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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)

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## **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

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## **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

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## 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.

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## Documents

### Associated tender documents

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

E-procurement system

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## 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](mailto:procurement@bernicia.com)

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

Region: UKC22 - Tyneside

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