

REQUEST FOR DMPC DECISION – DMPCD 2015 72

Title: EMC Storage Hardware and Software Support

Executive Summary:

This is a request to approve the procurement and renewal of a contract with Capgemini for the supply of Electro Magnetic Compatible (EMC) Storage Hardware and Software support. The current contract expires on 30 June 2015 and requires renewal in order that business critical systems continue to be supported.

Recommendation:

The DMPC is asked to


1. approve the award of a renewal of a contract with Capgemini for the supply of support for EMC hardware and software for a 12 month period with effect from 1 July 2015, at a value of £607k.
2. require the MPS to demonstrate that the migration from existing hard/software will be complete by June 2016

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 25/06/2015.

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

Decision required – supporting report

1. Introduction and background

- 1.1. EMC storage hardware and software is used within the MPS ICT infrastructure to store MPS data. It covers a number of business critical systems such as Criminal Intelligence System (CRIMINT), the corporate Human Resources system, Met HR, the datacentres and the SAP Enterprise Resource Management System.
- 1.2. Under their contract Capgemini currently provide the support to the hardware and software of the systems using EMC storage. This contract expires on 30 June 2015.

2. Issues for consideration

- 2.1. The services included in this proposal are within the scope of the existing Capgemini agreement. The support cannot be obtained by any means other than via this agreement. When the systems using EMC storage are disaggregated from the global Capgemini agreement through the various tower based procurements the new providers will be tasked with transforming the IT estate and reducing costs.
- 2.2. Where possible the support will be terminated from decommissioned services during the 12 month period and a refund obtained from Capgemini. Where a new provider is selected after December 2015 and before the end of this proposed renewal (June 2016), MPS will look to novate the remainder of the EMC support contract to the new provider.

3. Financial Comments

- 3.1. The current budget for the provision of this service is £655k. The costs of this renewal for a 12 month period is £607k. The costs will be met from within the existing MPS Digital Policing revenue budgets for the relevant years.

4. Legal Comments

- 4.1. The MOPAC (MPA as it was then) procured the current ICT contract with Capgemini following a compliant procurement process. Whilst this report confirms that the services referenced within this project are within scope of the services anticipated under the contract the current value of the contract to the supplier far exceeds the £350m figure originally advertised. Consequently, the number of significant changes and additional services ordered under the contract over its duration presents a risk, either individually or collectively, that it is considered a material change to the original contract.
- 4.2. The MOPAC's external legal advisors consider that any proposed extension to the Capgemini contract (and therefore services under it extending beyond December 2016) will only be lawful if necessary for reasons beyond the MOPAC's reasonable control. This report confirms the proposed contract renewal will not extend beyond December 2016.
- 4.3. Paragraph 7.23 of the MOPAC Scheme of Delegation and Consent (the Scheme) grants consent to the MPS Director for Strategic Procurement to approve 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 that the Deputy Mayor for Policing and Crime (DMPC) reserves the right to call in any MPS proposal to award a contract for £500,000 or above. In light of the theoretical risk based on the

cumulative expenditure under the Capgemini contract and the proposed award of renewal without tendering this matter is subject to DMPC approval.

5. Equality Comments

5.1. There are no equality and diversity issues arising from this report

6. Background/supporting papers

6.1. Appendix 1

Public access to information

Information in this form is subject to the Freedom of Information Act 2000 (FOIA) and other legislation. Part 1 of this form will be made available on the MOPAC website within 1 working day of approval. Any facts/advice/recommendations that should not be made automatically available on request should not be included in Part 1 but instead on the separate Part 2 form. Deferment is only applicable where release before that date would compromise the implementation of the decision being approved.

Is the publication of **this** form to be deferred? NO

If yes, for what reason:

Until what date (if known):

Is there a **part 2** form - YES

If yes, for what reason: *Commercial confidentiality*

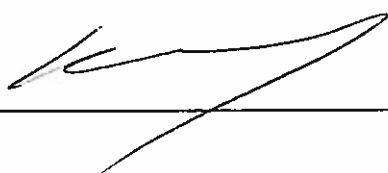
ORIGINATING OFFICER DECLARATION:

	Tick to confirm statement (✓)
Head of Unit: Annabel Cowell 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 Head of Strategic Finance and Resource Management has been consulted on this proposal.	✓
Equalities Advice: Equality and diversity issues are covered in the body of the report.	✓

OFFICER APPROVAL**Chief Operating 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

25/06/2015

EMC Storage Hardware and Software Support Initiate and Contract Award

Report by Pete Trainer – Director Service Delivery & Supply Chain on behalf of the Commissioner

EXECUTIVE SUMMARY

EMC storage hardware and software is used within the MPS ICT infrastructure to store MPS data, ensuring the continued support of business critical systems including Home and Shared Data Folders, Criminal Intelligence System (CRIMINT Plus); Missing and Vulnerable Persons (Merlin), Corporate Human Resources System (MetHR); Resource Management System (METTIME), and the SAP Enterprise Resource Management System. The equipment provides storage services to most key operational services hosted in or dependent upon Eagle, Kestrel and Osprey datacentres.

The current support services contract, procured through Capgemini, expires on the 30 June 2015 and a renewal of support is required from 1st July 2015 to ensure continuity of service. The services within this paper are within the scope of the MOPAC agreement with Capgemini and will be subject to novation after December 2015 under the general provisions and procedures for that supplier's exit.

This new contract term will be for a maximum of 12 months at £607K which will be met from existing DP budget. The new contract will have the facility to terminate decommissioned elements of the service and receive credit for the remainder of their support term; there are no options to extend, as this renewal is leading into the TTPi Data centre migration strategy at which time the Tower Suppliers will lead on related software support agreements in line with the agreed delivery.

The cost of the renewal is less than last year as the MPS no longer requires support for the Eagle Vmax equipment.

A. RECOMMENDATIONS - That the Director of Strategic Procurement

1. The recommendation is to contract through Capgemini UK plc for the support and maintenance of EMC hardware and software for the period from 1st July 2015 to 30th June 2016 at a cost of £607k. This will be met from existing DP budgets. The storage hardware and software within vendor support would be maintained at the current service levels (24*7*365).

B. SUPPORTING INFORMATION

Background

1. EMC Hardware and Software is used within key ICT infrastructure used to support the storage solutions for the following business critical systems:

User Home Folder and Shared Data, Integrated Intelligence Platform/Corporate Data Warehouse (IIP/CDW); Criminal Intelligence System (CRIMINT Plus); Missing and Vulnerable Persons (Merlin); Operational Decision Audit Log (CLIO); Corporate Human Resources System (MetHR); Electronic Document Records Management (EDRM, used by MetHR); CAD/CRIS Interface (ISB); Management Information System (METMIS); Resource Management System (METTIME); Mobility Gateway (for Operational PDAs and Mobile Data Terminals); The SAP Enterprise Resource Management System (all elements); and SO15_I DRIVE

2. Renewal of the annual support arrangement for EMC hardware and Software with the supplier ensures continuity for the services that rely on the integrity of the EMC Hardware and Software. Should any of the operational services be hosted on out-of-support hardware or software, which then developed a fault, then in the worst case scenario the business critical services listed in point 1 (above) would no longer be available.
3. Furthermore, the MPS would be subject to an unquantifiable financial risk, as failed systems could leave the MPS at risk of data loss and service outage and require ad hoc support to be purchased at the time of the incident. The MPS Storage Hardware required 329 Service Requests for break fix support to EMC between Nov 2013 and 2014 which demonstrates the level of risk should support not be renewed.

Procurement Strategy Information

4. This procurement strategy is governed by the overarching ICT and Procurement Strategy to deliver services under TTPi tower procurement. As a result, the business will be disaggregating the current Capgemini contract to a tower based SIAM model. As part of this project all of the businesses IT licensing and maintenance agreements will be reviewed, aligned to towers and where appropriate re-tendered as part tower tendering processes. The bidders will be tasked with transforming the business's IT estate to refresh the hardware and move the business to a lower revenue model. This renewal falls before the completion of the execution of the TTPi Data Centre strategy and as a result has been reviewed to ensure that it aligns with its aims, whilst providing effective support for the MPS.
5. The procurement route indicated has been agreed as currently the service is provided by Capgemini with a contract end date of 30 June 2015 for ICT EMC storage, hardware and software, and the support cannot be procured by STA or any other means. The renewal period of the EMC storage hardware and software is budgeted for an additional year, but if the TTPi data centre exit plan is on time, then the MPS will terminate support from decommissioned items and be credited for the remainder of the support term. Should a new provider be selected after December 2015 and before the end of June 2016 then the MPS would look to novate the remainder of the EMC contract to the new provider. All risks (including those relating to the management of termination through and by Capgemini) will be actively managed by Digital Policing.

Tendering process

6. N/A, to be purchased through Capgemini.

Value for Money Statement (Mandatory)

7. The quotation shows renewal at a competitive rate, and includes the facility to terminate support for unused items, returning savings to the MPS with the execution of timely decommissioning.

Responsible Procurement

8. N/A

General Contract Information

9. Summarised in table B7 at **Appendix 3** which sets out the key contract information.

C. OTHER ORGANISATIONAL & COMMUNITY IMPLICATIONS

The mandatory elements of this section are:

Equality and Diversity Impact (Mandatory)

1. Diversity and Citizen Focus Directorate has ascertained that there are no equality and diversity issues arising from the aims and outcomes of the work described in the report.

Financial Implications (Mandatory)

2. The requirement for the support and maintenance of EMC hardware will be provided through Capgemini UK plc for the period 1 July 2015 to 30th June 2016 at an estimated cost of £607k (i.e. within with the existing budget of £655k). The length of the contract is aligned to the TTPI strategy and there are no further financial implications. Shorter and longer contract periods were considered, but dismissed as they incurred additional costs and were not in line with the TTPI Data Centre strategy.

Legal Implications (Mandatory)

3. The MOPAC (MPA as it was then) procured the current ICT contract with Capgemini following a compliant procurement process. Whilst this report confirms that the services referenced within this project are within scope of the services anticipated under the contract the current value of the contract to the supplier far exceeds the £350m figure originally advertised. Consequently, the number of significant changes and additional services ordered under the contract over its duration presents a risk, either individually or collectively, that it is considered a material change to the original contract.

The MOPAC's external legal advisors consider that any proposed extension to the Capgemini contract (and therefore services under it extending beyond December 2016) will only be lawful if necessary for reasons beyond the MOPAC's reasonable control. This report confirms the proposed contract renewal will not extend beyond December 2016.

Paragraph 7.23 of the MOPAC Scheme of Delegation and Consent (the Scheme) grants consent to the MPS Director for Strategic Procurement to approve 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 that the Deputy Mayor for Policing and Crime

(DMPC) reserves the right to call in any MPS proposal to award a contract for £500,000 or above. Accordingly, in light of the theoretical risk based on the cumulative expenditure under the Capgemini contract (highlighted above) it is advised that the DMPC is invited to call the matter in.

Consultation Undertaken (Optional)

4. This requirement was reviewed and approved by the following departments:

Consultation grid

Key stakeholder engagement (up to what level)	Supportive / Supportive with concerns / Not supportive / Not affected
Mark Farraway, Procurement	Supportive
Joe Gbonda, Finance and Business Partner	Supportive
Teresa Bateman, Portfolio & Planning	Supportive
Pete Trainer & Andy Joyce, Digital Policing	Supportive
Luke Collins, Legal (DLS)	Supportive
Sarah Foster, PSD	Supportive
Emily Kirkpatrick, Finance	Supportive
Marie Rune, Business Change & Diversity	Supportive
Dyonne Francis, Digital Policing Supply Chain	Supportive

Risk (including Health and Safety) Implications (Optional)

5. This is a renewal of support for hardware and software and after review there are no health and safety implications associated with the report.

Environmental Implications (Optional)

6. This is a renewal of support for hardware and software and after review there are no environmental issues associated with the report. During decommissioning, standard care will be taken as per the notes in Table C1 (see Appendix 4).

Report author: Adam Bly, Service Delivery, Digital Policing

Background papers: