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Contract

South London Legal Partnership Case Management System

London Borough of Merton

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

Notice identifier: 2025/S 000-068870

Procurement identifier (OCID): ocds-h6vhtk-05a384 ([view related notices](#))

Published 28 October 2025, 11:16am

Scope

Description

Hosting and management of the South London Legal Partnership (SLLP) Virtual Desktop (AVD) environment, including the Visual Files solution.

Contract 1

Supplier

- SYNEXTRA LIMITED

Contract value

- £507,000 including VAT

Above the relevant threshold

Date signed

15 October 2025

Contract dates

- 20 October 2025 to 5 October 2028
- 2 years, 11 months, 17 days

Main procurement category

Services

CPV classifications

- 79100000 - Legal services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber

- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Justification for not setting key performance indicators

Performance could not appropriately be assessed using KPIs

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Extreme and unavoidable urgency

There is an imperative around the delivery of service to the c160 legal colleagues and there is an ongoing reliability issue with this system being hosted and managed in the London Borough of Merton infrastructure environment. This in part to the rapid change schedule in place to modernise the LBM technology stack but also due to the clinical environmental requirements for the Lexis Nexis Visual Files solution.

Supplier

SYNEXTRA LIMITED

- Companies House: 09134843
- Public Procurement Organisation Number: PXZH-3833-LYRN

Fifth Floor, 401 Faraday House

Warrington

WA3 6GA

United Kingdom

Email: accounts@synextra.co.uk

Website: <https://www.synextra.co.uk/>

Region: UKD61 - Warrington

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

London Borough of Merton

- Public Procurement Organisation Number: PLZQ-1654-VNHW

Merton Civic Centre, London Road

Morden

SM4 5DX

United Kingdom

Email: commercial.services@merton.gov.uk

Region: UKI63 - Merton, Kingston upon Thames and Sutton

Organisation type: Public authority - sub-central government