

REQUEST FOR DEPUTY MAYOR FOR FIRE AND RESILIENCE DECISION – DMFD200

Title: Vision Mobilising System – Contract Extension

Executive summary:

This report seeks the approval of the Deputy Mayor for Fire and Resilience for the London Fire Commissioner (LFC) to commit revenue expenditure up to the value set out in Part 2 of the report to extend the contract for the provision of the London Fire Brigade's (LFB's) mobilising system for two years, including expenditure on a technical refresh of the mobilising infrastructure.

LFB's mobilising system is used for the management of calls to the service, dispatching fire crews and appliances, and so on. A ten-year contract for the supply of the current mobilising system (Vision), integrated communication control system (ICCS) and station end equipment, commenced on 1 August 2012 and was extended to 31 July 2024, as set out in Deputy Mayor for Fire and Resilience Decision (DMFD) 137.

Approval is now sought for a further extension of two years to 31 July 2026. This is expected to be the final extension of this system before it is replaced.

The London Fire Commissioner Governance Direction 2018 sets out a requirement for the London Fire Commissioner to seek the prior approval of the Deputy Mayor before "[a] commitment to expenditure (capital or revenue) of £150,000 or above as identified in accordance with normal accounting practices...".

Decision:

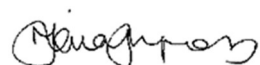
That the Deputy Mayor for Fire and Resilience approves the London Fire Commissioner to commit expenditure of up to the amount specified in Part 2 of this report to extend a contract for the use of the Vision mobilising and associated systems to 31 July 2026, including expenditure on a technical refresh of mobilising infrastructure.,

Deputy Mayor for Fire and Resilience

I confirm that I do not have any disclosable pecuniary interests in the proposed decision.

The above request has my approval.

Signature:



Date:

26/06/2023

PART I – NON-CONFIDENTIAL FACTS AND ADVICE TO THE DEPUTY MAYOR

Decision required – supporting report

1. Introduction and background

- 1.1. Report LFC-23-039 to the London Fire Commissioner (LFC) sets out the background for the request to approve revenue expenditure for the purposes of extending the London Fire Brigade's (LFB's) current mobilising system with Secure Solutions and Services (SSS) (formerly known as Capita Business Services Ltd) for up to two years and for a technical refresh of the mobilising infrastructure.
- 1.2. DMFD137 gave approval for the LFC to commit expenditure of up to £3,641,548 to extend the existing contract with Capita Business Services Ltd for use of the Vision mobilising system and associated systems for two years, to run until July 2024.
- 1.3. LFB is currently engaged in a longer-term project to replace the mobilising system. DMFD137 also explained that an assessment would be made in 2023 as to the progress of the project and, if required, authorisation would be sought to take up the option of a final two-year contract extension. The LFC considers this to be necessary as the further extension of the contract for two years will allow the project to replace the current mobilising system to progress. The LFC has also been informed by SSS that a technical refresh is necessary.

2. Objectives and Expected Outcomes

- 2.1 The objective of the proposed decision is to enable LFB to provide fire and rescue services effectively, which requires the continued use of a mobilising system. The specific outcome of this decision will be the continued use of Vision and associated systems for a final two years to enable LFB to progress the introduction of a new mobilising system.

Technical refresh

- 2.2 A previous technical refresh of the mobilising solution was completed in 2019, as part of planned work agreed when the contract with Capita Business Services, now known as SSS, commenced. This issue of a technical refresh was first brought to LFC's attention at a service review meeting with SSS toward the end of 2022.
- 2.3 The LFC has been advised by SSS that the scope of the technical refresh is as follows:
 - Client workstations and associated screens
 - Server hardware
 - Server operating systems
 - Backup solution
- 2.4 There has been extensive consultation between the LFC and SSS since the issue of the technical refresh was raised. The cost of the refresh and associated unplanned work had not been factored into already busy work plans and therefore the initial LFC position was to resist undertaking a significant technical refresh project at this time.
- 2.5 However, it became clear to the LFC that to not address the issue of hardware and software falling outside of manufacturer support would introduce significant risk to the mobilising environment. Server operating systems not being patched, increases the risk of malware successfully disrupting systems, perhaps catastrophically. Continuing to use older hardware with no access to firmware

updates, may lead to increased downtime as equipment fails more frequently. In addition, as stated above, the inability to apply firmware updates may have security implications as well.

- 2.6 The LFC identified three main options for the technical refresh, considering the extent of the work required and the costs. These are set out in more detail in the appended report LFC-23-039. The LFC assessed these options, and the favoured option is to undertake a 'partial technical refresh' (option 1c as set out in LFC-23-039).

Contract extension costs

- 2.7 When the contract for the new mobilising system was awarded, it was estimated that over a 10-year period, the cost to the LFC would be around £20 million. Actual costs will have varied as additional functionality was requested and delivered over the life of the contract and credits issued to LFC for Key Performance Indicator failures over this period, as part of ongoing contract management activities.
- 2.8 The service charges for the final two years of the contract will be subject to indexation which is based on the 2022 K54U¹ figure of 6 per cent.
- 2.9 Costs of the proposed two-year extension and impact on budgets are set out in part 2 of this report.

3. Equality comments

- 3.1. The LFC and the Deputy Mayor for Fire and Resilience are required to have due regard to the Public Sector Equality Duty (section 149 of the Equality Act 2010) when taking decisions. This in broad terms involves understanding the potential impact of policy and decisions on different people, taking this into account and then evidencing how decisions were reached.
- 3.2. It is important to note that consideration of the Public Sector Equality Duty is not a one-off task. The duty must be fulfilled before taking a decision, at the time of taking a decision, and after the decision has been taken.
- 3.3. The protected characteristics are: age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership (but only in respect of the requirements to have due regard to the need to eliminate discrimination), race (ethnic or national origins, colour or nationality), religion or belief (including lack of belief), sex, and sexual orientation.
- 3.4. The Public Sector Equality Duty requires decision-takers in the exercise of all their functions, to have due regard to the need to:
- eliminate discrimination, harassment and victimisation and other prohibited conduct
 - advance equality of opportunity between people who share a relevant protected characteristic and persons who do not share it
 - foster good relations between people who share a relevant protected characteristic and persons who do not share it.
- 3.5. Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

¹ This is a unique identifier for a specific index used for inflation under the AWE: Whole Economy Index: Seasonally Adjusted Total Pay Excluding Arrears) .

- remove or minimise disadvantages suffered by persons who share a relevant protected characteristic where those disadvantages are connected to that characteristic
 - take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it
 - encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
- 3.6. The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.
- 3.7. Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:
- tackle prejudice
 - promote understanding.
- 3.8. An equalities impact assessment (EIA) has not been carried out in respect of this contract extension. The proposal is for the extension of an existing contract that was subject to an EIA when initially approved.

4. Other considerations

Workforce comments

- 4.1 There are no plans for workforce consultation.

Sustainability and procurement comments

- 4.2 There are no significant sustainability impacts. Where new policies and/or corporate projects arise, they are subject to LFB's sustainable development impact assessment process.
- 4.3 The current control and mobilising contract includes an option to extend the agreement for a further period of 24 months which if invoked will mean a new expiry date of 31 July 2026. The extension of the contract for a further two years will allow time for completion of the new tender process and ensure sufficient time is available to implement a new system. The proposed refresh option, is the most cost effective for delivering the required technical refresh of the system.

Conflicts of interest

- 4.4 There are no conflicts of interest to declare from those involved in the drafting or clearance of this decision.

5. Financial comments

- 5.1 The objective of this report is to secure authorisation to extend the existing contract for the Vision mobilising system with SSS by a final two years, to run until July 2026 and to undertake a technical refresh of the mobilising infrastructure from August 2023 at a total revenue cost as set out in part 2 of the report.

5.2 More detailed financial information is contained within part 2 of this report.

5.3 There are no direct financial implications for the GLA.

6. Legal comments

6.1 Under section 9 of the Policing and Crime Act 2017, the LFC is established as a corporation sole with the Mayor appointing the occupant of that office. Under section 327D of the GLA Act 1999, as amended by the Policing and Crime Act 2017, the Mayor may issue to the LFC specific or general directions as to the manner in which the holder of that office is to exercise his or her functions.

6.2 By direction dated 1 April 2018, the Mayor set out those matters, for which the LFC would require the prior approval of either the Mayor or the Deputy Mayor for Fire and Resilience (the "Deputy Mayor").

6.3 Paragraph (b) of Part 2 of that direction requires the LFC to seek the prior approval of the Deputy Mayor before "[a] commitment to expenditure (capital or revenue) of £150,000 or above as identified in accordance with normal accounting practices...". The decision to approve expenditure up to the value set out in part 2 of the report to extend the current mobilising system for up to 2 years and for a "technical refresh" of the mobilising infrastructure, will therefore require approval from the Deputy Mayor.

6.4 The General Counsel notes that Procurement support the extension of the contract for a further two years and is in accordance with the terms of the current contract.

6.5 The statutory basis for the actions proposed in this report is provided by sections 7 and 5A of the Fire and Rescue Services Act 2004 ("FRSA 2004"). Under Section 7 (2)(a) FRSA 2004 the Commissioner has the power to secure the provision of personnel, services and equipment necessary to efficiently meet all normal requirements for firefighting and section 5A allows the LFC to procure personnel, services and equipment they consider appropriate for purposes incidental or indirectly incidental to their functional purposes.

6.6 These comments have been adopted from those provided by the LFC's General Counsel Department in report LFC-23-039 to the LFC.

Appendices and supporting papers:

Part 1 of report LFC-23-039

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOI Act) and will be made available on the GLA website within one working day of approval.

If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary. **Note:** This form (Part 1) will either be published within one working day after approval or on the defer date.

Part 1 Deferral:

Is the publication of Part 1 of this approval to be deferred? NO

Part 2 Confidentiality: Only the facts or advice considered to be exempt from disclosure under the FOI Act should be in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a part 2 form – YES

ORIGINATING OFFICER DECLARATION:

Drafting officer to confirm the following (✓)

Drafting officer

Richard Berry has drafted this report with input from the LFC and in accordance with GLA procedures and confirms the following:

✓

Assistant Director/Head of Service

Niran Mothada has reviewed the documentation and is satisfied for it to be referred to the Deputy Mayor for Fire and Resilience for approval.

✓

Advice

The Finance and Legal teams have commented on this proposal.

✓

Corporate Investment Board

A summary of this decision was reviewed by the Corporate Investment Board on 26 June 2023.

✓

INTERIM CHIEF FINANCE OFFICER:

I confirm that financial and legal implications have been appropriately considered in the preparation of this report.

Signature:



Date:

26/06/2023