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Contract

Student Module Survey System

Coventry University

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

Notice identifier: 2025/S 000-051821

Procurement identifier (OCID): ocds-h6vhtk-0583d2 ([view related notices](#))

Published 28 August 2025, 10:40am

Scope

Reference

PA-SC-967-25-WP

Description

A survey system, allowing us to set up, distribute, monitor and report on confidential and anonymous surveys to staff and students.

Contract 1

Supplier

- EXPLORANCE GLOBAL LIMITED

Contract value

- £182,051 excluding VAT
- £218,461.20 including VAT

Above the relevant threshold

Date signed

28 August 2025

Contract dates

- 9 September 2025 to 8 September 2028
- 3 years

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UKG33 - Coventry

Justification for not setting key performance indicators

Not required

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Single supplier - technical reasons
- Additional or repeat goods, services or works - extension or partial replacement

Explorance Blue was procured through a Framework in 2020, contracted in September 2020 for five years. It initially replaced the use of Jisc OS for internal module evaluation surveys, and has been extended for use on other internal student and staff surveys and reporting.

Through its implementation it has been embedded into the systems and culture of Coventry University and is in use by all students and staff:

All existing students know how to use the system to complete surveys; new students are able to learn and access the system easily.

The system is integrated with our online learning system, allowing staff and student direct access to their surveys via Aula.

All staff have access to the system to complete surveys; academic staff have the knowledge and rights to access relevant surveys, including to view the survey reports relating to their position as created over the last 5 years.

Multiple training and guidance materials have been produced for new staff to quickly learn how to use the system to review, monitor live surveys, and access reports.

In addition, the surveys team have completed many training certificates and advanced learning sessions with Explorance to have high-level knowledge of how to use the many aspects of the system. This advanced level of knowledge, has allowed us to make use of advanced features, and to present our good practise to other users at events and conferences.

Externally, the system has also been integrated with our NHS partners, to enable them to access the system securely to view evaluation reports relating to placements taking place within their institutions.

For these reasons we need to continue using the Explorance Blue system to avoid the large time resource needed to learn and migrate to a different system, which would include every member of staff and all students across the institution, as well as the surveys team as administrators. It's also needed to avoid a period of time with no survey solution available (during the migration period) at a critical time for the University, when surveys are required to evaluate the changes to teaching organisation in the curriculum change programme for post graduate students.

Supplier

EXPLORANCE GLOBAL LIMITED

- Companies House: 08987402

- Public Procurement Organisation Number: PHLV-5135-LDTW

Stag House

Hertford

SG13 7LA

United Kingdom

Email: info@explorance.com

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

Region: UKH23 - Hertfordshire

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

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