



**OFFICE OF THE POLICE & CRIME
COMMISSIONER FOR THAMES VALLEY**

REQUEST FOR DECISION – PCC 2020 / 006

Title: Contact Management Platform (CMP) Managed Service Support Contract

TVP and Hampshire Constabulary have been developing a joint Contact Management Platform using Microsoft. The new solution will enable all call information to be shared across both forces and data will be integrated into core Force systems.

A contract was put in place with Fujitsu Services Ltd in 2017 (PCC 2017/021) to provide support to the development and implementation of the solution, provide 2nd and 3rd line support for the service and provide the link with Microsoft for any technical matters.

The contract term was for three years with a short extension period. The current contract comes to an end on 23rd March 2020.

The requirement for this support will continue to be needed as the new solution goes into “live” status and during the period that this solution is currently structured and delivered with the infrastructure on premise.

Full details are provided in Annex 1.


Recommendation:

The Police and Crime Commissioner is invited to award this contract to Fujitsu Services Ltd. It is for an initial term of 36 months’ duration, with one extension option of 12 months.

The total value of this contract is estimated at £4,296,480 over the full project period (including extension option). The total value is made up of £3,222,360 for the initial term and £1,074,120 if the 12-month extension period if taken up. A competitive price for any extension period will be negotiated before being agreed, to take into account benchmarked pricing from the market.

Police and Crime Commissioner

I hereby approve the recommendation above.

Signature  Date 19.3.20.

PART 1 – NON-CONFIDENTIAL

1 Introduction and Background

- 1.1 TVP and Hampshire Constabulary have been developing a joint Contact Management Platform using Microsoft. The new solution will enable all call information to be shared across both forces and data will be integrated into core Force systems.
- 1.2 A contract was put in place with Fujitsu Services Ltd in 2017 (PCC 2017/021) to provide support to the development and implementation of the solution, provide 2nd and 3rd line support for the service and provide the link with Microsoft for any technical matters.
- 1.3 The contract term was for three years with a short extension period. The current contract comes to an end on 23rd March 2020.
- 1.4 Full details are provided in Annex 1

2 Issues for Consideration

- 2.1 The Fujitsu team has supported the development of the new CMP solution for the last three years and have in place a skilled and experienced ICT technical team with knowledge of the design of the solution and ongoing capacity to deliver the service as set out above. This level of technical support will continue to be needed whilst the implementation work is finalised and “go-live” moves from project to steady state. The technical 2nd and 3rd line support plus working with Microsoft will continue to be required.
- 2.2 The Fujitsu technical team have experience from supporting the development and implementation to continue to provide this essential service in order to keep the new CMP solution stable and supported.
- 2.3 The Force has considered whether this continued requirement could be provided by another organisation but at this critical point of the project this would create an operational risk to the service.
- 2.4 The ICT senior management and Procurement have therefore reviewed the market options and using the Crown Commercial Services Framework CCS RM 3821, have negotiated a new contract and terms direct with Fujitsu for the next three years. The price has been fixed at an annual fee paid monthly with no CPI/indexation for a managed service.

3 Financial Comments

- 3.1 The total value of this contract is estimated at £4,296,480 over the full project period (including extension option). The total value is made up of £3,222,360 for the initial term and £1,074,120 if the 12-month extension period is taken up.
- 3.2 The price to be paid for the three years is fixed. The contract can be cancelled without cause by the Force from month 24 with a reducing monthly payment based on Fujitsu’s loss of profit for the remaining 12 months.

3.3 The service includes both agreed service levels and service credits in the event of non-performance. The contract will be managed by a senior manager in ICT.

3.4 The contract provides a cashable saving of £110,941 against current year's spend plus provides any risk of indexation of approx. 2.4% a year.

4 Legal Comments

4.1 This exercise was undertaken via a legally compliant procurement process.

4.2 No TUPE implications apply as a result of the award of this contract. There are provisions set out in the contract to mitigate against the design of the service resulting in TUPE at the end of the contract.

5 Equality Comments

5.1 There are no issues with regards to equality in this process. Fujitsu are responsible for the appointment of staff allocated to this contract. As a CCS supplier they must comply with all conditions relating to diversity set up the framework provider.

6 Background Papers

6.1 Not applicable.

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 website within 1 working day of approval. Any facts and advice that should not be automatically available on request should not be included in Part 1 but instead on a separate Part 2 form. Deferment of publication is only applicable where release before that date would compromise the implementation of the decision being approved.
Is the publication of this form to be deferred? No If yes, for what reason? Until what date?
Is there a Part 2 form? No

ORIGINATING OFFICER DECLARATION (as appropriate):		
	Officer	Date reviewed
Head of Procurement	Richard Fowles	13.3.20
Financial Advice	Linda Waters	13.3.20

OFFICER'S APPROVAL

We have been consulted about the proposal and confirm that financial and legal advice have been taken into account in the preparation of this report.

We are satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner.

Chief Executive



Date

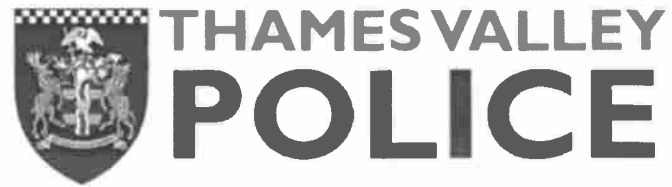
17/03/2020

Chief Finance Officer



Date

17/3/20



Procurement Services

Procurement Outcome Report
Award of contract to Fujitsu Services Ltd

TVP Reference 00521

Contract Period

24th March 2020 to 23rd March 2023 with the option to
extend for 12 months.

Submitted by, Jane Lubbock, ICT Procurement Business
Partner

Date Submitted: 13th March 2020

Contract Award (and POR) Sign-Off Sheet

By approving this document, the Procurement Governance Board confirms acceptance of the detail contained within this document, approval to proceed with contract award, implementation and realisation of the benefits.

In the case of a Procurement which results in a new contract (or extension) the document replaces the previous award paper, and has a section for the relevant sign-offs below.

Executive Summary and Recommendations

1.1 BACKGROUND

TVP and Hants Constabulary have been developing a joint Content Management platform using Microsoft. The new solution will enable all call information to be able to be shared across both forces and data will be integrated into core Force systems.

A contract was put in place with Fujitsu Services Ltd in 2017 to provide support to the development and implementation of the solution, provide 2nd and 3rd line support for the service and provide the link with Microsoft for any technical matters.

The contract term is for three years with a short extension period. The current contract comes to an end on 23rd March 2020.

The requirement for this support will continue to be needed as the new solution goes into “live” status and during the period that this solution is currently structured and delivered with the infrastructure on premise.

The Force is currently considering timelines and options of when this might be re plat formed as a Cloud solution. It is envisaged that the current requirement will be required until later in 2023.

1.1.1 Current Budgeted Spend: (last 12 months) £1,185,061 Subjective Codes:3820 (cost codes being updated by Finance)

1.1.2 Summary of requirement and process: The Fujitsu team has supported the development of the new CMP solution for the last three years and have in place a skilled and experienced ICT technical team with knowledge of the design of the solution and ongoing capacity to deliver the service as set out above. This level of technical support will continue to be needed whilst the implementation work is finalised and “go live” moves from project to steady state. The technical 2nd and 3rd line support plus working with Microsoft will continue to be required.

The Fujitsu technical team have both the experience from supporting the development and implementation to continue to provide this essential service in order to keep the new CMP solution stable and supported.

The Force has considered whether this continued requirement could be provided by another organisation but at this critical point of the project this would create an operational risk to the service.

The ICT senior management and procurement have therefore reviewed the market options and using the Crown Commercial Services Framework CCS RM 3821, have negotiated a new contract and terms direct with Fujitsu for the next three years. The price has been fixed at an annual fee paid monthly with no CPI/indexation for a managed service.

The price to be paid for the three years is fixed. The contract can be cancelled without cause by the Force from month 24 with a reducing monthly payment based on Fujitsu’s loss of profit for the remaining 12 months.

The service includes both agreed service levels and service credits in the event of non-performance. The contract will be managed by a senior manager in ICT.

1.1.3 Regulation 84 form has been completed and is at Appendix A **1.1.4 Contract Terms and Conditions:** The suppliers meet all the requirements of the contract terms and conditions and specification and offer the Most Economically Advantageous Solution, as assessed through the evaluation process.

1.1.5 Legal Implications: Please state any legal implications on the award of contract. No TUPE implications apply as a result of the award of this contract. There are provisions set out in the contract to mitigate against the design of the service resulting in TUPE at the end of the contract.

1.1.6 Equality and Diversity: There are no equality and diversity implications in award of this Contract. Fujitsu are responsible for the appointment of staff allocated to this contract. As a CCS supplier they must comply with all conditions relating to diversity set up the framework provider.

1.1.7 Realisation Implementation Plan: The contract will be the continuation of the service to meet the demands of the service to provide the technical ICT level 2 support. There are no milestones to be completed at the commencement of this contract. Fujitsu will be measured against an agreed SLA and KPIs.

1.1.8 Contract Management Review: Tier 1 x

1.1.9 The procurement process has followed and complied with the 5 key Treaty Principles of PCR 2015: - Transparency; Non-Discrimination; Equal Treatment; Proportionality; Mutual Recognition. x

The contract will be awarded using the direct award option of CCS framework RM3821 following two months of negotiation with Fujitsu Services Ltd.

1.2 RECOMMENDATION

1.2.1 The Police and Crime Commissioner / Chief Constable of Thames Valley Police (Chief Finance Officer and Director of Finance) are invited to agree the award of contract in respect of the above.

The above contract is for an initial term of 36 months' duration, with one extension option of 12 months.

The total value of this contract is estimated at £4,296,480 over the full project period (including extension options). The total value is made up of £3,222,360 for the initial term and £1,074,120 if 12-month extension period if taken up. A competitive price for any extension period will be negotiated before being agreed, to take into account benchmarked pricing from the market.

Process and POR approval

Role	Name/Job Title	Signature and Sign-Off Date
Project Sponsor	Mike Latanzio	Mike Latanzio
Procurement Business Partner	Jane Lubbock	Jane Lubbock
Procurement Lead	Jane Lubbock	Jane Lubbock
TVP Finance	Dharmesh Tailor	Dharmesh Tailor
Legal	N/A	

Contract Award Approval

Approval Role	Name	Job Title	Signature and Sign-Off Date
Reviewer:	Richard Fowles	Head of Procurement	Richard Fowles 13.3.2020
First Approver:	Linda Waters	Director of Finance	
Second Approver:		Chief Finance Officer	
Third Approver:		OPCC	

Public access to information

Information in this POR is subject to the Freedom of Information Act 2000 (FOIA) and other legislation. Part 1 of this form will be made available on the website within 1 working day of approval. Any facts and advice that should not be automatically available on request should not be included in Part 1 but instead on a separate Part 2 form. Deferment of publication is only applicable where release before that date would compromise the implementation of the decision being approved.

**PART 1 –
FOR PUBLICATION ON TVP / PCC INTERNET SITE**

Contract Summary and Information for BLPD	
Proposed Supplier (s)	Fujitsu Services Ltd
Planned Contract Start Date	24 th March 2020
Contract Duration – Initial Term (<i>months</i>)	36 Months
Contract Extensions Available (<i>months</i>)	Option to extend by 12 Months
Contract Value <i>Initial Period (months)</i>	£3,222,360
Contract Value Extension per extensions periods	£1,074,120 An extension would be subject to negotiation of the service levels and price
Collaborative Purchase Information (who are we buying with and what is there proportion of spend).	N/A

Project Savings (for use on Home Office benefits reporting – NOT TO BE INPUT ON BLPD)	
Baseline Spend (<i>highlight any changes to information provided in PLD</i>)	Contact renewal. Current annual spend £1,185,061 New contract annual spend £1,074,120 fixed for a managed service
Savings Enabled: <i>Detail at High, Low and Expected level if the savings are likely to be variable e.g. based on demand.</i> <i>Include Annual & Total Contract Savings</i>	Cashable: £110,941 against current years spend plus provides any risk of indexation of approx. 2.4% a year. Non-Cashable: Non identified Total:
Savings Start Date if different from Contract start date	N/A
Collaborative Savings	No
Savings Types (<i>based on Savings Definitions in Savings Analysis Worksheet</i>)	Cashable
Other Benefits:	
Total Savings as a % of baseline spend:	10.38% plus future indexation

**PART 2 –
CONFIDENTIAL OR PUBLIC DISCLOSURE NOT REQUIRED (not for publishing on our intranet site)**

Additional Confidential Information

Include any additional confidential information to support the recommendation

No additional requirement. This contract is suitable for being published in accordance with the relevant Transparency code as applies to the Police Forces.

APPENDIX A - REGULATION 84 REPORT

The Regulation 84 actual original information is not required to be input into this document, but you should ensure that the information is contained within your procurement files. Please only insert a text summary of the information in the table below.

Regulation	Data	Required?	Included?
84(1)(a)	Name and address of contracting authority Name and Address Thames Valley Police	Yes	Y
84(1)(a)	Subject-matter and value of the contract Supply / Services / Works Description CMP technical second line support	Yes	Y
84(1)(b)	Names of candidates/tenderers passing any selection stage and the reasons for their selection To See Cost and Deliverables overall evaluation summary of POR or N/A	If relevant	N
84(1)(b)	Names of candidates deselected following any selection stage and the reasons for their deselection	If relevant	N
84(1)(b)	Names of bidders selected (following a "reduction of numbers" under Regulation 66) to continue to take part in a competitive with negotiation or competitive dialogue process, and the reasons for their selection.	If relevant	N
84(1)(b)	Names of bidders deselected (following a "reduction of numbers" under Regulation 66) from a competitive with negotiation or competitive dialogue process, and the reasons for their deselection.	If relevant	N
84(1)(c)	Reasons for rejection of any tender found to be abnormally low Reason N/A	If relevant	N
84(1)(d)	Name(s) of successful bidder(s) Bidder Name(s) Fujitsu Service Ltd	Yes	Y
84(1)(d)	Reasons why successful bid(s) was/were selected Reasons Confirmed capability and capacity to deliver the service at an agreed price	Yes	Y
84(1)(d)	Share of the contract/framework agreement that the successful bidder intends to sub-contract Percentage of contract sub-contracted N/A	If relevant	N
84(1)(d)	Names of the main sub-contractors Names of Sub-Contractors N/A	If relevant	N
84(1)(e)	Justification for use of competition with negotiation process or competitive dialogue process (see Regulation 26) Justification N/A	If relevant	N
84(1)(f)	Justification for use of negotiated procedure without a notice (see Regulation 32) Justification N/A	If relevant	N
84(1)(g)	Reasons why the contracting authority decided not to award the contract/framework agreement Reason N/A. Framework selected	If relevant	N
84(1)(h)	Reasons why non-electronic means was used for submission of tenders. Reason N/A	If relevant	N
84(1)(i)	Details of conflicts of interest detected and measures taken to nullify these. Details N/A	If relevant	N
76(4)(b)(iii)	In a Light Touch regime process, where the contracting authority has chosen to depart from the process as originally stated in the procurement documents (in accordance with the conditions permitting this at Regulation 76(4)), this decision and the reasons behind it must be documented in compliance with Regulations 84(7) and (8). Reasons N/A	If relevant	N
58(d)	If not recorded elsewhere in the procurement documentation, an indication of the main reasons why the contracting authority considers there to be a justified case for requiring bidders to evidence turnover that is greater than the standard permitted maximum of twice the estimated contract value (for example, due to special risks attached to the nature of the works / services or supplies) Reasons for evidencing turnover N/A Fujitsu Services is a global organisation	If relevant	N
46(2)	If not recorded elsewhere in the procurement documentation, the main reasons for decision of the contracting authority not to subdivide the requirement into lots. Reasons for not Loting N/A	If relevant	N

Comments (please insert any comments relating to Regulations 84 compliance)

This contract conforms to all the requirements of Regulation 84 of PCR 2015

Document Ref	Status	Author	Approver	Date
POR Issue 6	Obsolete	Des Dockerill	R Fowles	11-02-2019
Change recorded	Template Re-formatted based on compliance and PCC feedback. Document Control Added.			
POR Issue 7	Obsolete	Des Dockerill	R Fowles	20-05-2019
Change recorded	Addition of confirmation on compliance to Treaty Principles at 1.1.9			
POR Issue 8	Live	Des Dockerill	R Fowles	27-09-2019
Change recorded	Reformat of if Project Savings Table into Part 1 of FOR PUBLICATION ON TVP / PCC INTERNET SITE (NOTE NAME CHANGE FROM INTRANET TO INTERNET)			

