

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/015319-2026>

Award

YPO 1253 - SUPPLY OF CRM SOLUTION FOR YPO

Yorkshire Purchasing Organisation

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-015319

Procurement identifier (OCID): ocds-h6vhtk-04ed37 ([view related notices](#))

Published 19 February 2026, 2:50pm

Scope

Reference

001253

Description

YPO are looking for a Supplier to be appointed onto a Contract (Lot 1) following a Competitive Tendering Procedure for the provision of a CRM Solution, which will serve YPO internal requirements only.

Estimated Contract Value: The Contract has an estimated value of between £3,563,082 - £4,800,000 inclusive of VAT for the maximum life of the Contract (10 years). All references to values and/or volumes of business are for guidance only and there is no guarantee of any business.

Lot 1. Lot 1 - Single CRM Solution for YPO

Description

YPO are looking for a Supplier to be appointed onto a Contract (Lot 1) following a Competitive Tendering Procedure for the provision of a CRM Solution, which will serve YPO internal requirements only.

Contract 1. Single CRM Solution for YPO

Lots

Lot 1. Lot 1 - Single CRM Solution for YPO

Supplier

- ZIIPLINE LTD

Contract value

- £4,000,000 excluding VAT
- £4,800,000 including VAT

Above the relevant threshold

Award decision date

16 February 2026

Date assessment summaries were sent to tenderers

16 February 2026

Standstill period

- End: 2 March 2026
- 8 working days

Earliest date the contract will be signed

4 March 2026

Contract dates (estimated)

- 5 March 2026 to 4 March 2031
- Possible extension to 4 March 2036
- 10 years

Description of possible extension:

The Contract will cover the period from 5th March 2026 to 4th March 2031 with two options to extend for an additional 36 months and 24 months. The first decision to extend the Contract period will be taken by the end of October 2030 and will be dependent on

satisfactory completion of all aspects of the Contract to date, the current market conditions for and YPO's internal contracting structures. The maximum Contract period will therefore be 10 years, from 5th March 2026 to 4th March 2036 (subject to an annual review, incorporating price re-establishment and KPI performance).

Main procurement category

Services

Additional procurement category

Goods

Options

The right to additional purchases while the contract is valid.

Any resulting Contract shall be deemed to cover any item that can be supplied by the successful Tenderer over the life of the Contract within the scope of CRM Solutions.

CPV classifications

- 72212445 - Customer Relation Management software development services

Contract locations

- UKE45 - Wakefield

Information about tenders

Lot 1. Lot 1 - Single CRM Solution for YPO

- 9 tenders received
 - 4 tenders assessed in the final stage:
 - 4 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 3 suppliers unsuccessful (details included for contracts over £5 million)
-

Submission

Submission type

Requests to participate

Procedure

Procedure type

Competitive flexible procedure

Supplier

ZIILINE LTD

- Companies House: 15002412
- Public Procurement Organisation Number: PXDD-4183-WDNH

222 Bishopsgate

London

EC2M 4QD

United Kingdom

Email: procurement@ziipline.com

Website: <https://ziipline.com/>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Single CRM Solution for YPO

Contracting authority

Yorkshire Purchasing Organisation

- Public Procurement Organisation Number: PMRV-4748-MNJV

41 Industrial Park

Wakefield

WF2 0XE

United Kingdom

Email: contracts@ypo.co.uk

Website: <https://www.ypo.co.uk/>

Region: UKE45 - Wakefield

Organisation type: Public authority - sub-central government