
Subject:	AWARD OF CONTRACT FOR ‘CONFIRM’ SYSTEM UPGRADE
Date:	10 January 2023
Decision to be taken by:	Brinley Hill, Head of Transformation
Report of:	Abi Robinson, Digital Services Manager
Portfolio Holder:	Councillor Chris Vinson (Portfolio Holder for Finance, Governance, Digital and Climate Change)
Decision Type:	Executive Non-Key Decision
Call-in to be suspended:	No (<i>Call-in does not apply to non-Key Officer decisions</i>)

Classification: Unrestricted

Delegated Authority: Authority delegated by Cabinet (Cabinet decision CAB 87 of 28 February 2022) and Council (at its meeting held on 2 March 2022) when approving the Council Budget 2022/23 and Medium-Term Financial Plan 2022/23-2025/26 (as set out in Annex 10 of the report) as follows: ‘Delegate the approval of projects included in Annex 6D, the Digital & ICT Programme, to the Head of Community and Digital Services, in consultation with the Portfolio Holder for Finance, Governance, Digital and Climate Change.

Purpose of the report: Procurement of Confirm software provided by Brightly Software Limited for a hosted solution to upgrade the existing on-premise solution to Software as a Service.

Recommendation: To award a contract for the upgrade of Parks and Open Spaces’ ‘Confirm’ software to Brightly Software Limited (using the Crown Commercial Services G-Cloud Framework).

1. Summary

- 1.1 To upgrade to the latest Cloud version of our back-office Parks and Open Spaces’ software. The project is a continuation of the Council’s Cloud programme to either move to Software as a Service (SaaS) or the provider’s hosted environment. In this case it is to move to the provider’s Cloud environment (#Software as a Service’).

2. Introduction and Background

- 2.1 The ‘Confirm’ system is used by Parks and Open Spaces for grounds maintenance management.
- 2.2 The current server is on-premise with the servers located at Thanet District Council. The server that the system sits on is out of support and the department is approximately five versions behind, as such we are out of support with the supplier. The proposal is to migrate and upgrade the Confirm back-office system to a fully Cloud-based solution (Software as a Service).

2.3 This will provide opportunities in the future for the department to save on administrative duties e.g. on site working, updating tasks in real time by grounds maintenance staff and allowing customers to report issues via the website.

3. Identification of Options

3.1 Option1 – Stay as Is – On Premise server located at Thanet Council.

3.2 Option 2 – Upgrade to Cloud version with the supplier.

4. Evaluation of Options

4.1 Option 1 has been considered, but as the cost comparison shows (4.4), there is a small ongoing cost difference between on-premise and Cloud. This option also does not follow DDC's Cloud strategy.

4.2 Option 2 will migrate Confirm to the vendor's Software as a Service Cloud solution. This will remove all on-premise hardware requirements and improve access for staff working on site. This award has a small increase in revenue costs, still allows for ongoing improvements and efficiencies as well as allowing scope for digital enhancements which will improve customer service and delivery.

4.3 The vendor has also said the on-premise solution will stop being developed within the next 2 years.

4.4 As the cost comparison table below shows, there is a one-off migration cost of £8,625 which creates a larger cost difference in the options, but the ongoing cost difference is only £450 per year between on-premise and Cloud.

4.5

	On-Premise	Cloud
Annual Subscription/Maintenance	£ 13,600	£ 18,400
Annual Upgrade Cost	£ 4,350	£ -
One Off Migration Cost	£ -	£ 8,625
Total 1 Year	£ 17,950	£ 27,025

4.6 The on-premise system must have one upgrade per year to stay in support, this is chargeable (£4,350). The Cloud subscription includes 3 upgrades per year.

4.7 The vendor has also offered 12 months' access to Confirm Learn, their comprehensive web-based video learning platform, usually given to Confirm consultants for training. This will be ideal for training officers managing Confirm.

4.8 The software will be procured using the Crown Commercial Services G-Cloud Framework.

5. Resource Implications

5.1 There is budget allocated in the ICT reserve for this project.

5.2 ICT resource will only be required to send a copy of the Confirm database to the vendor during migration and decommissioning the current on-premise servers.

5.3 Resource required from digital team and department for the move to cloud.

6. Climate Change and Environmental Implications

7. Corporate Implications

- 7.1 Comment from the Director of Finance (linked to the MTFP): 'Accountancy have been consulted on the report and have no further comments to add. (AG)'
 - 7.2 Comment from the Solicitor to the Council: The Solicitor to the Council has been consulted in the preparation of this report and has no further comments to make.
 - 7.3 Comment from the Equalities Officer: 'This report recommending an upgrade to the latest cloud version of our back-office Parks and Open Spaces software does not specifically highlight any equality implications, however in discharging their duties members are required to comply with the public sector equality duty as set out in Section 149 of the Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/section/149>'
 - 7.4 Other Officers (as appropriate):
8. **Appendices**
Not applicable.
 9. **Background Papers**
Background papers are held by the Digital Services Team.

Contact Officer: Abi Robinson, Digital Services Manager