contract period.		
	Notes provided by Finance	• Subjective budget code 1908. Individual budget allocation for device usage within divisions/teams).		
	2015/16	<ul style="list-style-type: none"> • Latest Approved Budget: £93k across all LBB • Actual Spend (out-turn): £73k (outturn at 21st April 2016 (inc. LINK system annual charge £3k) 		
	2016/17	• Budget: £93k (assuming 2015/16 carried forward)		
	Inflation Index	Other (please state)	Indexation Base Year: n/a (no RPI applicable, set prices)	
	Non-Recoverable VAT	Not Applicable		

		Metrics	Description	2015/16 Target	2015/16 Actual
Contract Monitoring	Monitoring / Metrics	Performance / KPIs	Framework Agreement Direct Call Off KPI's are stated in the Customer Services Charter (available on request) and include Priority ranking schedules with percentage targets KPI's include stated % targets for: - Response times / Service Bars / Routine General and Billing enquiries / Extended Complaint, General and Billing enquiries / Bulk Requests / Lost or Stolen Bars / Orders & Delivery / SIM Activation / Replacements / Landline issues	95% - 99% dep. on KPI)	Perf. Metrics avail. in full report format for various years (on request)
		Compliance			
		Finance Targets			
		Complaints			
		Contractor Meetings			
		Defaults / Claims			
		Other			
		Benchmarking			
Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> Initial issues with the PSN call-centre were experienced (O2 officers had issues with the new catalogue set up and Bromley's bespoke service options, however these have now been resolved. Bromley have implemented their own Customer Order Form which includes all framework prices and risk management options included in the Councils provision (i.e., data costs, internet access limits, service credits, etc). 				
Audits	<ul style="list-style-type: none"> Monthly Invoice Assessment via Liberata with anomaly spend questioned. 				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> n/a 			
	Linked Strategies / Plans	<ul style="list-style-type: none"> Commissioning Agenda (management of future requirement only) 			
	Linked Services / Contracts	<ul style="list-style-type: none"> CCS PSN Framework (reference RM 1498) 			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> No statutory provision to service users <u>Legislative Compliance</u> <ul style="list-style-type: none"> Procurement via OJUE compliant framework provision 			
	Emerging Issues & Management Response	<ul style="list-style-type: none"> None 			
	Service Risk	Financial	Low Risk (Green)		
	Risk Management	<ul style="list-style-type: none"> Anomaly spend of individuals outside of work purposes – Risk is mitigated via consistent invoice checking & Audit/HR assessment of any anomaly spend. High spenders are contacted to ensure they're aware of usage solely for work purposes. Contract Officer has removed data capacity to access high paying tariffs. Any emerging issue with provider is managed via CCS Framework 			
	Exit Plans	<ul style="list-style-type: none"> Provision for end Dec 2016 & 2017 onward is expected to be tendered via CCS e-auction provision or via established Frameworks (value for money options) 			
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> Mobile devices are critical in care related services for front line officers. Data 			

		<p>devices are also used to manage some CCTV and parking services (enforcement/penalty notice) systems.</p> <p><u>Information Governance</u></p> <ul style="list-style-type: none"> • Secure network access via Voice & Data devices is managed via Blackberry devices for LBB staff accessing work related content. • Secure network via laptop/Ipads is managed via Guardian services 												
	Communications	<ul style="list-style-type: none"> • No public communications required (internal staff usage only). • Contract management & tendering requires communication with LBB staff only • Liberata are contact for financial queries / invoice payments • O2 Account manager is liaison for tariff / service development queries 												
	Quality Systems	<ul style="list-style-type: none"> • Provider must comply with Crown Commercial Services PSN Framework Agreement 												
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p>													
	<table border="1"> <thead> <tr> <th>Improvement area</th> <th>Proposed action</th> <th>Target date</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>		Improvement area	Proposed action	Target date									
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<p>Signed: (Name & Date)</p> <p>Dave Starling 22 April 2016</p> <hr/>														