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Contract

Essentials 25 renewal

LONDON METROPOLITAN UNIVERSITY

F03: Contract award notice

Notice identifier: 2026/S 000-006565

Procurement identifier (OCID): ocds-h6vhtk-060e4b

Published 26 January 2026, 11:42am

Section I: Contracting authority

I.1) Name and addresses

LONDON METROPOLITAN UNIVERSITY

London Metropolitan University

London

N78DB

Contact

Ryan Bushell

Email

r.bushell@londonmet.ac.uk

Country

United Kingdom

Region code

UKI43 - Haringey and Islington

Companies House

00974438

Internet address(es)

Main address

<https://www.londonmet.ac.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Essentials 25 renewal

Reference number

LMU2025-1936

II.1.2) Main CPV code

- 72261000 - Software support services

II.1.3) Type of contract

Services

II.1.4) Short description

Essentials 25 is a support package for the Microsoft Dynamics 365 Customer Relationship Management system. It provides 25 tickets a year allowing London Met to raise requests for help or requests for small changes to the CRM. This support is essential as London Met do not have the necessary expertise regarding the technical arrangements for the CRM to be able to resolve issues, modify software or update software packages within the platform.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £26,112

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Essentials 25 is a support package for the Microsoft Dynamics 365 Customer Relationship Management system. It provides 25

tickets a year allowing London Met to raise requests for help or

requests for small changes to the CRM. This support is essential

as London Met do not have the necessary expertise regarding the

technical arrangements for the CRM to be able to resolve issues,

modify software or update software packages within the

platform.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This was procured direct with the supplier via a G-Cloud CCS framework

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 January 2026

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

EY Professional Services Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

06015277

Internet address

https://www.ey.com/en_uk

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £21,760

Total value of the contract/lot: £21,760

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

London Metropolitan University

London

Country

United Kingdom