



### **Airwave Special Coverage Service Delivery - award of contract**

**Date of meeting** 6 March 2020

**Date of report** 11 February 2020

#### **Report by Director of Subway**

#### **1. Object of report**

To recommend to the Partnership, the approval of the award of a contract to Airwave Solutions Ltd for the continuation of the Airwave Secure Communications Radio Service. Award includes necessary infrastructure upgrades and service provision.

#### **2. Background**

##### **2.1 Introduction**

It was reported in the last modernisation update to Partnership in December 2019, that there is a need to have continuation of the current Airwave Secure Communications Radio Service (“Airwave”) in conjunction with associated required upgrades of system equipment.

Subway currently uses the national Home Office Emergency Services Network (ESN) secure radio communications system for all day-to-day operational communications within its infrastructure and to securely communicate with the emergency services, in times of operational or wider emergency. In addition, this current installed radio system also allows the emergency services to independently communicate within the Subway sub-surface system. The use of this system as the backbone to safe, secure operational communications is written into SPT’s Authorisation and Certification with the Office of Road and Rail (ORR) to operate and maintain passenger service. The existing ESN hardware and services are currently provided, operated and maintained by Airwave Solutions Ltd (a Motorola company).

In December 2015, the Government awarded a new ESN user services and mobile services contracts to Motorola Solutions for handsets and EE Limited for infrastructure, respectively. These new contracts will phase in a new communication service that will incorporate 4G connectivity. The Government’s programme is now in the mobilisation phase before the start of transition to a full new ESN system and contract. This planned transition was intended to be rolled out between 2017 and 2020 but due to significant delays in this Government process, confirmation of when this final transition will take place has yet to be confirmed by the Home Office. Due to the publically reported delays with implementation of the new ESN Contract, the Home Office has extended its current contract with Airwave Solutions Ltd until December 2022 with the option for a further year to December 2023.

SPT contracts directly with Airwave Solutions Ltd for the current services within Subway. The current Airwave contract between SPT and Airwave Solutions Ltd comes to an end

in June 2020. It was originally envisaged that SPT would transition onto the new ESN by 2020 in line with the original Home Office programme. However, the Home Office delays in delivering the new ESN solution now require SPT to renew its contract with Airwave Solutions Ltd, and given the age and condition of the system installed in Subway, an upgrade of some necessary equipment and licenses is also required to allow Airwave Solutions Ltd to continue to provide a safe and technically assured communication service to SPT.

## 2.2 Needs summary

The current Airwave Solutions Ltd contract to provide a secure radio communication service within the Subway is due to expire in June 2020. This is a safety critical service that is vital to maintain safe Subway operations in line with regulatory and governmental requirements and expectations. Without this service, both SPT internal staff and the emergency services would have no secure method of communicating throughout the Subway system.

The continuity of the Airwave Radio service must be maintained until the roll out of the new national ESN service by the Home Office. Roll-out of this new service has been delayed by the Home Office, and therefore SPT need to 'plug the gap' (June 2020 to December 2022, possibly longer). SPT entered into negotiations for a renewed contract mid-2019 with Airwave Solutions Ltd.

## 2.3 Requirement summary

The requirement is to supply, support and maintain the Airwave secure communications radio handsets and infrastructure. This is a fully licensed and managed radio communication service that provides installation, hand held radio devices, training and maintenance, which make up the provision of a radio system service that is secure, resilient, reliable and has interoperability that allows both internal SPT staff communication and Emergency service communication to take place throughout the Subway.

## 2.4 Aims and objectives

The overall aims and objectives of this supply provision are:

- To ensure the secure, reliable and continued Airwave radio communication service on the Subway, which is a safety critical service, until the transition over to the new Home Office ESN system, envisaged to be by December 2022

## 3. Outline of proposals

### 3.1 Scope of supply

The full requirement specification was determined via a survey undertaken by Airwave Solutions Ltd and SPT in January 2020. The scope of supply is based on this survey and the previous service provision as follows:

- Provision, installation and maintenance of any required radio infrastructure and equipment needed to provide continued Airwave Radio Special Coverage service within the Subway system.
- Provision, installation and maintenance of any required optical transmission infrastructure and equipment required to provide the Airwave Radio Special Coverage service within the Subway.
- Provision, installation and upgrade of any required software and licenses.

- Provision of any required training and technical support to SPT staff.
- Provision of all associated 'as-built' layouts and schematics drawings, software and configurations resulting from any equipment upgrade.
- Interface with the modernisation JV, ANSTA, with regards the successful integration of all new radios and despatcher terminals of the new rolling stock and Operational Control Centre.

The scope of this contract will run through initially to December 2022 with an agreement to annually review and extend the contract in line with the Home Office new ESN transition process and programme.

### 3.2 Procurement process

In order to co-terminate with the ESN Government contract, SPT entered into negotiations with Airwave Solutions Ltd based on the established scope of requirements listed above in section 3.1. The negotiation has progressed in two phases: Phase 1 on one-off equipment and connection costs (required upgrades) and Phase 2 on monthly service costs. Negotiation of Phase 2 continues but indicative service costs based on current agreements are included, which are not expected to be exceeded:

Renewed Service Contract rates and charges as follows:

Service	Quantity	One-Off Equipment/ Connection Charge	Monthly Service Charge
Airwave Direct Core-Hand held	101		£6000*
Airwave Direct Core-Train fitted	35		£2,000*
Fibre Scheme Special Coverage	1		£17,000*
Airwave Infrastructure upgrade/Connection fixed cost	1	£1,161,420	

Service	Quantity	One-Off Equipment/ Connection Charge	Annual Service Charge
Total Year 1 Cost		£1,161,420	£300,000*
Further Annual Costs (onwards)		£0	£300,000*

\*Indicative costs based on current contract rates

It should be noted that the expected £300,000 annual service charge shown above is in-line with the current service costs currently incurred by Subway for this service.

#### 4. Conclusion

The negotiated submission by Airwave Solutions Ltd has resulted in the costs outlined in this document. This on-going contract and system upgrade is necessary for the continued operation of the safety critical Airwave radio communication service within Subway, until the Home Office new ESN transition process is completed. A one off cost of £1,161,420 is required for upgrades to the equipment and annual charges are expected to be up to £300,000 per annum (based on current annual charges).

As these costs are as a result of the programme delays of others, the Partnership should note that SPT will seek a contribution to these costs from the appropriate governing/regulatory groups, although obtainment of this cannot be guaranteed.

#### 5. Partnership action

The Partnership is recommended to approve the award of contract to Airwave Solutions Ltd for:

- A one-off cost of up to £1,161,420 for the equipment upgrade of the Airwave Secure Communications Radio service; and
- Up to £300,000 per annum until December 2022, with the option to extend the contract to meet the new ESN transition programme at a cost of up to £300,000 per annum (indexed).

#### 6. Consequences

Policy consequences	<i>Continuation is as per the existing Certification &amp; Authorisation for Subway ('Safety Case').</i>
Legal consequences	<i>Airwave is specified in the regulatory Safety Case for the Subway.</i>
Financial consequences	<i>Capital for these works will come from the 2020/21 capital budget. Any recovered cost (section 4) will be re-applied to the capital budget.</i>
Personnel consequences	<i>None Identified.</i>
Equalities consequences	<i>None Identified.</i>
Risk consequences	<i>Failure to secure agreement could lead to the loss of secure communications on the Subway.</i>

**Name**     **Antony Smith**  
**Title**     **Director of Subway**

**Name**     **Gordon MacLennan**  
**Title**     **Chief Executive**

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