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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

DL78AD

**United Kingdom** 

Email: procurement@northyorks.gov.uk

Website: <a href="https://www.northyorks.gov.uk/">https://www.northyorks.gov.uk/</a>

Region: UKE22 - North Yorkshire CC

Organisation type: Public authority - sub-central government