



LONDON FIRE BRIGADE

LFC-26-033

Procurement of End User Devices

Report to:

Date:

Investment & Finance Board.....	26 March 2026
Commissioner's Board	14 April 2026
Deputy Mayor's Fire Board.....	12 May 2026
London Fire Commissioner	

Report by:

Chief Information Officer

Authorising Head of Service:

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

The report is seeking authority to commit expenditure to procure a variety of end-user computing devices that have reached the end of their useful life or will no longer be supportable going forward. This equipment includes both laptops / tablets, screens and desktop hubs.¹

Devices that are end of life pose challenges in terms of supportability and are at increased risk of becoming infected with malware as there are often no further security updates available. In addition, the user experience degrades over time as some new features of software releases may not be available on older devices.

For the London Fire Commissioner

The LFC agrees that a contract for the purpose of procuring laptops, tablets, screens and desktop hubs be entered into in accordance with the arrangements set out in Part Two of this report. Furthermore, the Assistant Director Procurement and Commercial be delegated authority to award a contract after the conclusion of a procurement exercise.

1. Introduction and background

- 1.1 The LFC currently has an extensive portfolio of end-user devices that require regular replacement. Devices referred to here are laptops, tablets, display screens and desktop hubs.
- 1.2 The LFC currently utilises a significant number of tablets and laptops. This number was significantly increased to support hybrid working post COVID. The LFC has budgeted a replacement Programme for all devices based on the expected supported life of those devices, for tablets and laptops that is three years, for monitors, desktop hubs and other peripherals, it is 5 years.
- 1.3 Over the next three years, the plans are to replace 1,337 Windows tablets, 720 Windows laptops, 2,337 monitors and 1,900 desktop hubs

2 Objectives and expected outcomes.

- 2.1 The objective of this report is to put a new contract in place to facilitate the procurement of end-user

¹ A desktop hub (specifically a **USB hub**) is a small device that plugs into your computer to expand one port into several, acting like a power strip for your USB peripherals. It allows you to connect multiple devices—such as mice, keyboards, flash drives, and printers—simultaneously

computing devices. The current contract ends in August 2026.

2.2 The proposal is intended to support staff by providing modern equipment in support of flexible working. By providing end user equipment that is up to date, supported and which meets user requirements, outcomes such as flexible working and collaboration are actively supported.

2.3 This proposal also supports the ever increasing need to ensure ICT systems are secured against all forms of cyber-attack and malicious activities. End user devices, like tablets/laptops, which are no longer able to receive security updates can pose a significant threat to LFB infrastructure. The LFC has recently had to replace a number of Windows 10 devices that were not capable of being upgraded to run Windows 11.

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 The Brigade values are:

- Service: we put the public first
- Integrity: we act with honesty
- Teamwork: we work together and include everyone
- Equity: we treat everyone fairly according to their needs
- Courage: we step up to the challenge
- Learning: we listen so that we can improve

3.3 This report relates to the "service" value. The procurement of replacement end-user devices will ensure that staff across the Brigade have access to modern equipment, allowing them to carry out a range of duties that are necessary in operating a modern Fire & Rescue Service.

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:

- 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.

4.5 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.

4.6 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.

4.7 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.

4.8 An Equalities Impact Assessment (EIA) screening assessment has been completed in relation to this procurement in respect of 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. The EIA has overall shown a neutral impact on these groups with prescribed characteristics.

4.9 However, for those staff with disabilities there were positive outcomes. In common with the devices being replaced the new devices have Windows 11 and Microsoft 365 software installed which provides accessibility tools to allow users with disabilities enhanced access. The devices would also allow access to the LFB Citrix desktop providing everyone with access to specific software designed to help staff with disabilities. In addition, the ability for staff to opt for a tablet rather than a laptop device means that the devices are easier to transport as the tablets weigh just 1.17 kilos, which may be beneficial to those staff with certain physical disabilities.

5 Other considerations

Workforce comments

5.1 As the report is to replace existing devices with modern alternatives, there are no plans for consultation beyond the governance process. The Chief Information Officer will ensure that a relevant communication plan is in place to inform all staff of the logistics and timing of replacement

equipment.

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 process.

5.3 The Sustainable Development Team is involved in the Procurement process regarding Environmental and Social Value considerations.

Procurement comments

5.4 Procurement has been engaged with the Business to collaborate upon an aggregated procurement led by the Crown Commercial Services (CCS) Procurement function. This framework will be in place by December 2026 and will provide LFB the opportunity in the future to access all awarded suppliers with preferential rate cards, and under standardised Terms and Conditions. It has been indicated by the CCS that there are circa 15%+ savings to be made during the lifetime of the contract for all contracted authorities using this procurement route to market.

5.5 However, this does not meet the timing required for LFB's current contractual needs for August 2026. The proposed procurement route for the Business to meet requirements is to run a mini competition using the TePAS Framework offered by CCS, so that they can request quotations to find the correct specification fit for LFB. This procurement process can commence upon governance approval. The aim is for a contract award by August 2026, to ensure there is no gap in service between the current contract expiring and the new contract commencing.

6. Communications comments

6.1. From the internal side, we would provide support for a communication and engagement exercise in the run up to and during roll out. This is likely to include information on Hotwire explaining the rationale for the replacement of laptops; what people can expect and when, and then, during roll out, schedules and contact information so people can find help if they need it. Hotwire information would be signposted from our regular news channels including Your LFB Update, and via Heads of Service / senior operational manager emails.

6.2. On the external side we would be prepared to answer any queries on a reactive basis - e.g. Freedom of Information questions if asked, explaining that the installation and maintenance of a fit-for-purpose laptop estate, properly configured to assure cyber protection, is a key requirement for the efficient running of the brigade.

6.3. Also on the external side, we should be ready to provide assurance to stakeholders, if asked, that we are getting value for money from the supplier(s) involved, and that we are assuring sustainable disposal / recycling of the old equipment.

7. Financial comments

7.1. This paper seeks authority to commit capital expenditure for the purchase of end user computer devices in financial years 2026/27, 2027/28 and 2028/29.

7.2. The main risk is in relation to slippage of capital expenditure between financial years. This will be mitigated through regular monitoring and reporting on the LFB's capital programme and prudent

assumptions being made in relation to capital expenditure during the Budget process.

8. Legal Comments

- 8.1. In accordance with section 9 of the Policing and Crime Act 2017, the London Fire Commissioner (the "LFC") is established as a corporation sole with the Mayor appointing the occupant of that office.
- 8.2. Under section 327D of the GLA Act 1999, as amended by the Policing and Crime Act 2017, the Mayor may issue to the Commissioner specific or general directions as to the manner in which the holder of that office is to exercise his or her functions.
- 8.3. By direction dated 1 April 2018, the Mayor set out those matters, for which the Commissioner would require the prior approval of either the Mayor or the Deputy Mayor for Fire and Resilience (the "Deputy Mayor") including the expenditure of sums of £150,000 or above.
- 8.4. 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 Commissioner to procure personnel, services and equipment they consider appropriate for purposes incidental or indirectly incidental to their functional purposes.
- 8.5. This procurement shall be conducted in accordance with the London Fire Commissioners Procurement Standing Orders.

List of appendices

Appendix	Title	Open or confidential*
1	Equalities Impact Assessment Screening Form	Open

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