

REQUEST FOR DMPC DECISION – PCD 452

Title: Command and Control Maintenance and Support Extension

Executive Summary:

This report requests approval to renew the maintenance and support for the mission critical Command and Control system with Unisys for a period of 4 years (from 4 October 2018).

Taking a four year term will provide continuity of the existing service for second and third line support until the new Command and Control programme delivers the replacement solution / service.

Recommendation:

The Deputy Mayor for Policing and Crime is recommended to:

1. Approve the renewal of the Unisys contract for maintenance and support of the existing Command and Control solution for four years at a total cost of £34.0m starting from 4th October 2018.
2. Approve the procurement of the renewal with Unisys via a Single Tender Action.

Deputy Mayor for Policing and Crime

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct. Any such interests are recorded below.

The above request has my approval.

Signature

Sybil Wender

Date 17/09/2018

PART I - NON-CONFIDENTIAL FACTS AND ADVICE TO THE DMPC

Decision required – supporting report

1. Introduction and background

- 1.1. The Command and Control solution is one of the organisation's mission critical systems that underpins policing in London. It is used to manage emergency and non-emergency calls from members of the public and control the despatching of Officers, where necessary.
- 1.2. The system has evolved and grown over a number of years and requires a significant level of support at second and third line from Unisys, the original software supplier. MPS have a contract with Unisys to support the existing solution, which is due to expire on 3rd October 2018. Based on the current understanding, 2021 is the earliest the MPS can expect a future Command and Control system to replace the existing solution.

2. Issues for consideration

- 2.1. The long-term plan for Command and Control is to procure and implement a new solution. The estimated timescale for the delivery of the new solution is not before Q2 2021. There is a requirement to agree the appropriate interim support arrangements from October 2018 until at least 2021, although for prudence flexibility is required in case of a delay until Oct 2022.

3. Financial Comments

- 3.1. The capital cost of £5.44m is funded from the approved Digital Policing Capital plan in 2018/19.
- 3.2. The annual revenue support and maintenance costs of £7.14m are funded from existing Digital Policing budgets for supporting the existing system, plus an inflation budget allocation.

4. Legal Comments

- 4.1. The Mayor's Office for Policing and Crime (MOPAC) is a contracting authority as defined in the Public Contracts Regulations 2015 (the Regulations). All awards of public contracts for goods and/or services valued at £181,302 or above must be procured in accordance with the Regulations.
- 4.2. Paragraph 4.13 of the MOPAC Scheme of Delegation and Consent provides that the Deputy Mayor for Policing and Crime (DMPC) has delegated authority to approve all unforeseen variations to contracts with an original value of £500,000 or above, when the variation is greater than 10% of the original contract value.
- 4.3. Further legal information is contained in the exempt section of the report.

5. GDPR and Data Privacy

- 5.1. As a continuation of an existing service this does not change any aspects of existing practice in relation to data privacy.

6. Equality Comments

6.1. As a continuation of an existing service this does not change any aspects relating to Equality and Diversity.

7. Background/supporting papers

7.1. Report

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOIA) and will be made available on the MOPAC website following approval.

If immediate publication risks compromising the implementation of the decision it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

Part 1 Deferral:

Is the publication of Part 1 of this approval to be deferred? YES

If yes, for what reason: Due to ongoing litigation re Command and Control system

Until what date: 31st October 2019

Part 2 Confidentiality: Only the facts or advice considered as likely to be exempt from disclosure under the FOIA should be in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a **Part 2** form – YES

ORIGINATING OFFICER DECLARATION

	<i>Tick to confirm statement (✓)</i>
Head of Unit: The Chief Finance Officer has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.	✓
Legal Advice: The MPS legal team has been consulted on the proposal.	✓
Financial Advice: The Strategic Finance and Resource Management Team has been consulted on this proposal.	✓
GDPR and Data Privacy The GDPR Project Manager has been consulted on the GDPR issues within this report.	✓
Equalities Advice: Equality and diversity issues are covered in the body of the report.	✓

OFFICER APPROVAL**Chief Executive Officer**

I have been consulted about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Deputy Mayor for Policing and Crime.

Signature *R. Lawrence*

Date *17/09/2018*



**Command and Control Maintenance
and Support Renewal/Extension**

MOPAC Investment Advisory Meeting 30th August 2018

Report by Angus McCallum (CIO)

Part 1 – This section of the report will be published by MOPAC. It is classified as OFFICIAL – PUBLIC

EXECUTIVE SUMMARY

This report requests approval to renew the maintenance and support for the mission critical Command and Control system with Unisys for a period of 4 years (from 4 October 2018).

Taking a four year term will provide continuity of the existing service for second and third line support until the new Command and Control programme delivers the replacement solution / service.

Recommendations

The Deputy Mayor for Policing and Crime, via the Investment Advisory Meeting (IAM), is asked to:

- 1. Approve the renewal of the Unisys contract for maintenance and support of the existing Command and Control solution for four years at a total cost of £34.0m starting from 4th October 2018.**
- 2. Approve the procurement of the renewal with Unisys via a Single Tender Action.**

Note

Funding and or cost implications in this request are fully contained within MOPAC approved DP budgets.

The long term plan for Command and Control is to procure and implement a new solution. The estimated timescale for the delivery of the new solution is Q2 2021.

Without maintenance and support for the existing mission critical Command and Control solution there is a significant risk to service, affecting the organisation's operational capability to respond to emergency and non-emergency calls. The business impact of a loss of the existing system for an extended or indefinite period of time would result in the following: -

- Inability to manage calls from members of the public, potentially placing the lives of Londoners at risk.
- Damage to MPS reputation with the members of the public, partner agencies and other organisations.

Time sensitivity

A decision is required by August 2018 to complete renewal of Command and Control contract, which expires 3 October 2018.

Non-confidential facts and advice to the Deputy Mayor for Policing and Crime

Introduction and background

1. The Command and Control solution is one of the organisation's mission critical systems that underpins policing in London. It is used to manage emergency and non-emergency calls from members of the public and control the despatching of Officers, where necessary. The system has evolved and grown over a number of years and requires a significant level of support at second and third line from Unisys, the original software supplier. MPS have a contract with Unisys to support the existing solution, which is due to expire on 3rd October 2018. Based on the current understanding, 2021 is the earliest the MPS can expect a future Command and Control system to replace the existing solution.
2. Therefore there is a requirement to agree the appropriate interim support arrangements from October 2018 until at least 2021, although prudence would dictate that any interim arrangement allows flexibility in case of a delay until Oct 2022.
3. The current services are stable, however, its underpinning technology is complex due to its evolution over the 30 years, which has utilised the amalgamation of different technologies requiring various skillsets to maintain. Approval of this proposal is necessary to ensure the ongoing support and maintenance of this mission critical system in order to maintain operational effectiveness. It is recommended that the MPS agree a renewal option with Unisys to extend based on current arrangements as this presents the lowest risk and is believed to be the cheapest option.

4. Issues for consideration

The long term plan for Command and Control is to procure and implement a new solution. The estimated timescale for the delivery of the new solution is not before Q2 2021.

Contributes to the MOPAC Police & Crime Plan 2017-2021¹

5. The software and services detailed in the Command and Control Support Extension Renewal BJP enables the MPS to continue to provide capabilities that are essential to the safety of London.

Financial, Commercial and Procurement Comments

6. This support renewal is considered critical to the ongoing capability of the mission critical Command and Control system.
7. The capital cost of £5.44m is funded from the approved Digital Policing Capital plan in 2018/19.
8. The annual revenue support and maintenance costs of £7.14m are funded from existing Digital Policing budgets for supporting the existing system, plus an inflation budget allocation.
9. Further commercial information is contained in the exempt section of the report.

Legal Comments

10. The Mayor's Office for Policing and Crime (MOPAC) is a contracting authority as defined in the Public Contracts Regulations 2015 (the Regulations). All awards of public contracts for goods and/or services valued at £181,302 or above must be procured in accordance with the Regulations.
11. Paragraph 4.13 of the MOPAC Scheme of Delegation and Consent provides that the Deputy Mayor for Policing and Crime (DMPC) has delegated authority to approve all unforeseen variations to contracts with an original value of £500,000 or above, when the variation is greater than 10% of the original contract value.
12. Further legal information is contained in the exempt section of the report.

Equality Comments

13. As a continuation of an existing service this does not change any aspects relating to Equality and Diversity.

Privacy Comments

14. As a continuation of an existing service this does not change any aspects of existing practice in relation to data privacy.

Real Estate and Environmental Implications

15. There are no known Real Estate or Environmental Implications resulting from this recommendation.

PART 2: Exempt Section of the Report

16. The Government Security Classification marking for Part 2 is: OFFICIAL-SENSITIVE [COMMERCIAL]
17. Part 2 of Command and Control Support Renewal Extension Business Justification paper is exempt from publication.
18. The Part 2 Exempt section is provided as a separate paper to be attached to this Part 1 as required and is Exempt under Article 2(2)(a) of the Elected Local Policing Bodies (Specified Information) Order 2011.
19. The relevant sections under the FOIA that would exempt this information from disclosure, for example. Legal Professional Privilege Section 42 and Commercial Interest Section 43.
20. The date at which part 2 will cease to be confidential or when confidentiality should be reviewed will be a minimum of 6 years. This is in accordance with the MPS data management policy.

Report authors: James Brookman (Head of SCO Applications)
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Background papers: **Part 2 (exempt) – Command and Control Support
Renewal Extension Business Justification Paper**