

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/061555-2025>

Award

Development of Jisc's Licensing Subscriptions Manager (LSM)

Jisc

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

Notice identifier: 2025/S 000-061555

Procurement identifier (OCID): ocds-h6vhtk-05a65c ([view related notices](#))

Published 2 October 2025, 10:00am

Scope

Reference

Proc2922

Description

Licensing Subscription Manager (LSM) is Jisc's e-commerce site that enables Further & Higher Education institutions and customers to search, purchase, and manage their subscriptions to e-books, e-journals, and databases negotiated by Jisc Licensing, and via its sister site www.chest.ac.uk, preferential licence agreements for software and online resources negotiated. It is the intention that the current LSM functionality is to be migrated to Salesforce Communications Cloud on Core, integrated with Jisc's Salesforce CRM, having product and pricing information configured in the Salesforce Enterprise Product Catalogue, and a new customer portal to be developed Salesforce Experience Cloud. The migration to Salesforce is an important strategic step for Jisc, with efficiency to be shared across Jisc directorates, gained from having customer relationship management (CRM), e-commerce and other data and workflows within one platform. The development is intended to be run in multiple phases; MVP (minimum viable product) Phase will be building and proving the end-to-end purchase of a subset of Chest products for a subset

of customers in Salesforce. MMP (minimum marketable product) Phase will be building out the product model and purchasing journey to migrate all Chest products and go live to all customers.

Contract 1. Development of LSM platform

Supplier

- Salesforce UK Limited

Contract value

- £200,000 excluding VAT
- £240,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

27 October 2025

Contract dates (estimated)

- 3 November 2025 to 3 April 2026
- Possible extension to 2 November 2026
- 1 year

Description of possible extension:

Possible extension to circa 12 months

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UK - United Kingdom

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Switching to direct award

Following an unsuccessful attempt in late 2024 to procure the required services via the Crown Commercial Service (CCS) Digital Outcomes 6 Framework (Ref: RM1043.8), where only two insufficient bids were received from over 3,500 framework suppliers, Jisc undertook a structured Request for Information (RFI) exercise to gain a clearer understanding of the market landscape and supplier capabilities. As a result of the RFI, Salesforce was identified in July 2025 as the supplier best positioned to meet Jisc's specific requirements. The intention was to proceed via a compliant Direct Award call-off through an authorised reseller under the NHS SBS Digital Workplace Solutions Framework (Ref: SBS/19/AB/WAB/9411). Although contract discussions were initiated, they could not be concluded before the expiry of the framework. Jisc subsequently sought to utilise the next iteration of the framework; however, its launch was delayed due to factors outside Jisc's control. In light of these circumstances, and to avoid further delay, increased costs, and potential disruption to service delivery, a direct award is now considered the most appropriate and proportionate route. This approach is supported by the prior market engagement and aligns with procurement principles of value for money, urgency, and continuity of service.

Supplier

Salesforce UK Limited

- Public Procurement Organisation Number: PTXG-8329-VLGH

Salesforce Tower, Floor 26, 110 Bishopsgate

London

EC2N 4AY

United Kingdom

Email: gmacaulay@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. Development of LSM platform

Contracting authority

Jisc

- Public Procurement Organisation Number: PGYD-1575-ZHXX

4 Portwall Lane

Bristol

BS1 6NB

United Kingdom

Contact name: Chris Hallahan

Telephone: +44 2081482444

Email: Chris.Hallahan@jisc.ac.uk

Website: <https://www.jisc.ac.uk>

Region: UKK11 - Bristol, City of

Organisation type: Public authority - sub-central government