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Contract

Renewal of Total Mobile Solution

Wrexham County Borough Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-017181

Procurement identifier (OCID): ocids-h6vhtk-04fde6 ([view related notices](#))

Published 28 April 2025, 9:10am

Scope

Reference

Proc 23-203

Description

Direct award to Total Mobile for their Scheduling, Works Order Management & Mobile Working solution. Two year contract only. Continuation of existing services. Improved rates were obtained going direct to the supplier rather than G-Cloud. For clarity, the contract was signed 27/03/2025 and started 01/04/2025 - the notice does not allow for historic dates to be entered.

End date will be 31/03/2027.

Contract 1. Scheduling, Works Order Management & Mobile Working

Supplier

- [Totalmobile Limited](#)

Contract value

- £236,227 excluding VAT
- £283,473 including VAT

Above the relevant threshold

Date signed

17 April 2025

Contract dates

- 18 April 2025 to 31 March 2027
- 1 year, 11 months, 13 days

Main procurement category

Goods

CPV classifications

- 48100000 - Industry specific software package
- 48900000 - Miscellaneous software package and computer systems

Contract locations

- UKL23 - Flintshire and Wrexham

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

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

The Council currently has a contract in place with Total Mobile and this will be a further extension until the end of March 2027. The Council was looking to utilise the solution on offer from its Housing Management Solution which is currently in the process of being implemented, however that was not suitable in its current format. To ensure continuity of service, prevent service downtime and avoid unnecessary costs a further two years was agreed. This will allow sufficient time for the Council to review options to ensure a compliant procurement exercise can be carried out while allowing sufficient time for any change in supplier (data migration etc). A change in supplier would have resulted in a system that was incompatible with existing systems and processes, including existing third party solutions, resulting in service downtime for the Housing Repairs service. It is also likely that any change at this moment in time will result in a lengthy period of there being no solution which will impact the Council's ability to successfully undertake repairs. These difficulties would be compounded by the fact that the Housing Department is currently in the process of changing its Housing Management Solution, so available resources are currently limited.

Supplier

Totalmobile Limited

- Public Procurement Organisation Number: PQCH-5452-NTRL

3rd Floor, 35 Dp 35-37 Donegall Place

Belfast

BT1 5BB

United Kingdom

Email: Richard.Davies@totalmobile.co.uk

Region: UKN06 - Belfast

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Scheduling, Works Order Management & Mobile Working

Contracting authority

Wrexham County Borough Council

- Public Procurement Organisation Number: PJHN-6516-JQNZ

Commissioning Procurement and Contract Management Unit

Wrexham

LL11 1AR

United Kingdom

Email: procurement@wrexham.gov.uk

Region: UKL23 - Flintshire and Wrexham

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales