

Oracle Tech Support

Date: 23rd February 2023

Report of: Technical Architect/Software Licensing & Change Manager

Report to: Chief Digital and Information Officer

Will the decision be open for call in? Yes No

Does the report contain confidential or exempt information? Yes No

Brief summary

- The Council currently has a contract in place with Oracle Corporation Ltd (DN233145 – ITS200373) for the provision of technical support services. This contract is due to expire on 31st May 2023. There are no options to extend.
- To ensure that the Council continues to receive technical support, upgrades and fixes for Oracle products for a further 12 months, there is a need to award a new contract. Without a new contract in place, the Council would be left with no external support or patch fixes. This poses significant security, reputational and financial risk to the Council, and could result in possible interruption to critical services.
- The award of a new contract contributes to the city's and council ambitions by:
 - Making best use of resources – in particular, using digital capabilities to provide improved services.

Recommendations

- a) The Chief Digital and Information Officer is recommended to invoke Contract Procedure Rule 9.5 and approve the award of a new contract direct to Oracle Corporation Ltd for the provision of technical support services for the period 31st May 2023 to 30th May 2024 at a cost of £122,613

What is this report about?

- 1 The utilisation of Oracle products underpins many of the council's critical corporate systems, for example: SAP & Ess/Mss, Financial Management System (FMS), Graphical Information System (GIS), Adults Social Care (CIS) and Youth Offending Service.
- 2 The Council requires a new 12 month contract to be awarded to ensure it can continue to receive technical services and support for Oracle products.

- 3 Oracle products are proprietary and therefore only Oracle Corporation Ltd are able to provide the required technical support services, upgrades and fixes.

What impact will this proposal have?

- 4 Continued technical support with the ability to provide both failure and incident resolution relating to Oracle products. This will directly support both front line Council service provision and all other back office users across the Council

How does this proposal impact the three pillars of the Best City Ambition?

Health and Wellbeing Inclusive Growth Zero Carbon

1. This report relates to the provision of continued technical support services for a number of software systems, its impact on climate change initiatives is mainly through the support it gives those services using those systems.

What consultation and engagement has taken place?

Wards affected:

Have ward members been consulted? Yes No

What are the resource implications?

- 5 There are no resource implications associated with the award of a new contract direct to Oracle Corporation Ltd, as it is merely a continuation of existing technical support services.
- 6 Should a new contract not be awarded, then resource costs to move away from all of these systems would be extensive and would take in the region of 2 to 4 years due to the scale and complexity of the systems involved.

What are the key risks and how are they being managed?

- 7 There are minimal risks associated with the award of a new contract direct to Oracle Corporation Ltd as this is merely a continuation of current service provision which has been used by the Council for several years.
- 8 The decision to award a new contract for a period of 12 months from 31st May 2023 to 30th May 2024 will ensure that the Council continues to receive technical support services for the systems that utilise the Oracle products.
- 9 If a new contract is not awarded, key critical systems will have no guaranteed, external technical support. Data compliance would be at risk which would pose significant reputational and financial risk to the Council. There would also be the possible interruption to operational services.

What are the legal implications?

- 10 The overall value for this decision does not fall within the scope of the Public Contract Regulations.
- 11 This is a Significant Operational Decision which is not subject to call-in. There are no grounds for keeping the contents of this report confidential under the Access to Information Rules.
- 12 The award of a new contract direct to Oracle Corporation Ltd is allowable under the provisions of the Council's Contract Procedure Rule 9.5 for the reasons set out in this report. As such, there are no legal implications

Options, timescales and measuring success

What other options were considered?

- 13 No other options have been considered at this time. The Council is currently transforming SAP and FMS to the cloud as part of Core Business Transformation program, however at this time, the project is not in a position to decommission these systems within these defined timeframes.

How will success be measured?

- 14 Continued technical support with the ability to provide both failure and incident resolution relating to Oracle products. This will directly support both front line Council service provision and all other back office users across the Council

What is the timetable and who will be responsible for implementation?

- 15 Approval is being sought to award a new contract to Oracle Corporation Ltd to allow existing technical support services to continue, as such no implementation period is required

Appendices

- None

Background papers

- None