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Planning

Emergency Hotels Services

Westminster City Council

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-004249

Procurement identifier (OCID): ocids-h6vhtk-04dcfc

Published 7 February 2025, 4:30pm

Section I: Contracting authority

I.1) Name and addresses

Westminster City Council

64 Victoria Street

Westminster

SW1 6QP

Contact

Hiran Karunaratna

Email

hkarunaratna@westminster.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.westminster.gov.uk

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Emergency Hotels Services

Reference number

PQQ SQ_30067

II.1.2) Main CPV code

- 55110000 - Hotel accommodation services

II.1.3) Type of contract

Services

II.1.4) Short description

The purpose of the market sounding questionnaire is to gain insight into the market for Emergency Hotel Accommodation services to understand the level of interest and capacity of the market in relation to this future opportunity. This Market Sounding Questionnaire is not a call for tenders or a pre-qualification exercise.

This questionnaire will not form part of the formal procurement process.

All responses are to be submitted via Jaggaer (online procurement portal ref: PQQ: SQ_30067 - Emergency Hotels Services (RFI)) no later than Wednesday 26th February 2025. Last day for submitting clarification questions will be the 18th February 2025.

II.1.5) Estimated total value

Value excluding VAT: £6,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services
- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

WCC have existing contracts in place for Emergency Hotel and Security Services. These contracts will expire on the 31st of March 2025 but will likely extend to the 30th June 2025 to allow for the completion of the tender process.

The Authority is looking to recommission this service to continue fulfilling requirements to deliver provision for rough sleepers within the borough, whilst deriving value for money and maintaining current high-quality standards.

An indicative value of the services, for emergency Hotels is approximately £6.5M over a 5-year period. Please note this in an “up to” indicative figure, not a guaranteed level of spend, and may be subject to change.

It is likely the contract will be for a duration of at 3 years with possible extensions for a further 2 years (subject to internal approval) with a proposed contract commencement date of 1st July 2025. Please note that the start date may change, as may the proposed term.

Interested hotel providers and their staff should have an awareness and experience of the proposed clientele group that will be utilising these hotel bed space.

The hotel service will need to work closely with the Security provider to provide the best outcomes for the client group being accommodated.

The client group includes street homeless people that require a short-term safe space and period of stabilisation prior to or alongside moving on to greater independence. This can often include clients experiencing Severe and Multiple Disadvantages with a history of trauma who require a psychologically informed environment.

The expected approach will need to manage risk and behaviour which will rely on critical leadership and excellent communication skills, with a skilled team knowledgeable in

managing risk.

The security element of these services, which will be managed under a separate contract, will vary considerably depending on the requirement for bed space. As such, Westminster cannot guarantee a minimum or maximum level of bed space required and on occasions there will be zero (0) beds required. It is critical that the accommodation service fully understands these contractual requirements set out by Westminster City council.

The full scope of the services required is included in the questionnaire, the high level requirements include but are not be limited to:

- Maintenance of the hotel and hotel rooms
- Customer Services
- Reporting and Documentation
- Collaboration and Communication
- Equipment and Resources
- Compliance and Quality Assurance
- Confidentiality and Professionalism
- Consistent Staffing
- Fair Access, Inclusion and Diversity

Please review the questionnaire for full details.

II.2.14) Additional information

This PIN is our intention to commence market engagement with new and existing interested parties for the provision of the Emergency Hotel services.

This is not a call for tenders or a pre-qualification exercise. The purpose of the market sounding questionnaire is to gain insight into the market for Emergency Hotel Accommodation.

II.3) Estimated date of publication of contract notice

10 March 2025

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes