

Report to: Cllr Rowan Ree, Cabinet Member for Finance and Reform

Date: 4 March 2026

Subject: Contract Award for the provision of managed cloud services and security

Report Author: Roland De La Mothe, Contract Monitoring Officer, Digital Services

Responsible Director: Sukvinder Kalsi, Executive Director of Finance and Corporate Services.

SUMMARY

The report recommends the award of a contract to the successful supplier, following the conclusion of the procurement process undertaken via the Crown Commercial Services (CCS) RM1557.14 G-Cloud 14 Framework.

The contract award decision recommended in this report will ensure the continuity of services for the management of the Hammersmith and Fulham (H&F) cloud services and security monitoring to ensure resilient, secure, and efficient delivery of digital services.

This report provides an overview of the requirement procured, the pre-procurement considerations which informed the procurement strategy agreed, the approach adopted in achieving the Most Economically Advantageous Tender (MEAT), and the post-procurement activities, including the outcome of the procurement process.

RECOMMENDATIONS

1. Appendices 1 to 4 and Annexes 1 and 3 are not for publication on the basis that they contain information relating to the financial or business affairs of any particular person (including the authority holding that information) as set out in paragraph 3 of Schedule 12A of the Local Government Act 1972 (as amended).
 2. The Cabinet Member for Finance and Reform is asked to approve the award of a contract to the Preferred Supplier identified in Appendix 1.
 3. The contract will be for an initial period of three (3) years with the option for extension by a further period of one (1) year, for the Contract Award Value included in Appendix 1 (the "Contract Award Value").
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Wards Affected: All

Our Values	Summary of how this report aligns to the <u>H&F Corporate Plan</u> and the H&F Values
Creating a compassionate and inclusive council	Having secure systems in place to support service delivery for better outcomes for our residents.
Doing things with local residents, not to them	The contract will support the introduction and management of new technologies into the council including providing better, simpler mechanisms for individuals and local communities to communicate with the council. This will enable all parties to contribute equally to discussions on developments both locally and for the borough as a whole and enable the council to deliver exceptional services to residents.
Being ruthlessly financially efficient	The contract will provide a valuable independent source of expertise and analysis.
Taking pride in H&F	Being proud of our investment in a managed service and security promoting a secure outcome for residents
Rising to the challenge of the climate and ecological emergency	The contract will support the introduction of new technologies and will also support initiatives to enable the council to deliver a cleaner, greener sustainable borough.

Financial Impact

This paper seeks approval for new contract. Further details relevant to the financial impact are included in Appendix 1.

Further details relevant to the financial impact and/or undertaken to provide financial assurance are included in Appendix 2.

Alex Pygram, Head of Finance, Finance and Corporate Services, 6th January 2026

Verified by: James Newman, AD Finance, 9 February 2026

Legal Implications

This procurement process was managed and undertaken in accordance with the Choose an item. Procurement Act 2023 (UKPGA 2023/54), and the Procurement Regulations 2024 (UKDSI 2024/9780348259728), as well as the requirements of the Council's Contract Standing Orders (CSOs).

Joginder Singh Bola, Senior Solicitor (Contracts & Procurement), 7 January 2026

Procurement Comments

The procurement strategy complied with the Council's Contract Standing Orders (CSOs) as they relate to high value contracts; specifically, CSO 16.1, section D.

The procurement process was conducted in adherence with the strategy report approved by the Cabinet Member for Finance and Reform and to the requirements of a direct award call-off procedure under the Crown Commercial Service (CCS) RM1557.14 G-Cloud 14 Framework.

In accordance with the requirements of the PCR 2015, which the CCS RM1557.14 G-Cloud 14 Framework was established under, a Contract Award Notice must also be published on Find a Tender Service (FTS) via capitalESourcing, to ensure transparency and accountability requirements are fulfilled in respect of awarded public sector contracts.

Taiwo Adelano, Category Specialist, 05 January 2026

Background Papers Used in Preparing This Report

None.

DETAILED ANALYSIS

Procurement Approach

1. The procurement process has been undertaken in accordance with the Procurement Strategy included at Annex 1, agreed by Cabinet Member for Finance and Reform on 30 October 2025, and CSO 18. of London Borough of Hammersmith and Fulham Council's (the "Council") Contract Standing Orders (CSOs), which defined the process to be followed.
2. A direct award call - off procedure was initiated under Lot 3; Cloud Support of the Crown Commercial Services (CCS) RM1557.14 G-Cloud 14 Framework.
3. The evaluation and selection of shortlisted suppliers was based on Most Economically Advantageous Tender (MEAT).
4. The quality and price weightings applicable to this procurement process are set out below, and were identified as being appropriate, to a model designed to drive a greater influence over the quality of the contract, during the contract term.

Criteria	Weighting
Quality	60%

Criteria	Weighting
Price	40%
Total (100%)	100%

5. The following were used as part of this procurement:
 - a. Minimum quality threshold score applied for each of the quality sub-category criteria as set out in Appendix 3.

Conflicts of Interest

6. All officers and decision makers have been required to complete a Conflict of Interest Declaration form to record any actual, potential, and/or perceived conflicts, along with appropriate mitigations (as appropriate), on the Conflicts Assessment.
7. Approval of this Contract Award by the elected member (as applicable) constitutes their declaration that they do not have any actual, potential, and/or perceived conflicts, relevant to this procurement, except where a specific Conflict of Interest Declaration form has been completed and provided, advising differently. All members of the Evaluation Panel were required to complete and sign a Conflict of Interest and Confidentiality Undertaking Declaration. A completed and signed copy of this form was returned by all members of the Evaluation Panel, ahead of them reviewing Potential Supplier responses.

Procurement Outcome

8. Six (6) suppliers service offerings were shortlisted following the key word search conducted on the against the Council's high-level requirements on the CAS.
9. The Procurement Responses were checked to determine they were compliant of the rules of the procurement process.
10. The service offerings of each of the shortlisted Suppliers was evaluated in accordance with the criteria set out in the table above. Further details relevant to the procurement outcome are included in Appendix 3.
11. Following assessment and moderation of service offerings, moderated weighted scores were confirmed. Detail of these is included in the Evaluation Moderation Matrix, included at the annexes of this report.
12. The Preferred Supplier's service offering has been objectively assessed as providing the Most Economically Advantageous Tender (MEAT) in providing this requirement.
13. Breakdown of moderated scores against all assessment criteria for the Preferred Supplier and unsuccessful suppliers is included in Appendix 4.

People Based Considerations

14. The Transfer of Undertakings (Protection of Employment) Regulation 2006 (UKSI 2006/246) (TUPE) is not applicable to this contract.

Risk Assessment and Proposed Mitigations

15. The risks relating to cloud service continuity and security oversight were considered. Mitigation steps include governance controls and supplier assurance measures.

Mobilisation Timetable

16. The table below provides an estimated timetable of the competition process through to contact commencing.

Action	Date
1. Contract Assurance Board (CAB) sign off (Award Report)	Wednesday, 14 January 2026
2. Lead Cabinet Member sign off (Award Report)	Friday, 16 January 2026
3. Contract Engrossment and execution	Monday, 23 February 2026
4. Contract Details Notice Published	Tuesday, 24 February 2026
5. Contract Start Date	Wednesday, 22 April 2026
6. Contract Mobilisation and Implementation	Three (3) months
7. Contract End Date (initial term, excluding extension periods)	Saturday, 21 April 2029
8. Contract End Date (including all extension periods)	Sunday, 21 April 2030

Contract Management

17. The contract will be monitored by the Applications team and the Contract Monitoring Office within Digital Services and will be assessed and reviewed quarterly.

Conclusion

18. Following conclusion of the procurement process, it is recommended that the contract is awarded to the Preferred Supplier, who achieved the highest score, following comprehensive and objective assessment and moderation of all compliant service definition documents, by the Evaluation Panel.

Equality and Inclusion Implications

19. This procurement does not directly change frontline services or council roles, but there are indirect equality considerations linked to accessibility, inclusive security controls, and workforce diversity in technology roles. Risks include barriers for disabled users (e.g., MFA or portal accessibility), underrepresentation of women and ethnic minorities in cybersecurity, and lack of supplier workforce diversity data.
20. To mitigate these, the council will:
 - Require accessible design standards (e.g., WCAG compliance) and alternative MFA options.
 - Request anonymised diversity data and embed social value commitments for inclusive recruitment and apprenticeships.
 - Monitor equality impacts through quarterly reviews and maintain the EIA as a live document.
21. These measures ensure compliance with the Public Sector Equality Duty and support H&F's commitment to equity, diversity, and inclusion.
22. A completed Equality Impact Assessment (EIA) can be found in Annex 4

Verified by: Yvonne Okiyo , Strategic Lead EDI, 6th January 2026

Climate and Ecological Emergency Implications

23. The preferred supplier has a strong commitment to addressing climate change issues.
24. The supplier integrates this within its day-to-day processes and ways of working in order to reduce the carbon footprint of the company as a whole and to encourage climate awareness among its staff and customers.
25. The suppliers carbon emissions are monitored by an independent assessor to monitor compliance and progress.
26. The supplier provides environmental training and various initiatives to encourage their staff and customers.
27. The supplier would apply its knowledge and skills in managing the council's services to help the council to improve their carbon footprint.

Verified by: Charlotte Slaven, Head of Climate Strategy and Engagement, 6th January 2026.

Local Economy and Social Value Implications

28. It is a requirement that all contracts let by the council with a value above £100,000 propose and commit to social value contributions that are additional to the core services required under the contract.
29. When considering Social Value requirements in the procurement stage, the Council was subject to the conditions laid out in the framework in the first instance.
30. The framework utilised as part of this procurement exercise allows us to impose Social Value commitments upon the supplier prior to contract commencement.
31. It is recommended that the commissioner and Social Value officer work with the chosen supplier, prior to contract commencement, to ensure that the contributions committed by the supplier are realistic and supported by a delivery plan.
32. It is recommended that the commissioner works closely with Legal Services to ensure appropriate social value clauses are included in the contract, so that the council can enforce its right to remedies if social value commitments are not delivered.
33. The preferred supplier is invested in tackling economic inequality and to promoting equal opportunity and wellbeing. They are committed to providing apprenticeships, working with local schools and colleges and promoting equal opportunities for women, those with disabilities or other disadvantaged groups to encourage a diverse, skilled workforce.

Harry Buck, Social Value Officer (Procurement), 5th January 2026

Digital Services and Information Management Implications

34. DS understand this procurement is for the provision. It is important DS is consulted for any new systems, integrations, or infrastructure changes which may be employed by the chosen supplier to ensure alignment with corporate digital strategy.
35. Data Protection: The chosen supplier will be expected to have a Data Protection policy in place and staff will be expected to have received Data Protection training.
36. The contract with the preferred supplier will need to include H&F's data protection and processing schedule. This is compliant with the UK Data Protection law.

37. SSQs: The service will need to complete a Data Protection Impact Assessment, and the preferred supplier will need to complete a (Cloud) Supplier Security Questionnaire.
38. Cyber Security: H&Fs approved cyber security clauses must be incorporated into all new and renewed contracts regardless of value, or framework. Legal advice should be sought on how to incorporate the cyber security clauses into agreements which do not use our H&F contract templates.
39. AI: The service should engage with DS prior to enabling any generative AI functionality, to ensure compliance with corporate AI strategy, governance, security, and privacy requirements. The AI Governance Framework form must be completed for any enhancements to existing solutions, as well all new projects and contracts deploying AI capabilities. If colleagues are unsure as to whether a new function falls within the AI framework, they should discuss with DS.
40. Digital Accessibility: This is a legal requirement and must be considered from the start, covering the front- and back-end. Digital tools and services must be accessible to everyone – staff and the public. If a system has major accessibility issues, it should be treated as incomplete.

Umit Jani, Strategic Relationship Manager (People), Thursday 8th January 2026

LIST OF APPENDICES

- Appendix 1 (Exempt) – Contract Award Details
- Appendix 2 (Exempt) – Further Financial Assurance
- Appendix 3 (Exempt) – Procurement Outcome
- Appendix 4 (Exempt) – Moderated Assessment Scores
- Annex 1 (Exempt) – Procurement Strategy Report
- Annex 2 – Procurement Timetable
- Annex 3 (Exempt) – Evaluation Moderation Matrix
- Annex 4 – Equality Impact Assessment