

**THE OFFICE OF POLICE AND CRIME COMMISSIONER
FOR DERBYSHIRE
DECISION RECORD**

Request for PCC Decision	Received in OPCC Date: March 2022	OPCC Ref: DN24-22
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Provision of Interactive Voice Solution

Derbyshire Constabulary (DC) provides a contact management function to the public via a staffed Control Room, accepting both emergency and non-emergency telephone contacts from callers dialling 999 or 101 within the region. Emergency contacts are handled by Control Management staff (agents) and prioritised over non-emergency contacts by default. Non-emergency contacts are automatically presented with a simple set of options that ultimately route them to either a staffed switchboard or to the agents. DC seek to implement a more flexible and fit-for-purpose IVR to improve non-emergency contact handling by more effectively intercepting and resolving contacts that do not require the attention of an agent. A route to market was identified via the Derbyshire IT Hardware, Software and Consumables framework which is in place with Insight Direct (UK) Limited and offers a compliant route to market via direct award. The business requirements were shared with appropriate suppliers who are partnered with Insight Direct (UK) Limited. A viable solution, offered by Netcall Technology Limited, has been evaluated by DC in accordance with a pre-agreed scoring criterion. Netcall Technology Limited's offering meets DC's requirements and therefore the contract for the Provision of an Interactive Voice Response (IVR) Solution is to be awarded to Insight Direct (UK) Limited (of which will be provided by Netcall Technology Limited) for the total contract value of £240,005.32 which covers the period of 5 years from go-live, which is currently estimated to be 1 August 2022.

Decision

Approved

Declaration

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct for the Police and Crime Commissioner for Derbyshire. Any such interests are recorded below.

None

The above request has my approval.

Signature



Date 7 March 2022

PUBLICATION SCHEME CONSIDERATIONS

Is the related Section B report to be published Yes

The report contains commercially sensitive information.

Is the publication of this approval to be deferred No

If Yes, provide reasons below

Date to be deferred to –

NB Statutory Instrument 2011/3050 (as amended by SI 2012/2479) states that: *all decisions made by a PCC are in the types of information that must “be published as soon as practicable after it becomes available to the elected local policing body”.*

OFFICER APPROVAL

Chief Executive or Nominee:

I have been consulted about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report.

I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner

Name Andrew Dale

Date 15 February 2022