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Contract

P5719 Enhanced Rough Sleeping Outreach Service (EROS)

Tower Hamlets

F03: Contract award notice

Notice identifier: 2021/S 000-010074

Procurement identifier (OCID): ocds-h6vhtk-029997

Published 10 May 2021, 9:55am

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.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

Provision of a street outreach service to rough sleepers.

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

- 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.

To deliver any additional services of the same nature as and when grant funding is secured from Central Government.

II.1.6) Information about lots

This contract is divided into lots: No

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

Lowest offer: £2,130,000 / Highest offer: £8,000,000 taken into consideration

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI42 - Tower Hamlets

II.2.4) Description of the procurement

Provision of a street outreach service to rough sleepers.

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

- 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.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 90

Price - Weighting: 10

II.2.11) Information about options

Options: Yes

Description of options

Initial contract period 36 months with an option to extend for +12+11 months

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

This contract was initially advertised with a range value of £400 to £600k a year as the Council did an estimation of the core services plus additional grants that they will secure, however, soon after the procurement exercise was concluded, the Council received confirmation of grant for the Rough Sleepers Initiative that exceeded the value initially estimated.

The Contract Award Notice clearly set out the intention of the Council to award to the appointed provider by way of variation any additional scope for similar nature services where the funding has been secured. The Council made the estimation of the contract value with the information that they had at the time.

The result of the procurement exercise would not have been different should the contract value be the new proposed value; contract advert communicated to the market that the Council would vary the contract if further funding for the same nature of services would be received by Central Government; for technical reasons and consistency of approach to award to a different provider would be detrimental to the service outcomes.

New value of contract awarded include a higher estimated total value based on the grant received for this year.

Any variations of the contract will be conditional on receiving grant funding and Cabinet approval as initially advertised.

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: [2021/S 000-004646](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

P5719 Enhanced Rough Sleeping Outreach Service (EROS)

Title

P5719 Enhanced Rough Sleeping Outreach Service (EROS)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

5 May 2021

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

St Mungo Community Housing Association

5th Floor, 3 Thomas More Square,

Tower Hill, London,

E1W 1WY

Country

United Kingdom

NUTS code

- UKI42 - Tower Hamlets

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £3,000,000

Lowest offer: £3,000,000 / Highest offer: £8,000,000 taken into consideration

Section VI. Complementary information

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