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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](mailto: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/>

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**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

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## **Section IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

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

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## **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

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## **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](mailto:DH-Procurement@derby.gov.uk)

Telephone

+44 1332888777

Country

United Kingdom

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## **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](mailto: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