

REQUEST FOR DEPUTY MAYOR FOR FIRE DECISION – DMFD269

Extension of Vision mobilising contract

Executive summary:

The London Fire Commissioner (LFC) seeks authority to extend the existing contract with NEC Software Solutions UK (formally Capita, and Secure Solutions and Services) for up to 12 months (two six-month contracts), from August 2026. This is to ensure that continuity of service is maintained (as the operational go-live date of the new mobilising system is stated as October 2026). This is also to provide some contingency should there be any delays in that might impact the October 2026 go-live date.

The London Fire Commissioner Governance Direction 2018 sets out a requirement for 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”.

Decision:

That the Deputy Mayor for Planning, Regeneration and the Fire Service authorises the London Fire Commissioner to commit revenue expenditure of up to the amount set out in the Part Two report, for the purposes of extending the current contract for use of the Vision mobilising system for up to 12 months, from August 2026.

Deputy Mayor for Planning, Regeneration and the Fire Service

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

The above request has my approval.

Signature:



Date:

30 July 2025

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

Decision required – supporting report

1. Introduction and background

- 1.1. Report LFC-25-044 to the London Fire Commissioner (LFC) provides a detailed overview of the request for additional funding, to support a 12-month extension to the existing 10-year contract for the supply of:
 - a replacement mobilising system (Vision)
 - integrated communication control system
 - station-end equipment.
- 1.2. This decision paper provides a summary of that report.
- 1.3. On 1 August 2012, a contract was awarded to Capita Business Services Ltd. Before the initial contract term expired on 31 July 2022, the contract was extended by two years (to run to July 2024) ([DMFD137](#)) and then by a further two years (to run to the end of July 2026) ([DMFD200](#)).
- 1.4. The market for mobilising systems is relatively small, and may be regarded as “specialist”; and systems requirements are complex. As such, there are considerable integration, performance, reliability and security requirements that potential suppliers need to meet. During the procurement exercise in 2024, no compliant bids were received – meaning the process had to be repeated. A new procurement has now been completed, and a contract awarded to NEC Software Solutions UK (NEC).
- 1.5. This decision seeks approval to extend the contract with NEC for up to 12 months (via two six-month extensions), from August 2026.

2. Objectives and expected outcomes

- 2.1. A further extension to the contract with NEC will ensure operational continuity of the critical 999 service.
- 2.2. The proposed extension is split into two six-month options, totalling 12 months. The first extension option will need to be invoked in August 2026, to cover the three months up to October 2026 (the contracted go-live date for the new system).
- 2.3. A further extension option may be exercised in February 2027, to run until July 2027. There is also an option to terminate the contract at any time in between those dates, subject to one month’s payment to NEC.

3. Equality comments

- 3.1. The LFC and the Deputy Mayor for Planning, Regeneration and the Fire Service 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:
- 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 equality impact assessment (EIA) has not been undertaken in respect of this report. The proposal is to extend an existing contract, that was subject to an EIA when initially approved. If the report is approved and the Vision contract is extended for up to 12 months, there will be no impact on any persons with the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

4. Other considerations

- 4.1. The LFC awarded the contract to Capita Business Services Limited, now NEC, through an Official Journal of the European Union (OJEU) tender procedure. This contract ran for 10 years from August 2012; a four-year extension was granted, to run until 31 July 2026.
- 4.2. A replacement mobilisation system is due to go live on 12 October 2026. To ensure continuity during the transition to the new system, and to provide contingencies for any delays, the LFC requests a 12-month extension to the existing contract, to cover the period from August 2026 to July 2027.

Conflicts of interest

- 4.3. 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 report seeks approval to renew the existing Vision mobilising solution contract by up to one further year (two six-month extensions), when the current agreement expires in July 2026. All costs related to the renewed agreement will be solely funded by the LFC.
- 5.2. The system has been operational for several years, as it is an ongoing requirement. There is sufficient budget cover for the contract extensions across all years.

6. Legal comments

- 6.1. The LFC's General Counsel's Department have confirmed the following.
- 6.2. The extension of the current contract for up to 12 months (two six-month extensions) is compliant with the Public Contracts Regulations (PCR) 2015, falling within the remit of the permitted modifications set out in regulation 72(1)(b) of the PCR.
- 6.3. 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) of the FRSA 2004, the LFC has the power to secure the provision of personnel, services and equipment necessary to efficiently meet all normal requirements for firefighting. Section 5A of the FRSA 2004 allows the LFC to procure personnel, services and equipment they consider appropriate for purposes incidental, or indirectly incidental, to their functional purposes.

Appendices and supporting papers:

Appendix 1 – Report LFC-25-044 – Extension of a Vision mobilising contract.

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 be published either 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

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

✓

Assistant Director/Head of Service

Chandru Dissanayeke has reviewed the documentation and is satisfied for it to be referred to the Deputy Mayor for Planning, Regeneration and the Fire Service for approval.

✓

Advice

The Finance and Legal teams have commented on this proposal.

✓

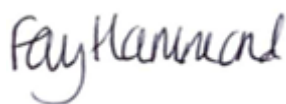
Mayoral Delivery Board

A summary of this decision was reviewed by the Mayoral Delivery Board on 28 July 2025.

CHIEF FINANCE OFFICER:

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

Signature:



Date:

30 July 2025