



MAYOR OF LONDON
OFFICE FOR POLICING AND CRIME

Managed Messaging Replacement

MOPAC Investment Advisory & Monitoring meeting 1 Oct 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

This Business Justification seeks approval to procure a replacement managed messaging service for mass communications over mobile phone networks using the Short Messaging Service (SMS).

Recommendations

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

- Approve the initiation of procurement action for a contract for a managed messaging service with a term of 5 years with 3 x 12 month extension options, fully funded from the MOPAC Approved DDaT budget, and delegate approval to award contracts to the Commercial Director. Approval is subject to the contract value and project costs not exceeding the values within this paper, else a fresh paper will be presented.
- Approve project revenue to project manage the implementation, testing, commissioning and SD&I of the replacement managed messaging service, fully funded from the MOPAC approved DDaT budget.
- Approve use of the Pegasus Infrastructure contract to procure a project for SD&I and ITHC delivered by Capgemini and funded from above project revenue.

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 14 Oct 2024. This is to support transition from existing short term contract to the new contact in good time and to maximise any savings delivered through competition.

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

Introduction and background

1. MPS use manage messaging for a range of mass communication needs, to both people internal and external to MPS. This service uses mobile networks Short Message Service (SMS) with a charge for each message sent.
2. Each user of these services operates within a tiered restriction on the number of messages that can be sent at once (bulk send limit). Only the DDaT Core Infrastructure (DDaT CI) team have access to the highest tier of bulk send.
3. In 23/24 users sent approximately 22 million messages using the service.
4. The objective for this project is to procure a replacement managed messaging service, whilst maintaining all the functionality and security controls in place today.

Issues for consideration

5. This service will replace the current Wirefast service provided by Vodafone and be funded via existing MOPAC approved DDaT budget. Wirefast is a third party service procured through Vodafone and is used by frontline officers and staff.
6. Following contact award but prior to implementation, the successful bidder will present to TDA for architectural approval.
7. There is a requirement for an update to the existing managed Messaging Service Design and Integration (SD&I).
8. There will be no adverse operational impact from completing this project. All changes will be managed to the DDaT Change Approval Board (CAB) process.

Contributes to the New Met for London (NMfL) Plan and / or MOPAC Police & Crime Plan 2022-25¹

9. This business case Contributes to the MOPAC Police & Crime Plan 2022-25 by ensuring appropriate mass communications are in place for Officers and Staff.

Financial, Commercial and Procurement Comments

10. 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.
11. Commercial and Procurement This paper seeks approval to procure a managed messaging service for mass communications over mobile phone networks using the Short Messaging Service (SMS).
12. The paper recommends the initiation of procurement competition for a contract for a managed messaging service with a term of five years with three one year extension options and delegate approval to award contract to the Commercial

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

Director.

13. In addition this paper recommends to utilise the Pegasus Infrastructure contract to procure a project delivered by Capgemini under Pegasus Infrastructure from the MOPAC Approved Digital Data & Technology (DDaT) Project for SD&I.
14. The procurement objectives are to:
 - Obtain the best value pricing
 - 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.
15. Routes to Market assessment: This paper recommends competing managed messaging under Crown Commercial Services Network Services 3 Lot 4e. Contract award would be for 5+1+1+1 year's term, but with an option to break contract early in response to price increase.
16. This paper requests approval to utilise Pegasus Infrastructure contract to procure Technical Services. The services required to deliver this shall be procured as a Project Work Order on the Infrastructure

Legal Comments

17. The Mayor's Officer for Policing Crime 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 (inclusive of VAT) or above will be procured in accordance with the Regulations.
18. MOPAC is a contracting authority as defined in the Public Contracts Regulations 2015 ("the Regulations").
19. The proposed business case falls within the delegated authority of the Deputy Mayor for Policing and Crime (DMPC) under the MOPAC Scheme of Delegation and Consent.
20. Paragraph 7.23 of the Scheme provides that the Director of Strategic Procurement has consent for the approval of the award of all contracts, with the exception of those called in through the agreed call in procedure. This report requests approval by the DMPC for the Director of Strategic Procurement to approve the eventual award.
21. Award of a call off contract a valid framework is a compliant route to market under the PCR 2015 regulations and the recommendation can be lawfully approved on this basis.

Equality Comments

22. This project will not impact Equality and Diversity. All work will be let through the

Pegasus Infrastructure Tower and Pegasus Application Tower which are fully compliant with legal requirements, including Equality Law, and MPS legal advisors confirmed this during framework review prior to competing.

Privacy Comments

23. 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.
24. Under Article 35 of the General Data Protection Regulation (GDPR) and Section 57 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.
25. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the project meets its compliance requirements.
26. The project will produce a new DPIA that covers the general principals and security controls of the service. Departments that routinely use Manage Messaging to contact members of the public or other private phone numbers will also need to complete a DPIA for their specific use of the service.

Real Estate Implications

27. None

Environmental Implications

28. 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 1990 and the Environmental Act 2021, Part 3 Waste and Resource efficiency.

Background/supporting papers

29. None

Report author: Adrian Dain, Transformation and Transition Support.

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 Managed Messaging Replacement is exempt from publication for the following reasons:

Exempt under Article 2(2)(a) of the Elected Local Policing Bodies (Specified Information) Order 2011 (Data Protection Section 43 – Commercial Interests).

The paper will cease to be exempt until the competitive procurement process is complete.