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**Award** 

# **Salesforce CRM**

#### LONDON SOUTH BANK UNIVERSITY

UK5: Transparency notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-070264

Procurement identifier (OCID): ocds-h6vhtk-05d87d (view related notices)

Published 31 October 2025, 5:44pm

# Scope

#### Reference

1940

### **Description**

3 Years Salesforce SaaS licences and support:

CRM Core licences £2,451,962.48 excl VAT

Marketing Cloud licences £348,108.62 excl VAT

#### **Contract 1. Salesforce CRM Core licences**

## **Supplier**

• SALESFORCE UK LIMITED

#### **Contract value**

- £2,451,962.48 excluding VAT
- £2,942,354.98 including VAT

Above the relevant threshold

### Earliest date the contract will be signed

12 November 2025

#### **Contract dates (estimated)**

- 12 November 2025 to 2 October 2028
- 2 years, 10 months, 21 days

### **Main procurement category**

Services

### **Options**

The right to additional purchases while the contract is valid.

Any increase in licence numbers as required over the contract term

#### **CPV** classifications

- 48445000 Customer Relation Management software package
- 72610000 Computer 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)

# **Contract 2. Salesforce CRM - Marketing Cloud licences**

## **Supplier**

SALESFORCE UK LIMITED

#### **Contract value**

• £348,108.62 excluding VAT

• £417,730.34 including VAT

Above the relevant threshold

### Earliest date the contract will be signed

12 November 2025

### **Contract dates (estimated)**

- 12 November 2025 to 2 October 2028
- 2 years, 10 months, 21 days

### Main procurement category

Services

### **Options**

The right to additional purchases while the contract is valid.

To increase licences as required

#### **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)

### Other information

### Conflicts assessment prepared/revised

Yes

# **Procedure**

# **Procedure type**

Direct award

# **Direct award justification**

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

Salesforce is an embedded system in the university and the cost to change this would be prohibitive.

Salesforce licences are only available via Salesforce, or a software re-seller who add a margin. There is an absence of competition.

By direct awarding the contract to Salesforce the Contracting Authority will save the additional cost of the software re-seller fees.

# **Supplier**

#### SALESFORCE UK LIMITED

• Companies House: 05094083

Public Procurement Organisation Number: PTXG-8329-VLGH

Floor 26 Salesforce Tower

London

EC2N 4AY

**United Kingdom** 

Email: <u>EMEA-GPS@salesforce.com</u>

Website: <a href="http://www.salesforce.com">http://www.salesforce.com</a>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Salesforce CRM Core licences

Contract 2. Salesforce CRM - Marketing Cloud licences

# **Contracting authority**

#### **LONDON SOUTH BANK UNIVERSITY**

• Companies House: 00986761

Public Procurement Organisation Number: PJMT-5564-YWMT

103 Borough Road

London

SE1 0AA

**United Kingdom** 

Email: procurement@lsbu.ac.uk

Website: https://www.lsbu.ac.uk/

Region: UKI44 - Lewisham and Southwark

Organisation type: Public authority - sub-central government