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Report of Technical Manager

Report to Director Communities & Environment

Date: 06/04/18

Subject: Waiver of CPRs 8.1 and 8.2 for the support and modification of the Leedswatch Alarm Receiving Centre software platform.

Are specific electoral Wards affected? **If relevant, name(s) of Ward(s):**	☐ **Yes**	☒ **No**
Are there implications for equality and diversity and cohesion and integration?	☐ **Yes**	☒ **No**
Is the decision eligible for Call-In?	☐ **Yes**	☒ **No**
Does the report contain confidential or exempt information? **If relevant, Access to Information Procedure Rule number:** **Appendix number:**	☐ **Yes**	☒ **No**

Summary of main issues

1.   The Leedswatch Alarm Receiving Centre (ARC) uses the software package 'Sentinel' provided by the creator and vendor Monitor Computer Systems Ltd.

2.   The Leedswatch in-house engineer team provides tier 1 support for the ARC. Tier 2 support is provided by Monitor Computer Systems Ltd and considered essential.

3.   There is currently no contract with Monitor Computer Systems Ltd for the tier 2 support of 'Sentinel' or its modification/enhancement.

Recommendations

4.   The Director of Communities and Environment is recommended to approve the waiver of Contract Procedure Rule 8.1 and 8.2 (intermediate value procurements) and enter into a contract for a period of up to three years to purchase support services and modifications/enhancements from Monitor Computer Systems Ltd.

1   Purpose of this report

1.1   There is a need for a contract with the existing ARC software supply to provide essential ongoing support and access to purchase modification/enhancement for the Leedswatch alarm monitoring control room installation.

1.2   The purpose of this report is to seek approval to waive Contract Procedure Rule 8.1 and 8.2 to enter into a 3 year contract with Monitor Computer Systems Ltd.

2   Background information

2.1   Leeds City Council has owned and operated an ARC for in excess of 20 years. The ARC has utilised Monitor Computer Systems Ltd for its monitoring software supplier during this period. The ARC software allows Leedswatch to effectively and efficiently monitor intruder and fire alarm systems across the authority to protect the public, property, staff and assets.

2.2   In order to ensure the correct operation of and reliability of the ARC essential maintenance and support is required. This is provided by the creator and vendor Monitor Computer Systems Ltd.

2.3   If the ARC requires enhancement or modification it is provided by the creator and vendor Monitor Computer Systems Ltd.

3   Main issues

Reason for the Contract Procedure Rules waiver

3.1   The 2nd tier support of 'Sentinel' and any modification/enhancement to it can only be provided by the software creator and vendor Monitor Computer Systems Ltd.

3.2   The alternative to purchasing support from the current supplier 'Monitor Computer Systems Ltd' would be a procurement of an alternative ARC software solution. This would be complex and costly, an ARC software replacement would not represent best value whilst the 'Sentinel' solution is serviceable and fit for purpose.

3.3   It is however envisaged that the ARC hardware is approaching end of life and will require replacing within 2 to 3 years. The procurement of the ARC solution would be suitable at this time.

Consequences if the proposed action is not approved

3.4   The Sentinel software allows Leedswatch to effectively and efficiently monitor intruder and fire alarm systems across the authority.

The support and enhancement of the ARC is essential to ensure the continued operation of the Leedswatch alarm monitoring service. Failure to adequately maintain the ARC would result in a partial or complete loss of the Leedswatch alarm monitoring service.

Failure of the Leedswatch monitoring service would place at risk the public, property, staff and assets. Its failure would also impact dependencies such as Key holding and alarm response services.

Advertising

3.5   The work has not been advertised.

4   Corporate Considerations

4.1   Consultation and Engagement

4.1.1   The ARC software and its support has utilised the vendor Monitor Computer Systems Ltd for their product 'Sentinel' as they meet the complex requirements of the alarm receiving centre in a specialist market.

4.2   Equality and Diversity / Cohesion and Integration

4.2.1   The support of the Leedswatch ARC has no implication in relation to equality and diversity.

4.3   Council policies and the Best Council Plan

4.3.1   Leedswatch works in partnership with departments across the authority, WYP and the Fire & Rescue Service to protect and manage property, staff and assets. The reliability and function of the ARC is an integral part of the Leedswatch service and essential to achieve aims.

4.4   Resources and value for money

4.4.1   The cost for the support contract and maintenance/enhancement are revenue cost and included in the annual Leedswatch maintenance budget.

4.4.2   The annual fee for this year is £17,239.35. It is predicted that the annual costs for years 19/20 and 20/21 will have a small increase to reflect inflation.

4.5   Legal Implications, Access to Information and Call In

4.5.1   As this report contains a request to waive CPRs, this is a significant operational decision and is not eligible for Call In.

4.6   Risk Management

4.6.1   Failure to approve the waiver will remove access to software support and maintenance. In the event of a significant ARC issue, monitoring will no longer be available and Leedswatch alarm monitoring, this would place at risk the public, property, staff and assets it protects.

4.6.2   Its failure would also impact dependencies such as Key holding and alarm response services.

4.6.3   Updates, modification and enhancement to the ARC would no longer be available. Leedswatch will not have the ability to repair, make significant alteration, dynamically adapt the installation or modernise and expand services

5   Conclusions

5.1   It is essential that the Leedswatch ARC installation is fully supported and protected against failure. Leedswatch must also remain dynamic having access to enhancements updates and modifications to meet service needs and adapt to new technologies.

5.2   Due to the expense and complexity of changing the ARC software the agreement should be continued with the existing supplier for a period of two years. Following this it is expected that the Monitor Computer Systems Ltd solution will be end of life and therefore require procurement and renewal.

6   Recommendations

6.1   The Director of Communities and Environment is recommended to approve the waiver of Contract Procedure Rule 8.1 and 8.2 (intermediate value procurements) and enter into a contract for a period of up to three years to purchase support services and modifications/enhancements from Monitor Computer Systems Ltd.

7   Background documents[1]

        None.