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Tender

Salesforce Implementation Partner

Bernicia Group

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-052885

Procurement identifier (OCID): ocds-h6vhtk-059181

Published 1 September 2025, 3:30pm

Scope

Reference

BG-PREF0031

Description

Bernicia are looking for an experienced IT partner with extensive and proven track record of Salesforce Service Cloud, Community Cloud and Field Services.

Total value (estimated)

- £999,998 including VAT

Above the relevant threshold

Contract dates (estimated)

- 14 November 2025 to 13 November 2028
- Possible extension to 13 November 2030
- 5 years

Description of possible extension:

Must be issued at least 30 days prior to the anniversary date and in periods of no more than 12 months at a time.

Main procurement category

Services

CPV classifications

- 72222300 - Information technology services

Contract locations

- UKC - North East (England)

Submission

Enquiry deadline

20 September 2025, 12:00pm

Submission type

Requests to participate

Deadline for requests to participate

1 October 2025, 12:00pm

Submission address and any special instructions

Submissions must be sent via our e-procurement portal at <https://intendhost.co.uk/bernicia.aspx/Home>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

31 October 2025

Award criteria

Name	Description	Type
Simple description	Each stage of this tender will be reviewed independently and in isolation. Full details will be provided within the ITT document at each stage.	Price

Weighting description

Each stage of this tender will be reviewed independently and in isolation. Full details will be provided within the ITT document at each stage.

Other information

Payment terms

All valid, undisputed invoices will be paid within 30 days of receipt by bacs transfer.

Description of risks to contract performance

Some financial and operation risks have been identified for this project, as there are some key dependencies around resource and the fact that it spans multiple teams. A full risk register will be kept in place throughout this project and risk assessments will be carried out to ensure clear communications and reviews to minimise delays and miscommunications.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

We anticipate that the flexible procedure is likely to be as follows but Bernicia reserve the right to alter or change this depending on the outcome of the previous step.

Step 1 outlines the conditions of participation for the project.

Step 2 will be conducted via competitive dialogue with qualifying bidders from Step 1.

Step 3 will be final ITT although Step 2 maybe repeated if necessary.

Documents

Associated tender documents

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

E-procurement system

Contracting authority

Bernicia Group

- Mutuals Public Register: 7711

Oakwood Way, Ashwood Business Park

Ashington

NE63 XF

United Kingdom

Contact name: Kerry Hunter

Telephone: 07977639999

Email: procurement@bernicia.com

Website: <http://www.bernicia.com>

Region: UKC22 - Tyneside

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