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Award

ICT Customer Relationship Management System

East Riding of Yorkshire Council

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

Notice identifier: 2025/S 000-033126

Procurement identifier (OCID): ocds-h6vhtk-054eb4 ([view related notices](#))

Published 18 June 2025, 8:49am

Scope

Reference

2235-25

Description

The delivery of an ICT Customer Relationship System to help deliver back office ICT operations within the Council.

Contract 1. ICT Customer Relationship Management System

Supplier

- [Halo Service Solutions Ltd](#)

Contract value

- £681,000 excluding VAT
- £817,200 including VAT

Above the relevant threshold

Earliest date the contract will be signed

5 July 2025

Contract dates (estimated)

- 1 August 2025 to 1 August 2030
- Possible extension to 1 August 2034
- 9 years, 1 day

Description of possible extension:

2 x 24 month extension periods available

Main procurement category

Goods

Options

The right to additional purchases while the contract is valid.

The buyer reserves the right for additional purchases, described here, from the contractor: 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

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 - further goods, services or works following a competitive procedure
- 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

Halo Service Solutions Ltd

- Public Procurement Organisation Number: PYVD-5774-MHXD

Gripping Way

Stowmarket

IP14 1GJ

United Kingdom

Email: John.Adams@imaginehalo.com

Region: UKH14 - Suffolk

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. ICT Customer Relationship Management System

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: Andrew S Brown

Email: andrew.s.brown@eastriding.gov.uk

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

Region: UKE12 - East Riding of Yorkshire

Organisation type: Public authority - sub-central government