



Decision Maker:	Interim Director of Technology and Customer Experience
Decision Title:	Provision of GOSS Self Service Platform
Decision date:	10 August 2026
Source of delegation:	Constitution Part 7.2, Scheme of Delegation to Officers, paragraph 6.16 (a).
What decision was made?:	Approval to procure and implement the full suite of GOSS products for Oxfordshire County Council's Digital Experience Platform (DXP) via the G-Cloud 14 framework. The estimated contract total cost is £420,000, 1 year term at £150,000, with a 1 year optional extension at £150,000 and £120,000 optional spend covering product purchase, implementation, and support. Funding for year 1 and the optional spend will be drawn from Capital funding already secured for the Transformation Directorate. Year 2 (optional extension) will be covered from revenue. Increase over current spend has been reviewed and can be covered by the existing IT revenue budget.
Purpose:	The decision enables Oxfordshire County Council to deliver a unified, secure, and scalable Digital Experience Platform (DXP) for residents and staff. It streamlines digital services, improves operational efficiency, enhances customer experience, and supports the council's digital transformation objectives.
Reasons:	The current digital services are fragmented, and a unified Digital Experience Platform (DXP) is needed to ensure continuity and improvement. Procuring the full suite of GOSS products via the G-Cloud 14 framework will maximise value for money, support innovation, and ensure compliance with procurement regulations. The new solution will deliver enhanced capabilities, streamline operations, and improve customer experience, aligning with the Council's strategic objectives. This decision supports operational efficiency, better service delivery, and the Council's transformation goals.
Other options considered:	Continuing with existing fragmented systems and manual processes was considered but rejected, as it would not provide a consistent approach to bookings, would increase ongoing license costs,



and create greater disparity and support demands across the organisation.

Purchasing only the GOSS bookings module was considered a partial solution, but while it would help digitise and standardise bookings, it would not address the wider need for a unified Digital Experience Platform.

No other alternatives were identified that could deliver the required functionality within the existing infrastructure and licensing model. The full suite of GOSS products was chosen as the most effective and economically viable solution.