

REPORT TO: CITY GOVERNANCE COMMITTEE – 1 SEPTEMBER 2025

REPORT ON: PROCUREMENT OF A CONTRACT FOR MOBILE WORK SCHEDULING AND REPAIRS SOFTWARE

REPORT BY: EXECUTIVE DIRECTORS OF NEIGHBOURHOOD AND CORPORATE SERVICES

REPORT NO: 239-2025

1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is to seek approval to enter into a contract for Mobile Working, Scheduling and Repairs software.

2.0 RECOMMENDATIONS

- 2.1 It is recommended that the Committee: -

- (a) Approves the direct award of a 15 months contract to Total Mobile, following a negotiated procedure as outlined in paragraph 5.2 of this report.
- (b) Notes that a further report will be brought back to Committee detailing the findings of an external review of information technology systems in Housing and Construction Services.

3.0 FINANCIAL IMPLICATIONS

- 3.1 Based on available information, the cost of the contract awarded for the annual support and maintenance of Total Mobile is anticipated to be £120,361 (15 months). In addition, there is a requirement for assistance with technical consultancy from Total Mobile at a total cost of £26,290. These costs will be met covered by Construction Services Revenue Budget. Any material deviation from these sums, resulting from the procurement process that is above the amount allowed for contingencies, will require further approval from this Committee.
- 3.2 Staffing costs to support the deployment of the products will also be met from Construction Services Revenue Budget.

4.0 BACKGROUND

- 4.1 This report supports the Council's Digital Strategy 2023-27 which was approved at Policy and Resources Committee on 15th May 2023 (Report 141-2023). The Council's Digital Strategy sets out to increase Council services to be delivered through integrated end to end Digital & IT services.
- 4.2 Dundee City Council previously procured Mobile Working, Scheduling and Repairs software from Total Mobile for up to 150 operatives in 2017 (Report 227-2017). With subsequent extensions to the service approved in 2023 for a further 150 operatives (Report 115-2023).
- 4.3 The primary benefit of the software is in allowing an end to end digitally managed Council repairs service with works orders raised electronically and fed through an automated scheduling system. This allows repairs jobs to be sent to tradesmen in the field through handheld devices. Actual work carried out is then input to these handheld devices, electronically updating core Housing and Financial systems.

Totalmobile continues to provide the service to the Council in relation to the licences which requires to be renewed as of September 2025. It is therefore required for the Council to enter into a contract with Totalmobile to cover repair, maintenance and further licensing.

- 4.4 The system enables essential and effective scheduling of resources and materials to allow optimum deployment of resources and an improved customer experience through the introduction of repairs appointments.
- 4.5 It is recognised that progress to date in implementing this system has been protracted. A review of systems implementation across Housing and Construction Services has been externally commissioned and will be the subject of a separate Committee report. The review is clear that, as a first stage, there is now an urgent need to progress with the implementation of Total Mobile (which has a costing system), with a target date of December 2026, as the existing costing system within Construction Services can no longer be supported.
- 4.6 In order to realise the significant organisational and customer benefits which the introduction of repairs scheduling and mobile working would bring; a project manager will be required to ensure sufficient capacity is available to drive this project workstream forward.
- 4.7 These contracts have now reached the end of their contract period and cannot be extended further. Given the level of investment made in the Total Mobile products and the technical complexity of replacing the current system, a change of supplier would necessitate the acquisition of supplies with differing technical characteristics leading to incompatibility and disproportionate technical difficulties in operation and maintenance. Therefore, a new contract with Total Mobile is the only practical and viable option.
- 4.8 A negotiated procurement exercise will be carried out to procure a new contract which will provide the Council best quality at the best price.

5.0 SOURCING STRATEGY SUMMARY

- 5.1 Procurement will be carried in a compliant manner utilising Procurement Regulations to carry out a negotiated procedure without prior publication.
- 5.2 A negotiated procedure will be carried out without further competition under Regulation 33 of the Public Contracts (Scotland) Regulations 2015 to direct award a new contract under Regulation 33(4)(b) additional supplies or extension to existing systems are needed and changing suppliers would result in incompatibility or disproportionate technical difficulties.

6.0 RISK ANALYSIS

Description of Risk	Actions required to manage Risk
Commercial Risk – That either the price objectives are not achieved up front or there are other costs that arise during the contract and diminish the overall benefits.	The Council's specification of requirements sets out milestones which will form part of the contractual obligations. Total Mobile have priced against this. The award of a 15 months contract to Total Mobile, will be carried out following a negotiated procedure conducted without prior publication under Regulation 33 (4) (b) of the Public Contracts (Scotland) Regulations 2015.

Technical Risk – This concerns the difficulty in being able to specify the desired outcome and on the market being unable to deliver to the specification	The technical specification has been agreed with the Contractor to allow them to build their Quotation.
Performance Risk – This concerns the ability of suppliers to perform consistently over the life of the contract to deliver the planned benefits	The contract contains detailed tasks and milestones to be delivered by the Contractor.
Contractual Risk – Being able to remedy the shortcomings in the contractor's performance without severely damaging the contract and about avoiding reliance on the contracted supplier as the contract develops.	The contract will be formed by the signing of a detailed contract (Master Services Agreement – MSA). The Project Team as outlined in sections 3.2 and 4.6 of this report will project manage to ensure delivery of the contractual obligations.
Procurement Risk – where a procurement is found unsound in law, through the public procurement rules	Procurement will be carried in a compliant manner using Public Contracts (Scotland) Regulations 2015.

7.0 CONCLUSION

- 7.1 The approval of this report will allow for procurement to begin as soon as possible, the delivery of process efficiencies within the Council and improvements in service.

8.0 POLICY IMPLICATIONS

- 8.1 This report has been subject to the Pre-IIA Screening Tool and does not make any recommendations for change to strategy, policy, procedures, services, or funding and so has not been subject to an Integrated Impact Assessment. An appropriate senior manager has reviewed and agreed with this assessment.

9.0 CONSULTATIONS

- 9.1 The Council Leadership Team were consulted in the preparation of this report.

10.0 BACKGROUND PAPERS

- 10.1 None.

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5 August 2025

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