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Tender

Carers Hub for the Borough of Hammersmith & Fulham

London Borough of Hammersmith and Fuham (LBHF)

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

Notice identifier: 2025/S 000-074558

Procurement identifier (OCID): ocds-h6vhtk-0503f2 ([view related notices](#))

Published 17 November 2025, 5:18pm

Scope

Description

The London Borough of Hammersmith and Fulham is seeking to commission a Carers Hub to fulfil its statutory duties under the Care Act 2014.

This includes responsibilities related to the provision of information and advice, emergency planning cards, training, support planning, social opportunities and the facilitation of Carers Assessments and reviews for adult unpaid carers aged 18 and over including those transitioning into adulthood.

The Council is seeking the provision of a one-stop shop 'Hub' model to enable Carers to access services that support their physical, mental and emotional wellbeing to enable them to continue in their caring role and to improve their quality of life.

The Council expects the successful Provider to develop, maintain and deliver a range of person-centred and coordinated services for carers in Hammersmith & Fulham and will be responsible for ensuring safe, high quality, non-discriminatory Carer services appropriate to the diverse needs of the borough.

Total value (estimated)

- £1,200,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

Option to extend for a further two one year extensions after initial period

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

8 December 2025, 5:00pm

Tender submission deadline

17 December 2025, 5:00pm

Submission address and any special instructions

Suppliers are requested to register on our tender portal to access the tender.
<https://www.capitalesourcing.com>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

19 January 2026

Award criteria

| Name | Type | Weighting |
|-------------|-------------|------------------|
| Quality | Quality | 60% |
| Price | Price | 40% |

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

London Borough of Hammersmith and Fuham (LBHF)

- 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