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Award

## **Renewal of Customer Relationship Management System**

NPL Management Limited

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

Notice identifier: 2025/S 000-015829

Procurement identifier (OCID): ocds-h6vhtk-0504aa ([view related notices](#))

Published 17 April 2025, 11:20am

### **Scope**

### **Reference**

Salesforce

### **Description**

Renewal of Customer Relationship Management system for two years.

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### **Contract 1**

## **Supplier**

- SALESFORCE UK LIMITED

## **Contract value**

- £364,032 including VAT

Above the relevant threshold

## **Earliest date the contract will be signed**

1 May 2025

## **Contract dates (estimated)**

- 2 May 2025 to 3 May 2027
- 2 years, 2 days

## **Main procurement category**

Services

## **CPV classifications**

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

## **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)

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Other information**

### **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

## Procedure type

Direct award

## Direct award justification

Additional or repeat goods, services or works - extension or partial replacement

The Salesforce system is embedded in NPL workings. At this stage it would not make sense to move to another system.

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## Supplier

### **SALESFORCE UK LIMITED**

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

Floor 26 Salesforce Tower

London

EC2N 4AY

United Kingdom

Email: [EMEA-GPS@salesforce.com](mailto:EMEA-GPS@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

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## Contracting authority

### **NPL Management Limited**

- Companies House: 02937881
- Public Procurement Organisation Number: PYDB-8862-JBYM

National Physical Laboratory

Teddington

TW11 0LW

United Kingdom

Email: [procurement@npl.co.uk](mailto:procurement@npl.co.uk)

Website: <http://www.npl.co.uk>

Region: UKI75 - Hounslow and Richmond upon Thames

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)