


CAMBRIDGESHIRE AND PETERBOROUGH POLICE AND CRIME COMMISSIONER	
DECISION RECORD – CPCC 2025-015	
Subject	Call off Contract for upgrade Telephony system for Cambridgeshire & Hertfordshire
Decision	Sign the call-off contract for Telephony System
Decision Summary	<p>Overview</p> <p>A new telephony system upgrade has been required in the Demand Hub. The upgraded system will provide upgrades to call back options to reduce abandonment rates and digital contact methods.</p> <p>7F Procurement have undertaken a process under a framework agreement and the current supplier have been awarded a 5-year contract. The contract is commercially sensitive and is exempt from publication under section 43 of the Freedom of Information Act.</p> <p>A tender process will be undertaken at the end of this contract.</p>
Recommendation	Recommendation for the Commissioner is to sign the decision notice.

Officer Approval	<p>Chief Executive</p> <p>I have been consulted about the decision and I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner.</p>
	 <p>Jack Hudson, Interim Chief Executive</p> <p>Tel: 0300 333 3456 Email: cambs-pcc@cambs.police.uk</p>

Darryl Preston, Police and Crime Commissioner for Cambridgeshire and Peterborough

I confirm that I have reached the above decision after consideration of the facts. I confirm that I do not have any personal or prejudicial interests in this matter and take the proposed decision in compliance with the Code of Conduct for the Cambridgeshire Police and Crime Commissioner.

I approve the recommendation above.

Signature:

A handwritten signature in black ink, appearing to be 'D.P.', written on a light grey rectangular background.

Date:

28/08/2025