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Contract

AULA Product Development Resource

Coventry University

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

Notice identifier: 2025/S 000-045808

Procurement identifier (OCID): ocds-h6vhtk-05120a ([view related notices](#))

Published 4 August 2025, 5:08pm

Scope

Reference

PA-FRAM-1532-25-TH

Description

Contractor resource to support the University's AULA VLE Platform.

Contract 1. AULA Product Development Resource

Supplier

- Singularis Future Serve Pte Ltd

Contract value

- £1,290,721.55 excluding VAT
- £1,295,780.70 including VAT

Above the relevant threshold

Date signed

4 June 2025

Contract dates

- 5 June 2025 to 5 June 2026
- 1 year, 1 day

Main procurement category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom

Key performance indicators

| Name | Description | Reporting frequency |
|-----------------------------|--|---------------------|
| Role fitment and fulfilment | 85% Resource Availability | 1 months |
| Response time | 80% times responded per service levels | 1 months |
| Resolution times | 90% times resolved per service levels | 1 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

The justification for direct award is based on the following technical circumstances:

Ownership of Proprietary Solution by the Contracting Authority:

While the intellectual property rights of the bespoke solution are formally held by Coventry University, the system is wholly designed, configured, and implemented by the supplier. The supplier retains exclusive knowledge of the internal logic, custom-developed components, and maintains the security architecture of the system.

Exclusive Technical Know-how and System Familiarity:

The supplier's historic involvement in the design and build phases has resulted in a technical environment that cannot be practically or safely supported or modified by any other economic operator. No alternative supplier has access to the internal configuration, source code annotations, or encrypted integration protocols essential for compliant and secure delivery.

Risk and Inefficiency of Change in Supplier:

Transferring the contract to another provider would result in disproportionate technical risk, including potential service disruption, loss of system integrity, and elevated security exposure. Additionally, engaging a new supplier would entail duplicative discovery costs, lengthy familiarisation, and likely redevelopment, undermining value for money.

Due Diligence:

An internal technical and commercial appraisal concluded that no alternative supplier could undertake the services without unacceptable risk, cost, and delay.

Supplier

Singularis Future Serve Pte Ltd

- Public Procurement Organisation Number: PNQL-9131-LLRG

143 CECIL STREET, #25-03, GB BUILDING

SINGAPORE

069542

Singapore

Email: accounts@singularis.ventures

Website: <https://singularis.ventures/>

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. AULA Product Development Resource

Contracting authority

Coventry University

- Public Procurement Organisation Number: PMMH-2339-NMGH

Priory Street

Coventry

CV1 5FB

United Kingdom

Email: Procurement@coventry.ac.uk

Region: UKG33 - Coventry

Organisation type: Public authority - sub-central government