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Contract

Repair of Domestic White Goods (Electrical)

DERBY HOMES LIMITED

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-078400

Procurement identifier (OCID): ocds-h6vhtk-058b7d ([view related notices](#))

Published 1 December 2025, 10:58am

Scope

Reference

DH25029

Description

Derby Homes has awarded a Contract to a single contractor, Contract Domestic Services Limited, for the provision of repair and maintenance services to domestic white goods on an as and when required and scheduled basis within the Derby and surrounding areas.

The type of domestic white goods to be repaired under this contract are, but not limited to, the following equipment:

- Fridge Freezers
- Washing Machines and Dryers
- Dishwashers

- Electric Cookers/Hobs, integrated and freestanding

The white goods will be owned, managed, or maintained by Derby Homes and/or Derby City Council.

No warranty is given to the Contractor by the Client as to the amount (if any) or nature of the service and/or work which may be required to be carried out by the Contractor during the Contract period and no claim for compensation either contractual or otherwise will be accepted in respect of any variation in the volume of the work.

Contract 1

Supplier

- CONTRACT AND DOMESTIC SERVICES (DERBY) LIMITED

Contract value

- £1,040,000 excluding VAT
- £1,248,000 including VAT

Above the relevant threshold

Date signed

1 November 2025

Contract dates

- 1 November 2025 to 31 October 2029
- Possible extension to 31 October 2033
- 8 years

Description of possible extension:

2 (Two) x 24 (Twenty-Four) months optional extensions which are at the discretion of Derby Homes Limited.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Refer to tender documents.

CPV classifications

- 39710000 - Electrical domestic appliances
- 50883000 - Repair and maintenance services of catering equipment

Contract locations

- UKF11 - Derby

Key performance indicators

| Name | Description | Reporting frequency |
|------------------|---|---------------------|
| Delivery | - Jobs classed as Priority 0-Repairs completed within 24 hours - Jobs classed as Priority 1-Repairs completed within 3 days -Jobs classed as Priority 2-Repairs completed within 14 days -Jobs classed as Priority 3-Repairs completed within 28 days | 1 months |
| Customer Service | Service Provider must provide clear written quotations within 48 hours of original request for quotation. | 1 months |
| Communications | Service Provider must respond to all enquiries and requests made within 24 hours of such a request. | 1 months |

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

CONTRACT AND DOMESTIC SERVICES (DERBY) LIMITED

- Companies House: 00830049
- Public Procurement Organisation Number: PRGV-4174-QCPG

69 Sage Drive

Woodville

DE11 7JX

United Kingdom

Email: contractdomestic@hotmail.co.uk

Region: UKF13 - South and West Derbyshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

DERBY HOMES LIMITED

- Companies House: 04380984
- Public Procurement Organisation Number: PBQH-2894-TNND

839 London Road, Alvaston

Derby

DE24 8UZ

United Kingdom

Contact name: Juliet Higgins

Email: DH-Procurement@derby.gov.uk

Region: UKF11 - Derby

Organisation type: Public authority - sub-central government