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Contract

Fournet Managed Service

The Police and Crime Commissioner for Humberside

F03: Contract award notice

Notice identifier: 2025/S 000-085766

Procurement identifier (OCID): ocds-h6vhtk-05dd9c

Published 23 December 2025, 11:41am

Section I: Contracting authority

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

Fournet Managed Service

Reference number

3197-2025

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

We are currently operating a legacy CS1K telephony platform for back-office telephony services. There is a need to retain the existing CS1K platform which will require associated support and maintenance.

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: £18,026.67

II.2) Description

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKE - Yorkshire and the Humber

II.2.4) Description of the procurement

Managed Service FourNet - FourNet provide 24*7 support to Humberside Police for their existing Avaya/Nortel CS1K telephony solution. This comes with 24*7 access to the FourNet Service desk, via phone, email or the online portal.

The below response times are also included with this contract:

- P1 - Same day response no fix time. Next day response for faults reported after 15:00
- P2 - Next day response no fix time
- P3 - 5-day response no fix time

Telephony hardware - (excluding handsets) are supported under this extension including hardware replacement. This also includes engineering resource to attend site (where required to resolve a problem if remote diagnostics determine a visit is required).

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

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Direct Award from the Auspices of the West Yorkshire Combined Authority Framework for the Supply of IT Hardware, Networking & 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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-072373](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 October 2025

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Insight (UK) Limited

Sheffield

Country

United Kingdom

NUTS code

- UKE - Yorkshire and the Humber

Companies House

02579852

The contractor is an SME

No

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

Total value of the contract/lot: £18,026.67

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Procurement Review Unit- Cabinet Office

London

Country

United Kingdom