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Contract

GovService - Platform

Middlesbrough Council

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

Notice identifier: 2025/S 000-085536

Procurement identifier (OCID): ocds-h6vhtk-05fbe4

Published 22 December 2025, 3:58pm

Scope

Reference

MBC000607

Description

Service Designer/Customer Portal/Staff Portal

Customer Service Hub (UK/EU) - up to 15 users

Customer Service Hub Additional Users (Tier 1) - 65 users

Customer Service Queuing

Contract 1

Supplier

- GRANICUS-FIRMSTEP LIMITED

Contract value

- £209,166 including VAT

Below the relevant threshold

Date signed

18 December 2025

Contract dates

- 1 February 2026 to 1 February 2028
- 2 years, 1 day

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKC12 - South Teesside

Procedure

Procedure type

Below threshold - without competition

Supplier

GRANICUS-FIRMSTEP LIMITED

- Companies House: 04283951
- Public Procurement Organisation Number: PJJY-8811-PLBX

Ground Floor 3 Wellbrook Court

Cambridge

CB3 0NA

United Kingdom

Email: uksalesteam@granicus.com

Website: <https://granicus.com/uk/>

Region: UKH12 - Cambridgeshire CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Middlesbrough Council

- Public Procurement Organisation Number: PLJH-5252-HJDM

PO Box 500

Middlesbrough

TS1 9FT

United Kingdom

Email: procurement@middlesbrough.gov.uk

Website: <http://www.middlesbrough.gov.uk>

Region: UKC12 - South Teesside

Organisation type: Public authority - sub-central government