

## **MOBILE DEVICES AND SERVICES - CONTRACT AWARD**

### **Executive summary**

1. The Scottish Parliament is about to award a new contract for the provision of mobile devices and services.
2. This paper details the benefits of the new contract and, recognising current technology trends, recommends that a broader range of devices be made available as part of the IT service offerings. In addition, the paper recommends that the current policies, relating to device numbers and refresh cycles, remain as previously agreed.

### **Issues and Options**

3. A project to put in place a new contract was initiated early in the year and involved staff from the Business Information Technology Office and the Procurement Office. The project is now approaching completion with a new contract expected to be awarded the week commencing 5 November.
4. The procurement exercise utilised a Government Procurement Services framework to help ensure best value for money. The mini-competition undertaken within this framework, allowed the Parliament to receive rates which benefited from the aggregated purchasing power of the public sector across the UK, and offers significant savings over the previous contract.
5. Expenditure under the current mobile phone contract has amounted to approximately £104k per annum. Assuming a like for like service, the new contract will see this expenditure drop to approximately £56k per annum, offering a potential saving of approximately £48k per annum or approximately £240k over the 5 year duration of the new contract.
6. Recognising the rapid changes in the mobile technology landscape, the Business IT Office has been enabling IT services for delivery to a broader selection of mobile devices. With many of the technical changes required nearing completion, and new contracts being put in place for mobile devices, the Business IT Office is now reviewing the current mobile provision guidance to establish how it can best be updated to reflect market trends such as the commoditisation of mobile technologies
7. The MSP IT Service and Products Catalogue makes provision for up to four mobile devices to be funded centrally for Members and their staff. These devices are exploited to enable and support Members in undertaking parliamentary business.
8. Mobile working and the associated technologies have become mainstream since the current service catalogue provision was agreed. The use of mobile

technologies to maximise productivity and to access information and communicate anytime, anywhere, has become the norm for businesses and individuals. Mobile technologies are ideally suited to support the parliamentary and representative roles undertaken by Members. Availability of an effective suite of mobile technologies is therefore an important aspect of supporting and enabling Members.

9. The SPCB has agreed that Members may request up to four mobile devices (two laptops and two BlackBerry devices) to support them in their Parliamentary roles. After reviewing the current position, it is proposed that the overall number of devices available should remain at up to four devices with up to two sets of data charges funded centrally.
10. At the point of mobile device contract award, however, it is proposed that a broader range of devices be made available to Members in the area of mobile technologies used to support them in their roles. This would allow the addition of smartphones which were not Blackberry devices and tablet devices. There is no reason to depart from current refresh cycles i.e. minimum of a two year refresh cycle for mobile phones and smartphones, and a minimum of a three year refresh cycle for laptops. Three years would also be appropriate for tablet devices.
11. Offering a broader range of devices brings with it support challenges. The BIT Office will therefore provide clear guidance on the level of support offered for each device available. In addition, BIT will offer advice on compatibility with our infrastructure and systems to help inform decisions on which mobile device is the best suited to Members needs when it comes to refreshing devices.

### **Resource Implications**

12. The award of the new mobile contract offers significant cost savings over the previous contract. Although it is difficult to predict mobile device uptake for the rest of the session, we are satisfied, given the savings already made to the mobile contract, the introduction of an option of a tablet device, without increasing the overall number of devices available, can be achieved as part of an overall cost neutral IT package

### **Governance issues**

13. There are no significant governance issues arising from this paper.

### **Publication Scheme**

14. The paper should be published after contract award.

### **Next steps**

15. The immediate next step will be to award the new mobile contract and to transition current services to the new contract. Relevant policies or documentation will be updated to reflect the decisions made.

## **Decision**

16. SPCB is invited to:

- Note the new mobile contract will be awarded in early November achieving cost savings to the Parliament
- Agree that the overall number of mobile devices available to Members will not increase.
- Agree that the range of mobile devices available should be broadened to include other types of smartphones and tablets in addition to BlackBerry devices.
- Agree that the current refresh cycles will be maintained
- Note that the Business Information Technology Office will provide support guidance for mobile devices.

Business Information Technology Office  
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