

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/075265-2025>

Tender

Provision of stray dogs service in H&F

London Borough of Hammersmith and Fuham

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

Notice identifier: 2025/S 000-075265

Procurement identifier (OCID): ocds-h6vhtk-05e47d

Published 19 November 2025, 2:10pm

Scope

Reference

prj_25333

Description

Procurement for the provision of a comprehensive stray dog service between 01/05/2026 - 30/04/2028, with the option of two additional discretionary one year extensions until 30/04/2030. The service includes collection of stray dogs reported within the borough in accordance with all relevant legislation and statutory duties, kennelling and care to meet welfare standards and legal requirements, and ensuring staff are suitably trained and equipped for safe handling of dogs. The provider must maintain effective communication with the Council, including escalation of urgent cases, provision of updates on dogs in care, access to the stray dog register, and submission of performance reports. High-quality customer service for residents and callers is required, including fee collection, complaint resolution, and ensuring accessibility. Added-value services such as microchipping advice, promotional materials, and support for owners of lost dogs are encouraged. Services must comply with the Council's Service Specification and all statutory obligations, with kennelling facilities meeting welfare standards and licensing requirements. Timely reporting and adherence to agreed service levels are essential

throughout the contract period. Estimated annual volumes will be provided in the tender documents.

Total value (estimated)

- £120,000 excluding VAT
- £144,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 May 2026 to 30 April 2028
- Possible extension to 30 April 2030
- 4 years

Description of possible extension:

The Authority is entitled, at its absolute discretion, to extend the contract for up to 2 further 12 month periods. This, in essence, takes the maximum contract duration to 48 months. If the Authority wishes to exercise this right, they shall serve on the supplier a notice of not less than 3 months.

Main procurement category

Services

CPV classifications

- 98000000 - Other community, social and personal services

- 98380000 - Dog kennel services

Contract locations

- UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Submission

Enquiry deadline

10 December 2025, 5:00pm

Tender submission deadline

19 December 2025, 12:00pm

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

Award criteria

The contract will be awarded to the supplier offering the most advantageous tender based on a combination of quality and price. Quality will account for 60% of the overall score and will be assessed through method statements covering compliance with legislation, dog welfare, partnership working, customer service, and added value. Price will account for 40% of the overall score, with the lowest compliant price receiving the maximum score and others scored proportionally. The highest total score will determine the award.

Procedure

Procedure type

Below threshold - open competition

Contracting authority

London Borough of Hammersmith and Fulham

- 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