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New contract is next step forward in MPS plans to create an integrated emergency communications platform

Integrated communications technology and processes have moved one step closer for the Metropolitan Police Service (MPS) following the signing of a contract with Vienna-based communications and information systems company FREQUENTIS.

The nine-year development, delivery and service contract, worth approx. £36.6 million, will deliver an integrated command and communications platform to the MPS, on which to operate its legacy radio despatch system, MetRadio, CCTV (Closed Circuit Television) monitoring operations and the new Airwave digital radio network.

MPS Director of Communication Services, Deputy Assistant Commissioner Ron McPherson, said the new contract is an important step forward for the organisation.

“Signing this contract heralds significant progress in the Metropolitan Police Service’s programme to enhance its response to people who make a 999 call requesting police assistance.”

“Once we have integrated information between our call handling databases, radio and CCTV through this communications platform, our officers will be equipped with all the essential knowledge required to respond to incidents more effectively.”

“Along with our ongoing programme of work that is refining our call handling processes - and the introduction of the Airwave radio system into the organisation, we aim to offer an even better service to people in London while co-ordinating our resources more efficiently.”

Frequentis GmbH is the supplier for the Integrated Communications Control System (ICCS), developing the main platform that will integrate the organisation’s various information and communication systems. Frequentis will work to deliver and maintain the system over the life of the nine-year contract due to end in mid 2014.

“The new platform will be constructed using proven and tested software to mitigate as many potential issues that may arise as systems and technologies are integrated.” Mr McPherson commented.

“Through the negotiation process we have developed a thorough contract providing clear lines of responsibility and accountability for all parties. We are confident our supplier will be delivering to specification and to milestones.”

Managing Director of Frequentis Operations in the UK, John Gurney stated:

“This contract highlights the technological lead we have when it comes to resilient, stable and scaleable Integrated Communications platform technology. The move to full integration is no longer a dream, but a realistic goal, highlighted by the fact that Frequentis are also providing and integrating one of the largest CCTV control systems in the World as part of this project.”

Hannes Bardach CEO of the Frequentis Group went on to say:

“I am extremely proud that the MPS have recognised in their award of this contract our strengths, not only in our leading technology, but our operational understanding and knowledge of the requirement. Couple this with our performance demonstrated to the MPS with other UK and overseas Customers, the Frequentis on time and in budget philosophy was clearly something that the MPS found attractive.”

“I am particularly proud to know that the people of London will have a Frequentis Communications and CCTV system supporting one of the most famous Police Forces in the world.”

To date a ‘proof of concept’ ICCS system has been delivered to the MPS enabling early integration testing of Airwave radio services. Factory Acceptance Testing has been also been successfully completed in the past few weeks. The first phase of the completed system is planned for operational use in early 2006.

About Frequentis

For Background Information about Frequentis please see www.frequentis.com.

Background Information

The **ICCS** will support the introduction of the MPS's new Central Communications Command function. Central Communications Command is a long-term solution to the massive growth in demand via 999 calls for policing services. Over the next two years the MPS's 32 Borough based control rooms, the emergency 999 service, telephone operator centres, special events and incident support services will be consolidated into a new service operated out of three buildings across London.

The **Metropolitan Police Service** has a worldwide reputation and has a unique place in the history of policing. It is the largest of the police services operating in the United Kingdom. Sir Robert Peel founded the Metropolitan Police Force in 1829. The original establishment of 1,000 officers policed a seven mile radius from Charing Cross and a population of less than two million.

Today, the Metropolitan Police Service employs 30,235 officers, 11,966 police staff, 493 traffic wardens and 1392 Police Community Support Officers (PCSOs), and, since the realignment of police boundaries in April 2000, it covers an area of 620 square miles and a population of 7.2million.

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