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Contract

Renewal of Customer Relationship Management System

NPL Management Limited

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-021869

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

Published 15 May 2025, 3:36pm

Scope

Reference

Salesforce

Description

Renewal of Customer Relationship Management system for two years.

Contract 1. Renewal of Customer Relationship Management System

Supplier

- SALESFORCE UK LIMITED

Contract value

- £364,032 including VAT

Above the relevant threshold

Date signed

1 May 2025

Contract dates

- 2 May 2025 to 3 May 2027
- Possible extension to 4 May 2027
- 2 years, 3 days

Description of possible extension:

Extend contract as system is embedded in NPL workings

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)

Justification for not setting key performance indicators

Not applicable as this contract falls below £5 million

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

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.

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

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

Supported employment provider: No

Public service mutual: No

Contract 1. Renewal of Customer Relationship Management System

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

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

Region: UKI75 - Hounslow and Richmond upon Thames

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