

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/064166-2025>

Award

: Development of Jisc's Licensing Subscriptions Manager (LSM)

JISC

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-064166

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

Published 10 October 2025, 1:02pm

Scope

Reference

Proc2922

Description

Licensing Subscription Manager (LSM) is Jisc's ecommerce 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

Award decision date

2 October 2025

Standstill period

- End: 21 October 2025

- 8 working days

Earliest date the contract will be signed

23 October 2025

Contract dates (estimated)

- 23 October 2025 to 22 April 2026
- Possible extension to 22 October 2026
- 1 year

Description of possible extension:

6 month contract expected, but retains possible extension up to 12 months

Main procurement category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom
-

Procedure

Procedure type

Direct award

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. Development of LSM platform

Contracting authority

JISC

- Companies House: 05747339
- Public Procurement Organisation Number: PGYD-1575-ZHXX

4 Portwall Lane

Bristol

BS1 6NB

United Kingdom

Email: procurement@jisc.ac.uk

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

Region: UKK11 - Bristol, City of

Organisation type: Public authority - sub-central government