

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/083041-2025>

Contract

Halo IT Service Management Tool Software and user Licenses

Guildford Borough Council

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

Notice identifier: 2025/S 000-083041

Procurement identifier (OCID): ocds-h6vhtk-05f60f

Published 15 December 2025, 4:25pm

Scope

Reference

IKEN 37665

Description

Call off contract for the procurement of the Halo IT Service Management Tool. A cloud based ITSM solutions with service desk functionality, aligned with IT service Management policies and processes on an intuitive, codeless interface. Suppling flexible ITIL aligned processes and CMDB with automation out of the box. Provide the use of experienced, in-house ITSM team.

Contract 1. Halo IT Service Management Tool Software and user Licenses

Supplier

- HALO SERVICE SOLUTIONS LTD

Contract value

- £146,880 excluding VAT
- £176,256 including VAT

Below the relevant threshold

Date signed

19 September 2025

Contract dates

- 19 September 2025 to 18 September 2027
- Possible extension to 18 September 2028
- 3 years

Description of possible extension:

This Call-Off Contract can be extended by the Buyer for one period of up to 12 months, by giving the Supplier 1 month written notice before its expiry.

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UKJ - South East (England)

Procedure

Procedure type

Below threshold - unknown

Supplier

HALO SERVICE SOLUTIONS LTD

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

Cartref, Bonar Bridge

Arday

IV24 3AR

United Kingdom

Email: sales@haloitsm.com

Website: <https://usehalo.com>

Region: UKM61 - Caithness & Sutherland and Ross & Cromarty

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Halo IT Service Management Tool Software and user Licenses

Contracting authority

Guildford Borough Council

- Public Procurement Organisation Number: PRYN-3355-CPMV

Millmead House, Millmead

Guildford

GU2 4BB

United Kingdom

Contact name: Procurement

Telephone: +441483505050

Email: procurement@guildford.gov.uk

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

Region: UKJ25 - West Surrey

Organisation type: Public authority - sub-central government