



DECISION RECORD

Decision Record Number 258

This document records a decision taken by the Police, Fire and Crime Commissioner, together with details of the advice he received prior to taking the decision.

Decision taken

The Police, Fire and Crime Commissioner has taken the decision to:

Recommend approval for the award of a contract to Alvaria Ltd for the supply of Aspect system upgrade, support and maintenance, for the period of contract 8/2/2022 to 07/02/2025. The total contract value is £145,406.18 ex VAT for the duration of the contract with no extension options available. Northamptonshire Police have used the service since 2004 to manage the delivery of incoming 999 emergency calls from the general public to agents in the contact centre. It is a well embedded solution and one which supports key and critical business processes currently employed by the contact centre. A project team is being set up to complete a review of the FCR systems and create a full specification to go to market for a fully integrated system that could accommodate both Police and Fire, the Aspect offering will be included in that project. In the meantime, it has been agreed to keep the current systems working and maintained.

Details of advice taken

Professional financial and legal advice has been sought to ensure the decision best supports business need and represents value for money.

Stephen Mold
Police, Fire and Crime Commissioner
16/12/2021

END