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Award

Salesforce Renewal

UNITED UTILITIES WATER LIMITED

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

Notice identifier: 2025/S 000-069877

Procurement identifier (OCID): ocds-h6vhtk-05ac2d ([view related notices](#))

Published 30 October 2025, 4:45pm

Scope

Description

The contracting authority currently operates a Salesforce Customer Relationship Management (CRM) platform that underpins key business processes. Salesforce holds exclusive intellectual property rights over its proprietary CRM Platform and associated services.

No other supplier can provide access to or support for the Salesforce ecosystem. This proposed renewal includes continued support, integration and growth of our existing Salesforce implementation.

Engaging a new supplier would result in the contracting authority receiving goods or services that are incompatible with the existing Salesforce platform, creating disproportionate technical difficulties and incompatibility in operation and maintenance.

The estimated value has been updated to reflect the agreed scope of the services.

Contract 1. Salesforce Renewal

Supplier

- SALESFORCE UK LIMITED

Contract value

- £22,064,883 excluding VAT
- £26,477,859 including VAT

Above the relevant threshold

Award decision date

30 October 2025

Earliest date the contract will be signed

30 October 2025

Contract dates (estimated)

- 30 October 2025 to 29 October 2030
- 5 years

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

The Authority has the option to purchase additional licences at agreed pricing over the term.

CPV classifications

- 48445000 - Customer Relation Management software package
- 72261000 - Software support services

Contract locations

- UKC - North East (England)
 - UKD - North West (England)
 - UKE - Yorkshire and the Humber
 - UKF - East Midlands (England)
 - UKG - West Midlands (England)
 - UKH - East of England
 - UKI - London
 - UKJ - South East (England)
 - UKK - South West (England)
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Procedure

Procedure type

Direct award

Special regime

Utilities

Direct award justification

Additional or repeat goods, services or works - extension or partial replacement

Additional or repeat goods, services or works - extension or partial replacement

This contract is being directly awarded to Salesforce under the Procurement Act 2023, Schedule 5, paragraph 7, Additional or repeat goods, services or works of the Procurement Act 2023.

7 The public contract concerns the supply of goods, services or works by the existing supplier which are intended as an extension to, or partial replacement of, existing goods, services or works in circumstances where-

(a) a change in supplier would result in the contracting authority receiving goods, services or works that are different from, or incompatible with, the existing goods, services or works, and

(b) the difference or incompatibility would result in disproportionate technical difficulties in operation or maintenance.

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property rights over its proprietary CRM Platform and associated services.

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proposed renewal includes continued support, integration and growth of our existing Salesforce implementation.

Engaging a new supplier would result in the contracting authority receiving goods or services that are incompatible with the existing Salesforce platform, creating disproportionate technical difficulties and incompatibility in operation and maintenance.

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. Salesforce Renewal

Contracting authority

UNITED UTILITIES WATER LIMITED

- Companies House: 02366678
- Public Procurement Organisation Number: PVVB-5589-BWHX

Haweswater House, Lingley Green Avenue

Great Sankey

WA5 3LP

United Kingdom

Email: Commercialapprovalsboard@uuplc.co.uk

Region: UKD61 - Warrington

Organisation type: Private utility