

LONDON FIRE BRIGADE

## PART TWO

### Confidential facts and advice

#### Website maintenance and development contract tender

Information may have to be disclosed in the event of a request under the Freedom of Information Act 2000. In the event of a request for confidential facts and advice, please consult the Governance Team for advice.

This information is not for publication because:

The report contains information which is commercially sensitivity.

Legal recommendation on the grounds of keeping the information confidential:

In the event the information contained in this Part Two and/or its appendix is the subject of a request for information under section 1 of the Freedom of Information Act 2000 (the "Act"), it is considered that access can be denied on the basis that such information constitutes exempt information under:

Section 43(2) of the Act on the basis that the information in this report includes information which is

exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

The recommended period for non-publication of Part 2 is 6 months from approval.

Legal Adviser

I make the above recommendations that this information should be considered confidential at this time.

Name: Saminara Rahman	Date: 20.10.2022
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# Confidential decision and/or advice

## Introduction and background

The current contracts for maintaining and developing the LFB's website are due to expire in June 2023. Before these contracts end LFC will need to initiate a robust tender process through existing government frameworks to appoint a suitable provider to ensure the website remains properly supported. The contract for the new provider will consolidate both the maintenance and development contracts.

This report seeks authorisation to commit expenditure with the appointed provider for a period of up to four years (2+2 contract) and a spend of up to £1,680,000.

The LFC currently spends £120,000 per year on website maintenance - this is the current budget commitment and will not change for the new contract. The report also seeks to increase the upper limit for spend on development from £145,000 to £300,000 per year to accommodate the ambitions for more online services as set out in the Brigade's Community Risk Management Plan (CRMP). Although it is proposed to increase the spend on web development, this will not increase the actual spend as all new development costs will come from existing budgets in other departments. The increase in this contract amount is simply to allow increased spending on development to meet LFB's needs

## Objectives and expected outcomes

The contract amount for the procurement will be £420,000 (£120,000 for maintenance and £300,000 for development) per annum for up to 4 years. The value of the contract does not determine the actual spend, which would be based on the website development and maintenance needs of LFC, but rather provides an upper limit.

Maintenance – This is the continuous monitoring and upkeep of the website's hosting and fixing issues with any of the site's functionality.

Current maintenance budget is £120,000 per year. The tender process will seek to find a provider that can maintain the current service at this price. However, given the growing ambition of the organisation to provide a larger number of digital products hosted on the website, we will seek to increase this amount as needed with an investment bid in the future.

Development – Currently, the Communications department does not have a budget for continuous development of the site and new functionality. Each new online product or development is funded by the department that is the lead in the area relating to the online service.

The community risk management plan commits LFC to improving online prevention and protection services; contact methods for non-emergency preparedness, response and recovery services for advice and reassurance; and using digital technology to help us understand people's needs in more detail so we can adapt our prevention and protection services to support you.

Each of these commitments, though not currently scoped and defined will take considerable work with our chosen digital agency. The upper limit on the website development contract in 2021-22 was £145,000. This was reached quickly with one major project and a number of smaller security and accessibility projects. Given the increase on demand for digital services in the next 4 to 5 years, the Communications department recommends that the upper limit for spending on development be increased to £300,000 per year. This would allow for 2 significant projects a year, which is in line with the Digital team's capacity. Agreeing this increase would ensure development can happen in a timely and effective manner. Again, this figure is not actual spend, but rather provides an upper limit.

## Financial comments

This report recommends that a contract for continuous maintenance and development of the LFB's website is agreed for a period of up to four years at a revenue cost of up to £420,000 annually and a total cost of up to £1,680,000, from the 2023/24 financial year.

The LFC has an annual budget for this of £120,000 annually for a total of £480,000 over four years. Any additional development costs above this amount will need to be identified as part of future projects, by the appropriate department as required. If additional funding is not identified as part of the development of future projects, expenditure on this contract will be limited to the £120,000 annually for maintenance only to ensure this will not result in an overspend position.

## Legal comments

Legal comments are provided in the Part 1 of the report.

## Confidential appendices and supporting papers

This paper needs to be read in addition to Part 1 of the report. There are no further appendices.