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Contract

Integrated Community Equipment Service

London Borough of Bromley

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

Notice identifier: 2025/S 000-075541

Procurement identifier (OCID): ocids-h6vhtk-058144 ([view related notices](#))

Published 20 November 2025, 10:57am

Scope

Description

Community Equipment for older or disabled people provides the gateway to their independence, dignity and self-esteem. Providing appropriate equipment and technology are fundamental components in the whole health and social care system.

Community equipment has the potential to improve the lives of the local population and support Bromley's 'Prevention' agenda. It supports people to remain as independent as possible, for as long as possible. It is also valued by carers, as a key support for their work, and it is central to effective rehabilitation - improving quality of life, reducing morbidity at costs that are very low compared to other forms of healthcare. By providing equipment and support, ICES can help reduce hospital admissions and the need for more expensive care options, ultimately saving costs for health and social care services.

Integrated Community Equipment services (ICES) in LB Bromley are procured through the membership of the London Consortium, which consists of 21 local authorities and is led by the 'Bi-Borough' - Westminster City Council and the Royal Borough of Kensington & Chelsea.

The Integrated Community Equipment Service (ICES) provides equipment to help people live safely and independently at home. This can include simple aids like walking sticks or

raised toilet seats, as well as more complex items like beds and hoists. The service encompasses sourcing, purchasing, delivering, installing, collecting, cleaning, recycling, servicing, maintaining, repairing, and storing equipment. ICES aims to prevent hospital admissions and support early hospital discharge.

ICES acquires both standard and specialized equipment to meet individual needs. ICES services ensure the equipment is delivered and set up properly in the user's home.

When equipment is no longer needed, ICES arranges for its collection, cleaning, and either recycling or refurbishment. They also handle the servicing, maintenance, and repair of the equipment to ensure it remains in good working order.

Contract 1. Integrated Community Equipment Service

Supplier

- INSPIRE MEDICARE LTD.

Contract value

- £5,930,000 excluding VAT
- £7,116,000 including VAT

Above the relevant threshold

Date signed

2 September 2025

Contract dates

- 2 September 2025 to 27 August 2027
- 1 year, 11 months, 26 days

Main procurement category

Goods

CPV classifications

- 33000000 - Medical equipments, pharmaceuticals and personal care products

Contract locations

- UKI61 - Bromley

Key performance indicators

| Name | Reporting frequency |
|--|---------------------|
| Client satisfaction | 12 months |
| Time taken to respond to complaints | 1 months |
| Reporting and review of serious incidents | 1 months |
| Deliveries/collection/repairs completed within designated priority banding | 1 months |
| Residents given agreed appointments with either AM or PM slots | 1 months |
| Decontamination of returned items | |
| Disposal of condemned equipment | 1 months |
| Service Prescribers informed of delivery issues | 1 months |
| Training of staff | 1 months |

Signed contract documents

[Contract for the supply of Community Equipment Final Redacted.pdf](#)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Extreme and unavoidable urgency

A contract has been awarded in accordance with section 41 of the Procurement Act 2023 ("PA 2023") because of extreme and unavoidable urgency.

Pursuant to the Care Act 2014, the Council has a statutory duty to provide the integrated community equipment and telecare services (the "Services").

The previous provider of integrated community equipment services ceased trading on the 31st July 2025 and therefore ceased providing the Services to the Council. This was unforeseen and outside of the control of the Council.

This means that it was necessary for the Council to urgently award a replacement contract to secure continuity of critical statutory Services in Bromley.

This was an exceptional situation where extreme urgency has been brought about by events unforeseeable and not attributable by the Council, making it impossible for the Council to conduct a regulated competitive tendering process within prescribed time limits due to the requirement to secure continuity of critical statutory Services.

The Council considered all options and taken independent advice and have concluded that there was insufficient time and that it was impossible to run a competitive tendering procedure (even on an accelerated basis, or otherwise a call-off from a framework agreement) in time to ensure continuity of the Services.

The contract period will allow time for the Council to prepare a competitive procurement exercise for a long-term solution, and mobilise the resultant contract.

Supplier

INSPIRE MEDICARE LTD.

- Companies House: 11263627
- Public Procurement Organisation Number: PZTX-8626-DDYV

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Sidcup

DA14 5HS

United Kingdom

Email: gmicallef@inspiremedicare.org

Website: <http://www.inspirecommunitytrust.org>

Region: UKI51 - Bexley and Greenwich

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

London Borough of Bromley

- Public Procurement Organisation Number: PBBG-1282-YCXD

Bromley Civic Centre, Churchill Court, 2 Westmoreland Road

Bromley

BR1 1DP

United Kingdom

Email: procurement@bromley.gov.uk

Region: UKI61 - Bromley

Organisation type: Public authority - sub-central government