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Award

ICT Cusotmer Relationship Management System

East Riding of Yorkshire Council

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

Notice identifier: 2025/S 000-034379

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

Published 23 June 2025, 1:08pm

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

Award decision date

19 June 2025

Standstill period

- End: 2 July 2025
- 8 working days

Earliest date the contract will be signed

19 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:

Two x 24 month extension periods available

Main procurement category

Goods

Options

The right to additional purchases while the contract is valid.

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

Procedure

Procedure type

Direct award

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

Supported employment provider: No

Public service mutual: 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