

DMPC Decision – PCD 1401

Title: Call Routing Agreement Two (CRA2)

Executive Summary:

The purpose of this decision is to seek approval for the procurement strategy to (a) replace the Call Routing Agreement that will end on 31 March 2022 and (b) replace selected services within the Network Tower Agreement (ends on 31 March 2022) that are not within scope of the Pegasus Infrastructure contract.

Recommendation:

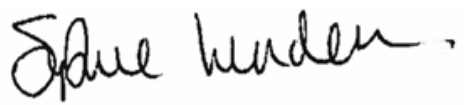
The Deputy Mayor for Policing and Crime is recommended to approve the commencement of “negotiated procedure without prior publication” as detailed in The Public Contracts Regulations 2015 – Regulation 32, for replacement Call Routing Agreement and associated services with the current provider British Telecommunication (BT).

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 25/10/2001

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

1. Introduction and background

- 1.1. MPS is a Category One responder under the Civil Contingencies Act 2004. The Act places a responsibility on all Category One Responders to ensure that in the event of an emergency, they are able to continue to deliver, so far as is reasonably practicable, their critical functions.
- 1.2. The MetCC Voice platform and enterprise voice service helps MPS meet its obligations under this act. It is vital that this mission critical service has appropriate 24/7 service support in place and is correctly maintained, hence the need for a replacement to the current Call Routing Agreement (CRA).
- 1.3. In February 2021 MPS awarded the Pegasus Infrastructure Tower contract (Pegasus) to Capgemini. The whole of the CRA, the voice elements of the Network Tower Agreement (NTA), NTA secure services (sensitive) and several other legacy services were excluded from Pegasus. Along with in-flight voice projects these services will comprise the scope of Call Routing Agreement Two (CRA2).
- 1.4. The services comprising CRA2 are as follows:
 - a. Call Routing services comprising:
 - i. Emergency Call Routing
 - ii. Call Recording
 - iii. Administration And Training
 - iv. Workforce Management
 - v. Telecom Call Logging Service
 - b. Voice Services comprising:
 - vi. IP Telephony Voice, Voicemail, Call Recording and Logging.
 - vii. Contact Centre Platform
 - viii. Secure IP Telephony
 - ix. Desktop Telephony Maintenance
 - x. Legacy Mitel Service
 - xi. BT Satellite Access Service
 - xii. End of life Emergency Overrun Circuits Services
 - xiii. BT Redcare & Phone lines
 - c. Secure Services. These are described in the restricted section of the report.
 - d. In-flight Voice Projects comprising:
 - xiv. MetCC Voice Platform Replacement (DMPC Decision – PCD 860).
 - xv. Enterprise Voice (Business case in progress)

2. Issues for consideration

- 2.1. The contract will be for a 2 year period, with an optional 1 year extension, and will have an estimated maximum value of up to £27.6m for the full contract term based on the current service costs of £6.4m a year and contract headroom subject to appropriate corporate governance approval for future project requirements. Any

future cost pressure and or funding implications will be covered in the relevant fully costed Business Justifications at the time.

- 2.2. Cost estimates provided in this paper will be updated with a fully costed Business Justification (Recommendation to Award) to be submitted through the appropriate governance process in late 2021 to allow a decision to be made with regards to the purchase of a combined voice services contract (CRA2).
- 2.3. The investment is required to replace the end of life technology in the legacy and voice services and comply with security requirements.
- 2.4. The MetCC Voice platform is part of the Critical National Infrastructure.
- 2.5. The Command and Control (C&C) project are aware of the planned start date of the new CRA2 contract (01 April 2022). Noting that there is not yet a confirmed timeline for the project, the current understanding is that there is no impact on C&C. However, further engagement between C&C and CRA2 teams will be needed to ensure alignment and assumptions are maintained as the CRA2 project is approved and baseline dates are set.
- 2.6. There are no immediate additional costs involved in running the “negotiated procedure without prior publication” and the business groups, commercial and DP are funding the opportunity costs of running the exercise.
- 2.7. The project team are engaging with Data Office to ensure that the solution is compliant with legal and policy obligations.
- 2.8. There will be no adverse operational impact from making these changes.

3. Financial Comments

- 3.1. The indicative upper limit cost for procurement and implementation of CRA2 (2 year contract plus 1 year extension), including contract headroom for flexibility to support possible future projects, that will be used in the procurement process is £27.6m.
- 3.2. The indicative costs will be updated with a fully costed Business Justification (Recommendation to Award) to be submitted through the appropriate governance process in late 2021.

4. Legal Comments

- 4.1. The MOPAC Scheme of Delegation and Consent provides the Deputy Mayor for Policing and Crime (“DMPC”) has delegated authority to approve 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 (paragraph 4.13).

- 4.2. Further legal comments, subject to legal privilege, are provided in the restricted section of the report.

5. Commercial Issues

- 5.1. The procurement objectives are to:
- a. Obtain the best value pricing for MetCC Voice Service and Enterprise Voice Service
 - b. Maintain existing service performance levels
 - c. Reduce Operational and Commercial risk to the MPS
 - d. Award a contract that complies with Public Contracts Regulations 2015 (or any replacement regulations)
 - e. Provide a contract to maintain the operational CRA2 service with greater flexibility to design an appropriate process including opportunities to negotiate and innovate.
- 5.2. The preferred procurement route is the Negotiated procedure without prior publication as detailed in The Public Contracts Regulations 2015 (PCR) – Regulation 32.
- 5.3. The recommended term is 24 months, with an option to extend by a further 12 months. This is the maximum allowed under the Public Contracts Regulations 2015 Regulation 32(6) sufficient to complete:
- a. the complex transition of the 999 service from legacy to new platforms across three MetCCs without interruption to public service
 - b. the migration of legacy voice users onto the mission critical voice platform and subsequent decommissioning of all superseded legacy voice platforms.
 - c. the preparation of a detailed specification and invitation to tender to support a competitive procurement process.

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 Sections 57 and 64 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 project team are engaging with Data Office to ensure that the solution is compliant with legal and policy obligations.

7. Equality Comments

- 7.1. This business case has undergone an initial equality screening. Due regard has been taken to the Equality Act's Public Sector Equality Duty. Real consideration has been taken to assess equality impact caused by the proposed business changes. As a result no positive or negative impact has been identified to any individual and/or group safeguarded by a protected characteristic and those who are not.

8. Background/supporting papers

- 8.1. 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: N/A

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:

The MPS legal team has been consulted on the proposal.

✓

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.

✓

Drafting Officer

Craig James has drafted this report in accordance with MOPAC procedures.

✓

Director/Head of Service:

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

✓

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 25/10/2021



Call Routing Agreement Two (CRA2)

MOPAC Investment Advisory & Monitoring meeting – 7th October 2021

Report by Adrian Dain 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

The purpose of this Business Justification Paper is to seek approval for the procurement strategy to (a) replace the Call Routing Agreement that will end on 31 March 2022 and (b) replace selected services within the Network Tower Agreement (ends on 31 March 2022) that are not within scope of the Pegasus Infrastructure contract.

Recommendations

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

1. **Approve** the commencement of “negotiated procedure without prior publication” as detailed in The Public Contracts Regulations 2015 – Regulation 32, for replacement CRA and associated services with the current provider British Telecommunication (BT).

Time sensitivity

A decision is required from the Deputy Mayor by 22 Oct 2021. This is to allow procurement and negotiations to complete before the expiry date of the current Call Routing Agreement (CRA) contract on 31 Mar 2022.

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

Introduction and background

1. MPS is a Category One responder under Civil Contingencies Act 2004. The Act places a responsibility on all Category One Responders to ensure that in the event of an emergency, they are able to continue to deliver, so far as is reasonably practicable, their critical functions.
2. The MetCC Voice platform and enterprise voice service helps MPS meet its obligations under this act. It is vital that this mission critical service has appropriate 24/7 service support in place and is correctly maintained, hence the need for CRA2.
3. In February 2021 MPS awarded the Pegasus Infrastructure Tower contract (Pegasus) to Capgemini. The whole of the CRA, the voice elements of the Network

Tower Agreement (NTA), NTA secure services (sensitive) and several other legacy services were excluded from Pegasus. Along with in-flight voice projects these services will comprise the scope of CRA2.

4. The services comprising CRA2 are as follows:
 - a. Call Routing services comprising:
 - i. Emergency Call Routing
 - ii. Call Recording
 - iii. Administration And Training
 - iv. Workforce Management
 - v. Telecom Call Logging Service
 - b. Voice Services comprising:
 - i. IP Telephony Voice, Voicemail, Call Recording and Logging.
 - ii. Contact Centre Platform
 - iii. Secure IP Telephony
 - iv. Desktop Telephony Maintenance
 - v. Legacy Mitel Service
 - vi. BT Satellite Access Service
 - vii. End of life Emergency Overrun Circuits Services
 - viii. BT Redcare & Phone lines
 - c. Secure Services. These are described in the restricted section of the report.
 - d. In-flight Voice Projects comprising:
 - i. MetCC Voice Platform Replacement (DMPC Decision – PCD 860).
 - ii. Enterprise Voice (Business case in progress)

Issues for consideration

5. The contract will be for a 2 year + 1 period, with an estimated maximum value of up to £27.6m for the full contract term based on the current service costs of £6.4m a year and contract headroom subject to appropriate corporate governance approval for future project requirements any future cost pressure and or funding implications will be covered in the fully costed BJP
6. A fully costed BJP (Recommendation to Award) will be submitted to PIB/IAM Board in late 2021 to allow a decision to be made by Management Board with regards to the purchase of a combined voice services contract (CRA2).
7. The investment is required to replace the end of life technology in the legacy and voice services and comply with security requirements.
8. A decision is required from the Deputy Mayor by Oct 2021. This is to ensure the negotiation and engagement with BT will be completed by Jan 2021
9. The MetCC Voice platform is part of the Critical National Infrastructure
10. The C&C project are aware of the planned start date of the new CRA2 contract (01 April 2022). Noting that there is not yet a confirmed timeline for the project, the current understanding is that there is no impact on C&C. However, further engagement between C&C and CRA2 teams will be needed to ensure alignment

and assumptions are maintained as the CRA2 project is approved and baseline dates are set.

11. Cost estimates provided in this paper will be updated with a fully costed BJP (Recommendation to Award) to PIB/IAM Board in late 2021
12. There are no immediate additional costs involved in running the “negotiated procedure without prior publication” and the business groups, commercial and DP are funding the opportunity costs of running the exercise.
13. The project team are engaging with Data Office to ensure that the solution is compliant with legal and policy obligations. See 6 Management Case for complete privacy comments.
14. There will be no adverse operational impact from making these changes.
15. There are considered to be no negative equality or diversity implications arising from this request.
16. The MPS Environment policy and the Environment and Sustainability strategy will be considered including considering the Waste hierarchy and the Circular Economy in line with MPS requirements.

Contributes to the MOPAC Police & Crime Plan 2017-2021¹

17. This project contributes by: (a) ensuring the continuity and reliability of mission critical MetCC voice communications (e.g. incoming 999 calls) enabling MPS to Keep London Safe and (b) ensuring the continuity and reliability of business critical enterprise voice services supporting officers and staff at MPS premises across Greater London and beyond.

Financial, Commercial and Procurement Comments

18. The indicative costs for procurement and implementation of CRA2. (2 year contract + 1year extension) that will be used as an upper limit including contract headroom for flexibility to support possible future projects in the procurement process are £27.6m
19. The indicative costs will be updated with a fully costed BJP (Recommendation to Award) to PIB/IAM Board in late 2021.

Indicative cost	22/23 £k	23/24 £k	24/25 £k	Total £k
CRA Services	1,962	1,962	1,962	5,886
NTA Voice Services	4,125	4,125	4,125	12,376
NTA Secure Services - SENC	258	258	258	774
CRA2 Exit Costs	-	-	571	571
Project costs (subject to separate business case approval)	4,000	4,000	-	8,000
TOTAL	10,346	10,346	6,917	27,608

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

20. The procurement objectives are to:

- a. Obtaining the best value pricing for MetCC Voice Service and Enterprise Voice Service
- b. Maintain existing service performance levels
- c. Reduce Operational and Commercial risk to the MPS
- d. Award a contract that complies with Public Contracts Regulations 2015 (or any replacement regulations)
- e. Provide a contract to maintain the operational CRA2 service with greater flexibility to design an appropriate process including opportunities to negotiate and innovate.

21. The preferred procurement route is the Negotiated procedure without prior publication as detailed in The Public Contracts Regulations 2015 (PCR) – Regulation 32.

22. The recommended term is 24 months, with an option to extend by a further 12 months. This is the maximum allowed under the Public Contracts Regulations 2015 Regulation 32(6) sufficient to complete:

- a. the complex transition of the 999 service from legacy to new platforms across three MetCCs without interruption to public service
- b. the migration of legacy voice users onto the mission critical voice platform and subsequent decommissioning of all superseded legacy voice platforms.
- c. the preparation of a detailed specification and invitation to tender to support a competitive procurement process.

Legal Comments

23. The Mayor's Office 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 £189,330 or above shall be procured in accordance with the Regulations. This report confirms the value of the proposed contract exceeds this threshold.

24. The MOPAC Scheme of Delegation and Consent provides the Deputy Mayor for Policing and Crime ("DMPC") has delegated authority to approve:

- a. Business cases for revenue or capital expenditure of £500,000 and above (paragraph 4.8); and
- b. 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 (paragraph 4.13); and

c. All contract exemptions for £100,000 or above (paragraph 4.13).

25. Further legal comments, subject to legal privilege, are provided in the restricted section of the report.

Equality Comments

26. This business case has undergone an initial equality screening. Due regard has been taken to the Equality Act's Public Sector Equality Duty. Real consideration has been taken to assess equality impact caused by the proposed business changes. As a result no positive or negative impact has been identified to any individual and/or group safeguarded by a protected characteristic and those who are not.

Privacy Comments

27. 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.

28. Under Article 35 of the General Data Protection Regulation (GDPR) and Sections 57 and 64 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.

29. The project team are engaging with Data Office to ensure that the solution is compliant with legal and policy obligations.

Real Estate Implications

30. There are no changes to real estate.

Environmental Implications

31. The MPS Environment policy and the Environment and Sustainability strategy will be considered including considering the Waste hierarchy and the Circular Economy in line with MPS requirements.

Background/supporting papers

32. none

Report author: Adrian Dain, Transformation and Transition Support, 07740 771952.

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]

Part 2 of 'SUB0322 DP0327 - Call Routing Agreement Two (CRA2)' 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).
 - Data Protection Section 40,
 - Commercial Interest Section 43
 - Legal Professional Privilege Section 42

The paper will cease to be exempt until the completion of the CRA2 contract.