

REQUEST FOR DMPC DECISION – PCD 169**Title: Support and Maintenance for CRIMINT Plus****Executive Summary:**

This paper requests approval to renew the contract for the provision of third line support for the CRIMINT Plus and associated software groups provided by SAS for a period of 12 months from March 2017 to March 2018. The cost of this renewal will be £1,063,273.

Recommendation:

The DMPC is asked to

1. Approve the single tender action contract renewal with SAS for the support and maintenance of CRIMINT Plus for a period of 12 months from March 2017 to March 2018. The cost of the renewal is £1,063,273.

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**

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

Decision required – supporting report

1. Introduction and background

- 1.1. CRIMINIT Plus is one of the MPS's core systems, which is critical to policing in London. The system has evolved and grown over a number of years and requires a significant level of support at first and second line from within the Towers (Atos and Accenture) and at a deeper third line from the original software supplier SAS. SAS own the Intellectual Property Rights in the solution and therefore no other provider is able to offer support and/or licencing.
- 1.2. A renewal period of 12 months will allow the MPS the opportunity to review the use and support levels required for CRIMINT. The MPS's long term aim is for MIPS to provide some of the functionality within CRIMINT and for the MPS to reduce the number of users and decommission optional modules from SAS.

2. Issues for consideration

- 2.1. CRIMINT is a critical intelligence system for the MPS and ongoing technical support is an absolute necessity to enable operational policing.

3. Financial Comments

- 3.1. A prepaid three year contract for support and maintenance for CRIMINT Plus expired in December 2016 and was extended for three months to March 2017. The support and maintenance for CRIMINT Plus was originally part of the Cap Gemini contract. The CRIMINT Plus contract was omitted from the Total Technology Programme Infrastructure Full Business Case. The cost of £1,063,273 has been included in the budget submission for 2017/18.

4. Legal Comments

- 4.1. SAS do not offer this support service directly via any public sector framework. The MPS could engage with SAS via its Value Added Reseller (VAR) Insight Direct, although this would incur an additional charge from the re-seller. A single tender action offers best value for money.

5. Equality Comments

- 5.1. There are no direct equality or diversity implications arising from this report

6. Background/supporting papers

- 6.1. None.

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.

Part 1 Deferral:

Is the publication of Part 1 of this approval to be deferred ? NO

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 – No

If yes, for what reason:

ORIGINATING OFFICER DECLARATION:

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 Head of Strategic Finance and Resource Management has been consulted on this proposal.	✓
Equalities Advice: No Equality and Diversity issues identified.	✓

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 *20/3/17*

INVESTMENT ADVISORY BOARD

09 March 2017

Support and Maintenance for CRIMINT Plus

Report by Angus McCallum on behalf of the Deputy Commissioner

EXECUTIVE SUMMARY

Contractual support for CRIMINT Plus expires on 6th March 2017. There is no budget line in Digital Policing to enable renewal with the supplier SAS, therefore the mechanism to engage technical support from the supplier, SAS, will cease. This submission to IAB is to renew the maintenance agreement with SAS.

A. RECOMMENDATIONS - That

1. It is recommended that approval is given to renew the SAS contract for 12 months at a cost of £1,064K from March 2017.
2. Note that full provision for this has been made in the final budget submission to GLA, due to be agreed on 20 February 2017.
3. Procurement is progressed via a Single Tender Action to contract the supplier SAS.

B. SUPPORTING INFORMATION

1. This Business Justification concerns the contract renewal for the provision of third line support for CRIMINT Plus and associated software groups by SAS. The proposal is for a twelve month contract to provide critical support services.
2. Approval of this proposal is necessary for the MPS to ensure ongoing technical support for this critical intelligence system in order to maintaining operational effectiveness. The current contract for this service has been extended to March 2017. Renewal for 2017-18 is the subject of this business justification paper.
3. CRIMINT is one of the organisation's largest and most critical systems that underpins policing in London. This IT system has evolved and grown over a number of years and requires a significant level of support at first and second line from within the Digital Policing SIAM and Towers support model, in this case Atos and Accenture, as well as at a deeper third line from the original software supplier, SAS. SAS own the Intellectual Property Rights for the solution and therefore no other provider is able to offer support against licensing.
4. A term of 12 months is recommended, further extensions will be required however renewal will allow the MPS to reappraise the support levels. There is a longer term aspiration for MIPS to provide some of the functionality within CRIMINT and for the MPS to reduce the number of users and decommission optional modules from SAS.
5. There are six grouped products covered by this contract, all the products are considered critical and require support.

- Group 1 Crimint Plus
- Group 2 Character Enquiry Check
- Group 3 Crimint Plus into Corporate Data Warehouse
- Group 4 I drive
- Group 5 Stops Web
- Group 6 Holmes 2 into Crimint Plus

6. A pre-paid 3 year contract for support and maintenance for CRIMINT Plus expired in December 2016 and was extended for a three month period to March 2017. The provision for this service was originally within the CapGemini contract. However, because it was omitted from the Total Technology Program Infrastructure Full Business Case, no provision was made in the 2016-17 revenue budget nor in the Medium Term Financial Plan.
7. The costs are included within the overall 2017/18 MPS revenue budget presented to MOPAC on 31 January 2017. They will be considered by MOPAC for inclusion in the final Mayor's budget for approval by the London Assembly on 20 February 2017.

C. OTHER ORGANISATIONAL & COMMUNITY IMPLICATIONS

Equality and Diversity Impact

1. This paper seeks approval for funds to renew an existing technology support contract. There are no equality or diversity implications in the request and there are none in relation to its approval, or otherwise.

Financial Implications / Value for Money

1. The support provided by SAS is considered critical to the ongoing capability of the system. The contract is due to be renewed from March 2017, with an effective date from SAS of 7th March 2017.
2. The value of this contract is based on a proposal submitted by the system supplier (SAS). Detailed in the business justification paper.

Legal Implications

1. SAS do not offer this support service directly via any public sector framework. The MPS could engage with SAS via its Value Added Reseller (VaR) Insight Direct. However, doing so would add an additional charge for the re-seller and in this instance the VAR would offer no additional commercial benefit. As such, a single tender action offers the best value for money.
2. This is a renewal for a business as usual, long established contract to support an ongoing operational requirement. The procurement strategy is to award a support contract via a Single Tender Action. It is legally compliant to do so as Article 32 of the Public Contract Regulations 2015 (PCR) allows purchasing Authorities to forego tendering and select a supplier via a "negotiated procedure without prior publication" in "specific cases and circumstances".
3. Two of the specified circumstances are applicable in this instance:

- a. Only one supplier is capable of delivering the service; "competition is absent for technical reasons" [Article 32(2)(b)(ii)]. Crimint was developed by Memex (who

were acquired by SAS). There are no alternative suppliers with the technical knowledge to support the system.

- b. No other supplier can offer the service without the infringement of intellectual property rights "ensure the protection of exclusive rights including intellectual property rights" [Article 32(2)(b)(iii)]. Some of the regular support activities would infringe SAS's Intellectual Property Rights if conducted by another party

Consultation undertaken

1. The subject has been widely circulated as part of the internal MPS review process. Further detail on the reviewing groups is provided in the business justification paper.

Risk (including Health and Safety) Implications

1. Should the contract not be renewed, then 2nd line technical support will be unable to call on the supplier SAS to assist in the resolution of incidents, including Major Incidents. This would result in protracted system downtime with a knock on effect to operational policing.
 2. Incidents may be caused by faults that cannot be solved without the support that SAS would provide under the terms of the proposed support contract renewal. This may result in the system being unrecoverable with a knock on effect to operational policing.
 3. Without support the system could run but in the event of failure the cost to recover or provide an alternative solution would be financially and operationally significant.
 4. Failure of CRIMINT will result in the loss of the critical intelligence function to police officers and staff across the MPS which will impact on the operational capability of the organisation.
 5. Loss of CRIMINT will have a detrimental impact to the reputation of the MPS.
- The approval of this proposal is necessary for the MPS to ensure the ongoing support for the critical intelligence system as well as maintaining operational effectiveness. The current contract that provides this service expired on 6th December 2016 with no further options to extend and will therefore require renewal.
- 1 The long term plan is to replace CRIMINT Plus with MIPS, the delivery date for this project has not been confirmed
 - 2 Without 3rd line support for CRMINT the organisational effectiveness is placed at risk.
 - 3 There are no available contingency budget lines available from within the Digital Policing to meet this specific demand.
 - 4 Should the contract not be renewed, second line support will be compromised in terms of effective response to evolving issues.

Real Estate and Environmental Implications

1. This paper seeks approval for funds to renew an existing technology support contract. There are no estate or environmental implications in the request and there are none in relation to its approval, or otherwise.

Report author: (G Lawlor-Smith, Application Delivery Manager)

Background papers:

PART 2: EXEMPT SECTION OF THE REPORT

1. Not Applicable



Business Justification Paper for

Support and Maintenance for CRIMINT Plus (contract renewal) 2017-18

Investment Advisory Board

09 March 2017

Freedom of Information Act Publication Scheme

Protective Marking	Commercial – Not Protected
Publication Scheme Y/N	Y
Title	Support for CRIMINT Plus(Contract Refresh)
Version	2.0
Summary	Business justification to renew the contract to support CRIMINT Plus for one year via an STA
(B)OCU or Unit, Directorate	Digital Policing
Author	Neil Shazell
Review Date	Six months from publication
Date Issued	

Purpose of this document

The purpose of this paper is to provide sufficient information to support the renewal of the support contract for CRIMINT with the software supplier SAS/Memex.

Approval is sought to progress procurement of the necessary ongoing support for a total of £1,064K

Version History

Version	Date	Additions/Modifications	Prepared/Revised by
Draft	28 November 2016	First draft revision	Nigel Eastaugh
v1.1	08 December 2016	Update to after initial review	Nigel Eastaugh
v1.2	19 December 2016	Update to commercial after review	Nigel Eastaugh
v1.3	20 December 2016	Update to Finance after further review	Nigel Eastaugh
v1.4	21 December 2016	Update to Section 1 and 5 after review	Nigel Eastaugh
v1.5	11 January 2017	Update to Section 1	Nigel Eastaugh
v1.6	11 January 2017	comments from finance business partners	Neil Shazell
v1.7	27 January 2017	approved for submission to Lynda M	Michael Killoran
v1.9	02 February 2017	Commercial Finance comments	Simon Wilson
v2.0	17 February 2017	update section 1 for IAB	Gerard Lawlor-Smith

Internal Consultation & Assurance

The following people have been consulted in the production of this Business Justification and their opinions incorporated.

Directorate / Dept.	Name & Job Role	Rank / Grade	Date Assured
Procurement	Vikas Jain	C (Category Manager)	
DP	Neil Shazell	BB3	
Finance	Michael Killoran	Strategic Finance Business Partner	



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1 Decisions Required

This Business Justification concerns the contract renewal for the provision of third line support for CRIMINT Plus and associated software groups by SAS. The proposal is for a twelve month contract to provide the critical support services.

The Investment Advisory Board is recommended to approve the following recommendations:

1. **Approval is given to renew the SAS Contract for Groups 1 - 6 support for 12 months at a cost of £1,064K from 1 April 2017.**
2. **Note that full provision for this has been made in the final budget submission to GLA, due to be agreed on 20 February 2017.**
3. **Procurement is progressed via a Single Tender Action to contract the supplier SAS.**

The Board is to note that:

- The provision for this service was originally within the Cap Gemini contract. However, it was omitted from the TTPI FBC and therefore no provision was made in the 2016-17 budget nor in the MTFP
- The long term plan is for MIPS to replace some of the functionality within CRIMINT, the delivery date for this project has not been confirmed.
- This is one of the organisation's top 10 systems and is the principle Intelligence system for policing the capital.
- Without 3rd line support for CRIMINT the organisational effectiveness is placed at risk.
- There is no capital requirement for this project.
- The costs are included within the overall 2017/18 MPS revenue budget presented to MOPAC on 31 January 2017 and it is assumed this budget will be agreed by MOPAC and included in the final Mayor's budget for approval by the London Assembly on 20 February 2017.



2 Strategic Case

The approval of this proposal is necessary for the MPS to ensure the ongoing support for the critical intelligence system as well as maintaining operational effectiveness. The current contract that provides this service has been extended to March 2017. The renewal for 2017-18 is the subject of this business justification paper.

CRIMINT is one of the organisation's largest and most critical operating systems that underpins policing in London. The system has evolved and grown over a number of years and requires a significant level of support at first and second line from within the Towers (Atos and Accenture) and at a deeper third line from the original software supplier SAS. SAS own the Intellectual Property Rights in the solution and therefore no other provider is able to offer support +/- licensing.

A term of 12 months is recommended, further extensions will be required however a short term renewal will allow the MPS to reappraise the support levels. There is a longer term aspiration for MIPS to provide some of the functionality within CRIMINT and for MPS to reduce the number of users and decommission optional modules from SAS.

There are six grouped products covered by this contract (Groups 2-6 are optional):

- Group 1 Crimint Plus
- Group 2 Character Enquiry Check
- Group 3 Crimint Plus into Corporate Data Warehouse
- Group 4 I drive
- Group 5 Stops Web
- Group 6 Holmes 2 into Crimint Plus

All the products are considered critical and require support.

3 Economic Case

The support provided by SAS is considered critical to the ongoing capability of the system. The contract is due to be renewed from March 2017, with an effective date from SAS of 7th March 2017.

The options available are:

Option 1 - Do Nothing

This option is not recommended or viable as this critical system requires regular support and maintenance.

Option 2 - Engage with SAS to provide 12 months of the third line support via a Single Tender Action.

This option is the only viable option available that offers an approved route to market.

Option 3 – Engage with SAS via a the MPS Value Added Reseller (VAR)

This option is not viable as it will add to the overall cost with no benefit to the organisation.

Option 4 – Shut Down CRIMINT

This is not a viable option as the system is the central intelligence management system for the MPS

Option 5 – Run CRIMINT without SAS support

This option is not viable as any failure would attract a higher cost to recover and return to service

The value of this contract is based on a proposal submitted by the system supplier (SAS).

Group 1 Crimint Plus	£844,605
Group 2 Character Enquiry Check	£148,529
Group 3 Crimint Plus into Corporate Data Warehouse	£20,147
Group 4 I drive	£10,736
Group 5 Stops Web	£23,806
Group 6 Holmes 2 into Crimint Plus	£15,450
Total	£1,063,273

The intention is to let the contract for a period of one year, the justification for this contract term is:

- A one year contract aligns with the potential reduction in use of this service.
- Prices have been negotiated to achieve the best option from the supplier considering the longer term uncertainty of CRIMINT Plus use.

The recommendation to award will be subject to further internal governance and MOPAC regulations.



4 Commercial Case

This is a renewal for a business as usual, long established contract and ongoing operational requirement. The procurement strategy is to award a support contract via a Single Tender Action. It is legally compliant to do so as Article 32 of the Public Contract Regulations 2015 (PCR) allows purchasing Authorities to forego tendering and select a supplier via a "negotiated procedure without prior publication" in a "specific cases and circumstances".

Two of the specified circumstances are applicable in this instance:

1. Only one supplier is capable of delivering the service; "competition is absent for technical reasons" [Article 32(2)(b)(ii)]. Crimint was developed by Memex (who were acquired by SAS). There are no alternative suppliers with the technical knowledge to support the system.
2. No other supplier can offer the service without the infringement of intellectual property rights "ensure the protection of exclusive rights including intellectual property rights" [Article 32(2)(b)(iii)]. Some of the regular support activities would infringe SAS's Intellectual Property Rights if conducted by another party.

SAS do not offer this support service directly via any public sector framework (such as g-cloud). The MPS could engage with SAS via its Value Added Reseller (VaR) Insight Direct. However, doing so would add an additional charge for the re-seller and in this instance the VAR would offer no additional commercial benefit. As such, a single tender action offers the best value for money. The requirement for future support of CRIMINT beyond this proposed renewal period will be assessed against the progress of the MIPS and other projects. A subsequent renewal will be progressed via an appropriate, compliant route prior to the contract expiry.



5 Financial Case

A pre-paid 3 year contract for support and maintenance for CRIMINT Plus expired in December 2016 and was extended for a three month period to March 2017. The provision for this service was originally within the CapGemini contract. However, because it was omitted from the TTPI FBC no provision was made in the 2016-17 revenue budget nor in the MTFP.

Approval is requested to enter into a new one-year contract by single tender action at a cost of £1,064K with the software supplier SAS/Memex from March 2017 to March 2018. This extension will enable the existing level of maintenance and support to be continued while DP review and confirm the term of contracted support required until the start of the service that will be provided by the MiPS project.

Revenue

The revenue budget implications are:

- 2017-18: 12 months' provision at a total cost of £1,064K

Capital

There is no capital expenditure directly associated with this contract

Risks and Impacts

The identified impacts or risks to the contract budget to be considered are:

- Should the contract not be renewed, second line support will be compromised in terms of effective response to evolving issues.
- Without support the system could run but in the event of failure the cost to recover/repair would be financially and operationally significant.
- CRIMINT is the key intelligence system for the MPS accessed and utilised by all operational staff.
- Failure of CRIMINT will result in the loss of the critical intelligence function to operational officers across the MPS which will impact on the operational capability of the organisation.
- Loss of CRIMINT will have detrimental impact to organisational reputation



6 Management Case

- The requirement currently resides within the remit of the Service Integration and Management (SIAM) Towers model, the contract (once awarded), will be managed internally by the MPS DP Intelligent Client Function (ICF) and day to day by the SIAM.
- There are currently no environmental implications associated with the business justification for the proposed approach to renewal.
- Negotiations have yet to be completed and we will recommend a longer term contract if this is commercially advantageous.

