

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

Decision Record Number: 13/2016

**Title: Provision of an Integrated Multi Channel Customer Contact and Resource Management Solution**

**Executive Summary:**

A copy of the "Authority to Proceed Document" agreed by the Commissioners of Humberside and South Yorkshire was submitted. The document set out the reasons for the procurement of an integrated multi channel customer contact and resource management solution, by the Humberside and South Yorkshire Forces, to replace existing arrangements. An open tender process had been run and four tender submissions were received.

**Decision:**

That the contract for the provision of a multi channel customer contact and resource management solution be awarded to Sopra Steria.

**Background Report:** Confidential

**Police and Crime Commissioner for Humberside**

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct.

Any such interests are recorded below.

The above decision has my approval.

**Signature**



**Date 27.04.16**