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Award

Strategic CRM Platform

UNIVERSITY OF LANCASTER

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-021592

Procurement identifier (OCID): ocds-h6vhtk-04fcd6 ([view related notices](#))

Published 11 March 2026, 8:13am

Scope

Reference

SP251418

Description

Lancaster University has procured a strategic CRM platform to deliver a transformative student and staff experience, aligning closely with our strategic ambition of becoming a globally recognised leader among higher education institutions.

Contract 1

Supplier

- Creation Technology Solutions

Contract value

- £1,087,612.50 excluding VAT
- £1,305,135 including VAT

Above the relevant threshold

Award decision date

5 March 2026

Date assessment summaries were sent to tenderers

6 March 2026

Standstill period

- End: 23 March 2026
- 8 working days

Earliest date the contract will be signed

25 March 2026

Contract dates (estimated)

- 8 April 2026 to 23 April 2028

- Possible extension to 31 July 2028
- 2 years, 3 months, 23 days

Description of possible extension:

To ensure all phases of work are complete

Main procurement category

Services

CPV classifications

- 72200000 - Software programming and consultancy services

Contract locations

- UKD - North West (England)

Information about tenders

- 3 tenders received
- 3 tenders assessed in the final stage:
 - 3 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 2 suppliers unsuccessful (details included for contracts over £5 million)

Submission

Submission type

Requests to participate

Procedure

Procedure type

Competitive flexible procedure

Supplier

Creation Technology Solutions

- Companies House: 05953173

The Barley Mow Centre, Chiswick

London

W4 4PH

United Kingdom

Email: mark.fontaine@creation.technology

Region: UKI75 - Hounslow and Richmond upon Thames

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

UNIVERSITY OF LANCASTER

- Companies House: RC000657
- Public Procurement Organisation Number: PHYT-3516-XDZY

Bailrigg

Lancaster

LA1 4YW

United Kingdom

Email: tenders@lancaster.ac.uk

Website: <http://https://www.lancaster.ac.uk>

Region: UKD44 - Lancaster and Wyre

Organisation type: Public authority - sub-central government