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Award

Intention to Directly Award a Contract for Cloud-Based Maintenance, Scheduling, Compliance and Asset Management Software

HYDE HOUSING ASSOCIATION LIMITED

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

Notice identifier: 2025/S 000-080310

Procurement identifier (OCID): ocds-h6vhtk-05f016

Published 5 December 2025, 4:08pm

Scope

Reference

2177

Description

Hyde Housing Association Ltd intends to directly award a contract to Totalmobile Limited for the provision of cloud-based maintenance, scheduling, compliance and asset management software. The contract covers the continued supply, licensing, support and associated services required to operate Hyde's existing Totalmobile platform.

The estimated contract value is above £5,000,000 (excluding VAT) over a five-year term.

The contract enables Hyde to maintain continuity of service for essential operational systems already implemented and in active use.

Contract 1. Cloud-Based Maintenance, Scheduling, Compliance and Asset Management Software

Supplier

- TOTALMOBILE LIMITED

Contract value

- £5,500,000 excluding VAT
- £6,600,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

17 December 2025

Contract dates (estimated)

- 18 December 2025 to 17 December 2030
- 5 years

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UK - United Kingdom

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Other information

Description of risks to contract performance

There are manageable risks associated with the long-term delivery of a business-critical SaaS platform, including potential changes in Hyde's organisational structure, future acquisitions or mergers, and resulting changes to user volumes or licensing requirements.

Additional risks relate to evolving technology needs and regulatory obligations, which may require adjustments to scope, service levels or licence models.

These risks will be managed through the contract's governance, performance monitoring and change control processes.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Single supplier - intellectual property or exclusive rights
- Single supplier - technical reasons
- Additional or repeat goods, services or works - extension or partial replacement

Hyde intends to directly award this contract under Schedule 5, Paragraphs 5, 6 and 7 of the Procurement Act 2023.

Hyde currently operates Totalmobile's cloud-based maintenance, scheduling, compliance and asset-management solution as a core operational system. The platform has been fully deployed across the organisation and is embedded through multiple technical integrations, data structures and workflow configurations that are specific to Totalmobile's proprietary environment. Totalmobile holds the exclusive intellectual property rights for the software and associated components used by Hyde.

Based on this technical configuration, no alternative supplier is capable of providing a system that can maintain service continuity without extensive redevelopment, re-implementation, large-scale data migration or interruption to critical operations. As a result, no reasonable alternative exists and a competitive process would be disproportionate, impractical and contrary to the public interest, given the operational risk, cost and disruption associated with replacing the existing system.

The proposed contract represents a continuation of the current integrated platform and related services. Procuring these services from a different supplier would create material technical incompatibilities and require substantial re-engineering, which meets the criteria for additional or repeat services under Schedule 5, Paragraph 7.

Direct negotiation has also established that the commercial terms available through this route are more advantageous than those available via framework agreements, supporting value for money.

For these reasons, Hyde is relying on the permitted grounds under Schedule 5, Paragraphs 5, 6 and 7 to award the contract directly to Totalmobile.

Supplier

TOTALMOBILE LIMITED

- Companies House: NI018486
- Public Procurement Organisation Number: PQCH-5452-NTRL

3rd Floor, 35 Dp 35-37 Donegall Place

Belfast

BT1 5BB

United Kingdom

Email: tenders@totalmobile.co.uk

Website: <https://www.totalmobile.co.uk/>

Region: UKN06 - Belfast

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Cloud-Based Maintenance, Scheduling, Compliance and Asset Management Software

Contracting authority

HYDE HOUSING ASSOCIATION LIMITED

- Companies House: IP18195R
- Public Procurement Organisation Number: PGRL-4951-QTGX

30 Park Street

London

SE1 9EQ

United Kingdom

Email: procurementhelpdesk@hyde-housing.co.uk

Region: UKI44 - Lewisham and Southwark

Organisation type: Public authority - sub-central government