

REQUEST FOR DMPC DECISION – PCD 287

Title: Capita Managed Radio Services Contract Extension

Executive Summary:

The current Managed Radio Service contract that supports the existing mission critical Airwave radio solution terminates in May 2018 and negotiations have concluded with Capita to extend the contract for up to four years to cover the anticipated proposed period up to and throughout the Metropolitan Police Service transition to the Emergency Services Network.

Recommendation:

That DMPC:

Approves the extension to the Capita Managed Radio Services contract for four years from 8th May 2018 at a revenue cost of £28m (£7m a year) fully funded from the MOPAC approved 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

Spence Under

Date

20/11/17

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

Decision required – supporting report

1. Introduction and background

- 1.1. The current Managed Radio Service contract has been in place with Capita (formally Sungard) since 2009, and there is a need to maintain this support for the existing radio systems until they are replaced as part of the Emergency Services Network project.

2. Issues for consideration

- 2.1. The recommended extension to the Managed Radio Services contract will provide uninterrupted service delivery of radio services to the Metropolitan Police Service.
- 2.2. A technology refresh has previously been approved as an enabler to this contract extension to ensure Capita can continue to support the mission critical Airwave radio solution from May 2018 until Emergency Services Network transition is completed.

3. Financial Comments

- 3.1. Details of the financial implications of the Managed Radio Service Contract extension are outlined in Part 2 (Exempt).

4. Legal Comments

- 4.1 The current contract contains provisions at Clause 2.3 'New Services and Projects' to enable the Metropolitan Police Service to order New Services and/or Projects via the Variation of Services process as detailed in Schedule 4.2. Once this has been agreed and approved the proposed solution will be deemed to be Contract Services for the purposes of the current contract and any extension agreed with Capita. The value of this modification is well within the 50% of the original contract value as permitted by Regulation 72.

5. Equality Comments

- 5.1 There are considered to be no negative equality or diversity implications arising from the Managed Radio Services Contract Extension.

6. Background/supporting papers

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 (✓)
Head of Unit: The Head of Strategic Finance and Resource Management 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 Chief Financial Officer has been consulted on this proposal.	✓
Equalities Advice: No Equality and Diversity issues identified.	✓

OFFICER APPROVAL**Chief Executive**

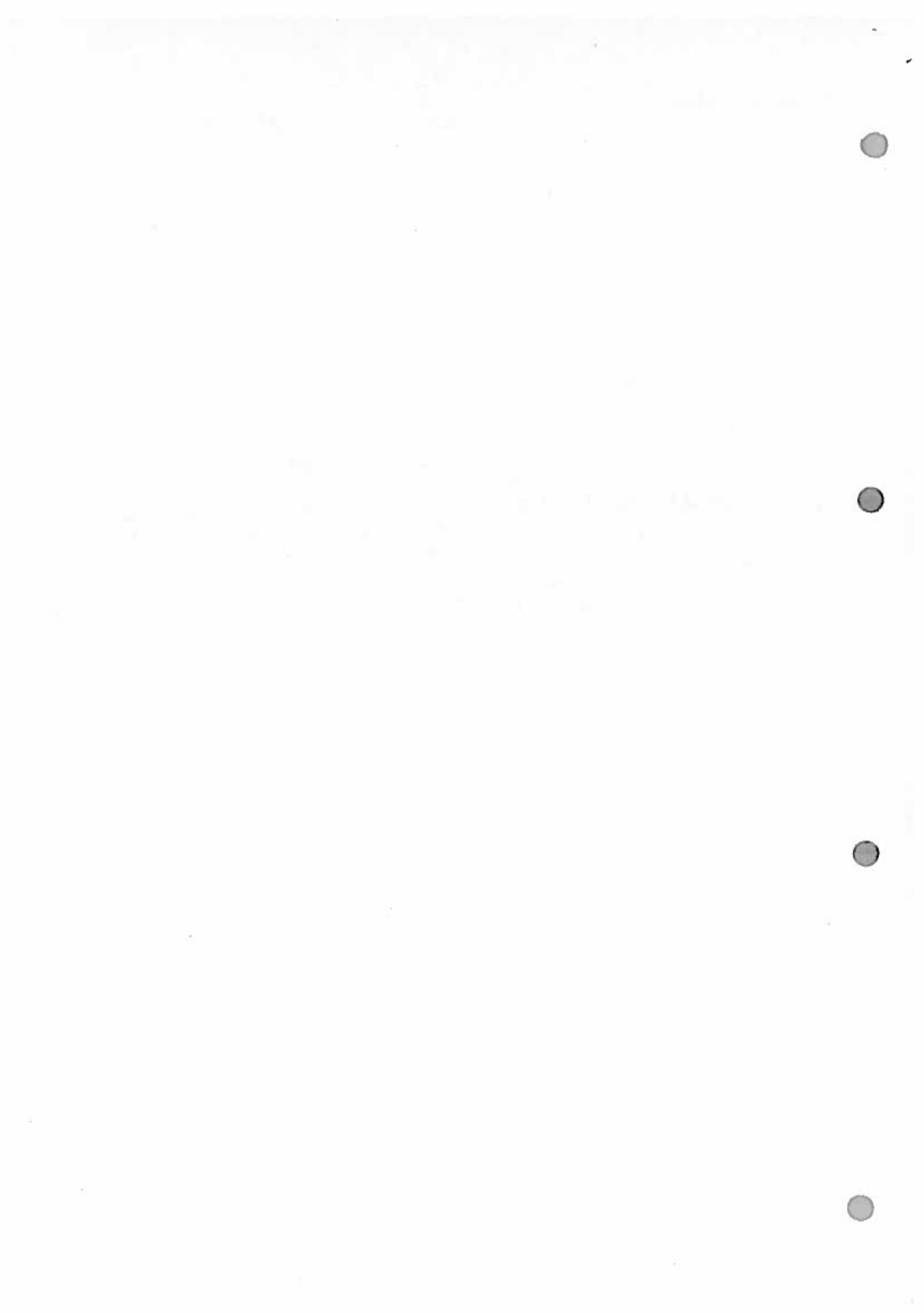
I have been consulted about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Deputy Mayor for Policing and Crime.

Signature

R. Lawrence

Date

15/11/17



NOT PROTECTIVELY MARKED

Investment Advisory Board

9th November 2017

CAPITA MANAGED RADIO SERVICE EXTENSION

CONTRACT - SS3/08/80

Report by: Angus McCallum – CIO, Digital Policing on behalf of the Deputy Commissioner

Part 1 (Open)

EXECUTIVE SUMMARY

Following PIB approval on the 10th October 2017, this paper seeks approval to extend the Capita Managed Radio Service (MRS) Contract for four years with an option to exercise a break clause to vary the contract services.

The current MRS contract that supports the existing mission critical Airwave radio solution terminates in May 2018 and negotiations have concluded with Capita to extend the contract for up to four years to cover the anticipated proposed period up to and throughout the MPS transition to the Emergency Services Network (ESN).

A technology refresh has previously been approved as an enabler to this contract extension to ensure Capita can continue to support the mission critical Airwave radio solution from May 2018 until ESN transition is completed.

TIME-SENSITIVITY

The current MRS contract is due to expire in May 2018 and contains a notice period of 6 months to either extend or give notice to terminate the contract. This equates to a formal notice being raised with Capita by 30th November 2017.

A. RECOMMENDATIONS – That DMPC approves:

The extension to the Capita Managed Radio Services contract for four years from 8th May 2018 at a revenue cost of £28m (£7m a year) fully funded from the MOPAC approved budget.

B. SUPPORTING INFORMATION

Background

The current Managed Radio Service (MRS) contract has been in place with Capita (formally Sungard) since 2009, and there is an obvious need to maintain this support for the existing radio systems until they are replaced as part of the Emergency Services Network (ESN) project. The MRS contract provides a number of functions as part of its core deliverables and includes but not limited to:

- Radio Service Desk – Available 24/7
- Receipts and Issues – Provides 1st line maintenance on radio terminals and accessories
- Project Support.
- Planned and Unplanned Event Support, including Notting Hill Carnival and New Year's Eve celebrations.

These services are an integral part of the MRS contract and have been modified over the life of the existing contract to improve the services that supports operational policing. These services will continue to be assessed in line with best practice to meet the demands of a changing technology environment as the MPS transitions to ESN.

Benefits Summary

The recommended extension to the Managed Radio Services contract will provide the following benefits:

- Uninterrupted service delivery of radio services to the MPS.
- Support Services can be delivered under the existing MRS terms and conditions.
- Delivery model retains Subject Matter Experts (SME) to facilitate the transition to a new working environment under ESN.
- Retention of the existing and familiar MRS governance process.
- Uses existing contract functions as a mechanism to adapt to service change.

Decision Sought

Following PIB approval on the 10th October 2017, this paper seeks approval to extend the Capita Managed Radio Service (MRS) Contract for four years with an option to exercise a break clause to vary the contract services.

C. OTHER ORGANISATIONAL & COMMUNITY IMPLICATIONS

Equality and Diversity Impact

13. There are considered to be no negative equality or diversity implications arising from the MRS Contract Extension.

Financial Implications

14. Details of the financial implications of the MRS Contract extension is outlined in Part 2 (Exempt).

Legal Implications

15. Commercial Services have consulted with DLS and agreed the following:

The current contract contains provisions at Clause 2.3 'New Services and Projects' to enable the MPS to order New Services and/or Projects via the Variation of Services process as detailed in Schedule 4.2. Once this has been agreed and approved the proposed solution will be deemed to be Contract Services for the purposes of the current contract and any extension agreed with Capita. The value of this modification is well within the 50% of the original contract value as permitted by Regulation 72.

Risk (including Health and Safety) Implications

The risk associated with implementation of the MRS contract extension is considered "Low" from a Technical and Operational perspective. The implementation does not directly impact on the Health and Safety of the MPS or its service delivery.

Consultation Undertaken

16. The following have been consulted in respect of the MRS Support Infrastructure technology refresh:

NOT PROTECTIVELY MARKED

Key stakeholder engagement (up to what level)	Supportive / Supportive with concerns / Not supportive / Not affected
CIO Digital Policing	Supportive
Director Commercial Services	Supportive
Director Finance	Supportive
Director Service Delivery	Supportive
Director Technology	Supportive

Responsible Procurement

17. Commercial Services have been consulted during the preparation of this paper and have ensured there are no adverse implications from a Responsible Procurement perspective.

PART 2: Exempt Section of the Report

18. The Part 2 Exempt section is provided as a separate paper to be attached to this Part 1 as required.

Freedom of Information Act (FOIA)

19. Part 2 is exempt from publication under Article 2(2)(a) of the Elected Local Policing Bodies (Specified Information) Order 2011 (Commercial Interest Section 43).

Report author:

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