



## Home Office

# Home Office further submission in response to Motorola's Control Rooms Submission

Note: Confidential redacted information is shown [X].

### Introduction

On 10 February 2023, the CMA provided the Home Office with a copy of Motorola's submission "Motorola's Comments on the Home Office's Additional Submission dated 14 December 2022: Control Rooms", dated 6 January 2023 (the **Motorola Submission**).

The Home Office has considered Motorola's proposed corrections to and submissions on the Home Office's previous submission in relation to control rooms dated 14 December 2022 (the **Home Office Submission**). As the Home Office has not been invited to comment on the Motorola Submission the Home Office does not address Motorola's individual submissions; however, where Motorola has suggested a correction and this correction may provide more up-to-date or correct information, the Home Office has clarified its position in the table below.

**For the avoidance of doubt, save where a Home Office Statement has specifically been clarified in the table below, the Home Office stands by its submissions in the Home Office Submission of 14 December 2022 and does not accept Motorola's corrections.**

### Further clarifications

Paragraph	Home Office Statement	Motorola's Correction	Home Office's further clarification
2.3	Motorola's Command Central Control Room Solutions ( <b>CCCRS</b> ) business currently has contracts for the provision of control rooms and associated ICCS services with five Police forces (two of which are live and three of which are being implemented) and six Fire and Rescue services (five of which are	This is incorrect. There are five Police forces, one of which is live, one of which is partially live, and three of which are being implemented. There are seven Fire and Rescue services, four of which are live and three of which are being implemented.	The Home Office provided its understanding at the time of its Home Office Submission. The Home Office has no current information to suggest Motorola's correction is incorrect.

	live and one that is being implemented). These services are provided under contracts with the user organisations.		
2.10	This delay may be exacerbated if Motorola CCCRS is to win more control rooms services contracts. Motorola has been increasingly winning Airwave network user organisations' business for the supply of control room services. It appears it has been doing so by offering its services at a lower price than its competitors, as well as offering to provide integration to the new DIMETRA Dispatch Communication Server (DCS) more quickly and cheaply than other ICCS providers (which is required for the continued use of Airwave services).	<p>Motorola always strives to offer the best combination of price and quality for all of its customer requirements. The Home Office is however mistaken in its belief that Motorola's success is attributable solely to 'lower' prices. Since 2020, Motorola has successfully made six control room related bids. Of those six bids, Motorola was the cheapest in just one. Further details are available on request.</p> <p>Motorola cannot understand why the Home Office would object to Motorola being quicker than its competitors, assuming this were true. Motorola possesses no proprietary advantage relative to its competitors as all ICCS providers have had access to the relevant technical requirements for over four years. Again, further details are available upon request.</p>	The Home Office provided its understanding at the time of its Home Office Submission. The Home Office has no current information to suggest Motorola's correction in respect of the number of bids won by Motorola is incorrect.
4.5	The Home Office does not have access to the prices at which Motorola has won its recent ICCS contracts with the emergency services; however, the Home Office is concerned that Motorola has been offering significantly lower prices than its competitors.	Again this is incorrect. Please see our comments on paragraph 2.10 above.	The Home Office provided its understanding at the time of its Home Office Submission. The Home Office has no current information to suggest Motorola's correction is incorrect.
4.9	Motorola has therefore been able to demonstrate to users that it is able to upgrade them to the DCS [x], giving it a commercial advantage when tendering for control room contracts.	This is incorrect. Please see our comments on paragraph 2.10 above.	The Home Office provided its understanding at the time of its Home Office Submission. The Home Office has no current information to suggest Motorola's correction is incorrect.

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