

# GREATER LONDON AUTHORITY

## REQUEST FOR MAYORAL DECISION – MD2206

### Title: Secure External Network to Support access to Cloud

#### Executive Summary:

This report seeks the Mayor's approval for the Greater London Authority (GLA) to procure and implement an enhanced external network. This enhancement will provide greater resilience for the GLA's cloud based services.

#### Decision:

That the Mayor approves:

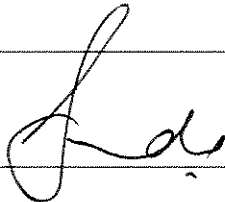
- Expenditure of up to £210k of the already approved £800k (MD 2079) for the GLA's procurement and implementation of an enhanced external network between 2017/18 to 18/19.

#### Mayor of London

I confirm that I do not have any disclosable pecuniary interests in the proposed decision, and take the decision in compliance with the Code of Conduct for elected Members of the Authority.

The above request has my approval.

Signature:



Date:

12/12/17

## **PART I – NON-CONFIDENTIAL FACTS AND ADVICE TO THE MAYOR**

### **Decision required – supporting report**

#### **1. Introduction and background**

- 1.1 The Greater London Authority (GLA) is in the process of moving many of its information technology systems and services into the cloud (professional services that are accessed through the internet). This move is part of a drive to improve the flexibility of IT services (so that new services can be deployed quickly without needing to install expensive infrastructure at City Hall) and improve the experience for individuals accessing GLA services while on the move or at home. This move is line with current industry best practise – with most new digital services being delivered as cloud based services.
- 1.2 The GLA currently accesses these Internet based services over fixed network links provided by Transport for London. There are two routes to the Internet from City Hall – but the switching between routes is not automatic – and as a result a connection failure will result in some downtime while the alternative line is commissioned (possibly three hours). This work aims to ensure that services can be switched between routes automatically.
- 1.3 The GLA currently uses TfL to provide its network services (including access to the Internet), these services access what is described as a “Private Cloud” (this is an in-house run cloud service dedicated to supporting systems used by the GLA and TfL). The GLA now wishes to make use of a “Public Cloud” an external, professional service with contractual, guaranteed levels of service. TfL are currently unable to provide this type of service. The GLA will continue to access service some services from TfL from their network, such as SAP services.
- 1.4 The GLA Technology Group provide services to the OPDC and MOPAC, as well as to the GLA. They provide services to many sites – including Union Street and London House, Brussels for the GLA as well as Empress State Building for MOPAC. From June 2018, they will also be providing services to the London Legacy Development Corporation (LLDC) in their Offices in Stratford as well as multiple other sites.
- 1.5 To ensure that all these supported sites can receive a resilient service from the cloud they need to have access to multiple, high-speed connections to the cloud. Any disruption to that service through one connection should automatically result in an alternative route being activated – ensuring that the individual making use of the service faces no disruption. Networks that provide this “intelligent switching” offer a service called “Multi-Protocol Label Switching” (MPLS). This is a service that networking companies can provide to enhance an existing network infrastructure.
- 1.6 The GLA seeks to procure an MPLS network that will allow all GLA supported sites secure and resilient access to GLA cloud based services.
- 1.7 The LLDC currently receive an MPLS service from their current technology supplier, when the contract ends in June 2018 this service will be discontinued. It is essential that an alternative be in place, and fully tested, before this date.
- 1.8 TfL are currently planning to retender their external networking service, it is possible that this new service could be tailored to meet the requirements of the GLA. This service is due to be in place in February 2019. Given that the GLA service needs to be in place before June 2018 a short contract period (possibly eighteen months or two-years) is planned, allowing the GLA to work with TfL in exploring the opportunity of using them using the same provider in the future.
- 1.9 Once in place such a network offers greater resilience, improved performance, improved management and can allow for new services to be implemented, at new sites, without having to rely on external parties.

- 1.10 It is proposed to procure this service through the G-Cloud government procurement framework. We expect to have selected a supplier before the end of December 2017 and aim to see the service in place before April 2018.
- 1.11 The cost of such a service would be in the region of £150K to procure and implement with on-going support and maintenance costs in the region of £30K per year. These costs will be met from within the Technology Group budget – specifically this will be included as part of the infrastructure work approved in MD 2079. A proportion of the costs associated with this network is included in the annual charge that will be paid by the LLDC.

## **2. Objectives and expected outcomes**

- 2.1 The primary objective is to create an enhanced resilient, network that will support the use of cloud based services for the GLA and all GLA supported sites.

## **3. Equality comments**

- 3.1 The implementation of this work supports and further enhances the GLA's flexible working policy. The Mayor's and the Authority's equalities duties in relation to those groups with protected characteristics have and will be fully taken into account in the procurement and implementation of this project.

## **4. Other considerations**

- 4.1 This work supports the work of the GLA by delivering budget savings for the GLA Group and contributes towards the drive towards the greater sharing of services.

## **5. Financial comments**

- 5.1 MD 2079 approved expenditure of up to £800k (which includes £200k from the GLA contingency budget) over two years (2017/18 to 2018/19) for the procurement and implementation of services, supplies and works required for the upgrade of wired and wireless local area networks within City Hall.
- 5.2.1 This decision request seeks to utilise £210k of the already approved £800k to procure an enhanced external network to provide greater resilience for the GLA cloud based services for 2 years as an interim measure whilst the GLA and TfL explore future opportunities of a shared MPLS.
- 5.2.2 The table below shows the planned delivery and expenditure of the awarded budget:

	<b>17/18 £'000</b>	<b>18/19 £'000</b>	<b>Total £'000</b>
Purchase and delivery of external network to support cloud based service	150	-	150
Support and maintenance fees	30	30	60
Upgrade of network infrastructure within City Hall	150	440	590
<b>Total</b>	<b>330</b>	<b>470</b>	<b>800</b>

## **6 Legal comments**

6.1 The foregoing sections of this report indicate that:

- 6.1.1 the decisions requested of the Mayor concern the exercise of the GLA's general powers, falling within the statutory powers of the GLA to do such things as may be considered to be facilitative of or conducive or incidental to the discharge of the GLA's principle purposes; and
- 6.1.2 in formulating the proposals in respect of which a decision is sought officers have complied with the GLA's related statutory duties to:
  - (a) pay due regard to the principle that there should be equality of opportunity for all people;
  - (b) consider how the proposals will promote the improvement of health of persons, health inequalities between persons and to contribute towards the achievement of sustainable development in the United Kingdom; and
  - (c) consult with appropriate bodies.

6.2. The GLA must, in the exercise of its functions, have due regard to the need to:

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010 ("the Act");
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

6.2.1 Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

- (a) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
- (b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it; and
- (c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

6.2.2 The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.

6.2.3 Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to: tackle prejudice; and promote understanding.

- 6.2.4 Compliance with the above duties may involve treating some persons more favourably than others, but that is not to be taken as permitting conduct that would otherwise be prohibited by or under the Act.
- 6.2.5 The relevant protected characteristics are: age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation.
- 6.2.6 A reference to conduct that is prohibited by or under the Act includes a reference to a breach of: an equality clause or rule; or a non-discrimination rule.
- 6.2.7 To this end the Mayor should have particular regard to section 3 (above) of this report.
- 6.3 Officers should note that ordinarily contracts let under G-Cloud will be subject to the terms of the framework suppliers. Officers should ensure therefore, that they are content with and that the GLA can comply with the same prior to any contract award.
- 6.4 The services required must be procured by Transport for London Commercial who will determine the detail of the procurement strategy to be adopted in accordance with the GLA's Contracts and Funding Code. Officers must ensure that the relevant contract documentation is put in place and executed by the successful bidder(s) and the GLA before the commencement of the services.

**Appendices and supporting papers:**

None

**Public access to information**

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOI Act) and will be made available on the GLA website within one working day of approval.

If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary. **Note:** This form (Part 1) will either be published within one working day after approval or on the defer date.

**Part 1 Deferral:****Is the publication of Part 1 of this approval to be deferred? Yes**

If YES, for what reason: A defer is requested until the procurement process is complete.

Until what date: 31 January 2018.

**Part 2 Confidentiality:** Only the facts or advice considered to be exempt from disclosure under the FOI Act should be in the separate Part 2 form, together with the legal rationale for non-publication.

**Is there a part 2 form – No**

**ORIGINATING OFFICER DECLARATION:**

Drafting officer to  
confirm the  
following (✓)

**Drafting officer:**

David Munn has drafted this report in accordance with GLA procedures and confirms the following:

✓

**Sponsoring Director:**

Martin Clarke has reviewed the request and is satisfied it is correct and consistent with the Mayor's plans and priorities.

✓

**Mayoral Adviser:**

David Bellamy has been consulted about the proposal and agrees the recommendations.

✓

**Advice:**

The Finance and Legal teams have commented on this proposal.

✓

**Corporate Investment Board**

This decision is to be considered at the CIB meeting on 4 December 2017.

**EXECUTIVE DIRECTOR, RESOURCES:**

I confirm that financial and legal implications have been appropriately considered in the preparation of this report.

**Signature**

*M. D. Munn*

**Date**

*4.12.17*

**CHIEF OF STAFF:**

I am satisfied that this is an appropriate request to be submitted to the Mayor

**Signature**

*D. Bellamy*

**Date**

*4/12/2017.*