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Award

## **YPO 1253 - SUPPLY OF CRM SOLUTION FOR WIDER PUBLIC SECTOR**

Yorkshire Purchasing Organisation  
The Association of North East Councils Limited

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

Notice identifier: 2026/S 000-015346

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

Published 19 February 2026, 3:21pm

### **Scope**

### **Reference**

001253F

### **Description**

YPO and NEPO are looking for Suppliers to be appointed onto a Framework Agreement (Lot 2 linking to notice 2025/S 000-035344) following a Competitive Tendering Procedure for the provision of CRM Solutions for the Wider Public sector. The Framework is designed to meet the needs of all public sector Contracting Authorities.

For the Framework solution YPO is the lead Public Sector Buying Organisation (PSBO) working in collaboration with NEPO (The Association of North East Councils Limited trading as the North East Procurement Organisation) as a group of Public Sector Buying Organisations (PSBOs).

Estimated Framework Value (Lot 2): As this is a new Framework to YPO the total spend is unknown however, considering YPO and NEPO's existing customer base it is anticipated

to be approximately £60,000,000 inclusive of VAT for the maximum life of the Framework (4 years). This is the total spend figure which would be broken down into separate orders. The Framework estimated value is based on the probable sum based on the maximum estimated value, inclusive of VAT, of all the Call-off Contracts envisaged for the total term of the Framework. The Framework will be available nationally for contracting authorities to call off.

## **Commercial tool**

Establishes a framework

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## **Lot 2. Lot 2 - CRM Software Solution for Wider Public Sector**

### **Description**

YPO and NEPO are looking for Suppliers to be appointed onto a Framework Agreement (Lot 2) following a Competitive Tendering Procedure for the provision of CRM Solutions for the Wider Public sector. The Framework is designed to meet the needs of all public sector Contracting Authorities

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## **Contract 2. CRM Solution for Wider Public Sector**

## **Lots**

Lot 2. Lot 2 - CRM Software Solution for Wider Public Sector

## **Suppliers (12)**

- CLARITAS SOLUTIONS LIMITED
- DELAWARE DIGITAL LLP
- DELOITTE LLP
- ERNST & YOUNG LLP
- HALO SERVICE SOLUTIONS LTD
- HUBLE DIGITAL LIMITED
- INFOSYS LIMITED
- KERV DIGITAL LIMITED
- PHOENIX SOFTWARE LIMITED
- Provident CRM Ltd
- Unipartner IT Services
- ZIIPLINE LTD

## **Contract value**

- £60,000,000 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 2027
- Possible extension to 4 March 2030
- 4 years

Description of possible extension:

The Framework Agreement will cover the period from 5th March 2026 to 4th March 2027 with two options to extend for an additional 12 months and 24 months. The first decision to extend the Framework period will be taken by the end of October 2026 and will be dependent on satisfactory completion of all aspects of the Framework Agreement to date, the current market conditions for this category and YPO's contracting structures. The maximum Framework Agreement period will therefore be 4 years, from 5th March 2026 to 4th March 2030 (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 Framework and Call-off Contract shall be deemed to cover any item that can be supplied by the successful Tenderer(s) over the life of the Framework and Call-off Contract within the scope of CRM Solutions.

## **CPV classifications**

- 72212445 - Customer Relation Management software development services

## **Contract locations**

- UK - United Kingdom

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## **Information about tenders**

### **Lot 2. Lot 2 - CRM Software Solution for Wider Public Sector**

- 15 tenders received
- 15 tenders assessed in the final stage:

- 9 submitted by small and medium-sized enterprises (SME)
  - 0 submitted by voluntary, community and social enterprises (VCSE)
  - 12 suppliers awarded contracts
  - 3 suppliers unsuccessful (details included for contracts over £5 million)
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### **Unsuccessful suppliers**

- [EXCELPOINT LIMITED](#)
  - [THEVISIONARYS LTD](#)
  - [ZOHO CORPORATION LIMITED](#)
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## **Submission**

### **Submission type**

Requests to participate

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## **Procedure**

### **Procedure type**

Competitive flexible procedure

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## Suppliers

### **CLARITAS SOLUTIONS LIMITED**

- Companies House: 03191078
- Public Procurement Organisation Number: PXDR-2786-VCNM

2 Deighton Close

Wetherby

LS22 7GZ

United Kingdom

Email: [sales@claritas-solutions.com](mailto:sales@claritas-solutions.com)

Website: <http://www.claritas-solutions.co.uk>

Region: UKE42 - Leeds

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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### **DELAWARE DIGITAL LLP**

- Companies House: OC414273
- Public Procurement Organisation Number: PMNX-4282-LYXT

83 Baker Street

London

W1U 6AG

United Kingdom

Email: [dlw-uk-enquiries@delaware.co.uk](mailto:dlw-uk-enquiries@delaware.co.uk)

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

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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## **DELOITTE LLP**

- Companies House: OC303675
- Public Procurement Organisation Number: PQZJ-4654-XTJY

1 New Street Square

London

EC4A 3HQ

United Kingdom

Email: [publicsectorbidteam@deloitte.co.uk](mailto:publicsectorbidteam@deloitte.co.uk)

Website: <https://www.deloitte.com/uk/en.html>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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## **ERNST & YOUNG LLP**

- Companies House: OC300001
- Public Procurement Organisation Number: PMLW-7292-ZXTL

1 More London Place

London

SE1 2AF

United Kingdom

Email: [eytenders@uk.ey.com](mailto:eytenders@uk.ey.com)

Website: [https://www.ey.com/en\\_uk](https://www.ey.com/en_uk)

Region: UKI44 - Lewisham and Southwark

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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## **EXCELPOINT LIMITED**

- Companies House: 05090647
- Public Procurement Organisation Number: PBVP-2965-RQQR

The Work Place Heighington Lane

Newton Aycliffe

DL5 6AH

United Kingdom

Website: <http://www.excelpoint.co.uk>

Region: UKC14 - Durham CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

## **HALO SERVICE SOLUTIONS LTD**

- Companies House: SC216980
- Public Procurement Organisation Number: PYVD-5774-MHXD

Cartref, Bonar Bridge

Ardgay

IV24 3AR

United Kingdom

Email: [sales@haloitsm.com](mailto:sales@haloitsm.com)

Website: <https://usehalo.com>

Region: UKM61 - Caithness & Sutherland and Ross & Cromarty

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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## **HUBLE DIGITAL LIMITED**

- Companies House: 04371301
- Public Procurement Organisation Number: PBNB-7525-JHHP

123 Buckingham Palace Road

London

SW1W 9SH

United Kingdom

Email: [accounts@Hubledigital.com](mailto:accounts@Hubledigital.com)

Website: <http://www.huble.com>

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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## **INFOSYS LIMITED**

- Companies House: FC020086
- Public Procurement Organisation Number: PVTY-9281-RRXZ

10 Upper Bank St

London

E14 5NP

United Kingdom

Email: [ukps@infosys.com](mailto:ukps@infosys.com)

Website: <https://www.infosys.com/>

Region: UKI42 - Tower Hamlets

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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## **KERV DIGITAL LIMITED**

- Companies House: 07510381
- Public Procurement Organisation Number: PNMD-8582-WPVM

1 Finsbury Avenue

London

EC2M 2PF

United Kingdom

Email: [frameworks@kerv.com](mailto:frameworks@kerv.com)

Website: <https://kerv.com/about-kerv/kerv-practices/kerv-digital/>

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

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## **PHOENIX SOFTWARE LIMITED**

- Companies House: 02548628
- Public Procurement Organisation Number: PLJR-2682-VHWP

Blenheim House York Road

York

YO42 1NS

United Kingdom

Email: [bids@phoenixs.co.uk](mailto:bids@phoenixs.co.uk)

Website: <http://www.phoenixs.co.uk>

Region: UKE12 - East Riding of Yorkshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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## **Provident CRM Ltd**

- Public Procurement Organisation Number: PDMR-5541-DWGQ

Unit 1, CHQ Building, IFSC

Dublin

D01H7Y6

Ireland

Email: [Sales@providentcrm.com](mailto:Sales@providentcrm.com)

Website: <http://Www.providentcrm.com>

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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## **THEVISIONARYS LTD**

- Companies House: 15793360
- Public Procurement Organisation Number: PPTD-9895-ZCRY

128 City Road

London

EC1V 2NX

United Kingdom

Website: <https://www.thevisionarys.com/>

Region: UKI43 - Haringey and Islington

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

## **Unipartner IT Services**

- Public Procurement Organisation Number: PRCW-4958-PJJD

Lagoas Park- Rua das Lagoas Pequenas, Edif. 5B - 5º Piso

Porto Salvo

2740-245

Portugal

Email: [proposal@unipartner.com](mailto:proposal@unipartner.com)

Website: <http://www.unipartner.com>

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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## **ZIPLINE LTD**

- Companies House: 15002412

- Public Procurement Organisation Number: PXDD-4183-WDNH

222 Bishopsgate

London

EC2M 4QD

United Kingdom

Email: [procurement@zipline.com](mailto:procurement@zipline.com)

Website: <https://zipline.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

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## **ZOHO CORPORATION LIMITED**

- Companies House: 13424508
- Public Procurement Organisation Number: PWCH-5637-MCNU

Suite 1.09, Challenge House Sherwood Drive

Milton Keynes

MK3 6DP

United Kingdom

Website: <https://www.zoho.com/>

Region: UKJ12 - Milton Keynes

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

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## Contracting authorities

### Yorkshire Purchasing Organisation

- Public Procurement Organisation Number: PMRV-4748-MNJV

41 Industrial Park

Wakefield

WF2 0XE

United Kingdom

Email: [contracts@ypo.co.uk](mailto:contracts@ypo.co.uk)

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

Region: UKE45 - Wakefield

Organisation type: Public authority - sub-central government

## **The Association of North East Councils Limited**

- Companies House: 05014821
- Public Procurement Organisation Number: PYVX-2132-JNMM

Northern Design Centre

Gateshead

NE8 3DF

United Kingdom

Email: [cdpnepoteam@nepo.org](mailto:cdpnepoteam@nepo.org)

Website: <http://www.nepo.org>

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government

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## **Contact organisation**

Contact Yorkshire Purchasing Organisation for any enquiries.