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Contract

GRC Cloud Service

STUDENT LOANS COMPANY

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

Notice identifier: 2026/S 000-006988

Procurement identifier (OCID): ocds-h6vhtk-060493 ([view related notices](#))

Published 27 January 2026, 10:58am

Scope

Reference

2025-TR-0139

Description

Re-procurement of Governance, Risk and Compliance (GRC) Cloud service.

Contract 1. GRC Cloud Service

Supplier

- METRICSTREAM UK LIMITED

Contract value

- £538,048 excluding VAT
- £645,657 including VAT

Above the relevant threshold

Date signed

23 January 2026

Contract dates

- 23 January 2026 to 20 January 2028
- 1 year, 11 months, 29 days

Main procurement category

Goods

Options

The right to additional purchases while the contract is valid.

Configuration services are included on a call-off basis to deliver enhancements to meet new and emerging business use cases or service-related requirements.

CPV classifications

- 48170000 - Compliance software package

Contract locations

- UKM82 - Glasgow City

Key performance indicators

Name	Description	Reporting frequency
Service Level Availability	99.90%	6 months

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Single supplier - intellectual property or exclusive rights

- Single supplier - technical reasons

A change in supplier would result in incompatibility and disproportionate technical difficulties. Therefore, a Direct Award to MetricStream is justified under Schedule 5, paragraph 7:

Additional or repeat goods, services or works

7. The public contract concerns the supply of goods, services or works by the existing supplier which are intended as an extension to, or partial replacement of, existing goods, services or works in circumstances where-

(a) a change in supplier would result in the contracting authority receiving goods, services or works that are different from, or incompatible with, the existing goods, services or works, and

(b) the difference or incompatibility would result in disproportionate technical difficulties in operation or maintenance.

Supplier

METRICSTREAM UK LIMITED

- Companies House: 08194208
- Public Procurement Organisation Number: PBNG-3384-NJNZ

Fourth Floor St James House

Cheltenham

GL50 3PR

United Kingdom

Email: nrichie@metricstream.com

Website: <http://www.metricstream.com>

Region: UKK13 - Gloucestershire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. GRC Cloud Service

Contracting authority

STUDENT LOANS COMPANY

- Companies House: 02401034
- Public Procurement Organisation Number: PMXL-3278-BCWT

Memphis Building Lingfield Point

Darlington

DL1 1RW

United Kingdom

Email: commercial_governance@slc.co.uk

Region: UKC13 - Darlington

Organisation type: Public authority - central government