

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/067536-2025>

Award

Website Hosting and Support

Housing Ombudsman Service

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-067536

Procurement identifier (OCID): ocds-h6vhtk-05d1bd ([view related notices](#))

Published 22 October 2025, 2:49pm

Scope

Description

To secure a supplier who is capable of maintaining and developing our existing WordPress website.

G-Cloud 14 services required

- Ongoing maintenance, hosting & support of HOS's existing website
- Regular patching and upkeep of security protocols to maintain continuity of service
- Website development work where requested
- Carrying out annual accessibility audits to maintain access
- Capture of website analytics
- Training needs as and required
- Ongoing maintenance and development work on the online webform - this is an area we frequently update and needs specialist attention

Additional Services

- Capture, display and publication of HOS's determination cases and landlord performance reports for public view and download if required.
 - Support of webchat functionality by outsourced enquiries services partner.
 - UX support services to ensure smart user engagement with our products.
-

Contract 1

Supplier

- CIVIC COMPUTING LIMITED

Contract value

- £50,000 excluding VAT
- £60,000 including VAT

Below the relevant threshold

Earliest date the contract will be signed

20 November 2025

Contract dates (estimated)

- 1 December 2025 to 30 November 2026
- Possible extension to 30 November 2027
- 2 years

Description of possible extension:

This Call-off Contract can be extended by the Buyer for 1 period of up to 12 months, by giving the Supplier 3 months written notice before its expiry.

Main procurement category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom

Procedure

Procedure type

Below threshold - without competition

Supplier

CIVIC COMPUTING LIMITED

- Companies House: SC221925
- Public Procurement Organisation Number: PGGB-2753-ZCBL

12 South Charlotte Street

Edinburgh

EH2 4AX

United Kingdom

Email: tenders@civicuk.com

Website: <https://www.civicuk.com/>

Region: UKM75 - Edinburgh, City of

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Housing Ombudsman Service

- Public Procurement Organisation Number: PVRH-3373-HNXR

10 South Colonnade, Canary Wharf

London

E14 4PU

United Kingdom

Email: procurement@housing-ombudsman.org.uk

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - central government