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Contract

Customer Relationship Management System

The North Yorkshire Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-014605

Procurement identifier (OCID): ocds-h6vhtk-050176

Published 11 April 2025, 1:16pm

Scope

Reference

68417

Description

Support Services for Customer Relationship

Management System

Contract 1

Supplier

- [Boxxe Limited](#)

Contract value

- £164,523.29 excluding VAT
- £197,427.94 including VAT

Below the relevant threshold

Date signed

17 March 2025

Contract dates

- 1 April 2025 to 31 March 2026
- Possible extension to 30 November 2026
- 1 year, 8 months

Description of possible extension:

one 8 month extension available.

Main procurement category

Goods

CPV classifications

- 48445000 - Customer Relation Management software package

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Procedure

Procedure type

Below threshold - unknown

Supplier

Boxxe Limited

Eboracum Way

York

YO31 7RE

United Kingdom

Email: joe.hammond@boxxe.com

Region: UKE21 - York

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

The North Yorkshire Council

- Public Procurement Organisation Number: PNXY-8263-XCNL

County Hall, Racecourse Lane

Northallerton

DL7 8AD

United Kingdom

Email: procurement@northyorks.gov.uk

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

Region: UKE22 - North Yorkshire CC

Organisation type: Public authority - sub-central government