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| Decision maker: | Assistant Director for economy, communities and corporate |
| Decision date: | Monday, 16th October 2017 |
| Title of report: | JADU Support License |
| Report by: | Application Development and DBA Team Leader |

Classification

Open

Decision type

Non-key

Wards affected

(All Wards);

Purpose and summary

To secure the approval for the continued provision of the license and support for the JADU web application suite which supports the council's public facing website.

Recommendation(s)

That:

- (a) **JADU license and support is put in place until 1st Sept 2021 at a cost of £120k, which is circa £30k per annum.**

Alternative options

1. Do not purchase licence and support. This is not recommended as the council would have to cease using the software applications to remain compliant with the licence agreement. The application suite provides the council's website as a key tool in delivering the digital strategy.

2. **To Retender:** Not recommended as current supplier was awarded the contract 12 months ago via a procurement framework.

Key considerations

3. The JADU contract was awarded via a Crown Commercial Services framework agreement in August 2016 to provide a platform to deliver enhanced digital services and enable self-service to the public to drive efficiency and cost savings to the council. The original [Website procurement](#) decision was dated 11th March 2016.
4. Other support providers have been considered, but as this is a JADU owned proprietary system, they are the only viable provider of support and licenses. An exemption to the council's contract procedure rules will be sought to enable a direct award prior to a contract being signed.
5. Not taking out the support and licenses would mean no further updates to the JADU web application suite resulting in substantial ongoing risk to public provision of a functional website and be detrimental to the delivery of the digital strategy.

Community impact

6. The recommended approach seeks to maintain the standard of service and expected cost, effectively supporting achievement of the corporate plan priority to secure better services, quality of life and value for money.
7. An enhanced website will provide the community with ease of access for services. Additionally it would enable straightforward interactions and transactions to be conducted on the web, leaving the council to resource face-to-face/ telephone contact for customers who need higher levels of intervention.
8. The average transaction costs from The Better Connected SOCITM report, March 2012 are £8.62 face-to-face, £2.83 telephone, and £0.15 via the web. Support of the website product will help realise cost savings by channel shifting straightforward transactions to the website.

Equality duty

9. The Equality Act 2010 established a positive obligation on local authorities to promote equality and to reduce discrimination in relation to any of the nine 'protected characteristics' (age; disability; gender reassignment; pregnancy and maternity; marriage and civil partnership; race; religion or belief; sex; and sexual orientation). In particular, the council must have 'due regard' to the public sector equality duty when taking any decisions on service changes.

Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows:

A public authority must, in the exercise of its functions, have due regard to the need to -

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
10. JADU is W3C AAA compliant. Users of screen readers could use most of its functionality.

Resource implications

11. Funding has been budgeted from the IT application maintenance budget.
12. The support and licenses contract will commence on 31st August 2017 for a 4 year period until 1st September 2021 and is no more than £120k. The annual cost is included within the budget for 17-18 and is funded from the IT application maintenance budget. The payment will be at circa £30k per annum for the 4-year period.
13. Following the 4 year period the license will be linked to procurement of the website.

Legal implications

14. The contract for the JADU web application suite includes license and support. This contract has already been entered into and continues until termination notices are served.

Risk management

15. There is a risk of loss of service provisioning to the public without the system and renewing the license ensures continuity in support and maintenance.

Consultees

16. None.

Appendices

None

Background papers

None identified