

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/005990-2026>

Contract

CRM Business Continuity Resolution

The Arts Council of England

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

Notice identifier: 2026/S 000-005990

Procurement identifier (OCID): ocds-h6vhtk-060cd6

Published 22 January 2026, 7:05pm

Scope

Description

Provision of business continuity services to CRM system following unavailability of grant management system

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=1008620787>

Contract 1

Supplier

- m-hance

Contract value

- £108,950 excluding VAT
- £130,740 including VAT

Below the relevant threshold

Date signed

25 July 2025

Contract dates

- 28 July 2025 to 30 March 2026
- 8 months, 3 days

Main procurement category

Services

CPV classifications

- 72611000 - Technical computer support services

Contract locations

- UK - United Kingdom

Procedure

Procedure type

Below threshold - without competition

Supplier

m-hance

Sovereign House, Stockport Road

Cheadle

SK8 2EA

United Kingdom

Contact name: Tory Cassie

Email: Tory.Cassie@mhance.com

Region: UKD35 - Greater Manchester South East

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

The Arts Council of England

- Public Procurement Organisation Number: PBGY-4385-GQGP

The Hive, 47 Lever Street

Manchester

M1 1FN

United Kingdom

Contact name: CRM

Telephone: 0161 934 4317

Email: procurement.services@artscouncil.org.uk

Region: UKD33 - Manchester

Organisation type: Public authority - central government