

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/004646-2021>

Tender

P5719 Enhanced Rough Sleeping Outreach Service (EROS)

Tower Hamlets

F02: Contract notice

Notice identifier: 2021/S 000-004646

Procurement identifier (OCID): ocds-h6vhtk-029997

Published 8 March 2021, 5:18pm

Section I: Contracting authority

I.1) Name and addresses

Tower Hamlets

Mulberry Place

London

E14 2BG

Contact

Mrs Jay Bains

Email

procurement@towerhamlets.gov.uk

Telephone

+44 2073644015

Country

United Kingdom

NUTS code

UKI42 - Tower Hamlets

Internet address(es)

Main address

<http://www.towerhamlets.gov.uk>

Buyer's address

<http://www.towerhamlets.gov.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Opportunities/Index>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Opportunities/Index>

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

P5719 Enhanced Rough Sleeping Outreach Service (EROS)

Reference number

DN511661

II.1.2) Main CPV code

- 98000000 - Other community, social and personal services

II.1.3) Type of contract

Services

II.1.4) Short description

The main objective of the project is to deliver a street outreach service to rough sleepers to fulfil the council's aims of reducing and preventing rough sleeping in Tower Hamlets. The council is committed to reducing and ultimately ending rough sleeping and this is included in our strategic and operational commitments as outlined in the council's Homelessness and Rough Sleeping Strategy 2018 -2023.

The contract includes a specialist rough sleeping outreach team (TH SORT) that aims to ensure no rough sleeper spends a second night on the street, no one remains living on the street, and rough sleepers who have been accommodated do not return to rough sleeping.

The service will require :

- Support all rough sleepers who bed down on the streets of Tower Hamlets (400-500 annually) to exit the street and take up appropriate accommodation.
- Provide a core outreach service that responds to Streetlink referrals, conducts early morning and late-night shifts 7 days a week, provides an assessment/ support planning/casework approach, conducts welfare checks on rough sleepers and makes safeguarding referrals as necessary.
- Deliver a client-centred, trauma-informed service that can maintain trusting relationships

with rough sleepers who have complex needs and challenging behaviours.

- Have expertise to work effectively with a range of cohorts within the rough sleeping population, e.g. complex women who are involved in prostitution, non-UK nationals.
- Provide an In-Reach service to ensure rough sleepers experience a smooth transition from the street into hostel accommodation and re-engage with former rough sleepers who are at risk of eviction or abandonment from hostel accommodation.

Contract value:

The contract value will consist on a Core element with a value of £426,000 per annum. However, the core services may be complemented by adding to the core element other homelessness workstreams that support the council's Homelessness and Rough Sleeping Strategy 2018 -2023.

These additional workstreams will only be added to the contract by way of variation as and when the funding is secured by the Council through participation on Central Government grant bidding process. The appointed provider is expected to work jointly with the Council to secure such funds. Although the Council has been successful on securing additional funds in the past, there is no guarantee this will happen in the future.

The funding for the EROS contract is provided to the Council year on year basis by the government via grant funding, bidders should note that if the government stop or reduce the funding it may affect the ability to continue with this contract.

Tender timescales:

The bidders should note that the Council published a Prior Information notice with the intention to reduce the time limits for receipt of tenders once the OJEU contract notice is published. The reason for this is to have the contract in place in line with the grant application.

Services - 589545-2020 - TED Tenders Electronic Daily ([europa.eu](https://europe.eu))

TUPE:

There is TUPE applicable to this contract. To receive TUPE data, suppliers must submit the confidentiality agreement fully completed. Please refer to the Invitation to Tender document for further information.

II.1.5) Estimated total value

Value excluding VAT: £3,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI42 - Tower Hamlets

II.2.4) Description of the procurement

The main objective of the project is to deliver a street outreach service to rough sleepers to fulfil the council's aims of reducing and preventing rough sleeping in Tower Hamlets. The council is committed to reducing and ultimately ending rough sleeping and this is included in our strategic and operational commitments as outlined in the council's Homelessness and Rough Sleeping Strategy 2018 -2023.

The contract includes a specialist rough sleeping outreach team (TH SORT) that aims to ensure no rough sleeper spends a second night on the street, no one remains living on the street, and rough sleepers who have been accommodated do not return to rough sleeping.

The service will require :

- Support all rough sleepers who bed down on the streets of Tower Hamlets (400-500 annually) to exit the street and take up appropriate accommodation.
- Provide a core outreach service that responds to Streetlink referrals, conducts early morning and late-night shifts 7 days a week, provides an assessment/ support planning/casework approach, conducts welfare checks on rough sleepers and makes safeguarding referrals as necessary.
- Deliver a client-centred, trauma-informed service that can maintain trusting relationships with rough sleepers who have complex needs and challenging behaviours.
- Have expertise to work effectively with a range of cohorts within the rough sleeping population, e.g. complex women who are involved in prostitution, non-UK nationals.
- Provide an In-Reach service to ensure rough sleepers experience a smooth transition from the street into hostel accommodation and re-engage with former rough sleepers who are at risk of eviction or abandonment from hostel accommodation.

Tender timescales:

The bidders should note that the Council published a Prior Information notice with the intention to reduce the time limits for receipt of tenders once the OJEU contract notice is published. The reason for this is to have the contract in place in line with the grant application.

TUPE:

There is TUPE applicable to this contract. To receive TUPE data, suppliers must submit the confidentiality agreement fully completed. Please refer to the Invitation to Tender document for further information.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 90

Price - Weighting: 10

II.2.6) Estimated value

Value excluding VAT: £3,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Initial Contract Duration: 36 months

Extensions: 23 (12 +11) months

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Contract value:

The contract value will consist on a Core element with a value of £426,000 per annum (you are tendering for this now). However, the core services may be complemented by adding to the core element other homelessness workstreams that support the council's Homelessness and Rough Sleeping Strategy 2018 -2023.

These additional workstreams will only be added to the contract by way of variation as and when the funding is secured by the Council through participation on Central Government grant bidding process. The appointed provider is expected to work jointly with the Council to secure such funds. Although the Council has been successful on securing additional funds in the past, there is no guarantee this will happen in the future.

The funding for the EROS contract is provided to the Council year on year basis by the government via grant funding, bidders should note that if the government stop or reduce the funding it may affect the ability to continue with this contract.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 238-589545](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

29 March 2021

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

29 March 2021

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

London Borough of Tower Hamlets

Mulberry Place, 5 Clove Crescent

London

E14 2BG

Country

United Kingdom