

# **DELEGATED DECISIONS BY CABINET MEMBER FOR RESOURCES AND DEPUTY LEADER**

**15 September 2026**

## **Zero Trust Network Access Broker (Zscaler Secure Access and Connectivity Renewal)**

**Report by Kit Collingwood Int Director Technology and Customer  
Experience**

### **RECOMMENDATION**

**The Cabinet Member is RECOMMENDED to:**

- a. Authorise the procurement of Zscaler secure connectivity, access and cyber security services from a suitable supplier; and**
- b. Delegate authority to the Head of IT Services to award a contract in accordance with recommendation (a).**

### **Executive Summary**

1. Originally introduced as part of a Cabinet-approved strategy in 2019 (the “2019-24 IT Strategy”), the Council appointed Softcat PLC to provide Zscaler Internet Access (ZIA) and Zscaler Private Access (ZPA) services, enabling officers to securely access the internet, council applications and internal resources in support of the Council’s Technology Strategy 2025-2028.
2. In the 2019–24 IT Strategy, OCC committed to using Zero Trust as the preferred method for connectivity, allowing the removal of the Wide Area Network and the use of cheaper, faster internet services. Zscaler enabled the delivery of this approach.
3. The current contract with Softcat PLC will expire on 26 December 2026. Therefore, this key decision seeks to obtain authority to procure and award a contract for the Zscaler secure connectivity, access and cyber security services from a suitable supplier, with contract value as specified in Appendix 1.

### **Local Government Reorganisation implications**

4. The Zscaler services support Local Government Reorganisation (“LGR”) by enabling secure access across multiple environments and providing a flexible foundation for collaboration, federation, shared services and wider organisational change. Consideration will need to be given to the new contractual terms and the extent to which they can accommodate changes arising from LGR, including changes to organisational boundaries, user numbers and service requirements. Any such changes will need to be managed in compliance with all relevant legislation and the Framework’s rules.

## Scope of the Zscaler Services

5. Zscaler services are already deployed across OCC devices to provide secure access to the internet, council applications and internal resources.
6. Zscaler ZIA inspects internet traffic and blocks malicious or inappropriate activity. Zscaler ZPA is installed on every end-user device and allows officers to connect only to the applications they are entitled to use. This reduces the risk of lateral movement across the network, a technique commonly used by attackers to compromise traditional environments.
7. The current use of ZIA and ZPA has strengthened OCC's security posture and mitigates many of the cyber security risks associated with traditional environments. This approach is increasingly becoming an industry standard.

## Financial Implications

8. The estimated cost of a three-year contract is included in the medium-term financial plan for the IT Service cost Centre R41000 and detailed in Appendix 1.
9. It is now anticipated a pressure will occur in 2027/28 and will need to be addressed within the budgetary cycle to maintain the overall position.

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## Legal Implications

10. The contract will be awarded in line with all relevant legislation and the Council's Contract Procedure Rules.
11. The service area intends to direct award a new three-year call-off contract for the continued delivery of the Zscaler software and services under the Software Products and Associated Services (Y23065) Framework Agreement, established by Kent Commercial Services (KCS). The Framework was procured in accordance with the Public Contracts Regulations 2015 (PCR 2015), and the service area has confirmed that the proposed award shall comply with Regulation 33(8) of the PCR 2015 and the requirements set out in the KCS User Guide.
12. Legal Services will support the service area and prepare the necessary contract documentation.

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## Risk Management

13. Renewing the service mitigates significant cyber and operational risks while maintaining a proven platform already deployed across the organisation.

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