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Planning

Emergency Hotel and Concierge Services-for Rough Sleepers

Westminster City Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-013293

Procurement identifier (OCID): ocds-h6vhtk-04fdd5 ([view related notices](#))

Published 7 April 2025, 9:56am

Scope

Reference

Project: PRJ_30490

Description

Suppliers of emergency hotel provision and emergency concierge (security) services - and providers/investors/developers associated with such services - which can be tailored to provide an integrated accommodation service to meet the needs of rough sleepers with little to complex support needs relating to physical health, mental health, substance use, immigration issues and other eligible care needs are invited to participate in an online market engagement consultation event on Tuesday 29th April 2025.

The market engagement relates to Westminster City Councils intention to procure a range of emergency accommodation-based services such as hotels and emergency concierge services for rough sleepers utilising this accommodation to enable the delivery of its forthcoming homelessness strategy and commissioning plan . The services to be procured fall under the Light Touch Regime, in accordance with section 9 of PA 2023 and

Schedule 1 of the Procurement Regulations 2024

Hotel provision must be within borough boundary or ½ mile of boundary of Westminster City Council

The procurement aims to commission emergency hotel services and emergency concierge services for rough sleepers to help empower homeless and vulnerable individuals to rebuild their lives and find sustainable long-term accommodation. The market engagement event is for the benefit of hotel and concierge and security suppliers. A separate tender and market engagement later in the year will commission support providers that will work with both hotel and concierge services to provide floating support services to clients within the accommodation to address and lead on the issues listed above.

The Authorities overall approach is to help people to help themselves by continuing to help and support those most vulnerable by providing a safe, suitable base for support that is appropriate for their needs. The commissioned Service Providers shall keep the following priorities at the heart of service delivery:

An organisational culture which is supportive, caring, and empowering

Services that value their staff and encourage upskilling

Improving the lives of vulnerable people through the delivery of good quality accommodation-bases that are safe, effective and promotes prevention

Accommodation, which is high-quality and conducive to promoting recovery/development

Accommodation and Concierge delivery that has the resilience, skill and partnerships to manage complex and overlapping support needs that can require adequate and appropriate support and three-way communication between hotel, concierge and support staff.

Innovative approach to sourcing short-term accommodation that provide respite to clients whilst move-on opportunities are developed.

Services which place customer satisfaction at the heart of their services and have policies in place for complaints and customer feedback

This prior information notice is not the start of a procurement process and interested provider organisations should note it is neither the intention nor purpose of the engagement events or consultation questionnaire to confer any advantage to participants regarding any future procurement process.

Estimated spend over three years for emergency hotel services is £5,000,000 exclusive of VAT.

Estimated spend over three years for Security (Concierge) services is £1,700,000, exclusive of VAT.

Two previous notice have been published wiith regard to this tender

<https://wcc.ukp.app.jaggaer.com/esop/toolkit/notice/showCode.do?noticeId=1448400#fh>

<https://wcc.ukp.app.jaggaer.com/esop/toolkit/notice/showCode.do?noticeId=1448399#fh>

Total value (estimated)

- £6,700,000 excluding VAT
- £8,040,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2025 to 31 August 2027
- Possible extension to 31 August 2028
- 3 years

Main procurement category

Services

CPV classifications

- 55100000 - Hotel services

- 55110000 - Hotel accommodation services
- 79710000 - Security services
- 79715000 - Patrol services

Contract locations

- UKI32 - Westminster

Engagement

Engagement deadline

25 April 2025

Engagement process description

The date of the online consultation workshop event will be Tuesday 29th April at 3pm to 4.30pm. The workshop will explore the commissioning of Westminster based hotel and concierge opportunities for rough sleepers and is primarily aimed at existing and potential suppliers of these services - and suppliers of associated services - to Westminster residents. It will also explore the timescales for procurements the implementation of the recently adapted Responsible Procurement policy and its impact on tenders

To request your attendance please register with Schaudhry1@westminster.gov.uk- by end of Friday 25th April 2025

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

7 June 2025

Procedure

Special regime

Light touch

Contracting authority

Westminster City Council

- Public Procurement Organisation Number: PJVD-6261-BPPJ

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Website: <https://www.westminster.gov.uk/>

Region: UKI32 - Westminster

Organisation type: Public authority - sub-central government