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Contract

Salesforce Support

Northern Trains Limited

F06: Contract award notice – utilities

Notice identifier: 2023/S 000-000348

Procurement identifier (OCID): ocds-h6vhtk-035b40

Published 6 January 2023, 10:46am

Section I: Contracting entity

I.1) Name and addresses

Northern Trains Limited

George Stephenson House, Toft Green

York

YO1 6JT

Contact

Zoe Kearns

Email

zoe.kearns@northernrailway.co.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.northernrailway.co.uk/>

I.6) Main activity

Production, transport and distribution of gas and heat

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Salesforce Support

Reference number

NTL/PT/0031

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Northern are seeking an experienced Salesforce support partner to provide expertise and resource to support Northern's Salesforce instances and products with day-to-day tasks and support the platform and its end users with issue and incident resolution

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48610000 - Database systems
- 48480000 - Sales, marketing and business intelligence software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Within Northern Salesforce is a significant business system, providing the basis for customer support and increasingly important within our digital transformation initiatives and driving improvement in customer engagement and customer satisfaction. Northern currently use the following Salesforce and related products. The list is not exhaustive and may change over time:• Sales Cloud• Service Cloud• Experience Cloud• Marketing Cloud• Salesforce CDP• Conga Composer• Various integrations with other systems including but not limited to: Alteryx, Tableau, Qualtrics

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-022247](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 January 2023

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 4

Number of tenders received by electronic means: 5

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Northern Trains Limited

George Stephenson House

York

YO1 6JT

Country

United Kingdom

Internet address

<https://www.northernrailway.co.uk/>

VI.4.4) Service from which information about the review procedure may be obtained

Northern Trains

George Stephenson House

York

YO1 6JT

Country

United Kingdom