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Award

Telephony Systems Support & Maintenance and Software Assurance

East Riding of Yorkshire Council

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-008498

Procurement identifier (OCID): ocds-h6vhtk-061313 ([view related notices](#))

Published 30 January 2026, 2:02pm

Scope

Reference

2318-26

Description

This contract is for the renewal of the support, maintenance and software assurance contract for the Council's Telephony System.

Contract 1. Telephony Support, Maintenance & Software

Assurance

Supplier

- Aspire Technology Solutions

Contract value

- £350,000 excluding VAT
- £420,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

27 February 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- 2 years

Main procurement category

Goods

Additional procurement category

Services

Options

The right to additional purchases while the contract is valid.

There will be scope to purchase additional licensing and functionality as necessary throughout the life of the contract where it is deemed appropriate and to the benefit of the operations of the Council

CPV classifications

- 48000000 - Software package and information systems
- 32000000 - Radio, television, communication, telecommunication and related equipment
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKE12 - East Riding of Yorkshire

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Additional or repeat goods, services or works - extension or partial replacement
- Single supplier - technical reasons

These additional / repeat goods and services, to be provided by the existing supplier, are critical to the efficient and effective operation of the Council. A change in supplier would result in the Council receiving goods and services that are different from the existing solution. In terms of implementation, operation, and maintenance there would be a number of technical reasons which would make a switch to any other solution disproportionately difficult to achieve. The solution integrates with several other embedded solutions. To implement a new solution would cause significant disruption and risk and availability of resource to establish these integrations and deliver an effective solution overall. A change in software would also result in significant additional training for back-office staff being required, leading to a potential risk of disruption.

Supplier

Aspire Technology Solutions

- Public Procurement Organisation Number: PCWL-7891-TRRX

Pipewell Quay

Gateshead

NE8 2BJ

United Kingdom

Email: dave.maltby@aspirets.com

Region: UKC22 - Tyneside

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Telephony Support, Maintenance & Software Assurance

Contracting authority

East Riding of Yorkshire Council

- Public Procurement Organisation Number: PZQH-9124-TMLN

County Hall, Cross Street,

Beverley

HU17 9BA

United Kingdom

Contact name: Lee Phipps

Email: lee.phipps@eastriding.gov.uk

Website: <https://www.eastriding.gov.uk>

Region: UKE12 - East Riding of Yorkshire

Organisation type: Public authority - sub-central government