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Award

Salesforce CRM Licences

INCOMMUNITIES LIMITED

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

Notice identifier: 2025/S 000-013206

Procurement identifier (OCID): ocds-h6vhtk-04fd9e

Published 4 April 2025, 4:15pm

Scope

Description

The continuation and wider development of new & existing CRM solution software licences & support services supplied by Salesforce in accordance with schedule 5, 2(a) and 7(a),(b)
Procurement Act 2023

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

Supplier

- [SALESFORCE UK LIMITED](#)

Contract value

- £4,500,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

22 April 2025

Contract dates (estimated)

- 1 May 2025 to 30 April 2030
- Possible extension to 30 April 2035
- 10 years

Description of possible extension:

The option to extend will be for an additional 5 years in 12 month increments at the sole discretion of the client.

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

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)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Prototypes and development
- Single supplier - intellectual property or exclusive rights
- Additional or repeat goods, services or works - extension or partial replacement

Salesforce is a globally recognised platform, embedded within Incommunities back office following an initial rollout. This award is to support the ongoing implementation of Salesforce stack 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 UK LIMITED

- Companies House: 05094083
- Public Procurement Organisation Number: PTXG-8329-VLGH

Floor 26 Salesforce Tower

London

EC2N 4AY

United Kingdom

Telephone: 07350376525

Email: aaudland@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, Information systems & support services -
Salesforce

Contracting authority

INCOMMUNITIES LIMITED

- Companies House: IP30178R
- Public Procurement Organisation Number: PHXL-5697-QJGG

The Quays, Victoria Street, Shipley

Bradford

BD17 7BN

United Kingdom

Email: procurement@incommunities.co.uk

Region: UKE41 - Bradford

Organisation type: Public authority - sub-central government