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Award

AgentForce

The Police and Crime Commissioner for Humberside

F15: Voluntary ex ante transparency notice

Notice identifier: 2025/S 000-071871

Procurement identifier (OCID): ocds-h6vhtk-05dc5e

Published 7 November 2025, 9:47am

Section I: Contracting authority/entity

I.1) Name and addresses

The Police and Crime Commissioner for Humberside

The Lawns, Harland Way

Cottingham

HU165SN

Contact

Abbie Carlisle

Email

abbie.carlisle@humberside.police.uk

Country

United Kingdom

Region code

UKE12 - East Riding of Yorkshire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.humberside-pcc.gov.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

AgentForce

Reference number

3178-2025

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

AgentForce is a secure, cloud-based policing solution built on Salesforce technology, designed to enhance operational efficiency and public engagement. Supports contact

centre operations, case management, and victim support.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £81,940

II.2) Description

II.2.2) Additional CPV code(s)

- 72200000 - Software programming and consultancy services

II.2.3) Place of performance

NUTS codes

- UKE - Yorkshire and the Humber

II.2.4) Description of the procurement

AgentForce is a secure, cloud-based policing solution built on Salesforce technology, designed to enhance operational efficiency and public engagement. Supports contact centre operations, case management, and victim support.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated without a prior call for competition

- Additional deliveries by the original supplier

Explanation:

Direct Award under Lot 4 of the Auspices of The West Yorkshire Combined Authority Framework for the supply of IT Hardware, Networking and Security Equipment and Commercial Off The Shelf Software (COTS) Ref:- 2821-2022

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract/concession

Contract No

3178-2025

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

31 October 2025

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

Insight (UK) Limited

Sheffield

Country

United Kingdom

NUTS code

- UKE - Yorkshire and the Humber

Companies House

02579852

The contractor/concessionaire is an SME

No

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Initial estimated total value of the contract/lot/concession: £81,940

Total value of the contract/lot/concession: £81,940

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Procurement Review Unit- Cabinet Office

London

Country

United Kingdom