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Tender

Provision of Concessionary Travel Mobility and Hidden Disabilities Assessment Services

Harrow Council

F02: Contract notice

Notice identifier: 2025/S 000-000159

Procurement identifier (OCID): ocds-h6vhtk-04adaf

Published 6 January 2025, 10:42am

Section I: Contracting authority

I.1) Name and addresses

Harrow Council

Procurement Team, PO Box 1358

Harrow

HA3 3QN

Contact

Mr Marzuki Haji

Email

marzuki.haji@harrow.gov.uk

Country

United Kingdom

Region code

UKI7 - Outer London – West and North West

Internet address(es)

Main address

<http://www.harrow.gov.uk>

Buyer's address

<http://www.harrow.gov.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert/Index?advertId=a250e38b-37c1-ef11-8133-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=a250e38b-37c1-ef11-8133-005056b64545>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Concessionary Travel Mobility and Hidden Disabilities Assessment Services

Reference number

DN747479

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The London Borough of Harrow is inviting tenders for a service provider to support the assessment of non-automatic applications for the Concessionary Travel assessment service, which includes Blue Badges, Freedom Passes and Taxi Cards.

II.1.5) Estimated total value

Value excluding VAT: £500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKI7 - Outer London – West and North West

II.2.4) Description of the procurement

The London Borough of Harrow is inviting tenders for a service provider to support the assessment of non-automatic applications for the Concessionary Travel assessment service, which includes Blue Badges, Freedom Passes and Taxi Cards.

The Authority is seeking a Service Provider to deliver the Services by securely accessing the relevant IT systems as defined within the specification to remotely process specified Concessionary Travel applications. Total service volumes for the service are set out in the Service Specification.

The contract consists of applications and renewals for non-automatic concessionary travel permits requiring clinical assessments. As well as the administrative work, updating of relevant IT systems, and the instigation of periodic reviews of application.

Currently, non-automatic applications and renewals are provided under a contract that is scheduled to expire on 31st May 2025. Automatic applications and renewals including the administrative work and updating of relevant IT systems are currently provided by LB Harrow.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 50

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 June 2025

End date

31 May 2028

This contract is subject to renewal

Yes

Description of renewals

The Authority is looking for potential service provider(s) to be awarded a contract for a period of 3 years with the option to extend for 2 years.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-033742](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

5 February 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

5 February 2025

Local time

12:30pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

Country

United Kingdom