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Award

Provision of Software Licences & support services - Salesforce

BELIEVE HOUSING LIMITED

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-000664

Procurement identifier (OCID): ocids-h6vhtk-060013

Published 6 January 2026, 1:06pm

Scope

Reference

believe-2025 322

Description

The continuation and wider development of new & existing software licences & support services supplied by Salesforce in accordance with schedule 7(a),(b) Procurement Act 2023

Contract 1. Provision of Software Licences & support services - Salesforce

Supplier

- [Salesforce Ltd](#)

Contract value

- £3,000,000 excluding VAT
- £3,600,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

20 January 2026

Contract dates (estimated)

- 1 February 2026 to 31 January 2029
- Possible extension to 31 January 2031
- 5 years

Description of possible extension:

Contract maybe extended by up to 24 months on one occasion.

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UKC14 - Durham CC

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

Salesforce is a globally recognised platform, embedded within believe housing's back office following an initial rollout. This award is to support the ongoing implementation of Salesforce across the entire business providing exclusivity of the bespoke solution for the business and ensuring compatibility with existing systems and equipment. Any variance would create disproportionate technical challenges in operation or maintenance which would impact on business operations and not demonstrate commercial value or provide the most economically advantageous outcome.

Supplier

Salesforce Ltd

- Companies House: 05094083

110 Bishopsgate

London

EC2N 4AY

United Kingdom

Email: nminers@salesforce.com

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

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Provision of Software Licences & support services - Salesforce

Contracting authority

BELIEVE HOUSING LIMITED

- Companies House: RS008076

Coast House, Spectrum 4, Spectrum Business Park

Seaham

SR7 7TT

United Kingdom

Contact name: Christopher Jones

Telephone: 03001311999

Email: procurement@believehousing.co.uk

Website: <https://in-tendhost.co.uk/believehousing.aspx/Home>

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government