

REQUEST FOR DMPC DECISION – PCD 451

Title: National Single Online Home Business Justification Paper

Executive Summary:

This paper sets out the full business case for the National Single Online Home (SOH) and seeks approval for MOPAC to act in the role of Contracting Authority and the Metropolitan Police Service (MPS) as Host for the National Live Service and Content Team on behalf of the national Digital Public Contact (DPC) Programme. The paper also seeks approval for the MPS to commit to be a customer of the Single Online Home.

Recommendation:

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

- The role of MOPAC as Contracting Authority (CA) on behalf of the National Single Online Home platform.
- Proceeding to contract award with the preferred Supplier to deliver the National Platform hosting and development services, total Contract Value £8.6m funded from the National Police Transformation Fund (PTF) and other police force contributions.
- The role of the MPS as Host for the National Platform team and responsible for the delivery of the national service via a Section 22 Collaboration Agreement.
- Providing firm commitment that MPS are signing up to the National Single Online Home as delivered under the DPC Programme with formal agreement to be via signature of a Section 22 Collaboration Agreement.
- The MPS share of funding for the first two years is fully funded from the Digital Policing (DP) approved budget.
- DP will manage any risk [dependent on the number of forces on-boarding] to the MPS share of funding after year two if required through re-negotiation of funding shares, management of National Platform and team costs to balance funding and in a worst case the option to terminate the Platform Contract at the end of year two.

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

Signe Under

Date

19/09/2018

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

Decision required – supporting report

1. Introduction and background

- 1.1. The national Single Online Home represents a truly transformative programme across national policing, seeking to modernise not only the way in which policing engages with the public but also how it delivers core services. The national roll out of the Single Online Home will help forces to transform their relationship with the public, reduce the amount of duplicated spend on online services across national forces and will deliver nationally consistent services to the public.
- 1.2. This Business Justification relates to the delivery of the National Single Online Home (SOH) under the Digital Public Contact (DPC) programme operating under the National Police Chiefs' Council (NPCC) Digital Policing Portfolio. This paper recommends contract award following a joint MPS and DPC procurement exercise and the establishment of the National Platform Live Service and Content Team to be hosted by the MPS.

2. Issues for consideration

- 2.1. The procurement exercise to secure the contract to deliver the platform hosting and development services required for the national Single Online Home was run as a Joint MPS and DPC procurement activity; with the MPS having a 'dual key' role in the requirements and evaluation procedures.
- 2.2. The successful completion of the joint MPS and DPC Proof of Concept in June has resulted in Thames Valley, Hampshire and the MPS using the single shared platform. This paper will confirm the MPS decision to remain in the National Single Online Home being delivered under the DPC Programme and contribute to the national charging model.
- 2.3. A Section 22 Collaboration Agreement will need to be signed prior to the launch of the National Single Online Home under the new contract. The Agreement is being finalised by external legal advisors before MPS Legal Services and MPS Head of Commercial approve.
- 2.4. The current MPS Website contract expires in October 2018. Onboarding to the national Single Online Home, following the joint procurement activity undertaken with MPS, will provide continuity of service. The incumbent supplier is the Preferred Bidder removing any risk inherent in a supplier transition.
- 2.5. The MPS have played a critical role in the Proof of Concept for the National Single Online Home; bringing Thames Valley Police, the MPS and Hampshire Constabulary onto a Single Platform. Onboarding to the national platform with a 50:50 governance stake and acting as host for the National Live Service and Content Team allows the MPS to act as a Centre of Excellence in delivering the Single Online Home and make a significant contribution to the development of the national policing landscape.

3. Financial Comments

- 3.1. The total MPS contribution has been agreed to be capped at £1.4m, based on 20 forces taking up Single Online Home.
- 3.2. The MPS capital contribution to Single Online Home is £0.5m in 2019/20, with future annual contributions assumed to be £0.5m p.a.
- 3.3. Based on the 20 force base case the MPS contribution to revenue costs is £0.9m p.a., with the phasing of the first year Police Transformation Fund (PTF) funding delivering a £411k saving in 2018/19.
- 3.4. The future funding after the first two year PTF funded commitment is subject to the on-boarding of additional forces. MOPAC has the option to terminate the contract at the end of year 2 with any financial risk covered by the PTF funding licensing costs.

4. Legal Comments

- 4.1. 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 £181,302 or above must be procured in accordance with the Regulations.

5. GDPR and Data Privacy

- 5.1. All privacy issue considerations have been considered as part of the procurement process and will be addressed in the G Cloud contract to ensure compliance with GDPR regulations. A DPIA scoping exercise will be carried out prior to the implementation of the new contract.

6. Equality Comments

- 6.1. The design and content of the platform has been customer driven with extensive participation from members of the public through focus groups, and one to one evaluation of the product. The platform has also been built to the Web Content Accessibility Guidelines (WCAG) and the MPS is currently carrying out an accessibility audit of the platform to identify if there are any outstanding issues.

7. Background/supporting papers

- 7.1. 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:

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.	✓
GDPR and Data Privacy <ul style="list-style-type: none">GDPR compliance issues are referred to in the body of the report and the GDPR Project Manager has been consulted on the GDPR issues within this report.A DPIA will be completed.	✓
Head of Unit: The Chief Finance Officer has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.	✓

OFFICER APPROVAL**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

R. Lawrence

Date 19/09/2018



National Single Online Home Business Justification Paper

MOPAC Investment Advisory Meeting 30th August 2018

Report by Angus McCallum on behalf of the Deputy Commissioner

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

EXECUTIVE SUMMARY

This paper sets out the full business case for the National Single Online Home (SOH) and seeks approval for MOPAC to act in the role of Contracting Authority and the MPS as Host for the National Live Service and Content Team on behalf of the national Digital Public Contact (DPC) Programme. The paper also seeks approval for the MPS to commit to be a customer of the Single Online Home.

Recommendations

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

- The role of MOPAC as Contracting Authority (CA) for IT on behalf of the National Single Online Home platform.
- Proceeding to contract award with the preferred Supplier to deliver the National Platform hosting and development services, total Contract Value £8.6m funded from the National Police Transformation Fund (PTF) and other police force contributions.
- The role of the MPS as Host for the National Platform team and responsible for the delivery of the national service via a Section 22 Collaboration Agreement.
- Providing firm commitment that MPS are signing up to the National Single Online Home as delivered under the DPC Programme with formal agreement to be via signature of a Section 22 Collaboration Agreement.
- The MPS share of funding for the first two years is fully funded from the Digital Policing (DP) approved budget.
- DP will manage any risk [dependent on the number of forces on-boarding] to the MPS share of funding after year two if required through re-negotiation of funding

shares, management of National Platform and team costs to balance funding and in a worst case the option to terminate the Platform Contract at the end of year two.

Time sensitivity

A decision is required from the Deputy Mayor by **7th September 2018**. This is because all contracts to be let under the CCS G Cloud 9 framework must be completed and signed by 30th September 2018. Failure to achieve this would require a fresh procurement process to be run and would incur significant additional costs both to resource the process and in the loss of a number of commercial discounts achieved during this process. In addition, the current MPS website expires in October 2018 and this contract must be finalised and signed ahead of this date to ensure continuity of service for the MPS, Hampshire Constabulary and Thames Valley Police.

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

Introduction and background

1. In August 2017, following the Digital Public Contact Programme decision to leverage the MPS website platform to deliver a Single Online Home for policing, the MPS embarked upon a collaborative working model with the DPC Programme to deliver the National SOH Proof of Concept. In June 2018 Thames Valley Police and Hampshire Constabulary went live on the MPS platform, marking the successful delivery of the POC and proving the case for the national SOH.
2. In May 2018 the procurement process to deliver the Single Online Home platform hosting and development services was launched to the market. This procurement was run as a joint MPS and DPC Programme activity, and has culminated in the appointment of a preferred bidder.
3. This paper seeks approval for MOPAC to act as Contracting Authority for the National Single Online Home platform hosting and development services platform. The paper also asks MOPAC to approve the role of the MPS as host for the National Live Service and Content Team, delivering the national service against the national roadmap and objectives.
4. The Single Online Home has been developed as an ongoing model that will be self-sustainable beyond the years of Police Transformation Fund grants up to March 2020. The MPS must provide a firm commitment (to be confirmed via signature of a Section 22 Collaboration Agreement) to the national Single Online Home and the associated charging model.

Issues for consideration

1. The procurement exercise to secure the contract to deliver the platform hosting and development services required for the national Single Online

Home was run as a Joint MPS and DPC procurement activity; with the MPS having a 'dual key' role in the requirements and evaluation procedures.

2. The MPS Governance and Live Service Principles were agreed between the MPS and DPC during March 2018 and approved by the Deputy Commissioner (Detailed in Appendix A).
3. The successful completion of the joint MPS and DPC Proof of Concept in June has resulted in Thames Valley, Hampshire and the MPS using the single shared platform. This paper will confirm the MPS decision to remain in the National Single Online Home being delivered under the DPC Programme and contribute to the national charging model.
4. Note that a Section 22 Collaboration Agreement will need to be signed prior to the launch of the National Single Online Home under the new contract. The Agreement is being finalised by external legal advisors before MPS Legal Services and MPS Head of Commercial approve.
5. The current MPS Website contract expires in October 2018. Onboarding to the national Single Online Home, following the joint procurement activity undertaken with MPS, will provide continuity of service. The incumbent supplier is the Preferred Bidder removing any risk inherent in a supplier transition.
6. MPS 'run' resources that move to the National Platform Team will be funded by the Digital Public Contact Programme until April 2020 and will then be fully funded through the shared Charging Model revenues. In their role as host, the MPS will be provided with the £1.5m budget to cover the national platform team, and will have the flexibility to resource the team as they see fit. National Team resources will be ringfenced to work on national objectives.
7. The MPS will be live on the national Single Online Home from October 2018, however the MPS will not pay any fees until April 2019 in line with the Digital Public Contact OBC. The MPS currently pay £68,498 PCM for the MPS website services. This amounts to a £410,988 saving for the MPS in relation to the basic website service over the October-April period, and additional costs incurred through ongoing development investment.
8. The MPS have played a critical role in the Proof of Concept for the National Single Online Home; bringing Thames Valley Police, the MPS and Hampshire Constabulary onto a Single Platform. Onboarding to the national platform with a 50:50 governance stake and acting as host for the National Live Service and Content Team allows the MPS to act as a Centre of Excellence in delivering the Single Online Home and make a significant contribution to the development of the national policing landscape.

Financial, Commercial and Procurement Comments

9. The total MPS contribution has been agreed to be capped at £1.4m, based on 20 forces taking up Single Online Home.
10. The MPS capital contribution to Single Online Home is £0.5m in 2019/20, with future annual contributions assumed to be £0.5m p.a.
11. Based on the 20 force base case the MPS contribution to revenue costs is £0.9m p.a., with the phasing of the first year Police Transformation Fund (PTF) funding delivering a £411k saving in 2018/19.
12. The future funding after the first two year PTF funded commitment is subject to the on-boarding of additional forces. MOPAC has the option to terminate the contract at the end of year 2 with any financial risk covered by the PTF funding licensing costs.

Legal Comments

13. 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 £181,302 or above must be procured in accordance with the Regulations.

Equality Comments

14. The design and content of the platform has been customer driven with extensive participation from members of the public through focus groups, and one to one evaluation of the product. The platform has also been built to the Web Content Accessibility Guidelines (WCAG) and the MPS is currently carrying out an accessibility audit of the platform to identify if there are any outstanding issues.

Privacy Comments

1. All privacy issue considerations have been considered as part of the procurement process and will be addressed in the G Cloud contract to ensure compliance with GDPR regulations.

Real Estate Implications

2. There are no Real Estate Implications to be considered in relation to this paper.

Environmental Implications

3. An assessment has been conducted, and it is not believed there will be any Environmental Implications as a result of this paper.

Background/supporting papers

4. There are no supporting papers to Part 1 MOPAC Publication.

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 National Single Online Home Business Justification Paper 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 section under the FOIA that would exempt this information from disclosure is Commercial Interest Section 43

The paper will cease to be exempt until 2021.

