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Contract

Provision of Concessionary Travel Mobility and Hidden Disabilities Assessment Services

Harrow Council

F03: Contract award notice

Notice identifier: 2025/S 000-044759

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

Published 31 July 2025, 2:01pm

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

Telephone

+44 2084209301

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.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 invited 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.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £500,000

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 Authority sought 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.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 50

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: [2025/S 000-000159](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 June 2025

V.2.2) Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

EQL Limited

Speed Medical House, Matrix Park

Chorley

PR7 7NA

Country

United Kingdom

NUTS code

- UKI7 - Outer London – West and North West

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £498,914

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

Country

United Kingdom