

# Decision Record Template



Date of Decision: 29/05/2025

Lead Officer: Simran Gill

Decision Record URN: EXE0011-25

Title: CONT0452 - GoodSAM Instant Renewal

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## Decision summary:

### **Supporting information**

#### **1) Background information**

The GoodSAM Instant suite of products centres on the app-less video system enabling services to open any callers smartphone camera and have one or multiway consultations and then use powerful AI systems. Video Forwarding, Instant Location, Evidence Upload and Document signing are some of the additional functions.

GoodSAM offers unique features that are not provided by any other supplier. An example of this is Network Exemption. GoodSAM is the only product available on the market offering this comprehensive suite of functionality tailored for emergency service use, and the only emergency live video product that has been 'Zero Rated' by major UK mobile networks – meaning that where victims of Domestic Abuse or 999 callers are invited to use the service by Leicestershire Police, there is no impact on their mobile data allowance – it is free to use and will work even if the user has no remaining data.

#### **2) Detail of additional information attached.**

Approved recommendation attached.

#### **3) Expected benefits.**

This requirement has previously been procured repeatedly via an SSD to GoodSAM. I have utilised a more compliant route to market – CCS G-Cloud which allows us to compliantly direct award to GoodSAM for a longer duration.

4) **Impact of not approving the application**

GoodSAM has now been used in Leicestershire police for 3 years. To change the product to a less functional alternative, would have large training and cost implications to Leicestershire police. It would also reduce the service offering to victims of crime.

5) **Financial implications (including any cost savings)**

For year on year contracts the supplier's standard practice is to increase prices by CPI + 3%. The multi-year options offer costs fixed up-front.

The duration for this contract would be 01/06/25 - 31/05/28 plus an option to extend for a further year. The price is £238,500 for three years plus an optional extension for a further year for £83,500 (exc.VAT).

6) **Consultations** (Details of any consultations that have been carried out or reason as to why no consultations has taken place):

Procured via G-Cloud CCS. Existing requirement.

7) **Collaboration** (is there an opportunity to collaborate with partners)  
Not currently.

8) **Equality, Diversity & Human Rights implications**

All funded organisations have the relevant policies in place which they adhere to.

9) **Legal comments**

Funding agreements have been drafted and implemented by the Force Legal Team which are followed.

10) **Publication**

**To be completed**

It is appropriate to publish this record of decision made by the Police and Crime Police and Crime Commissioner: No

It is appropriate to publish the contents of the supporting papers:  
No

It is appropriate to publish details of the decision by the Police and Crime Police and Crime Commissioner for Leicestershire: **Yes, able to publish high level details of award.**

**Reasons for any non-Publication (referencing appropriate legislation):**

Information in this form is subject to the Freedom of Information Act 2000 (FOI Act) and other legislation. Unless the information provided is covered by an exemption and stated to be either confidential or partly confidential, the information contained in the form will be published on the OPCC website.

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**Chief Finance Officer: Kira Knott**

**Comments:**

I have been consulted about the proposal and confirm that financial advice has been taken into account in the preparation of this report and assurances sought have been outlined within the report. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Police and Crime Commissioner for Leicester, Leicestershire and Rutland.

**Signature:**



**Name: Kira Knott**

**Date: 15/05/2025**

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**Chief Executive and Monitoring Officer: Claire Trewartha**

**Comments:**

I have been consulted about the proposal and confirm that legal and equalities advice have been taken into account in the preparation of this report and assurances sought have been outlined in this report. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Police and Crime Commissioner for Leicester, Leicestershire and Rutland.

**Signature**



**Name Claire Trewartha**

**Date 16/05/2025**

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**Police and Crime Police and Crime Commissioner for Leicestershire:**

Having received the advice set out above and reviewed relevant documentation my decision in regard of this matter is:

**Approved**

I confirm that my register of interests' declaration is up to date and that none of my interests preclude me from making this decision.

**Signature:**



**Date: 29/05/2025**

**Name of Police and Crime Commissioner: Rupert Matthews**