

Extension of Vision Mobilising Contract

Report to:

Date:

Investment & Finance Board.....27/02/2025
Commissioner's Board15/05/2025
Deputy Mayor's Fire Board.....27/05/2025
London Fire Commissioner

Report by:

Chief Information Officer

Report classification:

For decision

For publication

Values met

Service

PART ONE

Non-confidential facts and advice to the decision-maker

Executive Summary

A project to replace this current mobilising solution (Vision) is in progress (report LFC 0216). The LFC is responsible for one of the largest Fire & Rescue services in the world and as such had a complex set of requirements, that any new system needs to meet. The market for mobilising systems is relatively small which meant that there were challenges in securing a bidder that could meet the LFC requirements, within a very challenging timeframe. Despite the initial procurement being unsuccessful, the tender process was repeated, and a contract has subsequently been awarded to NEC which actually represents a saving on the predicted expenditure for this project.

This report seeks approval to extend the existing contract with NEC (formally Capita and Secure Solutions and Services) for a period of up to 12 months (two x six months), 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.

For the Deputy Mayor

That the Deputy Mayor for Planning, Regeneration and the Fire Service authorises the London Fire Commissioner (LFC) 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 a period of up to 12 months, from August 2026.

This LFC decision will only be taken after further consultation with the Greater London Authority's finance and legal advisers and Mayoral Delivery Board.

For the London Fire Commissioner

The London Fire Commissioner delegates authority to the Assistant Director procurement and commercial to extend the current contract for the use of Vision mobilising system for a period of up to 12 months, from August 2026 in accordance with the arrangements set out in Part Two of this report.

1. Introduction & Background

- 1.1. A ten-year contract for the supply of a replacement mobilising system (Vision), integrated communication control system (ICCS) and station end equipment, was awarded to Capita Business

Services Ltd, on the 1 August 2012. The initial contract term expired on 31 July 2022 and prior to this date the contract was extended by two years, to run to July 2024 (LFC-0583/DMFD 137) and subsequently by a further two years to run to the end of July 2026 LFC-23-039

- 1.2. The market for mobilising systems is relatively small and may be regarded as "specialist". Systems requirements are complex and there are considerable integration, performance, reliability and security requirements that potential suppliers need to meet. In addition, the LFC had a particularly demanding timeline that needed to be met, based around the existing contract coming to an end.
- 1.3. Following the initial procurement exercise in 2024, no compliant bids were received meaning that the process had to be repeated. This new procurement has now been completed and a contract awarded to NEC (who are actually the current incumbent supplier) for the Vision 5 product.
- 1.4. This report seeks approval to further extend the existing contract with NEC (formally Capita and Secure Solutions and Services) for a period of up to 12 months (two x six months), 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) and to provide some contingency should there be any delays in that might impact the October 2026 go-live date.

2. Objectives and expected outcomes

- 2.1. The objective of this report is to secure authorisation to extend the use of the Vision mobilising system for a period of up to 12 months (in two six-month increments) to ensure operational continuity of the critical 999 service.
- 2.2. If authorised, the LFC will have a flexible contingency capability that provides an efficient and cost effective method of introducing the new mobilising system, whilst maintaining support to the existing system.
- 2.3. The proposed extension is split into two (six month) options (12 months in total). The first extension option will need to be invoked in August 2026, to cover the three months up to October 2026 (contract go live date for the new system). At this point, the LFC can then terminate the remaining extension (subject to one months payment to NEC – cost set out in part two of this report) or continue to pay the remaining extension costs up to January 2027 (if issues with the project demand that extra time is required.)
- 2.4. A further extension option may then be exercised in February 2027 to run until July 2027, or to terminate at any time in between those dates, subject to one months payment to NEC.

3. Values Comments

- 3.1. The LFC notes the Fire Standards Board requirements around adopting and embedding the Core Code of Ethics at an individual and corporate level. Following extensive engagement, the LFC has introduced Brigade values which build on and do not detract from the Code of Ethics.
- 3.2. This report relates to the "service" value, By extending the contract for a further two years, this extends the life of the existing contract therefore ensuring "continuity of service" in the provision of a control and mobilising system to London.

4. Equality Comments

- 4.1. 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.

- 4.2. 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.
- 4.3. 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.
- 4.4. The Public Sector Equality Duty requires decision-takers in the exercise of all their functions, to have due regard to the need to:
- 4.5. eliminate discrimination, harassment and victimisation and other prohibited conduct.
- 4.6. advance equality of opportunity between people who share a relevant protected characteristic and persons who do not share it.
- 4.7. foster good relations between people who share a relevant protected characteristic and persons who do not share it.
- 4.8. 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.

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.

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.

- 4.9. An EIA has not been undertaken in respect of this report. The proposal is for the extension of 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 a further 12 months, there will be no impact on any persons with the protected characteristics of age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation

5. Other considerations

Workforce comments

5.1. No workforce consultation is planned in respect of this report.

Sustainability comments

5.2. This report does not introduce any significant sustainability impacts. Where new policies and/or corporate projects arise, they are subject to the Brigade's sustainable development impact assessment (SDIA) process.

Procurement comments

5.3 LFC awarded the contract to Capita Business Services Limited, now NEC, through an OJEU tender procedure. The contract was initially for a ten (10)-year period, with an option to extend for a further four (4) years in total. This contract commenced on 1st August 2012 and is set to expire on 31st July 2026, as both two (2)-year extension options have been utilised.

5.4 The new contract for the replacement mobilisation system has an operational "Go Live" date of 12th October 2026.

5.5 To ensure service continuity during the transition to the new system, LFC has secured two (2) six-month extensions to the existing contract, covering the period from August 2026 to July 2027. This additional time will allow for the implementation of the replacement mobilising system (RMS).

5.6 From a procurement perspective, the most appropriate mechanism for securing this short-term contract extension is through Regulation 72(1)(b) of the Public Contracts Regulations (PCR) 2015. This regulation provides a 'safe harbour' for contract modifications in situations where additional services by the original contractor have become necessary and were not included in the initial procurement. Specifically, this applies where:

A change of contractor cannot be made for economic or technical reasons, such as the need for interoperability with existing equipment, services, or installations procured under the initial contract.

5.7 This modification is also permissible under 72(1)(b) provided that any increase in price does not exceed 50% of the original contract value (the precise figures are contained in part 2)

5.8 The procurement team is actively developing strategies to achieve cost efficiencies during the extension period. Given the necessity of service continuity while the re-procurement exercise progresses, we are exploring options to optimise value for money. This includes potential renegotiation of contract terms, cost-saving measures, and operational efficiencies.

5.9 Procurement will assess opportunities to leverage economies of scale and refine service requirements to ensure that the extension delivers both financial and operational benefits. Our primary focus is on minimising additional costs while maintaining the required service levels until the new system is successfully implemented.

5.10 Further discussions with the supplier will be undertaken to identify potential cost reductions or

enhanced service provisions as part of the extension terms. Any savings or efficiencies realised will be incorporated into the final contractual arrangements to support LFC's financial sustainability objectives.

Communications comments

5.11 Key consideration from a communication point of view is to be ready to respond to questions relating to why we are in such a limited position in terms of supplier options and contract duration, which can be managed through reactive lines.

5.12 Internally the ongoing use of the same system will not require proactive communication, but at the point where a new system is being specified and procured, internal engagement will be important in order to shape the specification with input from users.

6. Financial comments

6.1. The report seeks approval to renew the existing Vision Mobilising Solution contract by up to one further year (up to two six month extensions), upon expiry of the current agreement in July 2026. All costs related to the renewed agreement will be solely funded by LFC.

6.2. The system has been operational for a number of years, since it is an ongoing requirement. There is sufficient budget cover for the contract extensions across all years.

7. Legal Comments

7.1 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.

7.2 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 Planning, Regeneration and the Fire Service (the Deputy Mayor).

7.3 Paragraph (b) of Part 2 of the said 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 Deputy Mayor's approval is accordingly required for the LFC to expend the sums set out in part 2 of this report.

7.4 General Counsel notes that Procurement support the extension of the current contract for a period of up to 12 months (two x six months) and is compliant with the Public Contracts Regulations (PCR) 2015.

7.5 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 LFC 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.

List of appendices

Appendix	Title	Open or confidential*
1	None	

Part two confidentiality

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

Is there a Part Two form: YES