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Contract

Supply, Installation and On-Going Support and Maintenance of Total Connect

Caerphilly County Borough Council

F03: Contract award notice

Notice identifier: 2025/S 000-060963

Procurement identifier (OCID): ocids-h6vhtk-05a51a

Published 30 September 2025, 3:19pm

Section I: Contracting authority

I.1) Name and addresses

Caerphilly County Borough Council

Penallta House, Tredomen Park, Ystrad Mynach

Hengoed

CF82 7PG

Contact

Jessica Thomas

Email

thomaj11@caerphilly.gov.uk

Telephone

+44 1443863283

Country

United Kingdom

NUTS code

UKL16 - Gwent Valleys

Internet address(es)

Main address

<https://www.caerphilly.gov.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0272

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Supply, Installation and On-Going Support and Maintenance of Total Connect

Reference number

CCBC/PROC287/25/JT

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

Supply, Installation and On-Going Support and Maintenance of Total Connect for use by the Council's Housing department. Including Mobile Working, Scheduling, Order Management & analytics.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,565,218.76

II.2) Description

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services
- 72267100 - Maintenance of information technology software

II.2.3) Place of performance

NUTS codes

- UKL16 - Gwent Valleys

Main site or place of performance

Penallta House, Tredomen Park, Ystrad Mynach

II.2.4) Description of the procurement

Caerphilly CBC direct awarded a contract to Total Mobile Ltd under the Crown Commercial Services (CCS) G Cloud 14 framework for the Supply, Installation and On-Going Support and Maintenance of Total Connect. The contract includes SaaS licences for Mobile Working, Scheduling, Order Management & analytics and professional services.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

Caerphilly CBC reserve the right to purchase the asset management module if required during the contract period.

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.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This contract was awarded via direct call-off under a pre-established framework agreement in accordance with Regulation 33 of the Public Contracts Regulations 2015. All terms were set out in the framework and the supplier was selected without reopening competition.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 September 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

TotalMobile

Pilot Point, 21 Clarendon Road

Belfast

BT13BG

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,565,218.76

Section VI. Complementary information

VI.3) Additional information

Caerphilly County Borough Council awarded this contract via direct call-off under Crown Commercial Services (CCS) G Cloud 14 framework agreement in accordance with Regulation 33 of the Public Contracts Regulations 2015. All terms were set out in the framework and the supplier was selected without reopening competition.

(WA Ref:156292)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom