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Award

IT Software Systems

HOME GROUP LIMITED

F15: Voluntary ex ante transparency notice

Notice identifier: 2024/S 000-001307

Procurement identifier (OCID): ocds-h6vhtk-042d39

Published 15 January 2024, 3:16pm

Section I: Contracting authority/entity

I.1) Name and addresses

HOME GROUP LIMITED

One Strawberry Lane

NEWCASTLE-UPON-TYNE

NE1 4BX

Contact

Adam Day

Email

adam.day@homegroup.org.uk

Telephone

+44 7503862117

Country

United Kingdom

Region code

UKC22 - Tyneside

Companies House

IP22981R

Internet address(es)

Main address

www.homegroup.org.uk

I.4) Type of the contracting authority

Other type

Non Profit

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

IT Software Systems

II.1.2) Main CPV code

- 48900000 - Miscellaneous software package and computer systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Award of contract for software licenses.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £4,700,022.84

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

Main site or place of performance

Newcastle upon Tyne

II.2.4) Description of the procurement

This is an early contract renewal to help reduce the cost of increasing the license costs and ensure there are enough licenses for future growth.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

Long term transition of CRM system over 5+ years. Option to extend and add/remove licensing requirements going forward.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This is an early contract renewal to help reduce the cost of increasing the license costs and ensure there are enough licenses for future growth.

Home Group has already implemented Salesforce and has developed numerous integrations specific to its operations. This existing setup creates a situation where switching to a different provider will lead to significant operational disruption, increased costs, and potential loss of data.

Salesforce offers special pricing for nonprofit organizations. This pricing structure is more advantageous for purchasing directly with Salesforce as opposed to resellers. In this context, directly purchasing from Salesforce ensures the Housing Association benefits from cost savings, which is a crucial consideration for a nonprofit entity managing public funds.

Salesforce's Nonprofit Cloud is a specialised product tailored to the needs of nonprofit organisations, offering features and functionalities that may not be available in other products. Home Group has assessed that there are no comparable products in the market that can meet its specific needs as effectively as Salesforce's Nonprofit Cloud. This lack of comparable alternatives justifies a direct award without a competitive tender process.

Salesforce have a focus on supporting non profit organisations to achieve success with the platform. Salesforce actively engage with the housing sector and have supported the creation of a Housing focused group which Home Group are now part of. Continuing with Salesforce ensures consistency in operations, data management, and user experience.

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

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

12 January 2024

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

Salesforce UK Limited

Floor 26 Salesforce Tower, 110 Bishopgate

London

EC2N 4AY

Country

United Kingdom

NUTS code

- UKI - London

Companies House

05094083

Internet address

<https://www.salesforce.com/uk/>

The contractor/concessionaire is an SME

No

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Initial estimated total value of the contract/lot/concession: £4,700,022.84

Total value of the contract/lot/concession: £4,700,022.84

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Home Group Limited

Newcastle upon Tyne

Country

United Kingdom