



THE POLICE & CRIME COMMISSIONER FOR CLEVELAND

DECISION RECORD FORM

REQUEST: For PCC approval.

Title: Procurement of Integrated Communications Control System (ICCS) replacement

Executive Summary: 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.

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 two installations of ICCS, one at HQ and one at the M8 fall back site. Following a review of the costs a decision was made to install in one location only and therefore the budget was reduced to £450k.

In February 2017, a report was submitted to the PCC providing details of the two frameworks available to procure an ICCS Replacement and recommendations to award the contract for ICCS to Bidder 2 from the South Yorkshire Framework. In February 2017, the PCC made a decision to accept these recommendations.

Prior to placing the order, it was identified that a number of key components to deliver the solution which included links to telephony and GPS had been omitted from the original pricing on both frameworks. In addition a review of the Force Control Room (FCR) Migration strategy has identified a number of options for consideration in relation to the ICCS Replacement.

There are two compliant frameworks available to use. Following the inclusion of the additional components required to deliver an operational ICCS within the Force, a review of both frameworks was conducted to establish which best met the needs of the organisations and offers the greatest value for money

The successful bidder will be due to install the ICCS at the CSH in readiness for the Force Control Room Migration. The initial capital costs are £442,700 to be split between 2017/18 and 2018/19 and on-going revenue costs of £91,100 per annum for four years.

The appendix to this decision record form contains full details of the options in relation to installation, procurement process and outcome.

Decision: Accept the recommendation to select option 2 as the most viable and cost effective strategy for installation of the ICCS.

That the Police and Crime Commissioner note the procurement process used to appoint a supplier for the ICCS replacement.

The Police and Crime Commissioner approve the procurement methods investigated and recommendations put forward by the evaluation team to award the contract to Bidder 1.

OPCC Lead Officer: Michael Porter

Contractor Details (if applicable): APD Communications Ltd

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 capital budget for the ICCS replacement was £450k of this budget £55k was spent on a call recording software solution leaving a remaining £395k.

The costs during the initial procurement were £442,700 which included one year software support. The support costs from Year 2 onwards were £81,300. (which excluded hardware support).

The below table provides a comparison of costs against the two frameworks which were reviewed following the additional components:

Product	Kent and Essex (Bidder 1)	South Yorkshire (Bidder 2)
ICCS	£442,700	£453,957
Support Year 1	Incl. above	£80,017
Total Capital	£442,700	£533,974
Support Years 2-5	£364,400*	£320,068**
Total Contract Cost	£807,100	£854,042

*Inclusive of hardware and software support

**Inclusive of software support only

Year 2 onwards support costs will be £91,100. As the costs for support for the current ICCS solution is £59,172 this is an annual increase in revenue costs from 2018/19 or 2019/20 (Depending on option selected) of £31,928 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.

Bidder 1 is cheaper than Bidder 2 by £46,942.00 across the whole contract term and includes additional support of the hardware which Bidder 2 does not.

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

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 and 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 are no risks associated with Option 2 or award of the contract to Bidder 1 under the framework.

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 18/7/17

Police and Crime Commissioner:

The above request HAS my approval.

Signed 

Date 20/7/17



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

Status: For Decision

Installation Options and 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 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. Following a review of the costs a decision was made to install in one location only and therefore the budget was reduced to £450k.
- 1.3 In February 2017, a report was submitted to the PCC providing details of the 2 frameworks available to procure an ICCS Replacement and recommendations to award the contract for ICCS to Bidder 2 from the South Yorkshire Framework. In February 2017, the PCC made a decision to accept these recommendations.
- 1.4 Prior to placing the order, it was identified that a number of key components deliver the solution which included links to the Telephony and GPS to had been omitted from the original pricing on both frameworks. In addition a review of the Force Control Room (FCR) Migration strategy has identified a number of options for consideration in relation to the ICCS Replacement.
- 1.5 The report provides details of the options available and recommendations in relation to procurement.

2. Recommendations

- 2.1 Towards 2020 approved the business decision on the installation and accept the recommendation to select Option 2 as the most viable and cost effective strategy for installation of the ICCS. This was approved at the Towards 2020 on 12th July 17.
- 2.2 That the Police and Crime Commissioner note the Procurement process used to appoint a supplier for the ICCS Replacement.

- 2.3 The Police and Crime Commissioner approve the procurement methods investigated and recommendations put forward by the Evaluation Team to award the contract to Bidder 1.

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 Following the inclusion of the additional components required to deliver an operational ICCS within the Force, 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 costs associated with the delivery of the ICCS is dependent on the option selected in relation to installation review:
- 3.7 Option 1 –Install at HQ and move to the CSH
- 3.7.1 Installation of the ICCS at HQ in October 17 and then moving it to the new CSH in July 18 has limited benefits but significant risks.
- 3.7.2 The benefits of this option are that the new ICCS can be installed and project completed by the end of the financial year.
- 3.7.3 The risks associated with this option are that the Force Control Room would have significant outage of a number of days which ultimately could result in the need to purchase 2 ICCS one at HQ and one at the CSH.
- 3.7.4 Additional funding would be required within 2017/18 to achieve this option due to some of the allocated budget having already been spent on the red box solution installed into the control room in 2016/17.
- 3.7.5 The costs to migrate are £16,235.
- 3.7.6 Installation in October will result in the support contract for the existing ICCS being renewed in November, this has been allocated for within 2017/18 revenue budgets,

however both support contracts for existing and new ICCS will run in tandem with renewal of new ICCS in October/November 18.

3.8 Option 2 – Install at CSH

3.8.1 Installation of the new ICCS at the CSH fits into the FCR migration strategy to the CSH. The Force Control Room will continue to operate at HQ on the current ICCS until the date of migration. On the day of migration a new shift will commence work at the CSH utilising the new ICCS solution and HQ will continue to be run as a fall back solution utilising the existing software for a period of 4 weeks.

3.8.2 This will prevent a period of outage for the Control Room and there will be no additional costs associated with moving the ICCS.

3.8.3 The disadvantage of this solution is that the installation of the ICCS will be delayed, with only a percentage of the funds spent in 2017/18 on order placement to secure an install date. This will allow the Force to hand back the remaining element of funding to the PCC in 2017/18 reducing the need for additional borrowing and the Force will rebid for the remaining additional funding in 2018/19 to deliver the project.

3.8.4 Installation in May/June of the ICCS will result in the support contract for the existing ICCS being renewed in November, this has been allocated for within 2017/18 revenue budgets, however both support contracts for existing and new ICCS will run in tandem with renewal of new ICCS in May/June 19.

3.9 Option 3 – Install at Kirkleatham and move to the CSH

3.9.1 Installation of the back end function of the ICCS at Kirkleatham in October 2017 will enable the funds to be spent within 2017/18. This would then be moved to the CSH in July 18.

3.9.2 This option does not involve any risk associated with outage of the control room; however there are additional costs associated with moving the ICCS from Kirkleatham into the CSH.

3.9.3 The benefits of this option are that the project team will have more time to install and test the solution before it becomes operational resulting in less risk following migration of the FCR to the CSH.

3.9.4 Additional funding would be required within 2017/18 to achieve this option due to some of the allocated budget having already been spent on the red box solution installed into the control room in 2016/17.

3.9.5 The migration costs are £16,235

3.9.6 Installation in October will result in the support contract for the existing ICCS being renewed in November, this has been allocated for within 2017/18 revenue budgets, however both support contracts for existing and new ICCS will run in tandem with renewal of new ICCS in October/November 18.

4. Implications

4.1 Finance

4.1.1 The budget for the ICCS Replacement was £450k of this budget £55k was spent on the red box solution leaving a remaining £395k.

4.1.2 The costs during the initial procurement were £442,700 which included 1 year software support. The support costs from Year 2 onwards were £81,300.

4.1.3 The below table provides a comparison of costs against the two frameworks which were reviewed following the additional components:

Product	Kent and Essex (Bidder 1)	South Yorkshire (Bidder 2)
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*Inclusive of Hardware and Software support

**Inclusive of Software support only

4.1.4 Year 2 onwards support costs will be £91,100. As the costs for support for the current ICCS solution is £59,172 this is an annual increase in revenue costs from 2018/19 or 2019/20 (Depending on option selected) of £31,928 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.

4.1.5 Bidder 1 is cheaper than Bidder 2 by £46,942.00 across the whole contract term and includes additional support of the hardware which Bidder 2 does not.

4.2 Legal

Terms and Conditions used for this service are the Kent and Essex 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 are no risks associated with Option 2 or award of the contract to Bidder 1 under the framework.

5. **Conclusions**

5.1 Option 2 is in line with the Force Control Room migration strategy.

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

5.3 The Kent and Essex Framework overall provide the greatest value for money and additional non-financial benefits and therefore recommend that the PCC awards the contract for ICCS to Bidder 1.

Iain Spittal
Chief Constable

Evaluation team:

Head of Procurement and Fleet– Cleveland Police

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