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Tender

Home (Domiciliary) Care Service

London Borough of Harrow

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-002241

Procurement identifier (OCID): ocds-h6vhtk-06039f

Published 12 January 2026, 12:23pm

Scope

Description

The London Borough of Harrow has been unable to link the previous notices to this Tender Notice due to the Pipeline Notice referring to a Competitive Flexible Procedure. Since Market Engagement was carried the Council decided that an Open Procedure for an Open Framework was more suitable.

Details of all transparency notices relating to this procurement are listed under "Justification for not publishing a market engagement notice"

The London Borough of Harrow seeks to commission and procure home (domiciliary) care and support services, including short-term reablement care, for adults aged 18 and over with assessed and eligible needs, and home care and support for children and young adults with disabilities aged 0-18 living in Harrow. Home and reablement care relates to the provision of regulated care and support services in the community that enable adults and young people to remain living in their own home and meet their assessed social care needs and outcomes along with maintaining their autonomy, independence, skills and abilities, and personal identity.

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

Total value (estimated)

- £160,000,000 excluding VAT
- £192,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2026 to 31 August 2029
- Possible extension to 31 August 2034
- 8 years

Description of possible extension:

The Council is looking for potential service providers to be awarded a contract for a maximum period of 8 years:

The first framework (period 1) for a term of 3 years starting from 1 September 2026 to 31 August 2029, a second framework (period 2) for a term of 3 years from 1 September 2029 to 31 August 2032 with the option to extend for a term of 2 years from 1 September 2032 to 31 August 2034.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKI74 - Harrow and Hillingdon

Lot constraints

Maximum number of lots a supplier can bid for: 4

Maximum number of lots a supplier can be awarded: 4

Lot 1. Long-term home care for adults 18+ including learning disabilities, autism and mental ill-health - Harrow West

Description

This Lot is for Long-term home care for adults 18+ including learning disabilities, autism and mental ill-health covering Harrow West only

There is no limit on the number of providers that can be awarded a contract on to this Lot

Lot value (estimated)

- £6,000,000 excluding VAT

- £7,200,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Long-term home care for adults 18+ including learning disabilities, autism and mental ill-health - Harrow Central

Description

This lot is for Long-term home care for adults 18+ including learning disabilities, autism and mental ill-health for Harrow Central only

There is no limit on the number of providers that can be awarded a contract on to this Lot

Lot value (estimated)

- £6,000,000 excluding VAT
- £7,200,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Long-term home care for adults 18+ including learning disabilities, autism and mental ill-health - Harrow East

Description

This lot is for Long-term home care for adults 18+ including learning disabilities, autism and mental ill-health for Harrow East only

There is no limit on the number of providers that can be awarded a contract on to this Lot

Lot value (estimated)

- £6,000,000 excluding VAT
- £7,200,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4. Adult reablement support services - Harrow West

Description

This Lot is for the delivery of Adult reablement support services for Harrow West only

A maximum of 3 providers can be awarded on to this Lot

Lot value (estimated)

- £400,000 excluding VAT
- £480,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 5. Adult reablement support services - Harrow Central

Description

This Lot is for Adult reablement support services and for Harrow Central only

A maximum number of 2 providers can be awarded on to this Lot

Lot value (estimated)

- £300,000 excluding VAT
- £360,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 6. Adult reablement support services - Harrow East

Description

This lot is for Adult reablement support services and will be for Harrow East only

A maximum number of 2 providers can be awarded on to this Lot

Lot value (estimated)

- £300,000 excluding VAT
- £360,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 7. Home care for Children & Young Adults with Disabilities (CYAD) - Harrow Borough Wide

Description

This lot is specifically for Home care for Children & Young Adults with Disabilities (CYAD) and is for the the whole of the Harrow Borough

A maximum number of 6 providers can be awarded on to this Lot

Lot value (estimated)

- £2,000,000 excluding VAT
- £2,400,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Open framework scheme end date (estimated)

31 August 2034

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

0%

Framework operation description

Services will be awarded to providers on the framework within the specific lots using an e-brokerage system for package bidding and matching, and an associated taxi-rank

approach, to enable equality in the utilisation of available capacity, which will be arranged based on provider final tender scoring.

There will also be the option for a direct award which will be applied based on User Choice

Award method when using the framework

Without competition

Contracting authorities that may use the framework

Establishing party only

Participation

Particular suitability

Lot 1. Long-term home care for adults 18+ including learning disabilities, autism and mental ill-health - Harrow West

Lot 2. Long-term home care for adults 18+ including learning disabilities, autism and mental ill-health - Harrow Central

Lot 3. Long-term home care for adults 18+ including learning disabilities, autism and mental ill-health - Harrow East

Lot 4. Adult reablement support services - Harrow West

Lot 5. Adult reablement support services - Harrow Central

Lot 6. Adult reablement support services - Harrow East

Lot 7. Home care for Children & Young Adults with Disabilities (CYAD) - Harrow Borough Wide

- Small and medium-sized enterprises (SME)

- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

13 February 2026, 11:59pm

Tender submission deadline

25 February 2026, 11:59pm

Submission address and any special instructions

www.londontenders.org

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

16 June 2026

Recurring procurement

Publication date of next tender notice (estimated): 5 January 2029

Award criteria

Name	Description	Type	Weighting
Quality/Technical (core questions & service specific Lot Questions)	This section is a series of Core Questions and the Service Specific Lot Questions	Quality	90%
Social Value	This section is a question for the delivery of Social Value and requires tenderers to complete a social value action plan and method statement	Quality	10%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Justification for not publishing a preliminary market engagement notice

The London Borough of Harrow carried out Market Engagement and published the required preliminary market engagement notices.

Market Engagement Event 12th December 2025 - market engagement notice was published on the 18th November 2025

UK2: Preliminary market engagement notice

Notice identifier: 2025/S 000-074828

Procurement identifier (OCID): ocds-h6vhtk-050eb6

Market Engagement Event 6th June 2025 - market engagement notice was published on the 8th May 2025

UK2: Preliminary market engagement notice

Notice identifier: 2025/S 000-019704

Procurement identifier (OCID): ocds-h6vhtk-050eb6

A Pipeline Notice was also published on the 29th May

UK1: Pipeline notice

Notice identifier: 2025/S 000-028421

Procurement identifier (OCID): ocds-h6vhtk-050eb6

Contracting authority

London Borough of Harrow

- Public Procurement Organisation Number: PQRC-2343-GRQR

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Region: UKI74 - Harrow and Hillingdon

Organisation type: Public authority - sub-central government