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Contract

Development of Technology Enabled Care Programme

London Borough of Harrow

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-067889

Procurement identifier (OCID): ocids-h6vhtk-05d2a7

Published 23 October 2025, 3:08pm

Scope

Description

Rethink are supporting the Council to expand and improve our Technology Enabled Care (TEC) model. Achieving a TEC-enabled social care model is crucial for the long-term sustainability of adult social care. The scale of the benefits, both in outcomes and savings, will depend on our rollout strategy which we plan to co-produce with staff and residents. Rethink Partners have extensive experience in driving the adoption of digital care technologies and strengthening health and care sector capability and they will be working in an intensive way with us over the next 5 months. We will co-create a TEC programme that will embed technology as a pivotal tool to empower our strengths-based practice and:

- Enhance Customer Journeys: enabling local residents to leverage technology for happier, more fulfilling lives within their homes and communities.
- Develop a Best-in-Class Tech Offer: shaping a tech offering tailored for Harrow.
- Innovate Our TEC Operating Model: designing a robust operating model for the Harrow TEC service, ensuring we commission the most innovative and future-proof technology and services and that we are maximising the power of data in our practice.

- Measure Impact: establish a benefits and outcomes framework to demonstrate the positive impact of TEC.
 - Deliver our plan: creating a plan to identify the best solutions for residents and staff who can benefit from care technologies and where and when to roll-out and scale.
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Contract 1

Supplier

- RETHINK PARTNERS LTD

Contract value

- £90,000 excluding VAT
- £108,000 including VAT

Below the relevant threshold

Date signed

30 September 2025

Contract dates

- 1 October 2025 to 31 March 2026
- 6 months

Main procurement category

Services

CPV classifications

- 79410000 - Business and management consultancy services

Contract locations

- UKI74 - Harrow and Hillingdon

Procedure

Procedure type

Below threshold - without competition

Supplier

RETHINK PARTNERS LTD

- Companies House: 11138540
- Public Procurement Organisation Number: PGPQ-8119-DZNN

5 Meadowsweet Way

Saffron Walden

CB11 3ZD

United Kingdom

Email: liz@rethinkpartners.co.uk

Website: <http://www.rethinkpartners.co.uk>

Region: UKH35 - West Essex

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

London Borough of Harrow

- Public Procurement Organisation Number: PQRC-2343-GRQR

Forward Drive

Harrow

HA3 8FL

United Kingdom

Email: procurement@harrow.gov.uk

Region: UKI74 - Harrow and Hillingdon

Organisation type: Public authority - sub-central government