

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/014235-2026>

Award

WCC Housing Needs Integrated Singles and Outreach Services

Westminster City Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-014235

Procurement identifier (OCID): ocds-h6vhtk-059c10 ([view related notices](#))

Published 17 February 2026, 11:54am

Scope

Reference

PRJ_30740

Description

WCC Housing Needs Integrated Singles and Outreach Services

The Authority is procuring Integrated Singles and Outreach Services in three (3) Lots. The Services are a pivotal and strategically aligned provision at the heart of the Council's Homelessness and Rough Sleeping Strategy 2024. These Services are a cornerstone of our ambition to prevent homelessness, enhance recovery, and transform lives through a dynamic, tailored, and outcomes-driven approach.

The Integrated Singles and Outreach Services will be procured in three (3) Lots:

Lot 1 Assertive Outreach Services: To build strong, ongoing relationships and offer consistent support to people who face long-term homelessness and multiple challenges. The Provider will provide support for complex cases, engagement strategies, and long-

term recovery planning.

Lot 2 First Contact Team: The Provider will act as the first point of contact for the dynamic movement of individuals into and out of rough sleeping (FLOW) and those at risk of rough sleeping. The Provider will deliver rapid and trauma informed support and early interventions to prevent and move Service Users away from Rough Sleeping at the earliest opportunity.

Lot 3 Hub Support Team: the Provider will deliver a central coordination point for statutory services and housing, providing a single front door for all accommodation options. The Provider will triage Service User needs and co-ordinate support and multi-agency planning. The Provider will actively collaborate with the Authority's services through a hybrid delivery model, helping to coordinate joined-up planning and support. The Provider will need to provide a building with working space for 20 Council staff and those commissioned to provide support functions for this Lot, as well as having the capacity for Service Users walk-in's and confidential meetings

The estimated commencement date of this contract is 01/03/2026. The estimated service commencement date is 01/04/2026. The initial term of the contract is 3 years. The Contract may, at the Authority's discretion, be extended for a further period of up to an aggregate of four (4) years, with a total contract period of seven years (calculated from the Service Commencement Date), expiring no later than 31 March 2033.

During the Contract Period the Authority may, at its sole discretion, require additional Services to be delivered by the Provider for up to 25% of the total contract value for each Lot. This will be subject to service needs, funding and will be at the Authorities discretion in line with the Contract.

Detailed tender opportunity can be found in the Invitation to tender and specification viewed via <https://wcc.ukp.app.jaggaer.com/go/99444972019BFAD3ECBC>

Lot 1. Assertive Outreach Service

Description

Assertive Outreach Service to build strong, ongoing relationships and offer consistent support to people who face long-term homelessness and multiple challenges. The Provider will provide support for complex cases, engagement strategies, and long-term recovery planning.

Lot 2. First Contact Team

Description

The Provider will act as the first point of contact for the dynamic movement of individuals into and out of rough sleeping (FLOW) and those at risk of rough sleeping. The Provider will deliver rapid and trauma informed support and early interventions to prevent and move Service Users away from Rough Sleeping at the earliest opportunity.

Lot 3. Hub Support Team

Description

The Provider will deliver a central coordination point for statutory services and housing, providing a single front door for all accommodation options. The Provider will triage Service User needs and co-ordinate support and multi-agency planning. The Provider will actively collaborate with the Authority's services through a hybrid delivery model, helping to coordinate joined-up planning and support. The Provider will need to provide a building with working space for 20 Council staff and those commissioned to provide support functions for this Lot, as well as having the capacity for Service Users walk-in's and confidential meetings.

Contract 1. CONTRACT FOR THE PROVISION OF INTEGRATED SINGLES AND OUTREACH SERVICES LOT 1 – ASSERTIVE OUTREACH SERVICE AND LOT 2 – FIRST CONTACT TEAM

Lots

Lot 1. Assertive Outreach Service

Lot 2. First Contact Team

Supplier

- St Mungo Community Housing Association (“St Mungo’s”)

Contract value

- £13,777,297 excluding VAT
- £16,532,756.40 including VAT

Above the relevant threshold

Award decision date

29 January 2026

Date assessment summaries were sent to tenderers

29 January 2026

Standstill period

- End: 27 February 2026
- 9 working days

Earliest date the contract will be signed

28 February 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2033
- 7 years

Description of possible extension:

Maximum additional extension for up to 4 years

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

The contract includes an optional right for the Authority to vary the contract value by up to 25% of the total possible 7?year contract value to permit. additional services during the term, subject to governance approvals and available budget, as set out in the tender documents.

CPV classifications

- 85320000 - Social services
- 70333000 - Housing services

Contract locations

- UK - United Kingdom
-

Contract 2. CONTRACT FOR THE PROVISION OF INTEGRATED SINGLES AND OUTREACH SERVICES LOT 3 – HUB SUPPORT TEAM

Lots

Lot 3. Hub Support Team

Supplier

- Passage 2000 (The Passage)

Contract value

- £6,999,993.11 excluding VAT
- £8,399,991.73 including VAT

Above the relevant threshold

Award decision date

29 January 2026

Date assessment summaries were sent to tenderers

29 January 2026

Standstill period

- End: 27 February 2026
- 9 working days

Earliest date the contract will be signed

28 February 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2033
- 7 years

Description of possible extension:

Maximum additional extension for up to 4 years.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

The contract includes an optional right for the Authority to vary the contract value by up to 25% of the total possible 7-year contract value to permit.

CPV classifications

- 85320000 - Social services
- 70333000 - Housing services

Contract locations

- UK - United Kingdom

Information about tenders

Lot 1. Assertive Outreach Service

- 3 tenders received
 - 2 tenders assessed in the final stage:
 - 1 submitted by small and medium-sized enterprises (SME)
 - 2 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 1 supplier unsuccessful (details included for contracts over £5 million)
-

Unsuccessful suppliers

- [The Connection at St Martin in the Fields](#)
-

Lot 2. First Contact Team

- 1 tender received
 - 1 tender assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)
 - 1 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 0 suppliers unsuccessful (details included for contracts over £5 million)
-

Lot 3. Hub Support Team

- 1 tender received
 - 1 tender assessed in the final stage:
 - 1 submitted by small and medium-sized enterprises (SME)
 - 1 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 0 suppliers unsuccessful (details included for contracts over £5 million)
-

Procedure

Procedure type

Open procedure

Special regime

Light touch

Suppliers

Passage 2000 (The Passage)

- Companies House: 03885593

St Vincent's Centre, Carlisle Place

London

SW1P 1NL

United Kingdom

Email: info@passage.org.uk

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 2. CONTRACT FOR THE PROVISION OF INTEGRATED SINGLES AND

OUTREACH SERVICES LOT 3 - HUB SUPPORT TEAM

St Mungo Community Housing Association ("St Mungo's")

- Companies House: 08225808

5th Floor, 3 Thomas More Square, Tower Hill

London

E1W 1YW

United Kingdom

Email: info@mungos.org

Region: UKI42 - Tower Hamlets

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. CONTRACT FOR THE PROVISION OF INTEGRATED SINGLES AND
OUTREACH SERVICES LOT 1 - ASSERTIVE OUTREACH SERVICE AND LOT 2 -
FIRST CONTACT TEAM

The Connection at St Martin in the Fields

- Companies House: 03852519

245 Gray's Inn Road

London

WC1X 8QY

United Kingdom

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Contracting authority

Westminster City Council

- Public Procurement Organisation Number: PJVD-6261-BPPJ

64 Victoria Street

London

SW1E 6QP

United Kingdom

Email: procurementteammailbox@westminster.gov.uk

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

Region: UKI32 - Westminster

Organisation type: Public authority - sub-central government

