



THE POLICE & CRIME COMMISSIONER FOR CLEVELAND

DECISION RECORD FORM

REQUEST: For PCC Approval

Title: Integrated Communications Control System (ICCS) Replacement

Executive Summary:

Cleveland Police currently have an Integrated Communications Control System (ICCS) which is old technology; the hardware is no longer able to support necessary upgrades and in addition there is no facility at the M8 fall back site.

In 2018, Central Government will commence their role out of the Airwaves replacement, the Emergency Services Network (ESN).

There is a requirement for the Control Room to be Emergency Services Network (ESN) compliant by September 2017 as the initial plan from the ESN Central Project Team was for the first of the Airwave user organisations to migrate to the replacement network (this has been delayed however at present no communication has been made confirming a revised date for Control Rooms to be ESN compliant).

Kent and Essex Procurement Function have recently tendered and awarded a national framework contract for ICCS which is available for Cleveland to use. This contract has been awarded to a single supplier and therefore no further competition exercises are required.

South Yorkshire Police and Crime Commissioner has recently tendered and awarded a contract for Smart Works to a single provider. This contract is a national contract and available for Cleveland to use. ICCS is a product available under this contract, supplied by a partner to the lead contractor.

Both the Kent and Essex and South Yorkshire contracts enable a compliant route to market. Using such a Framework reduces the procurement costs and also reduces the timescales in the tendering process as suppliers on the Framework are already commercially compliant.

The ICCS provision under both contracts is supplied by the same contractor; this is as lead contractor with Kent and Essex and a sub-contract arrangement via the South Yorkshire contract. The solution available under both frameworks will enable a mirror of that utilised by both North Yorkshire and Durham which could be an enabler for future collaboration.

The benefits from Bidder 2 the South Yorkshire Framework include: Developing relationships with existing partner to the PCC and Force, ICCS back end if not hosted on Cleveland servers, therefore if the Cleveland IT Servers were lost, the control room could still function.

Decision:

That the Police and Crime Commissioner notes the Procurement process used to appoint a supplier for the ICCS Replacement.

The Police and Crime Commissioner approves the procurement methods investigated and recommendations put forward by the Evaluation Team to award the contract to Bidder 2.

| | | | |
|--|-------------------------------------|--------------------------|--|
| OPCC Lead Officer: Michael Porter | | | |
| Contractor Details (if applicable): SopraSteria | | | |
| Implications: | | | |
| Has consideration been taken of the following: | Yes | No | |
| Financial | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Legal | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Equality & Diversity | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Human Rights | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Sustainability | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Risk | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| (If yes please provide further details below) | | | |

Decision Required – Supporting Information

Financial Implications: (Must include comments of the PCC's Chief Finance Officer where the decision has financial implications)

The agreed budget for the ICCS Replacement was £700,000.

Bidder 2 has submitted costs of £442,700 which includes 1 year software support. This is a saving of £257,300 on the capital costs against the agreed budget.

Year 2 onwards support costs will be £81,300, however the costs for support for the current ICCS solution is £59,172 which is an annual increase in revenue costs of £22,128. The increase is due to the additional functionality the ICCS requires to support both ESN and Airwaves and is provided for in the LTFP.

In addition to this coming in below the original budget the PCC has recently received a Government Grant of £515k towards the costs of upgrading the ICCS to ensure that it is ESN compliant. This grant will therefore cover the full capital costs of the proposal.

Legal Implications: (Must include comments of the Monitoring Officer where the decision has legal implication)

Terms and Conditions used for this service are the South Yorkshire Police and Crime Commissioner Framework Terms.

Having read this report and having considered such information as has been provided at the time of being asked to express this view, the Chief Executive is satisfied that this report does not ask the PCC to make a decision which would (or would be likely to) give rise to a contravention of the law.

Equality and Diversity Implications

There are no diversity & equal opportunity implications associated with the award of this contract.

Human Rights Implications

There are no Human Rights implications associated with the award of this contract.


Sustainability Implications

There are no sustainability implications associated with the award of this contract.

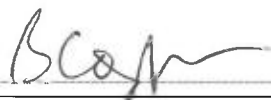
Risk Management Implications

There is a risk that if the project is not completed then the Force may not be able to communicate with early adopters of the Emergency Services Network (ESN). The conflict of interest risk of including a SopraSteria member of staff on the evaluation was mitigated due to the evaluation being led and managed by the Procurement Team for the Force and that the evaluation was based purely on price.

OFFICER APPROVAL
Monitoring Officer
I have been consulted about the decision and confirm that financial, legal, and equalities advice has been taken into account. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner.

Signed  Date 10/2/17

Police and Crime Commissioner:
The above request HAS my approval.

Signed  Date 10/2/17

**Report of the Chief Constable to the Police and Crime Commissioner for
Cleveland – January 2017**

Status: For Decision

**Procurement Report for the Integrated Communications Control
System (ICCS) Replacement**

1. Purpose

- 1.1 Cleveland Police currently have an ICCS System which is old technology; the hardware is no longer able to support necessary upgrades and in addition there is no facility at the M8 fall back site.
- 1.2 In 2018, Central Government will commence their role out of the Airwaves replacement, the Emergency Services Network (ESN).
- 1.3 There is a requirement for the Control Room to be Emergency Services Network (ESN) compliant by September 2017 as the initial plan from the ESN Central Project Team was for the first of the Airwave user organisations to migrate to the replacement network (this has been delayed however at present no communication has been made confirming a revised date for Control Rooms to be ESN compliant).
- 1.4 If the replacement/upgrade does not take place, then the control room will not be able to communicate with early adopters of ESN for mutual aid etc. Also, the current ICCS will become increasingly unstable and mission critical communications between the control room and officers will be at risk- this in turn will jeopardise officer safety.
- 1.5 A business case for £700k funding to replace and upgrade the ICCS was submitted to towards 2020 and approved for 2016/17. The initial business case was for 2 installations of ICCS, one at HQ and one at the M8 fall back site.
- 1.6 Following initial market research it was identified that the cost of a 2 installations would be greater than the allocated budget. However, a Part 2 Business case was subsequently submitted with a change to one installation at the M8 fall back site as the technology of the APD Cortex 7 (New ICCS system) is more resilient and much less reliant on back end infrastructure to function. The install of the servers at M8 means that we can link the front end control room operator positions at both HQ and M8 to the system from anywhere within the force network. The original CAPITA ICCS relies heavily on backend infrastructure being local to the operators and would need to be installed in two locations for resilience.

- 1.7 The new system will be run in parallel with the existing Capita DS2000 for a period of 6 weeks. To mitigate any potential risks that migration to the new system could bring, the hands free docking stations installed in the control room will be available at all times.

2. Recommendations

- 2.1 That the Police and Crime Commissioner notes the Procurement process used to appoint a supplier for the ICCS Replacement.
- 2.2 The Police and Crime Commissioner approves the procurement methods investigated and recommendations put forward by the Evaluation Team to award the contract to Bidder 2.

3. Background

- 3.1 Kent and Essex Procurement Function have recently tendered and awarded a national framework contract for ICCS which is available for Cleveland to use. This contract has been awarded to a single supplier and therefore no further competition exercises are required.
- 3.2 South Yorkshire Police and Crime Commissioner has recently tendered and awarded a contract for Smart Works to a single provider. This contract is a national contract and available for Cleveland to use. ICCS is a product available under this contract, supplied by a partner to the lead contractor.
- 3.3 Both the Kent and Essex and South Yorkshire contracts enable a compliant route to market. Using such a Framework reduces the procurement costs and also reduces the timescales in the tendering process as suppliers on the Framework are already commercially compliant.
- 3.4 The ICCS provision under both contracts is supplied by the same contractor; this is as lead contractor with Kent and Essex and a sub-contract arrangement via the South Yorkshire contract. The solution available under both frameworks will enable a mirror of that utilised by both North Yorkshire and Durham which could be an enabler for future collaboration.
- 3.5 A review of both frameworks was conducted to establish which best met the needs of the organisations and offers the greatest value for money.
- 3.6 The review established that for the ICCS element the scope was the same for both frameworks with some small differences e.g. the Kent and Essex Framework did not include Hardware whereas the South Yorkshire Framework included Hardware. However on a like for like comparison the costs of the two frameworks were also very similar.
- 3.7 Although the evaluation was based purely on price (Bidder 2 being marginally lower than Bidder 1) additional benefits are achieved from Bidder 2 under the South Yorkshire Framework which include:

- 3.7.1 Developing relationships with existing partner to the PCC and Force
- 3.7.2 ICCS back end is not hosted on Cleveland servers, therefore if the Cleveland IT Servers were lost, the control room could still function.
- 3.7.3 The South Yorkshire Framework was for Smart Contact and therefore further exploration of the additional products available on the framework could be explored as part of future capital projects to enhance the services of the Control Room.

3.8 Estimated timescales for the project are:

- 3.8.1 The Procurement exercise will be complete on approval of the decision to award subject to contract. Contract signatures to take place early February.
- 3.8.2 Payment schedules will be agreed as part of the contract development, it is anticipated that approximately 10-20% will be paid in 2016/17, with the remainder to be paid throughout the project delivery with an estimated timescale for completion as September 2017.

3.9 These timeframes will be confirmed upon contract award.

4. Implications

4.1 Finance

- 4.1.1 The agreed budget for the ICCS Replacement was £700k this initially included an installation of the ICCS at both HQ and M8.
- 4.1.2 Bidder 2 has submitted costs of £442,700 which includes 1 year software support. This is a saving of £257,300 on the capital costs against the agreed budget, however, is only for a single installation at M8.
- 4.1.3 Year 2 onwards support costs will be £81,300. As the costs for support for the current ICCS solution is £59,172 this is an annual increase in revenue costs of £22,128 which is included in the Long Term Financial Plan. The increase is due to the additional functionality the ICCS requires to support both ESN and Airwaves.
- 4.1.4 The below table provides a comparison of costs against the two frameworks which were reviewed:

| Product | Kent and Essex (Bidder 1) | South Yorkshire (Bidder 2) |
|----------------------------|------------------------------|-------------------------------|
| ICCS | £339,600 | £328,000 |
| Hardware | £20,700* | £33,400** |
| Support Year 1 | £82,225 | £81,300 |
| Total Capital | £442,525 | £442,700 |
| Support Years 2-5 | £328,900 | £325,200 |
| Total Contract Cost | £771,425 | £767,900 |

*This does not include costs for servers

** This does include costs for servers

4.1.5 Bidder 2 is cheaper than Bidder 1 by £3,525 across the whole contract term.

4.2 Legal

Terms and Conditions used for this service are the South Yorkshire Police and Crime Commissioner Framework Terms.

4.3 Diversity & Equal Opportunities

There are no diversity & equal opportunity implications associated with the award of this contract.

4.4 Human Rights Act

There are no Human Rights implications associated with the award of this contract.

4.5 Sustainability

There are no sustainability implications associated with the award of this contract.

4.6 Risk

There is a risk that if the project is not completed then the Force may not be able to communicate with early adopters of the Emergency Services Network (ESN). The conflict of interest risk of including a SopraSteria member of staff on the evaluation was mitigated due to the evaluation being led and managed by the Procurement Team for the Force and that the evaluation was based purely on price.

5. **Conclusions**

5.1 The Evaluation Team is confident that the procurement exercise has been conducted in a fair, comprehensive, thorough and transparent process.

5.2 The South Yorkshire Framework overall provides the greatest value for money and additional non-financial benefits and therefore recommends that the PCC awards the contract for ICCS to Bidder 2.

5.3 The capital costs of the project are £257,300 under the allocated budget, albeit due to a revision in the number of installations. The Year 2 revenue costs will increase compared to the existing ICCS support contract as a result of additional functionality required to support both ESN and Airwaves.

Iain Spittal
Chief Constable

Evaluation team:

Procurement and Fleet Lead Business Partner – Cleveland Police

Airwaves Technical Manager – SopraSteria (on behalf of Cleveland Police)