

**REPORT TEMPLATE AND GUIDANCE FOR
CABINET, INFORMAL CABINET, INDIVIDUAL CABINET MEMBER DECISION,
NON-EXECUTIVE COMMITTEES**

Key communications Implications	Sort term extension of council enterprise software for payroll, finance, HR, and associated support to allow time for a best value review and inform long term requirements.
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REPORT TO:	Executive Mayor 18 August 2022
SUBJECT:	My Resources Oracle Cloud ERP system licences and third-line support services – Contract Extension
LEAD OFFICER:	Paul Golland, Interim Chief Digital Officer & Director of Resident Access
CABINET MEMBER:	Jason Cummings Cabinet Member for Finance
WARDS:	All

SUMMARY OF REPORT:

This report recommends extending the contracts covering the licence to use and support arrangements for the Oracle Cloud Fusion IT system, known locally as My Resources, for a period of two-years.

This will ensure stability and continuity of the core Finance, Procurement, HR, and Payroll systems, ensuring suppliers and staff are paid and systems for HR and accounting records remain available while a best value review is conducted to decide the long term requirements for the Council.

Key elements of the negotiated extension of these contracts are:

- Inflationary increase has been kept to a minimum in year one, with no additional increase for year 2
- Immunity of action on historical licence over usage
- Payment profile for Oracle licences has changed from annual in advance to quarterly in arrears easing revenue pressure in 22/23

COUNCIL PRIORITIES 2020-2024

The recommendation to extend the Council's Oracle Cloud Fusion Licences and associated support ensures continuity of the systems that underpin the following four Council priorities:

- Sound financial management and sustainability – by providing the core finance system
- Good customer service and operational delivery - by providing the core procurement system
- Good governance – by providing system controls
- A diverse, inclusive culture that embodies our values – by providing HR record keeping and data for analysis.

Executive Mayor Priority

The recommendations contribute to delivering on the Mayors election promise to “Fix The Finances” by providing a stable finance and procurement system.

FINANCIAL IMPACT:

The financial impact of the proposed two-year extension with Oracle is an average increase of 7% on the current value of the licence agreement in the first year with no increase in the second year. In addition, the contract amount allows for the cost of extra licenses and Oracle Universal Credits to support interfaces with other systems.

The financial impact of the proposed two-year extension to the support contract with Evosys is an increase of 5% on the value of the contract in the first year with no increase in the second year. In addition to the support contract there is a contingency amount for future development of systems subject to business case and funding approval.

The increased costs of the contracts can be met within existing revenue budgets for 22/23. A potential payment profile change, from annual in advance to quarterly in arrears billing, will offer up a one year saving of £68,000 but will create pressure for 23/24 of £46,000.

KEY DECISION REFERENCE NO.: 4122EM

PUBLIC/ EXEMPT: Public

RECOMMENDATIONS:

The CCB is requested to recommend to the Executive Mayor to approve the recommendations set out below:

The Executive Mayor is recommended to:

- i. Approve the variation of the existing contract with Oracle Ltd in order to extend the provision of Oracle Cloud licences for two years from 16/09/2022 at an additional value of £1,091,421, bringing the overall aggregate contract value to £3,698,432.
- ii. Approve the variation of the existing contract with Evolutionary Systems Ltd (Evosys) in order to extend the provision of Oracle Cloud ERP system third-line support services for two years from 01/9/2022 at an additional value of £440,360, bringing the overall aggregate contact value to £1,492,560.

1. BACKGROUND

1.1 This report describes the options considered to extend the separate Oracle Fusion licence and Evosys support contracts as they are strategically dependant and expire in August 2022 and has been approved the CCB, ref: CCB1762/22-23.

One of most critical IT systems used across the organisation is the Enterprise Resource Planning (ERP) application. This is a suite of inter-dependant modules that provides the operational backbone of all services, encompassing finance, accounting, budgeting, HR, procurement, risk management and compliance, and supply chain operations. This system is critical to the business continuity of the Council as it enables the payment of staff and suppliers, the collection of income and management of the Council's finances and employees.

1.2 The current platform used to deliver this ERP capability is Oracle's Cloud Fusion product (referred to as My Resources within Croydon). An initial five-year contract was signed in August 2017 with a contract value of £2.575m total (Decision 2617FT CCB1259/17-18).

The My Resources solution went live in May 2019 replacing several separate systems. The total cost of the programme to procure, deploy and migrate to this new platform and undertake the extensive change management work involved to get the system operational exceeded £8M.

In addition to the contract with Oracle for licences to use their Fusion product, Croydon partnered with Evolutionary Systems Ltd (Evosys) to help implement the system. Subsequently a contract was awarded to provide ongoing essential technical support services. (CCB1513/19-20). Value of the core support contract was £624,000.

1.3 Reviews led by the Assistant Chief Executive and Corporate Director of Resources and Section 151 Officer, and including the Chief Digital Officer, the Independent Financial consultant engaged to review Finance, and the Head of Digital Operations, were conducted following Croydon's issue of a Section 114 notice. The reviews considered the efficacy of the use and controls of the My Resources platform.

Additionally, considerable effort has been invested to reduce the number of active licences to ensure we are only paying for what we need.

1.4 Senior Officers also discussed the suitability and capability of the system to support Croydon’s Renewal Plan with Senior Officers in other Councils and Organisations and concluded that leveraging the capability of the system is a key enabler and will be essential to implementing the recommendations and improvements listed in the Croydon Renewal Plan and supports the Corporate Process Redesign Programme.

1.5 A discussion paper was presented to CMT in November 2021 outlining the plans for the My Resources system. There was unanimous approval to continue to leverage the Oracle Fusion platform rather than undertake a costly re-tendering exercise to replace it.

2. OPTIONS, RISKS AND REASONS FOR RECOMMENDED OPTION OTHER OPTIONS CONSIDERED AND REJECTED

2.1 The following table summarises the options considered for these contracts: Options were considered following internal and external consultation and contacting other public sector customers of the solutions and services for advice and guidance and shared best practise. The impact on corporate priorities and service impacts were also considered.

Option	Pros	Cons	Comments
Option 1 Do Nothing	No further expenditure will be incurred	<p>Contracts will end - Council will not be able to use My Resources.</p> <p>The council will not meet statutory obligations across the borough</p> <p>No opportunity to use My Resources to generate savings</p> <p>Risk of legal challenges, both locally & nationally if obligations are not met</p> <p>Reputational damage incurred</p>	<p>Not recommended</p> <p>This is not a realistic option. The council needs to procure a licence extension for Oracle Cloud Fusion and the associated support. The options below consider the term of that extension.</p>

Option	Pros	Cons	Comments
<p>Option 2 Agree a two-year licence extension with Oracle and a two-year extension of the support contract with Evolutionary Systems Ltd Recommended Option</p>	<p>Enables core Finance and HR functions to be maintained and supported</p> <p>Allows time to complete value assessment and plan future strategy</p> <p>Licences and modules can be rationalised once strategy has been agreed potentially leading to lower licence costs in subsequent years.</p>	<p>Assumes Croydon has capacity to support the value-based assessment to the required timeframes</p>	<p>Recommended</p> <p>A one-year extension was considered; however, this was discounted as there is not sufficient capacity within the Council to complete the value assessment and take the findings into account to confirm requirements for a subsequent extension.</p> <p>Additionally extending for a further term from this point may incur higher inflationary costs and may not attract the most favourable price from Oracle or Evosys.</p>
<p>Option 3 Agree a longer licence extension with Oracle and corresponding extension of the support contract with Evolutionary Systems.</p>	<p>Enables core Finance and HR functions to be maintained and supported</p> <p>Potential for lower licence costs with a longer-term commitment</p>	<p>If a longer term is agreed before the value assessment is carried out and the strategy agreed, we may procure licences we don't require over the longer term leading to higher costs</p>	<p>Not recommended as Council not in possession of complete requirements and facts needed for this decision</p>
<p>Option 4 Implement an alternative solution</p>	<p>Opportunity to test the market</p>	<p>Increased expenditure to carry out a procurement and implement a new system and run the current system in parallel.</p>	<p>Not recommended</p> <p>Implementation of the current solution took several years and £8m. A retender would</p>

Option	Pros	Cons	Comments
		<p>No time to complete requirements gathering, procurement and implementation before the Oracle licence expires.</p> <p>Pressure on already overstretched resources in Digital and Resident Access and in Finance, HR, Procurement and Payroll</p>	<p>require an extension longer than the proposed two-year extension.</p>

Expanding on this summary:

2.2 Rationale why 'Do Nothing' isn't viable:

2.2.1 The service being delivered through these contracts is non-discretionary. The Council's ERP system facilitates paying staff and suppliers, collecting income, managing the Council's accounts, managing Council employees, and recruiting staff. These contracts provide licences and support for the ERP system. Service failure in this area will lead to financial loss, reputational damage and impact the Council's ability to achieve statutory responsibilities across multiple services.

2.2.2 If both the licence and support contracts were to be decommissioned a replacement system and associated support would need to be procured although this could not be achieved before the contract end date.

2.2.3 If the support contract were to be decommissioned the Council could take a risk on running My Resources without a support contract, however the Council does not have enough resource capability to fully support the solution in house and service failures will lead to financial loss, reputational damage and impact the Council's ability to achieve statutory responsibilities across multiple services.

2.2.4 Other options for supporting the system have significant challenges. The original intention was to create an in-house support function capable of providing all support activities. To date the council has been unable to recruit suitable personnel for many reasons including lack of support specialists, spend control and recruitment control measures, and budget restrictions. The cost of Oracle specialists is significant and recruiting, training, and retaining specialist support staff has always been difficult and there will still be a gap as specialist support companies with Oracle accreditation have more access to Oracle. The support contract provides 24/7 support for critical failures.

2.2 5 Securing specialist agency contract staff either on a permanent or part time basis has the same issues as the in-house support function above, and any incoming personnel will not have the knowledge of Croydon infrastructure and system configurations. This will impact ability to support effectively and resolve problems quickly.

2.3 Rationale for remaining with the Oracle platform:

2.3.1 CMT unanimously endorsed the need to better leverage the existing platform when the strategic review paper was presented to them in November 2021. The following points support the rationale for staying with Oracle rather than looking for an alternative:

- There has been significant investment in Oracle Cloud Fusion as the strategic ERP solution and whilst there are areas for improvement the system is fit for purpose.
- It would take a minimum of three years to gather requirements, test the market, procure an alternative solution, and implement it to replace the current Oracle Cloud Fusion ERP solution.
- There would be significant additional cost to establish a team to carry out this work and maintain business as usual.
- There would be additional licence costs to run Oracle Cloud Fusion during the implementation.
- There are process improvement reviews, either planned or underway, that utilise the Oracle Cloud Fusion system. This work may be delayed whilst an alternative solution was sourced. Additionally, this work may change the support requirements for the Oracle Cloud system. Time is needed to allow for the impact of those reviews to inform future requirements.
- There is a constraint on the capacity of the Council to provide the staff resources required to manage a reprocurement project with the impact of the pandemic and the more recent financial situation affecting ability to source staff and interim personnel.

2.4 Rationale for how to best leverage the current Oracle platform:

2.4 1If the option to extend the current arrangements is the preferred route, there are several opportunities to be considered to ensure Croydon gets the most flexibility and benefit from any such extension.

2.4.2 Due to the additional financial scrutiny Section 114 brings, discussions with Oracle and Evosys on how to get more from the system to maximise benefits and minimise costs have resulted in Oracle recommending a Value assessment led by the Oracle Insight consultancy team and using Evosys' **Value Based Assessment (VBA)** service. In effect this uses a software tool and consultancy to review usage of the system and highlight where additional benefits could be attained and identify where licences can be reduced. This exercise will realistically take 3 months to setup, and then need to run for a minimum of 12 months.

2.4.3 Due to the importance of this system and the value of the underlying contracts, the longer-term intention is to use the information from the VBA review to re-baseline the support and functional licence needs and requirements of Croydon so a more informed competitive procurement exercise can be commissioned before the end of the proposed contract extension period.

2.5 Other considerations:

- Contract expenditure creates a pressure on the revenue budget.
- Supplier relationships and performance are good. Both Oracle and Evosys have been very flexible and responsive to council requirements. The current support provider, Evolutionary Systems Ltd continues to perform well under the current contract.
- There are no assessed interdependencies other than the support contracts depends on the Oracle licences contract being in place.
- There are no existing MTFS targets dependent on either the Oracle Licence Contract or the Evolutionary Systems Ltd Support Contract
- There is no social value offer with either contract.
- The support market has now changed with more suppliers now being able to provide support services. Value for money for a longer-term agreement for support can be tested by going to tender once the internal reviews are completed and future support requirements determined.

3. RECOMMENDED OPTION AND REASONS

3.1 The recommendation is for a two-year extension for both Oracle Licences and Evosys support contract. Negotiations have been conducted over a period of several months jointly led by the Assistant Chief Executive and Corporate Director of Resources and Section 151 Officer and the Interim Chief Digital Officer & Director of Resident Access who met with Senior Sales Directors from Oracle to conduct negotiations. The focus was to limit potential price increases and establish a platform for a best value review which will inform our longer-term requirements and best use of the investment made in the solution.

3.2 The preferred option from the table in the previous section is to extend for two years on the basis that this will provide sufficient time for the Value Assessment review, ensure stability of support for the system, and ensure the organisation has the capacity to get the best outcome from the Croydon Renewal Programme and the Corporate Process Redesign Programme.

3.3 Other improvement work identified as part of the Croydon Renewal plan needs to be implemented in this timeframe. Preparing to undertake a competitive tender cannot really start until the VBA exercise has been completed.

3.4 The extension quotes from both Oracle and Evosys were more favourable for two-years than one.

3.5 The Oracle proposal (Licences):

3.5.1 Following a series of meetings and negotiation between senior Oracle representatives and Croydon Corporate Directors, and the interim Director of Digital and Resident Access the proposal is to extend the current licence agreement for two-years for the licences and prepaid support credits.

This is considered the best possible outcome at this time because:

- Oracle have approved a two-year extension with an indexation rise limited to a 7% increase in year one and no indexation in year 2.
- Oracle will provide consultancy resources from their Insight team and their partner Evosys to carry out the Value Assessment project to identify ways to leverage more value from the investment in Oracle Technologies at no additional cost to the council.
- Following extensive work to review and reduce licence numbers, a number of additional licences required to reflect current usage of the system have been purchased and a clause added to the agreement that this is in full and final settlement, preventing any retrospective licence overage claims.
- Licences for additional modules have been purchased at minimum quantities and held at 2017 prices. The use of these modules will be re-evaluated following the Value Assessment.
- The agreements with Oracle include prepaid support costs for Oracle “called Universal Credits by Oracle”, which are used to pay for interface services and other associated support including a planned infrastructure upgrade. The number of Universal Credits required will be reviewed and adjusted following the Value Assessment.

3.6 Evosys's proposal (Support):

3.6.1 Evosys's proposal is to extend the current support contract for two-years under the same terms and the same support levels but with added value.

This is considered the best possible outcome at this time because:

- Costs have been limited to an increase of 5.09% in the first year with no subsequent inflationary increase in the second year.
- Evosys have included their VBA Finance and Procurement reports and analysis service as added value within the cost of the support contract This service is an important part of the planned Value Assessment.
- Evolutionary Systems have provided a good quality service over the term of the current contract. The proposal includes negotiated contracted day rates that have been held at 2019 prices. Market testing of their rates at the time the contract was let indicated that they were very competitive compared to other providers.
- Additional spend for planned upgrades supporting “business as usual changes” and system improvements has been included in the renewal price.

Risk management:

The key risks and mitigations for the recommended option are set out below:

Note the highest immediate risk is obtaining approval before the contract term expires leaving the Council unlicensed. Details set out in Risk 5.

No.	Risk	Mitigation
1	Licences and support are not extended preventing Croydon from providing essential & mandatory services to manage Finance, Procurement, Payroll and HR, creating a serious business critical risk which would leave the Council open to challenge, if not legal action, both locally and nationally. There would also be a very high risk of the council incurring severe reputational damage	<p>Realistic timetable agreed between the Council and the suppliers to ensure the procurement process is completed before the licences expire and the support contract ends.</p> <p>Continued dialogue at the appropriate senior level between the Council and Suppliers to manage this risk and ensure service continuity.</p> <p>Appropriate timely escalation within the Council and Suppliers to resolve issues and ensure approvals are obtained.</p>

No.	Risk	Mitigation
2	There is a challenge from another supplier.	The variation is not in accordance with the provisions of PCR regulation 72. With a variation to extend there is a risk but this is considered very low and acceptance of the risk is proposed as the mitigation would be to not undertake the variation
3	Lack of funding to progress activities needed to achieve key dates	Revenue Budget exists for this contract extension at the current contract value. If costs increase it may put pressure on revenue budget.
4	Approval to extend support not granted impacting delivery of statutory services	Support for the contract extensions from Assistant Chief Executive and Director of Resources & S151 Officer has been obtained.
5	Approvals (including Exec Mayor decision and scrutiny call in period) need to be completed before 31 st August as Oracle's offer is only valid to 31 August 2022. If approval goes beyond this date it will require a further round of Oracle approvals and the contract end date will have passed, leaving the Council out of contract	Ensure all stakeholders and lead member are briefed and aware of timetable and consequences. Seek sign-offs and approvals, and Executive Mayor decision, no later than 19th August 22.

4. CONSULTATION

4.1 Consultation has taken place on several levels.

- A My Resources strategy paper was developed under the leadership of the Assistant Chief Executive and Chief Digital Officer and reviewed at the Assistant Chief Executive's Management Team (DMT) where it was recommended for presentation to the Corporate Management Team (CMT).
- It was presented to CMT on 30 November 2021, where it gained full support from the Chief Executive and Corporate Director of Resources and Section 151 Officer, as well as other Corporate Directors. This confirmed the commitment to

continuing use of this critical system and exploring how Croydon can get better utility from it.

- The working group progressing the project was jointly led by the Assistant Chief Executive and Corporate Director of Resources and Section 151 Officer who met with Senior Sales Directors from Oracle to begin licence renewal negotiations.
- These negotiations established a strategy of renewing the current licences for a short period of time, two-years, whilst undertaking a Value Assessment project.
- This project which will be of 4 months duration, will be led by the Oracle Insight Consultancy Team and will utilise tools and expertise from their partner, Evosys, to work with key stakeholders, process owners and subject matter experts to review processes and system configuration to confirm where the system could be used to drive improvements and efficiencies.
- Croydon led the establishment of a local authority user group to share knowledge and expertise on licencing, market intelligence and strategy with representatives from several Councils using the Oracle Cloud Fusion Software. This further confirmed the approach.
- In parallel, the project group engaged with the Council's external procurement advisors, who were charged with reviewing contract management and negotiation strategy to ensure best value for these contracts. This work also confirmed the strategy to leverage more value from the investment in the Oracle Cloud Fusion platform.

5. FINANCIAL CONSIDERATIONS

The Head of Finance for the Assistant Chief Executives Department & Resources comments on behalf of the Director of Finance that:

- 5.1 The financial impact of the recommended option can be broken down as follows.

Impact of Option 2 - Over Two years	
	£'000
Contract Extension	50
Purchase of Additional Licences	85
Headroom in Contract to Facilitate System Development - Subject to Business Cases Being Approved	114
	249

- 5.2 Following negotiation with Oracle there is a strong possibility that the increases can be mitigated in 2022/23 by a change in payment profile, moving from payment annually in advance to quarterly in arrears. This could lead to a one-off saving in 22/23 of up to £68,000 but would push costs into 2023/24 on 2024/25.

C13666 Financial Systems Team	Current Forecast	Forecast With Contract Extension Assuming Agreement to Change Profile of Payments	Budget (assuming no savings/growth)
	2022/23	2022/23	2023/24
	£'000	£'000	£'000
Revenue Budget Available	661	661	661
Total Expenditure	661	593	767
Effect of decision from report		(68)	106

Approved by: Lesley Shields, Head of Finance for the Assistant Chief Executives Department & Resources on behalf of the Director of Finance.

6. LEGAL CONSIDERATIONS

- 6.1 The Council is under a general Duty of Best Value to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness (Section 3 of the Local Government Act 1999 (as amended by s137 of the Local Government & Public Involvement in Health Act 2007))
- 6.2 The Public Contracts Regulations 2015 (PCR) set out circumstances in which a contract which is subject to the regulations may be modified without the requirement for further competition. Failure to comply with the PCR may expose the Council to the risk of challenge.

Approved by: Sonia Likhari, Corporate Solicitor on behalf of the Director of Legal Services & Monitoring Officer

6 HUMAN RESOURCES IMPACT

- 7.1 There are no HR impacts or matters arising from this report for LBC employees or staff.
- 7.2 Note that the solution administers council HR functions. As there is no change to current solution this means any impact on HR can be considered neutral.
- 7.3 Approved by: Gillian Bevan, Head of HR Resources and Assistant Chief Executives on behalf of the Chief People Officer

8 OTHER CORPORATE IMPACT

- 8.1 The project sits under the remit of the Interim Chief Digital Officer. The solution administers finance, including payroll, P2P and HR. There are no specific impacts on other corporate services as a result of the extension however the planned review may introduce changes which could impact how services use the solution.

Approved by: Paul Golland interim Chief Digital Officer and Director of Resident Access

9 EQUALITIES IMPACT

- 9.1 A copy of the Equality Analysis is attached as an appendix.
- 9.2 No major change – the Analysis shows that the policy is robust and the evidence shows no potential for discrimination and all opportunities to advance equally have been taken;

As well as being the main finance system, accounts/P2P and recruitment, payroll etc the system is used as the main HR system holding employee records, protected characteristics are recorded in the solution and used for action and policy planning.

The continued use of the system continues the beneficial impact of having a central database of protected characteristic with linked HR records facilitating decision making, action plans and the application of council equalities policies and the deliverables within the Equality Strategy 2020 -2024 as detailed below.

- (i) All Council contracts contribute towards delivering our equality objectives
- (ii) Council contractors are inclusive and supportive of vulnerable groups
- (iii) Ensure that every strategy, delivery plan, council contract and staff appraisal has an equality objective linked to it.
- (iv) That contractors be requested to adopt Croydon's Equality and George Floyd Race Matters Pledges

- 9.3 Approved by: Denise McCausland – Equalities Programme Manager

10 ENVIRONMENTAL IMPACT

- 10.1 There are no negative or positive environmental sustainability impacts as a result of the recommended contract extensions. Use of the cloud hosted software and the remote support services will continue.

- 10.2 (Approved by: Bob Fiddik on behalf of the Director of Commercial Investment)

11 CRIME AND DISORDER REDUCTION IMPACT

11.1 There are no implications for the reduction/prevention of crime and disorder.

11.2 Approved by: Paul Golland Director Digital and Resident Access

12 DATA PROTECTION IMPLICATIONS

12.1 WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'?

YES

12.2 The following table shows the lawful basis for processing of data held in Oracle Cloud Fusion (My Resources). The data was tested against the following 6 Lawful bases: **Contract; Consent; Vital Interest; Legal Obligation; Public Tasks; Legitimate Interest** and recorded below:

ERP			
Data Category	Data Description	Lawful basis for processing	Notes
Suppliers and Customers	Organisation or person Name and addresses, Email, phone numbers, contact person names and their contact details and addresses etc.	Contract	To meet contractual obligations with customers and suppliers
Business information of suppliers and customers	Business type, Tax identifier, tax codes, Office or warehouse locations, Business terms and conditions, DUNS number	Contract	To meet contractual obligations with customers and suppliers
Financial details of suppliers and customers	Credit information like credit terms and conditions, bank names and bank account information	Contract	To meet contractual obligations with customers and suppliers

Financial Transactions	Purchase, sales and cash transactional information with Suppliers and customers. Trade contracts, GL transactions etc	Legal Obligation	The Accounts and Audit Regulations (2015) require that local authorities maintain a financial control system that is suitable for financial management and control. This by definition requires the processing of information about all financial activity such as receipts and payments to or from individuals and organisations. Additionally, it requires information about assets & liabilities, which would include creditors and debtors held with other individuals and organisations.
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HCM			
Data Category	Data Description	Lawful basis for processing	Notes
Personal and Identity information	Employee name, Address, date of birth, national insurance number, password, visa etc	Contract	In order to meet the contractual obligations for Contracts of Employment
Social	Email, contact number, job title, work history, references, interviews, disciplinary actions etc	Consent	In order to meet the contractual obligations for Contracts of Employment
Financial	Bank account details, salary details, pay history	Legal Obligation	To comply with legislative requirements with regards to PAYE, and to meet contractual obligations to pay staff
Family	marital status,	Legal Obligation	To comply with Tax and pension law
Academic or education or competency	Education Qualification, Degree, year of completion, college or school attended, skills, certificates	Contract	information held for recruitment (Pre-contractual)
Employment	Job, Position, Grade, Department & Location, previous employment history, employment contracts	Contract	Contract of employment

Special categories of data			
Data Category	Data Description	Lawful basis for processing	Notes
Sexual	Gender, sexual orientation	Legal Obligation	To comply with Equalities law
Internal	Gender, marital status, religious belief,	Legal Obligation	To comply with Equalities law
Medical	Sickness absence information, medical conditions, disabilities, employee health reports	Legal Obligation	To comply with legislative requirements with regards to PAYE and Equalities law, and to meet the contractual obligations for contacts of employment.

12.3 HAS A DATA PROTECTION IMPACT ASSESSMENT (DPIA) BEEN COMPLETED?

YES

A copy of the DPIA is attached as an appendix

12.3.1 The Director of Digital and Resident Access comments that this procurement relates to the extension of existing licence and support contracts which have safeguards within the contracting arrangements and working practices.

12.3.2 The data is hosted by Oracle and stored in the cloud. The process of granting access to the application and data is managed by the Council who remain accountable.

12.3.3 Evolutionary Systems offshore teams work only through a highly secure remote server based in Oracle's IAAS Data Centre in the UK. It is understood that the server is further secured to restrict upload or download of data to any location other than Oracle Cloud and the Council's secure FTP.

12.3.4 A number of additional security modules have been procured from Oracle to provide a higher level of protection for data stored in the cloud.

12.3.5 The support contract with Evolutionary Systems includes Standard Data Protection clauses issued by the ICO as an appropriate safeguard to ensure that both the Council as the Data Controller, and the contractor have in place suitable controls to protect individuals' rights and freedoms in respect of their personal data.

12.3.6 The contractor has adopted the Croydon Information Security Management System (ISMS) set of policies and guidelines.

12.3.7 The DPIA was reviewed and approved in 2019 and is currently under review by the Data Protection Officer (DPO).

Approved by: Paul Golland Interim Chief Digital Officer & Director of Resident Access

CONTACT OFFICER: [Mark Moody, My Resources Programme Lead,
 mark.moody@croydon.gov.uk

APPENDICES TO THIS REPORT:

Timetable

Updated 10/08/22				
Activity	Activity Details	Owner	Due By	Status
Oracle Renewal Options	Oracle to provide renewal options to the Croydon team for consideration prior to Oracle Approval Submissions	TC/AF/KK	27/05/22	Complete
Croydon to Agree Renewal Requirements	Croydon team to review options presented by Oracle and confirm which the option is to be submitted into approvals	MM	01/06/22	Complete
Oracle Approval Process	Oracle to submit an agreed position for internal approval	TC/AF	06/06/22	Complete
Oracle Paperwork Presentation	Oracle to provide a first draft of the paperwork for this renewal to the Croydon team for Review	TC/AF	13/06/22	Complete
Produce Executable Order Document	Add full and final settlement wording to Order Document and get approval.	TC/AF	22/07/22	Complete
Publish notice of intended Key Decision	request Key Decision from democratic services (notice needs to be out for at least 28 days before any Decision can be signed) Key Decision Reference number is 4122EM	GG	29/06/22	Complete
Draft contract variation report	Draft ready for circulation	MM/GG	3/08/22	Complete

Updated 10/08/22				
Activity	Activity Details	Owner	Due By	Status
Procurement Board report surgery	GG and client to present to surgery	GG	09/08/22	Complete
Publish on Investing in our Borough report advance list	advance notice of intended contract decisions to be published in future cabinet meeting agendas	GG	19/07/22	Complete
Finance sign off	head of finance to provide content and approve finances	MM/JM	15/08/22	Complete
legal sign off	legal services to comment and approve	GG	15/08/22	Complete
IM sign off	Louise to comment- DONE. PG to approve	LE/PG	15/08/2022	Complete
Equalities Sign Off	Denise McCausland to approve	DM	15/08/2022	Complete
Environmental sign off	Bob Fiddik to comment	BF	15/08/2022	Complete
Corporate Director sign off	Elaine and Jane to approve	EJ/JW	15/08/22	Complete
HR Director sign off	Dean to approve	DS	15/08/22	Complete
Head of Strategic Procurement & Governance sign off	Scott to approve	SF	15/08/22	Complete
lead Member sign off	Lead member to be briefed	PG/JM	15/08/22	
Procurement Board SPG pre-meet	deadline for reports to board	GG	15/08/22	Complete
Procurement Board for approval	presentation of report to officer board for approval	GG/PG	18/08/22	Complete
Approved report to Democratic Services for Executive Mayor briefing	one approval ref received and any changes made submit to democratic services	GG/PG	19/08/22	Complete

Updated 10/08/22				
Activity	Activity Details	Owner	Due By	Status
Executive Mayor Decision	Exec Mayor to be briefed and to sign the Decision Notice.	SF	19/08/22	
Scrutiny call in period ends	must wait for call in until 1pm on 6th working day after date of Decision Notice signed	All	29/08/22	
Purchase Order	Croydon to raise a purchase order for the contract in anticipation of signature - cannot be until after scrutiny call in period ends with no call in	MM	29/08/22	
Issuing of Click to Accept	Oracle to Issue the executable paperwork via the online Oracle Store for electronic signature	TC/AF	29/08/22	
Signature Meeting	Online Meeting between Oracle and Croydon to walk through the acceptance process for signature	TC/AF	29/08/22	
Oracle Booking Process	Oracle team to submit the signed order for booking to ensure a smooth transition onto the new contract.	TC/AF	29/08/22	
Drop Dead Date	Approvals must be enacted, and Order raised by this date	All	31/8/22	

Procurement Board Approval:

CCB1762/22-23

19/08/2022

Part B Exempt Information

n/a

BACKGROUND DOCUMENTS

Equality Analysis



Equality Analysis
Oracle variation 15-8

Data Protection Impact Assessment



DPIA Oracle Cloud
as at 18 December 2