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Contract

DH21004 - Repairs Diagnostic System

Derby Homes Ltd

F20: Modification notice

Notice identifier: 2025/S 000-032703

Procurement identifier (OCID): ocds-h6vhtk-02d574

Published 16 June 2025, 4:05pm

Section I: Contracting authority/entity

I.1) Name and addresses

Derby Homes Ltd

839 London Road, Alvaston

Derby

DE24 8UZ

Contact

Andrew Grover

Email

DH-Procurement@derby.gov.uk

Telephone

+44 1332888777

Country

United Kingdom

Region code

UKF11 - Derby

Internet address(es)

Main address

<https://www.derbyhomes.org/>

Buyer's address

<https://www.derbyhomes.org/>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

DH21004 - Repairs Diagnostic System

Reference number

DH21004

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.2) Description

II.2.1) Title

DH21004 - Repairs Diagnostic System

II.2.3) Place of performance

NUTS codes

- UKF11 - Derby

Main site or place of performance

Derby

II.2.4) Description of the procurement at the time of conclusion of the contract:

Online diagnostic IT system linked to our Open Housing System to enable staff and customers to diagnose repairs and place corresponding orders.

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Start date

16 May 2022

End date

15 May 2032

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2022/S 000-013652](#)

Section V. Award of contract/concession

Contract No

DH21004

Title

Repairs Diagnostic System

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

14 February 2022

V.2.2) Information about tenders

The contract/concession has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

HALLNET LIMITED

Third Floor Yarnwicke, 119-121 Cannon Street,

London

EC4N 5AT

Country

United Kingdom

NUTS code

- UKI - London

National registration number

03592955

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £207,860

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=950297414> GO

Reference: GO-2025616-PRO-31016193

VI.4) Procedures for review

VI.4.1) Review body

Derby Homes Ltd

839 London Road, Alvaston

Derby

DE24 8UZ

Email

DH-Procurement@derby.gov.uk

Telephone

+44 1332888777

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 72212517 - IT software development services

VII.1.3) Place of performance

NUTS code

- UKF11 - Derby

Main site or place of performance

Derby

VII.1.4) Description of the procurement:

Online diagnostic IT system linked to our Open Housing System to enable staff and customers to diagnose repairs and place corresponding orders. For the next phase of the project, customers will be given the ability to manage (change and/or cancel) their own appointments using 'Track & Amend' function in order to achieve a reduction in 'no access' rates on jobs. There will also be less impact on the Customer Services & Planning Teams who currently have to reschedule appointments.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Start date

16 May 2022

End date

15 May 2032

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£207,860

VII.1.7) Name and address of the contractor/concessionaire

Derby Homes Ltd

839 London Road, Alvaston

Derby

DE24 8UZ

Email

DH-Procurement@derby.gov.uk

Telephone

+44 1332888777

Country

United Kingdom

NUTS code

- UKF11 - Derby

National registration number

04380984

The contractor/concessionaire is an SME

Yes

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Online diagnostic IT system linked to our Open Housing System to enable staff and customers to diagnose repairs and place corresponding orders. For the next phase of the project, customers will be given the ability to manage (change and/or cancel) their own appointments using 'Track & Amend' function in order to achieve a reduction in 'no access' rates on jobs. There will also be less impact on the Customer Services & Planning Teams who currently have to reschedule appointments.

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

The original tender requirement document stated that 'the system must integrate with our appointment system and offer real time appointment options', this formed part of the evaluation process. Making initial appointments is in the current contract, so this is an add on. Adding the additional costs of this exemption to the scored evaluation of the original procurement to their bid alone would not have changed the winning bidder

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £45,000

Total contract value after the modifications

Value excluding VAT: £252,860