

REQUEST FOR DMPC DECISION – PCD 252

Title: Capita Managed Radio Service Contract Extension

Executive Summary:

The MPS is seeking approval to use to the Gainshare funds that have accrued over the life of the current Capital Managed Radio Services (MRS) Contract to fund a technology refresh of the ageing MRS support infrastructure and toolset used by Capita.

Recommendation:

The Deputy Mayor for Policing and Crime is asked to approve the replacement of the existing MRS support infrastructure with new hardware and software at a cost of £763,330 to be funded from Gainshare funds accrued over the life of the current Capita Managed Radio Services (MRS) contract.

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 *Edna Under*

Date *29/8/17*

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

Decision required – supporting report

1. Introduction and background

- 1.1. The MPS requires the MRS support infrastructure for the mission critical radio services to be capable of providing a service post May 2018 and over the period of Capita's extended MRS contract which will be in place up to the point at which the MPS has successfully transition to the Emergency Services Network (ESN).
- 1.2. The technology refresh will allow the MPS not only the opportunity to mitigate the risk of loss of service but also allow for an upgrade to "Service Now", a market leading Service Management tool. The technology refresh will also have the additional benefit of facilitating the transition to a future radio support model that is better aligned with the MPS's approach of SPOC through the SIAM model.

2. Issues for consideration

- 2.1. See the Part 2 for details.

3. Financial Comments

- 3.1 The cost of £763,330 for the technology refresh will be provided for from the Gainshare funds.
- 3.2 Further details are contained in the Part 2.

4. Legal Comments

- 4.1. The MPS's legal department has agreed 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.

5. Equality Comments

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

6. Background/supporting papers

- 6.1. Briefing note.

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 – Yes

If yes, for what reason: EXEMPT under Article 2(2)(a) of the Elected Local Policing Bodies (Specified Information) Order 2011.

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 Chief Financial Officer 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

29/8/17

CAPITA MANAGED RADIO SERVICE EXTENSION (TECHNOLOGY REFRESH)

CONTRACT - SS3/08/80

Investment Advisory Board

17th August 2017

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

Part 1 (Open)

EXECUTIVE SUMMARY

This paper seeks MOPAC approval for use of Gainshare funds accrued over the life of the current Capita Managed Radio Services (MRS) Contract to fund a technology refresh of the ageing MRS support infrastructure and toolset used by Capita in their role as the MPS' incumbent MRS provider.

The current MRS contract supporting the existing mission critical Airwave radio solution terminates in May 2018 and negotiations are underway with Capita to extend the contract to cover the period up to and throughout the MPS transition to the Emergency Services Network (ESN).

The technology refresh addressed in this paper is an enabler to ensure Capita can continue to support the mission critical Airwave radio solution from May 2018 until ESN transition is completed.

TIME-SENSITIVITY

A decision is required by 31st August 2017 to ensure Capita have sufficient time to mobilise and complete the refresh activity before May 2018.

A. RECOMMENDATIONS – That DMPC approves:

1. **£763,330 to be funded from Gainshare funds accrued over the life of the current Capita Managed Radio Services contract to replace the existing MRS support infrastructure with new hardware and software.**

B. SUPPORTING INFORMATION

Background

1. There is a need to ensure that the MRS support infrastructure for the MPS mission critical radio service is able to continue providing service post May 2018 and over the period of Capita's extended MRS contract which will be in place up

Not Protectively Marked

to the point at which the MPS have successfully transitioned to the new ESN service that will replace Airwave.

2. As the current hardware/software has been in service since 2009 and some components are already on extended support, the refresh will allow the MPS an opportunity not only to mitigate the risk of loss of service through failure of the ageing components but also allow for an upgrade to "Service Now", a market leading Service Management tool that is already a proven product in use by Capita and a number of other leading IT service providers including the MPS Service Integration And Management (SIAM) supplier Atos.

Obsolescence Status of MRS Technology

3. In consideration of the planned extension to the existing Managed Radio Service contract, it has been identified that a key dependency exists with the existing Infra toolset which has reached the latter part of its operational life.
4. The toolset and the underlying server hardware and Windows operating system infrastructure on which the Service Management toolset sits is now 8 years old and, of more concern, is that the Infra application itself is no longer supported by the vendor that originally provided it and as such they are no longer able to provide updates or patches (functional or security) should any issues arise.
5. There are also compatibility issues with the current Infra toolset as the Infra application cannot be hosted on servers that run Windows 2008 or above and has been identified as having compatibility issues with Windows 8.1 which is the version currently being rolled out across the MPS estate.
6. To date, the existing support infrastructure has performed well and has been reliable but due to the ageing components and compatibility issues, this is no guarantee of future performance.

Security and Reliability Risks

7. The Capita contract extension currently being negotiated will have similar requirements and specified levels of service as the existing contract and the dependency on the Infra application for an additional 3 possibly 4 years would introduce an unacceptable level of risk.

Summary

8. At this point in time it's impossible to predict when, if or how the loss of availability of the toolset might occur, but with the passage of time, this risk will continue to increase substantially.
9. On that basis this paper has been drafted with a recommendation that the MPS take this opportunity to refresh the hardware and software components of the MRS infrastructure.

Benefits Summary

10. The recommended technology refresh will provide the following benefits:
- Reduced risk of extended network outages as a result of ageing hardware/software failure
 - Reduced risk of reputational damage associated with the above
 - Full support from suppliers in the event of problems or outages arising
 - Continuity of support into and throughout the period of transition to ESN
 - Transition to "Service Now" a market leading service management tool that is widely used across the industry including the MPS' current Service Integration And Management (SIAM) Atos
 - Facilitate transition to a future radio support model that better align with the MPS approach of SPOC through the SIAM
 - Removes incompatibility issues of current toolset with MPS Win 8.1 desktop roll-out

Decision Sought

11. Following PIB approval on the 11th July 2017, this paper seeks MOPAC approval for use of Gainshare funds accrued over the life of the current Capita Managed Radio Services (MRS) Contract to fund a technology refresh of the ageing MRS support infrastructure and toolset used by Capita in their role as the MPS' incumbent MRS provider.

C. OTHER ORGANISATIONAL & COMMUNITY IMPLICATIONS

Equality and Diversity Impact

12. There are considered to be no negative equality or diversity implications arising from the MRS Support Infrastructure technology refresh.

Financial Implications

13. Detail of the financial implications of the MRS Support Infrastructure technology refresh is outlined in Part 2 (Exempt).

Legal Implications

14. 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

15. The risk associated with implementation of the MRS Support Infrastructure technology refresh 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

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
Head of Radio Services	Supportive

technology refresh:

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 (Data Protection Section 43 – Commercial Interests).

20. The paper will cease to be confidential after 30 years from the date of MOPAC approval.

Report author:

Andy Yeeles – Emergency Services Network (ESN) Senior Programme Delivery Manager.

Not Protectively Marked

0207 161 5822, 07785 371311, andy.yeeles@met.police.uk

