



METCC Voice Replacement Platform Additional Funding

MOPAC Investment Advisory & Monitoring meeting 10 February 2025

Report by Adrian Dain on behalf of the Chief Digital Data and Technology
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**Part 1 – This section of the report will be published by MOPAC. It is
classified as OFFICIAL – PUBLIC**

EXECUTIVE SUMMARY

This Business Justification seeks additional funding to replace the METCC Voice Platforms with a supportable and resilient alternative.

Recommendations

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

1. **Approve additional funding of £1.658m of capital expenditure to complete the replacement of MPS Command and Control (MetCC) Avaya voice platform from the MOPAC Approved Digital Policing Capital Budget 2025/26.**

Time sensitivity

A decision is required from the Deputy Mayor by 28 February 2025. This is to allow the project to complete on schedule and minimise service risk to MPS 999 call response.

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

Introduction and background

1. This project contributes to delivering the Police and Crime Plan for London 2022-25 by ensuring continued availability of 999 and 101 services, supporting officers and staff across Greater London to keep London safe.
2. The existing contact centre infrastructure, whilst proven reliable, is end of life. In addition, it will become unsupported by the current provider on 31 May 2025.
3. The new solution will be provisioned by BT and be an Avaya system. Implementing an Avaya replacement will reduce transition time and enable existing software licenses to be re-used where possible, reducing cost. This will also provide a robust and modern voice platform to meet future MetCC requirements.
4. The MetCC Voice Platform service receives and directs 200,000 999 and 150,000 101 calls per month and supports c1800 police officers and staff 24x7x365 days of the year, providing first line response to the public. It is

arguably the most critical MPS system.

5. The current MetCC Avaya Voice Platform is end of manufacturer support, current support is provided by the incumbent Call Routing provider under special arrangement, but this will cease at the end of the current Call Routing Agreement Two (CRA2) 31 May 2025. Without full support the system is exposed to significant risk, meaning the business could be without this critical system for periods of time, and there will be significant cost to the MPS to restore.
6. The replacement system, known as the Mission Critical Voice Platform has been built, tested and is already routing calls for several key MPS contact centres including:
 - Telephone Digital Investigation Unit
 - Victim Focus Desk
 - Vehicle Recovery and Examination (planned for Dec 2024)
 - Fleet Services.

Issues for consideration

7. PCD 860 approved £11.789m of Capital to fund completion of MetCC replacement voice platform from the MOPAC Approved Digital Policing Capital Budget. The above request represents an additional 14.06% capital with a total funding of £13.447m.
8. Additional funding is required for the additional scope detailed below:
 - MCVP Voice Recording Storage – in order to store 999 and 101 call recording additional storage is required in Condor and Hawk Data Centres
 - Early Life Support – MetCC require BT on site presence 24x7 for the initial two weeks following each of the three migrations: HendonCC, LambethCC and BowCC. This was not anticipated in the original business case.
 - Operational growth – The number of 999 calls to MetCC has grown considerably since the original budget was approved by PCD 860 on 21 Oct 2020: 2.0m calls in 20/21 compared with 2.4m 999 calls in 23/24 i.e. 20% growth. This has resulted in the need for additional phones, licences, cabling etc.
9. Work to cut 999 and 101 calls over to the new platform is at an advanced stage and will complete by 31 March 2025.
10. Parallel projects, such as the Call Handling System (CHS) replacement and Contact and Resolution Services (CRS) have been consulted and will continue to be throughout the delivery lifecycle of this project.
11. 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

12. This contributes to delivering the Police & Crime Plan by ensuring MPS technology infrastructure supports a prompt response to 999 emergency calls.

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

Financial, Commercial and Procurement Comments

13. Financial: This paper Additional funding of £1.658m of capital expenditure to complete the replacement of MPS Command and Control (MetCC) Avaya voice platform from the MOPAC Approved Digital Policing Capital Budget 2025/26. The replacement of the out of support MetCC Avaya Voice Platform will cost in total £13.447m from the MOPAC Approved Digital Data & Technology (DDaT) Capital Budget.
14. Commercial and Procurement: The project will issue Project Work Orders under existing contracts with BT, Capgemini, and Unisys. These contracts are respectively: the Call Routing Agreement 2 (CRA2), the Pegasus Infrastructure Tower and the Call Handling System (CHS).
15. This paper contributes to delivering the London Anchor Institutions' Charter² by supporting a fast response to emergency calls. Project delivery will employ resource based within Greater London.

Legal Comments

16. The Mayor's Officer 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 £213,477 (inclusive of VAT) or above will be procured in accordance with the Regulations.
17. Purchasing through a compliant contract will comply with the Regulations where the proposed award is within the scope of the contract. The report confirms that the existing CRA2, Pegasus Infrastructure Tower and CHS contracts will be utilised and that it is within scope. Therefore the proposed procurement approach will be lawful.
18. The MOPAC Scheme of Delegation and Consent provides the Deputy Mayor for Policing and Crime ("DMPC") has delegated authority to approve:
 - Business cases for revenue or capital expenditure of £500,000 and above (paragraph 4.8);
 - The procurement strategy for all revenue and capital contracts of a total value of £500,000 or above, such determination to include decisions on the criteria and methodology to be adopted in the tendering process, any exemptions from procurement requirements, and any necessary contract extensions. (4.13); and
 - 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).
19. 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. 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.

Equality Comments

20. This project will not impact Equality and Diversity. All work will be let through the exiting CRA2, Pegasus Infrastructure Tower and CHS contracts which are fully compliant with legal requirements, including Equality Law, and MPS legal advisors confirmed this during framework review prior to competing.

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

Privacy Comments

21. 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.
22. 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.
23. The Information Assurance and Information Rights units within MPS have been consulted at all stages to ensure the project meets its compliance requirements. A data review form has been completed for this project (DAPIAN case 469). The new MCVP includes data processing with some low priority risks. These have been assessed by the data office with a review date of March 2025, with a view to risks being signed off by a SRO in 2025.

Real Estate Implications

24. There will be a reduced infrastructure footprint in the three MPS Command and Control Centres following legacy infrastructure decommissioning and removal.

Environmental Implications

25. 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

26. none

Report author: Adrian Dain

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 [COMMERCIAL]

Report author: Adrian Dain, Transformation and Transition Support.

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Part 2 of METCC Voice Replacement Platform Additional Funding 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 at the end of CRA2, Pegasus Infrastructure and CHS contracts.