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Contract

Provision of Rough Sleeper Support Services for Southern Region London Managed Stations

Network Rail Infrastructure Ltd

F06: Contract award notice – utilities

Notice identifier: 2025/S 000-005124

Procurement identifier (OCID): ocids-h6vhtk-046d9e

Published 14 February 2025, 12:35pm

Section I: Contracting entity

I.1) Name and addresses

Network Rail Infrastructure Ltd

Waterloo General Offices

London

SE1 8SW

Email

sasha.bradford@networkrail.co.uk

Telephone

+44 1908781000

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.networkrail.co.uk

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Rough Sleeper Support Services for Southern Region London Managed Stations

Reference number

ecm_44285

II.1.2) Main CPV code

- 85322000 - Community action programme

II.1.3) Type of contract

Services

II.1.4) Short description

3+1+1+1 contract to provide rough sleeper support services to Network Rail Southern Region's London Managed Stations.

The service will see full time, Network Rail funded, outreach support workers spending time at Victoria and Charing Cross predominantly assisting transient and regular rough sleepers to obtain accommodation, facilitate access to healthcare and financial services and to also assist in reducing staff assaults by equipping Network Rail station staff with the support, tools and guidance to effectively support rough sleepers at our stations at times of the day when rough sleepers are most prevalent.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,669,757.83

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom
- UKI - London

Main site or place of performance

London

II.2.4) Description of the procurement

3+1+1+1 contract to provide rough sleeper support services to Network Rail Southern Region's London Managed Stations.

The service will see full time, Network Rail funded, outreach support workers spending time at Victoria and Charing Cross predominantly assisting transient and regular rough sleepers to obtain accommodation, facilitate access to healthcare and financial services and to also assist in reducing staff assaults by equipping Network Rail station staff with the support, tools and guidance to effectively support rough sleepers at our stations at times of the day when rough sleepers are most prevalent.

II.2.5) Award criteria

Quality criterion - Name: Comprehensiveness of Service and Proposed Strategy / Weighting: 30%

Quality criterion - Name: Measurable Outcomes and Continuous Improvement / Weighting: 20%

Quality criterion - Name: Resource / Weighting: 10%

Quality criterion - Name: Collaboration / Weighting: 10%

Quality criterion - Name: Culture / Weighting: 10%

Quality criterion - Name: Sustainability / Weighting: 10%

Quality criterion - Name: Innovativeness & Effectiveness / Weighting: 10%

Price - Weighting: 40%

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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: [2024/S 000-017438](#)

Section V. Award of contract

Contract No

ecm_44285

Title

Provision of Rough Sleeper Support Services to Network Rail Southern London Managed Stations

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 February 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

St Mungo's

5th Floor 3 Thomas More Square London E1W 1YW

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,669,757.83

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

London

Country

United Kingdom