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Tender

## **Salesforce Support**

Northern Trains Limited

F05: Contract notice – utilities

Notice identifier: 2022/S 000-022247

Procurement identifier (OCID): ocds-h6vhtk-035b40

Published 12 August 2022, 9:28am

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

Northern Trains Limited

George Stephenson House, Toft Green

York

YO1 6JT

#### **Contact**

Zoe Kearns

#### **Email**

[zoe.kearns@northernrailway.co.uk](mailto:zoe.kearns@northernrailway.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.northernrailway.co.uk/>

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to the above-mentioned address

**I.6) Main activity**

Production, transport and distribution of gas and heat

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Salesforce Support

Reference number

NTL/PT/0031

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Northern are seeking an experienced Salesforce support partner to provide expertise and resource to support Northern's Salesforce instances and products with day-to-day tasks and support the platform and its end users with issue and incident resolution

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems
- 48610000 - Database systems
- 48480000 - Sales, marketing and business intelligence software package

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

Within Northern Salesforce is a significant business system, providing the basis for customer support and increasingly important within our digital transformation initiatives and driving improvement in customer engagement and customer satisfaction. Northern currently use the following Salesforce and related products. The list is not exhaustive and may change over time: • Sales Cloud • Service Cloud • Experience Cloud • Marketing Cloud • Salesforce CDP • Conga Composer • Various integrations with other systems including but not limited to: Alteryx, Tableau, Qualtrics

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £230,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Optional extensions on a plus one, plus one basis

#### **II.2.10) Information about variants**

Variants will be accepted: Yes

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

24 August 2022

Local time

12:00am

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

26 August 2022

Local time

12:00am

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Northern Trains Limited

George Stephenson House

York

YO1 6JT

Country

United Kingdom

Internet address

<https://www.northernrailway.co.uk/>