



Property Alarms - Network Connectivity (Redcare Replacement)

MOPAC Investment Advisory & Monitoring meeting Thurs 1st August 2024.

**Report by Adrian Dain on behalf of the Chief Digital Data and Technology
Officer, Darren Scates**

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

EXECUTIVE SUMMARY

The purpose of this Business Justification Paper is to seek permission to approve commencement of procurement of circa 500 alarm modules and associated connectivity services to replace the current BT Redcare modules and associated analogue phone lines.

Recommendations

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

1. **Approve** the capital spend to replace the current BT Redcare modules and associated analogue phone fully funded from the MOPAC approved DDaT capital plan.
2. **Approve** the initiation of procurement action for a contract for supply and monitoring of alarm modules and associated connectivity and delegate approval to award contracts to the Commercial Directors
3. **Approve** placement of a project works order for provision of Service Design & Introduction support and ongoing service desk support on the Capgemini Infrastructure Services contract. This will enable the IT Service Desk to log and forward fault tickets regarding the service to the successful supplier for action, and that the supplier can update tickets when faults are resolved.

Note: Commercially sensitive finance, commercial and legal detail has been redacted. This information is contained in the restricted section of the report. This is to ensure a compliant procurement process.

Time sensitivity

A decision is required from the Deputy Mayor by 20 Aug 2024. This is to ensure the project can complete before the end of BT Redcare services on 1 Aug 2025.

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

Introduction and background

1. Many MPS properties are protected by building alarm systems. Connectivity

from alarm panel to MetCC today is provided by the BT Redcare alarm connectivity service.

2. The current service is based on analogue phone lines. BT stopped selling analogue phone lines in September 2023. By January 2027, BT plan to cease all existing analogue phone lines. Hence in June 2022 MOPAC approved a project to upgrade from analogue phone lines to digital Redcare services. (PCD 1230). This decision also included approval to run a competitive tender and award a contract for the installation of communications modules. The outcome of this tender was an award to OpenView Security Solutions Ltd.
3. On 31 January 2024, BT Redcare announced their sudden and unexpected withdrawal from the alarm monitoring market. Sale of new Redcare services was halted on 28 February 2024 and all existing Redcare services are to cease on 1 August 2025. Hence the need for this new business case. The Redcare analogue to digital project was immediately placed on hold. The work completed before the halt had focused on reducing the size of the project by ceasing no longer required alarm systems and had not procured any new Redcare Alarms, other than a small number of pilot sites. Given the significant change in technology and approach a new BJP is provided for the new approach.
4. This business case aligns to the New Met for London plan through ensuring appropriate safety and security measures are in place for Officers, Staff and Londoners aligned to our Fixing our Foundations priority.
5. This business case also aligns with the recommendations from a Directorate of Audit, Risk and Assurance (DARA) audit that as of 01 December 2020 all property Electronic Security Services (ESS) are owned by the MPS Property Services Department.
6. Further detail is contained in the restricted section of the report.

Issues for consideration

7. Ongoing service costs for the solution will be funded by existing MOPAC approved DDaT revenue budget for provision of the Redcare Alarm solution currently contracted under the Call Routing Agreement Two (CRA2) agreement with BT.
8. OpenView Security Solutions Ltd., the winner of the alarm modules installation competition approved in PCD 1230, will be retained to complete installation of alternative alarm modules.
9. A revenue saving is expected from 25/26 onward, due to rationalisation of services no longer required.
10. This business case aligns with the recommendations from a Directorate of Audit, Risk and Assurance (DARA) audit that as of 01 December 2020 all property Electronic Security Services (ESS) are owned by the MPS Property Services Department.
11. The current BT Redcare service is a critical complement of MPS Electronic Security Systems (ESS), protecting MPS property from unauthorised access. The security of MPS information and operational assets is predicated on

effective protective security measures at MPS sites, including ESS.

12. The funding element of this project addresses BT Redcare for MPS property alarm panels only. Counter Terrorism Policing Headquarters (CTPHQ) are progressing a funding paper to address Redcare replacement within the Embassy Warning System (EWS). EWS is anticipated to be funded from CTPHQ 24/25 and 25/26 approved capital budget, subject to approval.
13. There are no immediate additional costs involved in running the competition and the business groups, commercial and DDaT are funding the opportunity costs of running the exercise, which amount to 25 days of effort.
14. There will be no adverse operational impact from making these changes.
15. There will be no negative equality or diversity implication, no adverse social impact and no GDPR impact associated with this BJP.

Contributes to the MOPAC Police & Crime Plan 2022-25¹

16. This business case Contributes to the MOPAC Police & Crime Plan 2022-25 by ensuring appropriate safety and security measures are in place for Officers, Staff and Londoners working in and visiting MPS property.
17. **Legal** 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 £214,904 or above shall be procured in accordance with the Regulations. This report confirms the value of the proposed contract exceeds this threshold.
18. Section 4 of this report confirms the MOPAC's route to market is compliant with the Regulations.
19. The MOPAC Scheme of Delegation and Consent provides the Deputy Mayor for Policing and Crime ("DMPC") has delegated authority to approve:
 - a. Business cases for revenue or capital expenditure of £500,000 and above (paragraph 4.8); and
 - b. All requests to go out to tender for contracts of £500,000 or above, or where there is a particular public interest (paragraph 4.13).
20. Paragraph 7.23 of the Scheme provides that the Director of Commercial Services has consent for the approval of the award of all contracts, with the exception of those called in through the agreed call in procedure. Paragraph 4.14 of the Scheme provides the DMPC reserves the right to call in any MPS proposal to award a contract for £500,000 or above.

Financial, Commercial and Procurement Comments

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¹ [Police and crime plan: a safer city for all Londoners | London City Hall](#)

22. **Commercial and Procurement** This paper requests approval to initiate procurement action for a contract for supply and monitoring of alarm modules and associated connectivity services and delegate approval to award contracts to the Commercial Directors.

23. The procurement objectives are to:

- Obtaining the best value pricing for alarm system property system
- Maintain existing service performance levels
- Reduce Operational and Commercial risk to the MPS
- Award a contract that complies with Public Contracts Regulations 2015 (or any replacement regulations)
- Provide a contract to maintain operational capability with flexibility, including opportunities to negotiate and innovate
- Provide benefit via social value provisions from the successful supplier.

24. Route to Market Assessment: The route to market for this procurement is via an open competition under the existing 2015 PCR regulations. The table below summarises assessment of this option.

Critical Success Factor	Detail
Market Interest & Attraction	This option involves market engagement increasing knowledge supplier and best value. It allows the Authority to fully assess market options and have a view on any available replacement suppliers to avoid sole source issues in future.
Flexibility & Agility in terms of contract variations	MPS terms would apply.
Timescales & Cost of Proc.	MPS have already published a prior information notice to gauge market interest, so procurement activity can commence promptly on approval of this business case. The use of BSI standards for the specification requirements will allow for a streamlined evaluation process.
Value for Money	Open competition will ensure that the Authority is best placed to achieve a solution that satisfies the MEAT criteria.
Contract & Supplier Management	Initial assessment suggests that this contract would be rated as a silver contract. The contract will be subject to regular service reviews and supplier monitored for any signs of distress.
Terms & Conditions	MPS terms would apply.
Operational Risk Management	Met by current help desk arrangements from Capgemini. The replacement technology will be more reliable. PSD conducting review of the entire alarm estate. More value add procured as a service in the long term.

25. This procurement contributes to delivering the **London Anchor Institutions'**

Charter² by allowing medium size enterprises, based in London and employing staff from the local communities to bid and deliver this substantial piece of work.

Equality Comments

26. **Social Values** Commercial Services outline their approach to achieving Social Value in their June 2021 paper “Leveraging our Supply base to drive societal and sustainable changes for the benefit of Londoners”.
27. Commercial Services will use the re-procurement of services as an opportunity to leverage the investment capabilities to create enduring social and economic opportunities for the most vulnerable members of society for the benefit of Londoners.
28. The Statement of Requirements (SOR) will include section on Social Value and Sustainability capabilities to be provided by the Supplier. It will incorporate:
 - COVID-19 recovery:
 - Tackling economic inequality
 - Equal opportunity and social inclusion
 - Wellbeing

Privacy Comments

29. The MPS is subject to the requirements and conditions placed on it as a 'State' body to comply with the European Convention of Human Rights and the Data Protection Act (DPA) 2018. Both legislative requirements place an obligation on the MPS to process personal data fairly and lawfully in order to safeguard the rights and freedoms of individuals.
30. Under Article 35 of the General Data Protection Regulation (GDPR) and Sections 57 and 64 of the DPA 2018, Data Protection Impact Assessments (DPIA) become mandatory for organisations with technologies and processes that are likely to result in a high risk to the rights of the data subjects.
31. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the project meets its compliance requirements. The MPS Property Alarm System does not include any technologies or processes that are likely to result in a high risk to the rights of the data subjects.

Real Estate Implications

32. This project has been developed in consultation with property services department and resolves issues with legacy building security alarm panel remote monitoring communications (currently based on the now obsolete BT Redcare Classic product).

Environmental Implications

33. Obsolete electrical equipment will be disposed of securely and the disposal routes will take into consideration the waste hierarchy in accordance with The Waste Electric and Electronic Equipment (WEEE) Regulations 2013 and the waste duty of care imposed under section 34 of the Environmental Protection Act

² <https://www.london.gov.uk/coronavirus/londons-recovery-coronavirus-crisis/anchor-institutions-charter>

1990 and the Environmental Act 2021, Part 3 Waste and Resource efficiency.

Background/supporting papers

34. None

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Part 2 – This section refers to the details of the Part 2 business case which is NOT SUITABLE for MOPAC Publication.

The Government Security Classification marking for Part 2 is: OFFICIAL-SENSITIVE

Part 2 of 'Property Alarms - Network Connectivity (Redcare Replacement)' is exempt from publication for the following reasons:

- Part 2 contains details of MPS property alarm systems and their operation. Publication of this would provide an attacker with information that could be used to circumvent MPS property alarms.

Publication is exempt under FOIA Part 2, Section 31 which applies to Law Enforcement. Disclosure of the information, which compromises the alarms, would most likely prejudice many of the clauses covered in this section.

The paper will cease to be exempt upon retirement of the replacement Redcare modules, expected to be seven years' time.