

CLOSED AGENDA – REPORT EXEMPTION

The content of the below report or discussion has been classed as exempt from publication as detailed below under Schedule 12A of the Local Government Act 1972:

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the OPCC or Northumbria Police holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations
 - a. or negotiations, in connection with any labour relations matter arising between the OPCC/Northumbria Police or a Minister of the Crown and employees of, or office holders under, the OPCC/Northumbria Police.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the OPCC/Northumbria Police proposes—
 - to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - to make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

NORTHUMBRIA POLICE AND CRIME COMMISSIONER

Key Decision

Title and Reference:

Request to Issue Tender for Telephony Transformation

(PCC/484/2022)

Summary

The Northumbria Police Digital Policing Department provides enterprise telephony services to back office and public facing users via an Avaya telephony platform, supplemented by an Avaya Aura Contact Centre platform to support the delivery of Emergency and Non-Emergency calls in the Control Rooms. The majority of on-premise services are co-located with the Control Rooms at Ponteland and South Shields. The existing contract, with BT, commenced in March 2016 for an initial term of 5 years, at the beginning of 2021 the option to extend the contract was exercised and the contract now terminates in March 2023. Procurement of the new contract is for continuation of the contact centre platform with a number of enhancements and a technical refresh to make better use of available technology to meet requirements.

It is proposed that the agreement will be for an initial five years, with the option to extend for up to an additional two, twelve-month periods.

Contract value for the seven-year period, is estimated to be in the region £3.8m.

Recommendation/Findings:

Request to publish a tender for the above services.

Northumbria Police and Crime Commissioner

I hereby approve the recommendation above.

Signature



Date

14/11/2022