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Contract

Student Recruitment Services in Sub Saharan Africa

LONDON METROPOLITAN UNIVERSITY

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

Notice identifier: 2025/S 000-077968

Procurement identifier (OCID): ocds-h6vhtk-04f803 ([view related notices](#))

Published 28 November 2025, 10:13am

Scope

Reference

LMU2025-1856

Description

The successful supplier will aim to deliver student recruitment and conversion services for prospective undergraduate and postgraduate students from Sub-Saharan Africa. This includes managing enquiries, applications, offers, and acceptances, while ensuring compliance and performance of London Met's agent network in the region.

Contract 1. Student Recruitment Services in Sub Saharan Africa

Supplier

- Grok Global Services Inc

Contract value

- £350,000 excluding VAT
- £420,000 including VAT

Above the relevant threshold

Date signed

26 November 2025

Contract dates

- 1 December 2025 to 30 November 2028
- Possible extension to 30 November 2030
- 5 years

Description of possible extension:

By mutual agreement, as these elements were incorporated into the original tendered contract structure.

Main procurement category

Services

CPV classifications

- 79600000 - Recruitment services

Contract locations

- UK - United Kingdom

Key performance indicators

Name	Reporting frequency
Conversion rates, enquiry to application and offer to enrolment	4 months
Enquiry management	1 months
Agent management and handling	12 months
Operational Activity Turnaround	
CAS issuance	4 months
Visa issuance	4 months
Operation and management of services	1 months
Resolution of incidents	1 months

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

Grok Global Services Inc

- Public Procurement Organisation Number: PCBH-1337-WDXX

Suite 916, 535 Dean Street Brooklyn

New York

11217

United States

Email: info@grokglobal.com

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Student Recruitment Services in Sub Saharan Africa

Contracting authority

LONDON METROPOLITAN UNIVERSITY

- Companies House: 00974438
- Public Procurement Organisation Number: PWRV-6768-MQCM

London Metropolitan University

London

N7 8DB

United Kingdom

Email: strategic-procurement@londonmet.ac.uk

Website: <https://www.londonmet.ac.uk/>

Region: UKI43 - Haringey and Islington

Organisation type: Public authority - sub-central government