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| DECISION NO: PCCG-2014-073 | |
| <u>OFFICE OF POLICE & CRIME COMMISSIONER</u> | |
| LEAD CHIEF OFFICER: | Nigel Stephens – Assistant Chief Officer - Resources |
| TITLE: | Command and Control System |
| DATE: | 26 August 2014 |
| TIMING: | 9 September 2014 |
| PURPOSE: | For decision |
| 1. | <u>RECOMMENDATION</u> |
| 1.1 | It is recommended that the contract for a new command and control system be awarded to Tenderer B, in accordance with paragraph 82 of the Manual of Governance. Tenderer B scored the highest following completion of a Most Economically Advantageous Tender (MEAT) process. The contract is awarded for three (3) years with the option to extend for two (2) additional annual periods. |
| 2. | <u>INTRODUCTION & BACKGROUND</u> |
| 2.1 | The existing Command and Control application (the System) is a Northgate system and was purchased in 1989. The System has been developed over subsequent years and many of the modules utilised have evolved due to the demands of operational policing and the changing character of the police service. |
| 2.2 | The system is borne on server and client hardware, and uses Operational And Support Information System and Reality software that is subject to licensing. The existing data is held in a 'PICK' (operating system) Database, which is an out-dated format which although reliable, cannot support any windows-type functionality. In addition, Integrated Incident Management was developed as a GUI (Graphical User Interface) front-end as a collaborative effort between Northgate and Gwent Police, to produce a windows-based front end to the OASIS database. This development has had limited success within the Force Communications Suite due to technical issues and user acceptance. |
| 2.3 | The Commissioner could continue to negotiate with Northgate for further extensions to the OASIS/ORIS licences and IIM at costs in excess of £200,000 per annum. However, only two police forces now run OASIS and Gwent Police are the only force that has deployed IIM. It is highly likely that Northgate will withdraw support for this out-dated technology, as they concentrate their efforts on their development of new business interests. |
| 2.4 | Northgate has indicated that resources have already been diverted to other business areas and a meeting has been arranged to discuss further extensions, the use of OASIS and IIM within Force and how Northgate can support us if the decision is confirmed to extend the licences for the two systems for a further twelve months during the commissioning of the new system. Northgate have confirmed support will be provided during the |

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| | extension period. |
| 2.5 | Changes to the database are becoming increasingly expensive and as legislation and Force priorities change, the Commissioner needs to invest in a command and control system which is future proof and can cope with the changing environment of the police service. |
| 2.6 | For example, a recent request to add two fields to a particular screen within OASIS and make it searchable on IIM attracted a cost of £24,900. As this was not an operational imperative but for data cleansing purposes, a decision was made to enhance OASIS only but this still attracted a cost of £9,000. These changes then increase the annual maintenance and software charge commensurately. |
| 2.7 | The current Command and Control system has no auditable facility for records and the Force faces the risk of contravention of the Data Protection Act as no records have been removed from the system since its implementation in the early 1990's. |
| 2.8 | Research was undertaken to establish if there were any suitable frameworks or contract available to utilise prior to carrying out a full tender process. There is no provision in any IT framework/contract for this requirement. |
| 2.9 | The tender process undertaken was a restricted procedure and suppliers were required to submit a Pre-Qualification Questionnaire (PQQ) with their expressions of interest. Closing date for return of PQQ's was 30 October 2013. |
| 2.10 | The pre-qualification questionnaires were evaluated by the panel; the Command & Control Project Manager, Development Project Analyst Command & Control Project, Airwave System Manager, Force Control Room Operator, Force Control Room Supervisor, Assistant Director – Infrastructure and Niche Programme Manager facilitated by the Head of Procurement. |
| 3. | <u>ISSUES FOR CONSIDERATION</u> |
| 3.1 | Eight suppliers submitted a response at the PQQ stage. Suppliers were required to provide information relating to their organisation's financial standing, capacity and capability, equal opportunities, sustainability, management structure and Health and Safety. |
| 3.2 | Three suppliers failed the financial checks and were not invited to tender, the tender document was issued to the remaining five suppliers. |
| 3.3 | One tenderer declined to tender prior to the closing date of 27 th June 2014. No response was received from two suppliers. |
| 3.4 | Two suppliers responded, which were evaluated by the panel based on the criterion of 40% price and 60% Quality, which was broken down into tender response questions 50%, presentation 5% and site visit 5%. |

3.5 Below is a breakdown of the scores achieved by the two suppliers and agreed by the evaluation panel:

| Award Criteria | Max Score | Tenderer A | Tenderer B |
|--------------------------|------------------|-------------------|-------------------|
| Price | 40.00 | 36.24 | 40.00 |
| Quality - Spec Questions | 50.00 | 31.15 | 39.95 |
| Quality - presentation | 5.00 | 2.50 | 5.00 |
| Quality - Site Visit | 5.00 | 0.50 | 4.00 |
| Total Score | 100.00 | 70.40 | 88.95 |

4. NEXT STEPS

4.1 On approval of the report, all suppliers will be issued with a ten day standstill letter in line with European Directives, notifying them of our intention to award the contract. Subject to any challenges, which may happen during the standstill period, Tenderer B will be awarded the contract and initiate their implementation plan for the service to commence on 1 October 2014.

5. FINANCIAL CONSIDERATIONS

5.1 Capital costs for the system are £769,869 with the breakdown of costs below:
 Core modules - £178,500
 Interfaces - £322,500
 Implementation (project management, consultancy etc.) £268,869
 In addition, there are revenue training costs of £24,100.

5.2 The annual revenue costs (support and maintenance) are £113,482 per annum which will present an annual saving of £57,000 on the current system.

5.3 There will be additional costs for hardware and licences associated to this project (e.g. Servers, SQL Server, VMware, and Windows). The actual costs will be determined after initial planning sessions with the successful tenderer. However, £250,000 is remaining in the project budget.

5.4 The total costs are already provided in the capital budget.

6. PERSONNEL CONSIDERATIONS

6.1 There are no personnel considerations; the project team has already been established to implement the new system.

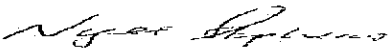
7. LEGAL IMPLICATIONS

7.1 This report has been submitted in line with the European Directives and Manual of Corporate Governance.

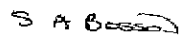
7.2 The documents were reviewed and agreed by Joint Legal Services prior to issue.

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| 8. | <u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u> |
| 8.1 | This report has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any particular group. |
| 8.2 | In preparing this report, consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998. |
| 9. | <u>RISK</u> |
| 9.1 | The risk for the Commissioner if the contract is not approved and awarded are: <ul style="list-style-type: none"> • Using out-dated technology restricts the Force's ability to respond to the changing demands of operational policing. • Increasing software and maintenance support as fewer Forces use the system. • Northgate could withdraw support and maintenance. |
| 10. | <u>PUBLIC INTEREST</u> |
| 10.1 | Following approval by the Commissioner, this report will be made available to the public after the ten day Standstill Period. |
| 11. | <u>CONTACT OFFICER</u> |
| 11.1 | Paula Corfield, Head of Procurement. |
| 12. | <u>ANNEXES</u> |
| 12.1 | N/A. |

For OPCC use only

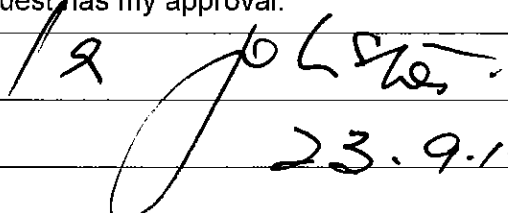
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| Office of the Chief Constable I confirm that Command and Control System report has been discussed and approved at a formal Chief Officers' meeting. It is now forwarded to the OPCC for approval. |
| Signature:  |
| Date: 9 September 2014 |

| | Tick to confirm (if applicable) |
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| Financial The Chief Finance Officer has been consulted on this proposal. | ✓ |
| OPCC (insert name) The Chief Executive has reviewed the request and is satisfied that it is correct and consistent with the PCC's plans and priorities. | ✓ |
| Legal The legal team have been consulted on this proposal. | N/A |
| Equalities The Equalities Officer has been consulted on this proposal. | N/A |

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| Chief Executive/ Deputy Chief Executive: I have been consulted about the proposal and can confirm that financial, legal, equalities etc... advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate report to be submitted to the Police and Crime Commissioner for Gwent. |
| Signature:  |

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| Date: 23/09/14 |
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| Police and Crime Commissioner for Gwent I confirm that 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. The above request has my approval. |
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| Signature:  |
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| Date: 23.9.14 |
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