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Award

DDT0959 -The Provision of Housing Repairs Mobile Working Solution

Leicester City Council

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

Notice identifier: 2025/S 000-053054

Procurement identifier (OCID): ocds-h6vhtk-050712 ([view related notices](#))

Published 2 September 2025, 10:45am

Scope

Reference

DDT0959

Description

The Housing Division sits within the City Development and Neighbourhoods Department of Leicester City Council. The Housing Repairs and Maintenance Service is responsible for carrying out repairs and maintenance to approximately 20,000 Council owned properties, as well as around 1,800 leasehold properties for which the Council is responsible for some repairs.

The Housing Division completed just over 100,000 repairs in 2024/25, including day-to-day responsive repairs and cyclical / planned works such as annual gas safety checks and maintenance in void properties. These repairs are created in the Council's Housing Management System (currently NEC Housing) but are required to be appointed and scheduled in an appropriate IT solution before being sent to a mobile device for an operative to complete whilst out on site. Appropriate details of the appointment and visit status should be sent back to the Housing Management System to ensure it is up to date.

This currently happens via a SOAP API known as BARIS.

Each repair is prioritised and categorised and this category determines the process flow that is required. For example, if there is a no-access for a gas safety check, the repair is kept open for a second attempt on a future visit (with an escalating process ultimately resulting in gain entry), but a routine responsive repair would be cancelled.

Performance reporting is primarily via PowerBI from data held within the Housing Management System, with additional links to the mobile working solution where more granular data is required.

In addition to the mobile working solution for responsive and cyclical repairs, the Council is interested in understanding capabilities for a solution that would allow for the effective management of voids maintenance, including pre-inspection of works as well as the works themselves.

The Housing Division has its own internal stores for the supplier and delivery of materials for repair visits. The Council is interested to see what potential suppliers can offer in terms of a full inventory management to help streamline the materials ordering, picking and goods receipting processes.

Contract 1. DDT0959 -The Provision of Housing Repairs Mobile Working Solution

Supplier

- ROCC Computers Ltd

Contract value

- £690,980 excluding VAT

- £829,176 including VAT

Above the relevant threshold

Award decision date

1 September 2025

Date assessment summaries were sent to tenderers

1 September 2025

Standstill period

- End: 11 September 2025
- 8 working days

Earliest date the contract will be signed

25 September 2025

Contract dates (estimated)

- 31 December 2025 to 31 December 2028
- Possible extension to 31 December 2030
- 5 years, 1 day

Description of possible extension:

Initial contract for three years + one +one year extension (5 year in total)

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKF21 - Leicester

Information about tenders

- 5 tenders received
- 5 tenders assessed in the final stage:
 - 5 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 4 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Supplier

ROCC Computers Ltd

- Public Procurement Organisation Number: PCJZ-2755-NGRW

Stanford Gate, South Road

Brighton

BN1 6SB

United Kingdom

Email: Laylah.scott@rocc.co.uk

Region: UKJ21 - Brighton and Hove

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. DDT0959 -The Provision of Housing Repairs Mobile Working Solution

Contracting authority

Leicester City Council

- Public Procurement Organisation Number: PXRT-5737-VBQD

City Hall (4th Floor)

Leicester

LE1 1FZ

United Kingdom

Contact name: Lisa Brownbridge

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Website: <https://www.leicester.gov.uk>

Region: UKF21 - Leicester

Organisation type: Public authority - sub-central government