

DMPC Decision – PCD 750

Title: Video Conferencing Management Controller for HQ/BCU VC and Language Services VC

Executive Summary:

Video Conferencing (VC) units have been used by the Met for some time and have been deployed across the wider estate since the creation of the Basic Command Unit (BCU) model and the usage has increased. Currently there is no centralised management & control function to monitor configuration, connectivity and provide upgrades.

Separately Language Services Video Conferencing (LSVC) services have a number of out of support VC end points and are looking to upgrade their VC infrastructure as the suppliers no longer support the legacy server hardware.

Digital Policing is proposing the implementation of management controllers for each service (LSVC and HQ/BCU), i.e. two separate projects. In summary:

- HQ and BCU Endpoints – Following the implementation of 60 video conferencing units in BCUs. A design has been produced. The design has Technical Design Authority (TDA) approval.
- LSVC Refresh – Following a 2017/18 Business Justification Paper (BJP), MPS Digital Policing (DP) are proposing a software upgrade and move to virtualised hardware (from existing legacy on-premise equipment) for the existing and out of support LSVC Master Control Unit (MCU). The project has been engaging Polycom for a design. The design is held at architectural review – pending the outcome of this paper.

This Project is reviewing the current approach and is setting out the case to have a single Management control for both services.

Recommendation:

The Deputy Mayor for Policing and Crime is recommended to approve:

1. an award for a Call-Off contract to Cinos via the Softcat, Health Trust Europe (H.T.E) contract.
2. Capital of £1,279k to provide the management control unit and language services video conferencing upgrades, funded from MOPAC approved Digital Policing (DP) funding.
3. Revenue funding of £330k for the first year 20/21, followed by subsequent funding of £241k per annum to cover the business as usual costs of the MCU and LSVC services, funded from within the MOPAC approved Digital Policing Budget.

Deputy Mayor for Policing and Crime

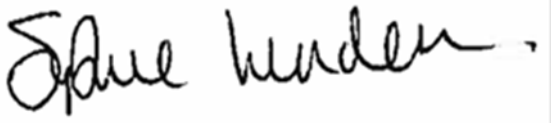
I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct. Any such interests are recorded below.

The above request has my approval.

Signature

Date

17/4/20

A handwritten signature in black ink, appearing to read "Paul Hender", is written over a light grey rectangular background.

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

1. Introduction and background

- 1.1. VC units have been on the Met estate for some time but a number of legacy units are no longer working, degraded, out of support, and not used.
- 1.2. New VC units have been implemented on the Met estate through mainly two sources over the last couple of years – firstly, a number of ‘HQ’ sites have had units installed as part of upgrade works (New Scotland Yard, Hendon, Lambeth), and secondly, a number of sites on BCUs have had units installed as part of the Strengthening Local Policing (SLP) Programme. There are estimated to be a total of over 200 VC endpoints across the MET.
- 1.3. As more and more BCUs are rolled out, there have been increasing demands from HQ teams and BCUs to communicate across all of the End Points. Such views have been put forward by the business at various levels, up to and including the Commissioner of the Metropolitan Police Service (MPS).
- 1.4. To deliver a solution where all VC End Points in HQ and BCUs can communicate has meant re-looking at the network solution and infrastructure required to support this. The TDA approved design for this involves implementation of a Management Controller (or MCU), which all End Points are connected to in order to facilitate calls, updates and Office365 integration.
- 1.5. MCU is a set of server hardware and software that delivers a full video conferencing service across multiple conferencing facilities/locations. This would be made up of four servers in total, split across two sites Eagle and Hawk.
- 1.6. This enhanced requirement for a Management Controller and the support costs for the Management Controller require funding as this is not within the scope of any current project.

Strategic Case for HQ and BCU Endpoints:

- 1.7. While VC facilities are being modernised, the MPS has recently invested significantly in video conferencing endpoints at HQ and BCU locations. The key benefits of introducing a new MCU VC estate are:
 - Fast centralised management of Software/Firmware updates, configuration changes and security patches
 - Global directory and phonebook, centrally managed and pushed out when new units are brought online
 - Real-time alerts to support any endpoint faults
 - Better user experience through one-touch call joining
 - Pre-requisite for Outlook / Office 365 integration for booking video calls
 - Pre-requisite for MS Exchange Calendar integration for room/VC bookings
- 1.8. The implementation of the MCU will drive the MPS goal for video conferencing services allowing Officers and staff to be able to participate in meaningful long-distance collaboration, driving down costs principally by reducing travel time and making officers and staff more effective.

Strategic Case for LSVC

- 1.9. The LSVC service is delivered on behalf of Operational Support Services. As well as the server technology, the service consists of video conferencing endpoints which are delivered into police stations and support buildings; there are approximately 130 sites on the MPS estate which support this service.
- 1.10. The business outcome supported is the ability to provide interpreters for interviews of suspects or victims who do not speak English at all, or who do not have sufficient English language to engage in the interview. Instead of delays and costs associated with transporting an interpreter to the relevant police station, the LSVC service enables a timely interview to take place with the interpreter located at their nearest police station. It facilitates a quicker turnaround for the interview, allowing the victim or suspect to be managed without undue delay, plus a quicker release to operational duties for officers involved in the interview process.
- 1.11. The driver for an infrastructure upgrade is that the suppliers no longer support the server hardware.

2. Issues for consideration

- 2.1. Currently all HQ Endpoints can communicate with each other. Each BCU can only communicate across the units within a BCU, however apart from the existing Polycom LSVC MCU no centralised management infrastructure exists for the entire VC MCU estate.
- 2.2. At a high level, if the MPS do not implement the Management Controller, patching video conferencing units with security / firmware updates will frequently require engineers to visit endpoints to perform the updates one by one. If DP wanted to connect all VC End Points without a MCU, managing the estate will become more complex over time as each new End Point on the network would require a visit to all existing End Points to update the address book.
- 2.3. Without a MCU, the MPS will not be able to integrate with Office 365 and not be able to provide user experience improvements such as Outlook integration for booking meetings.
- 2.4. The LSVC Service is comprised of a number of endpoints spread across multiple London Police Stations / Sites.

3. Financial Comments

- 3.1. The capital cost of £1.3m for the project to provide the management control unit and language services video conferencing upgrades will be funded from the MOPAC approved Digital Policing (DP) Upgrades Budget.
- 3.2. The revenue cost of the project is £330k for the first year 20/21 including some dual running, followed by subsequent year costs of £241k per annum. The cost in the subsequent years will be partially funded by the reduction in the old LSVC support costs. The balance to cover the business as usual costs of the MCU and LSVC services will be funded from within the MOPAC approved Digital Policing Budget.

4. Legal Comments

- 4.1. The MPS is named on the H.T.E Contract and allows participating authorities to place Call-Off contracts for both services and hardware. This is a recognised compliant route to market.
- 4.2. There are no other suitable Call-Off contracts/Framework Agreements available which includes the scope of a Management Control Unit (MCU) for Video Conferencing.
- 4.3. The Mayor's Office 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 £181,302 or above will be procured in accordance with the Regulations.
- 4.4. Paragraph 4.8 of the MOPAC Scheme of Delegation and Consent provides that the Deputy Mayor for Policing and Crime (DMPC) has delegated authority to approve business cases for revenue or capital expenditure of £500,000 or above.
- 4.5. 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 award MOPAC contracts with a total value of £500,000 or above.

5. Commercial Issues

- 5.1. The MPS are requesting approval from the Board to award a Call-Off contract to Cinos via the Softcat, Health Trust Europe (H.T.E) contract.
- 5.2. The contract is for a period of three years for a total value of £1.5m (this figure covers the Cinos Softcat quote and is also subject to potential increases in the US exchange rate).
- 5.3. Cinos previously supplied the MPS with video conferencing hardware, installed at the MPS BCUs - this is a separate requirement to provide an MCU managed service for these existing systems.

6. GDPR and Data Privacy

- 6.1. 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.
- 6.2. 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.
- 6.3. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the project meets its compliance requirements.
- 6.4. A DPIA has been completed for this project. The project will ensure a privacy by design approach, which will allow the MPS to find and fix problems at the early stages of any

project, ensuring compliance with GDPR. DPIAs support the accountability principle, as they will ensure the MPS complies with the requirements of GDPR and they demonstrate that appropriate measures have been taken to ensure compliance.

7. Equality Comments

- 7.1. An Equality Screening Exercise has been carried to assist in the early identification of equality impact against the 9 Protected Characteristics: Age, Disability, Gender, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex, Sexual Orientation and any other socio-economic groups.
 - 7.2. No negative has been identified to impact on the 9 Protected Characteristics (including Contracted and External Staff) due to the Management Controller being key for providing a full, effective Video Conferencing service in the Met. Broadly, the benefits of implementing a management controller for all endpoints across the MET Estate are outlined in Section 2.5 “General Case for a Management Controller” which within itself supports Inclusion, Diversity and Equality.
 - 7.3. The benefits that positively impact the protected characteristics age, disability, pregnancy and maternity are:
 - Fast deployment of security patches and configuration changes - able to remotely push updates and security patches to all devices connected to the MCU from one location
 - Global directory and phonebook - centrally managed and pushed out when new units are brought online
 - Efficient change process - any addition or removal of units across the Met estate can be handled centrally through the management controller central library
- Note: this also includes other characteristics: Contracted and External Staff.
- 7.4. Age, sex, sexual orientation, gender reassignment, religion and belief, marriage and civil partnership, and race will not be impacted.
 - 7.5. If as a result of the on-going monitoring and review of this proposal, any negative impact is identified, a full Equality Impact Assessment will be carried out.

8. Background/supporting papers

- 8.1. MPS 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? NO

If yes, for what reason:

Until what date:

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

Tick to confirm statement (✓)

Financial Advice:

The Strategic Finance and Resource Management Team has been consulted on this proposal.

✓

Legal Advice:

Legal advice is not required.

✓

Equalities Advice:

Equality and diversity issues are covered in the body of the report.

✓

Commercial Issues

The proposal is in keeping with the GLA Group Responsible Procurement Policy.

✓

GDPR/Data Privacy

- GDPR compliance issues are covered in the body of the report.
- A DPIA has been completed

✓

Director/Head of Service:

The Interim Chief Finance Officer has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.

✓

Interim 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

Date: 7/04/20





MOPAC

MAYOR OF LONDON
OFFICE FOR POLICING AND CRIME

Video Conferencing Management Controller for HQ/BCU VC and Language Services VC

MOPAC Investment Advisory & Monitoring meeting 02/04/2020

Report by Simon Clarke on behalf of the Chief of Corporate Services

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

EXECUTIVE SUMMARY

Video Conferencing (VC) units have been used by the Met for some time and have been deployed across the wider estate since the creation of the Basic Command Unit (BCU) model and the usage has increased. Currently there is no centralised management & control function to monitor configuration, connectivity and provide upgrades.

Separately Language Services Video Conferencing (LSVC) services have a number of out of support VC end points and are looking to upgrade their VC infrastructure as the suppliers no longer support the legacy server hardware.

Digital Policing is proposing the implementation of management controllers for each service (LSVC and HQ/BCU), i.e. two separate projects. In summary:

- HQ and BCU Endpoints – Following the implementation of 60 video conferencing units in BCUs. A design has been produced. The design has Technical Design Authority (TDA) approval.
- LSVC Refresh – Following a 2017/18 BJP, DP are proposing a software upgrade and move to virtualised hardware (from existing legacy on-premise equipment) for the existing and out of support LSVC Master Control Unit (MCU). The project has been engaging Polycom for a design. The design is held at architectural review – pending the outcome of this paper.

This Project is reviewing the current approach and is setting out the case to have a single Management control for both services.

A decision is required by Portfolio Investment Board (PIB)/Investment Advisory Meeting (IAM) to endorse this project.

Recommendations

1. The Deputy Mayor for Policing and Crime, via the Investment Advisory and Monitoring meeting (IAM), is asked to:
 1. **Approve** an award for a Call-Off contract to Cinos via the Softcat, Health Trust Europe (H.T.E) contract.
 2. **Approve** Capital of £1,279k to provide the management control unit and language services video conferencing upgrades, funded from MOPAC approved

Digital Policing (DP) funding

3. **Approve** Revenue funding of £330k for the first year 20/21, followed by subsequent funding of £241k per annum to cover the business as usual costs of the MCU and LSVC services, funded from within the MOPAC approved Digital Policing Budget

Time sensitivity

2. A decision is required from the Deputy Mayor by April 2020. This is because currently there is no centralised management & control function to monitor configuration, connectivity and provide upgrades. Separately LSVC services have a number of out of support end points.

Introduction and background

3. VC units have been on the Met estate for some time but a number of legacy units are no longer working, degraded, out of support, and not used.
4. New VC units have been implemented on the Met estate through mainly two sources over the last couple of years – firstly, a number of ‘HQ’ sites have had units installed as part of upgrade works (New Scotland Yard, Hendon, Lambeth), and secondly, a number of sites on BCUs have had units installed as part of the Strengthening Local Policing (SLP) Programme. There are estimated to be a total of over 200 VC endpoints across the MET.
5. As more and more BCUs are rolled out, there have been increasing demands from HQ teams and BCUs to communicate across all of the End Points. Such views have been put forward by the business at various levels, up to and including the Commissioner of the Metropolitan Police Service (MPS).
6. To deliver a solution where all VC End Points in HQ and BCUs can communicate has meant re-looking at the network solution and infrastructure required to support this. The TDA approved design for this involves implementation of a Management Controller (or MCU), which all End Points are connected to in order to facilitate calls, updates and Office365 integration.
7. MCU is a set of server hardware and software that delivers a full video conferencing service across multiple conferencing facilities/locations. This would be made up of four servers in total, split across two sites Eagle and Hawk.
8. This enhanced requirement for a Management Controller and the support costs for the Management Controller require funding as this is not within the scope of any current project.

Strategic Case for HQ and BCU Endpoints:

9. While VC facilities are being modernised, the MPS has recently invested significantly in video conferencing endpoints at HQ and BCU locations. The key benefits of introducing a new MCU VC estate are:
 - Fast centralised management of Software/Firmware updates, configuration changes and security patches

- Global directory and phonebook, centrally managed and pushed out when new units are brought online
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 - Better user experience through one-touch call joining
 - Pre-requisite for Outlook / Office 365 integration for booking video calls
 - Pre-requisite for MS Exchange Calendar integration for room/VC bookings
10. The implementation of the MCU will drive the MPS goal for video conferencing services allowing Officers and staff to be able to participate in meaningful long-distance collaboration, driving down costs principally by reducing travel time and making officers and staff more effective.

Strategic Case for LSVC

11. The LSVC service is delivered on behalf of Operational Support Services. As well as the server technology, the service consists of video conferencing endpoints which are delivered into police stations and support buildings; there are approximately 130 sites on the MPS estate which support this service.
12. The business outcome supported is the ability to provide interpreters for interviews of suspects or victims who do not speak English at all, or who do not have sufficient English language to engage in the interview. Instead of delays and costs associated with transporting an interpreter to the relevant police station, the LSVC service enables a timely interview to take place with the interpreter located at their nearest police station. It facilitates a quicker turnaround for the interview, allowing the victim or suspect to be managed without undue delay, plus a quicker release to operational duties for officers involved in the interview process.
13. The driver for an infrastructure upgrade is that the suppliers no longer support the server hardware.

Issues for consideration

14. Currently all HQ Endpoints can communicate with each other. Each BCU can only communicate across the units within a BCU, however apart from the existing Polycom LSVC MCU no centralised management infrastructure exists for the entire VC MCU estate.
15. At a high level, if we do not implement the Management Controller, patching video conferencing units with security / firmware updates will frequently require engineers to visit endpoints to perform the updates one by one. If DP wanted to connect all VC End Points without a MCU, managing the estate will become more complex over time as each new End Point on the network would require a visit to all existing End Points to update the address book.
16. Without a MCU, we will not be able to integrate with Office 365 and not be able to provide user experience improvements such as Outlook integration for booking meetings.
17. The LSVC Service is comprised of a number of endpoints spread across multiple London Police Stations / Sites.

Contributes to the MOPAC Police & Crime Plan 2017-2021¹

18. This solution will provide a digital services that underpin the MOPAC Police and Crime Plan through:
- “Transforming the Metropolitan Police Service”. With budgets under increasing pressure, the MPS must transform the way it operates if it is to meet the challenges of policing a growing city. That means doing things differently – in the way the MPS is organised, how it manages its staff and how it uses technology – to make sure that we can get the most out of the money we have and maximise the amount we spend on frontline policing.
 - “Technology in the MPS” We will make the investments necessary ensure that the officers and staff of the MPS have the digital equipment they need to operate efficiently and effectively in modern London.

The convenience and efficiency of Secure Video Conferencing will contribute to the reduction of time and costs unnecessarily incurred through travel for meetings and conferences for MPS Frontline Officers and Staff.

Financial, Commercial and Procurement Comments

19. The capital cost of £1.3m for the project to provide the management control unit and language services video conferencing upgrades will be funded from the MOPAC approved Digital Policing (DP) Upgrades Budget.
20. The revenue cost of the project is £330k for the first year 20/21 including some dual running, followed by subsequent year costs of £241k per annum. The cost in the subsequent years will be partially funded by the reduction in the old LSVC support costs. The balance to cover the business as usual costs of the MCU and LSVC services will be funded from within the MOPAC approved Digital Policing Budget.
21. The MPS are requesting approval from the Board to award a Call-Off contract to Cinos via the Softcat, Health Trust Europe (H.T.E) contract
22. The contract is for a period of three years for a total value of £1.5m (this figure covers the Cinos Softcat quote and is also subject to potential increases in the US exchange rate).
23. Cinos previously supplied the MPS with video conferencing hardware, installed at the MPS BCUs - this is a separate requirement to provide an MCU managed service for these existing systems.

Legal Comments

24. The MPS is named on the H.T.E Contract and allows participating authorities to place Call-Off contracts for both services and hardware. This is a recognised compliant route to market.

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

25. There are no other suitable Call-Off contracts/Framework Agreements available which includes the scope of a Management Control Unit (MCU) for Video Conferencing.
26. The Mayor's Office 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 £181,302 or above will be procured in accordance with the Regulations.
27. Paragraph 4.8 of the MOPAC Scheme of Delegation and Consent provides that the Deputy Mayor for Policing and Crime (DMPC) has delegated authority to approve business cases for revenue or capital expenditure of £500,000 or above.
28. 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 award MOPAC contracts with a total value of £500,000 or above.

Equality Comments

29. An Equality Screening Exercise has been carried to assist in the early identification of equality impact against the 9 Protected Characteristics: Age, Disability, Gender, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex, Sexual Orientation and any other socio-economic groups.
30. No negative has been identified to impact on the 9 Protected Characteristics (including Contracted and External Staff) due to the Management Controller being key for providing a full, effective Video Conferencing service in the Met. Broadly, the benefits of implementing a management controller for all endpoints across the MET Estate are outlined in Section 2.5 "General Case for a Management Controller" which within itself supports Inclusion, Diversity and Equality.
31. The benefits that positively impact the protected characteristics age, disability, pregnancy and maternity are:
 - Fast deployment of security patches and configuration changes - able to remotely push updates and security patches to all devices connected to the MCU from one location
 - Global directory and phonebook - centrally managed and pushed out when new units are brought online
 - Efficient change process - any addition or removal of units across the Met estate can be handled centrally through the management controller central library

Note: this also includes other characteristics: Contracted and External Staff.

32. Age, sex, sexual orientation, gender reassignment, religion and belief, marriage and civil partnership, and race will not be impacted.
33. If as a result of the on-going monitoring and review of this proposal, any negative impact is identified, a full Equality Impact Assessment will be carried out.

Privacy Comments

34. 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.
35. 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.
36. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the project meets its compliance requirements.
A DPIA has been completed for this project. The project will ensure a privacy by design approach, which will allow the MPS to find and fix problems at the early stages of any project, ensuring compliance with GDPR. DPIAs support the accountability principle, as they will ensure the MPS complies with the requirements of GDPR and they demonstrate that appropriate measures have been taken to ensure compliance.

Real Estate Implications

37. There is no impact on real estate the solution will be accesses form existing locations

Environmental Implications

38. Video Conferencing will help drive the reduction in travel (zero carbon emissions strategy) through use of technology.

Background/supporting papers

39. No supporting papers for Part 1 suitable for MOPAC publication.
40. Report author: David Hillhouse, Business Analyst, Work Mobile: +44 (0) 78 804 65241

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

41. The Government Security Classification marking for Part 2 is:
OFFICIAL-SENSITIVE [COMMERCIAL]
42. Part 2 of 'Video Conferencing Management Controller for HQ/BCU VC and Language Services VC' 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 relevant sections under the FOIA that would exempt this information from disclosure:
 - Commercial Interest Section 43 – Part 2 of the BJP contains information on the value of individual contracts which, if published, may negatively impact the organisations ability to obtain best value in future sourcing work.

43. The paper will cease to be exempt once the information is no longer commercially sensitive, likely 3 years after the contracts renewed in this paper have ceased.