Licensing and contract management

1.1. In determining the way forward on individual applications individual licensing decisions will need to be made. Indeed, there are already some such cases that need to be addressed as a matter of urgency.

1.2. All of the contracts can be extended by the Executive Director for Finance under the scheme of delegation as all are below £0.500m. These contracts are listed below:

System	Supplier	Contract Length	Contract Value £000
Website & Digital Platform - 2nd Year Contract Extension	Jadu	24.02.22-23.02.23	104
Electronic Document Records Management System	Civica	01.04.22 - 31.03.23	179
Citrix Licence Renewal	TBC	01.04.22 - 31.03.23	130
Citrix Support Desk	ProAct	01.04.22 - 31.03.23	49
Email & Web Gateway (Clearswift) Licence Renewal	TBC	01.04.22 - 31.03.23	50
Wi-Fi Managed Service, Hardware Support & Licences	Intercity	01.04.22 - 31.03.23	27
Support & Maintenance for Revenues & Benefits System	Capita (Academy)	01.04.22 - 31.03.23	96
Support & Maintenance for Adults, Children's, and Early Help Case Management	Liquid Logic	01.04.22 - 31.03.23	170
Support & Maintenance for Adults, Children's Social Care Finance Systems	Oxford Computing Consultants	01.04.22 - 31.03.23	35
Support & Maintenance for Environmental Services System	Civica	01.04.22 - 31.03.23	42
ICS Consultant (ICT development)	Family Support Practise Ltd	01.04.22 - 31.03.23	90
ICS Floorwalking	Bytesize Training ltd	01.04.22 - 31.03.23	41
Total			1,013

Website & Digital Platform - 2nd Year Contract Extension

1.3. The Jadu digital platform was procured on the 24/02/2020 following a tender process under the G-Cloud 11 CCS framework. Three responses were received and reviewed by an evaluation panel. The decision to go with JADU was predicated on the combination of price and matching functionality and it was the only solution tendered that met the need for a CMS (website creation), on-line forms and a digital platform allowing for case management and links to line of business systems through API's (Application Process Interfaces). (See Appendix 3)

1.4. The product comprises three elements: The Website build process, the forms creation functionality (allowing us to create bespoke forms for customers to complete), and the

digital case management system. Each of these are fully integrated and work in tandem to provide an end-to-end digital service

1.5.   JADU powers the Council's website which is the central and preferred point of all customer interaction with the Council. The website receives over 163,000 visitors per month, and over 8,000 form submissions. As more services are digitised it is predicted that the council will see an increase of up to 30% across this channel. The digital website provides clear signposting for what customers can do online, linking them with the service or information they need. With online form capabilities, JADU also offers customers with the full range of digital channels for both self and assisted service.

1.6.   Customer Services use JADU as their CRM platform to log customers calls, emails and enquiries. The system replaced the legacy Oracle CRM system in October 2021, delivering £66k in savings in 2021/22

Electronic Document Records Management System

1.7.   Slough Borough Council have been a Civica customer since 2004 and have been successfully using the desktop version of Digital360 Contact Management and EDM software in a number of key services. The current licence and support arrangements for Digital 360 with Civica expire on 31st March 2022. Hence this needs to be renewed for 1 year. During this one-year extension, Slough will explore options for an Electronic Document Management system that align with the future strategy of Slough Council

Citrix Licence Renewal

1.8.   The renewal covers the Council's Citrix licences ensuring the relevant licences and subscriptions are in place for the 1 April 2022. Most staff access the Council's Citrix to access their applications and files. A valid subscription also provides the Council with licences to download the latest updates/bug fixes and version releases.

1.9.   The renewal also covers the Council's Citrix environment that run on cisco servers. These servers need to have support and maintenance contracts in place should any issues arise that require. It is essential that the Council's hardware is supported for PSN compliance.

Citrix Support Desk

1.10. The support covers:
   - Unlimited four-hour Response Telephone Help Desk Support
   - Unlimited Remote Access / dial in diagnostic
   - Unlimited access to Proact Help Desk and Senior Consultants
   - Escalation through to Vendors via Proact held Support Contracts
   - Monday - Friday 09:00am to 17:30pm excluding public and bank holidays

1.11. ProAct have been a partner working with SBC (and previously Arvato) for seven years. Proact installed the Council's citrix Infrastructure and have provided valuable citrix support resolving several priority 1 ICT issues. They have knowledge about the Council's Citrix set up and configuration.

Email & Web Gateway

1.12. The Clearswift email appliances ensure all content and attachments on incoming and outgoing emails are scanned for viruses and malware and that spam emails are blocked. It provides key word (swear words) blocking so that undesirable words cannot be sent or received externally via email.

1.13. The Clearswift web appliances ensure staff are restricted from accessing undesirable or inappropriate websites as well as protecting from malware related to websites. It allows ICT to have different restriction policies and controls in place depending on business requirements.

1.14. If the annual licences for the Council's email and web gateway appliances are not renewed, the Council will not have any filtering or protection on incoming and outgoing emails as well as website access by staff. This could expose the Council to viruses, malware, and undesirable content.

Wi-Fi

1.15. The renewal covers the Council's managed service for the Wi-Fi. This is undertaken by a 3rd party to provide the following: -
   - Monitoring and incident management of the wireless network
   - Configuration & Patch Management of the wireless network
   - Change Management
   - Ongoing Service Management

1.16. This renewal covers the hardware maintenance for Aruba 7000 Controllers including an engineer to site with next business day response (if required). This ensures all the Wi-Fi hardware is supported and maintained. The renewal also covers the licence renewal for the Wi-Fi access points. All the Council's access points need to have a valid licence to operate. If there is no valid licence, the access point will not work

Support and Maintenance for Revenues and Benefits System - Academy

1.17. Academy is the main processing and administrative system for the Revenue and Benefits service. This includes Council Tax, Business rates, Business rates BID, Housing Benefit and Council Tax Reduction Scheme processing and related on-line and supplementary services.

Support & Maintenance for Adults, Children's, and Early Help Case Management

1.18. Liquidlogic is the current supplier for the Adult and Children's and social care management systems.

1.19. The children's system (also Known as LCS) is a case management system that supports all aspects of social work with children and record keeping this includes children in need, looked after children, adoption, and child protection cases. It is also the main depository for all statutory reporting information for children's social care.

1.20. The Adult Social Care system (also Known as LAS) Is the main case management system for Adults Social Care it has comprehensive functionality to enable the management of contacts, referrals, assessments, reablement plans care commissioning, personal budgets, self-funders, safeguarding, DOLS, provider

management, financial management and assessment. It is also the main depository for all statutory reporting for Adult Social Care.

1.21. Liquidlogic is critical to ensuring that SBC and Slough Children First can deliver statutory services to the residents of Slough. The systems are also the main information repository for all our annual statutory reporting for both Children and Adult social care

ICS Consultant

1.22. This contract supports all ICT application development for children's services, including, project management, process design, system form development, upgrades and technical lead on integration projects. This role is fulfilled by a qualified social worker with ICT/Project management skills.

ICS Floorwalker

1.23. The support provided by the role is targeted primarily to support busy frontline social workers in children's services to deliver on their statutory responsibilities. One of the functions of this contract is to support and train new staff on how to use ICS which is the primary tool used within the service, this also supports the high turnover of staff. Floorwalking support for ICS has been identified as a top priority from the company leadership team in delivering services to children.