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Contract

## **ICT Customer Relationship Management System**

East Riding of Yorkshire Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-045538

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

Published 4 August 2025, 10:54am

### **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 Mangement System**

## Supplier

- [Halo Services Solutions Ltd](#)

## Contract value

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

Above the relevant threshold

## Date signed

1 August 2025

## Contract dates

- 4 August 2025 to 1 August 2030
- Possible extension to 1 August 2034
- 8 years, 11 months, 29 days

Description of possible extension:

Two x 24 month extensions 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

### **Justification for not setting key performance indicators**

The contract value is below the £5m threshold. Standard service level as stated in the contract will be used to manage the contract including support availability and response times and uptime of the system.

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### **Other information**

#### **Conflicts assessment prepared/revised**

Yes

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## **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.

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## **Supplier**

### **Halo Services 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 Mangement 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