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Contract

Website Hosting and Support

Housing Ombudsman Service

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

Notice identifier: 2025/S 000-079790

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

Published 4 December 2025, 2:31pm

Scope

Description

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.
 - UIX support services to ensure smart user engagement with our products.
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Contract 1

Supplier

- CIVIC COMPUTING LIMITED

Contract value

- £66,667 excluding VAT
- £80,000 including VAT

Below the relevant threshold

Date signed

1 December 2025

Contract dates

- 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 one period of up to 12 months, by giving the Supplier 30 days written notice before its expiry.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

A variation form can be used in order to change the Call-Off Contract in accordance with Clause 32 (Variation process)

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