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Award

Community Equipment - Minor Adaptations and Assistive Technology

London Borough of Hammersmith and Fulham

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

Notice identifier: 2025/S 000-046882

Procurement identifier (OCID): ocids-h6vhtk-058349

Published 7 August 2025, 12:38pm

Scope

Description

The London Consortium Community Equipment Framework, managed by the Royal Borough of Kensington and Chelsea and Westminster City Council, appointed Nottingham Rehab Services (NRS) to the framework in April 2023. 21 Local Authorities are part of the Consortium with the NHS responsible for between 60%-70% of the total contract spend.

Hammersmith and Fulham entered a 'Call-off' agreement from the 1 April 2023 to 31 March 2028 from the above-mentioned framework to appoint NRS as the Council's supplier of Community Equipment. NRS also provide Assistive Technology and Minor Adaptations to H&F under a further call-off agreement from the same framework.

NRS informed the consortium in July 2025 that it will be unable to continue to fulfil its contracts with effect from the 31st July 2025 owing to financial difficulties.

Assistive technology is vital to ensure the safety of vulnerable residents. This direct award is essential to ensure emergency cover.

Contract 1. Community Equipment - Assistive Technology

Supplier

- London Borough of Harrow

Contract value

- £648,726 including VAT

Above the relevant threshold

Earliest date the contract will be signed

15 August 2025

Contract dates (estimated)

- 18 August 2025 to 31 July 2026
- Possible extension to 31 July 2027
- 1 year, 11 months, 14 days

Description of possible extension:

Contract may be extended up to one year to allow for reprocurement activity to complete.

Main procurement category

Goods

CPV classifications

- 32000000 - Radio, television, communication, telecommunication and related equipment

Contract locations

- UKI3 - Inner London - West

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Extreme and unavoidable urgency

The Councils current supplier, NRS informed the Council in July 2025 that it will be unable to continue to fulfil its contracts with effect from the 31st July 2025 owing to financial

difficulties. The Company is now in liquidation.

Assistive technology is vital to ensure the safety of vulnerable residents. This direct award is essential to ensure emergency cover. There has been no time to seek competitive tenders from the time we were informed of the business failure and the cessation of service. The direct award will enable us to maintain essential services whilst we recommission the contract longer term.

Supplier

London Borough of Harrow

- Public Procurement Organisation Number: PQRC-2343-GRQR

PO Box 1358

Harrow

HA3 3QN

United Kingdom

Telephone: 020 8861 3242

Email: careline@harrow.gov.uk

Region: UKI74 - Harrow and Hillingdon

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Community Equipment - Assistive Technology

Contracting authority

London Borough of Hammersmith and Fuham

- Public Procurement Organisation Number: PHTW-6333-BQGD

Town Hall, king street

London

W6 9JU

United Kingdom

Email: procurement@lbhf.gov.uk

Region: UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Organisation type: Public authority - sub-central government