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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.

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## 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

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## **Procedure**

### **Procedure type**

Direct award

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## Supplier

### Halo Service Solutions Ltd

- Public Procurement Organisation Number: PYVD-5774-MHXD

Gripping Way

Stowmarket

IP14 1GJ

United Kingdom

Email: [John.Adams@imaginehalo.com](mailto: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

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## 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](mailto: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