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Tender

## **GLA- 27222 -Rough Sleeper programme**

Transport for London

F02: Contract notice

Notice identifier: 2021/S 000-022355

Procurement identifier (OCID): ocds-h6vhtk-02dec2

Published 9 September 2021, 9:57am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Transport for London

14 Pier Walk

London

SE10 0ES

#### **Contact**

Mr Sandeep Kapoor

#### **Email**

[SandeepKapoor@tfl.gov.uk](mailto:SandeepKapoor@tfl.gov.uk)

#### **Country**

United Kingdom

## **NUTS code**

UKI - London

## **Internet address(es)**

Main address

<https://tfl.gov.uk>

Buyer's address

<https://tfl.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/Advert/Index?advertId=2e332261-ee0f-ec11-810e-005056b64545>

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/Advert/Index?advertId=2e332261-ee0f-ec11-810e-005056b64545>

## **I.4) Type of the contracting authority**

Body governed by public law

## **I.5) Main activity**

Social protection

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## **Section II: Object**

### **II.1) Scope of the procurement**

### **II.1.1) Title**

GLA- 27222 -Rough Sleeper programme

Reference number

DN567296

### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

Rough sleeping is the most severe and visible form of homelessness. Under his 'Life off the Streets' programme the Mayor funds a range of pan-London rough sleeping services, with the aim that everyone sleeping rough in the capital has an immediate and sustainable route off the streets. As part of this programme, the Mayor has a suite of 'core' services; some of which are intended to be re-commissioned with new contracts commencing in April 2022. All services will be underpinned by the Rough Sleeping Commissioning Framework.

The broad objectives of these services are:

- To minimise the flow of new rough sleepers onto the streets
- To ensure that no one lives on the streets of London
- To ensure that no one returns to the streets of London

The tender will have four lots:

- Lot 1 -CHAIN -Maximum estimated value of the contract over 6 years-£3.6m
- Lot 2 -Clearing House -Maximum estimated value of the contract over 6 years-£6.5m
- Lot 3 – TST North -Maximum estimated value of the contract over 6 years-£21m
- Lot 4 – TST South-Maximum estimated value of the contract over 6 years-£16.5m

The same supplier cannot be awarded Lot 3-TST North and Lot 4-TST South, however, suppliers can submit tender for all lots.

Please note this is the estimated maximum value. Actual value of the services are likely to be lower than this value. The above values include core services, specific optional services, and general optional services including expansion of the services.

Contract start date will be April 2022. Contract duration will be of three (3) years and options to extend the contract for a further period of up to three (3) years, exercisable in one or more periods to a maximum of three (3) years. The maximum duration of the contract (including all extensions) will be not more than six (6) years.

#### Information for Lot 1- CHAIN (Combined Homelessness and Information Network)

What it does: CHAIN is a database that holds information about rough sleepers, provided by rough sleeping services across London. The database is used by services as a tool to inform and record the work that they do with their clients and their outcomes. It is also used by the GLA and local authorities to inform their rough sleeping strategies and commissioning of services.

#### Information for Lot 2- Clearing house

What it does: Clearing House acts as a point of coordination and liaison for a partnership of 40 housing associations and many rough sleeping services. Jointly they provide access for people with a history of rough sleeping to over 3,500 earmarked one-bed flats at social rent levels. These come with floating support, provided by the Tenancy Sustainment Teams (see below). Clearing House accept referrals from all the major hostels and outreach teams, and work with their housing association contacts to match people on their waiting list with appropriate homes and support. The service has also recently been expanded to offer a similar, but tailored, service for women and families moving on from refuges.

Information for Lot 3 TST North and Lot 4 TST South: Tenancy Sustainment Teams North and South (TSTs): What they do: The TSTs provide floating support for former rough sleepers who have moved into homes via the Clearing House. Everyone has a named support worker from within the team who they can contact for support with any issues which arise, and who will arrange fortnightly visits to check how things are going and offer advice and access to specialist services. The TSTs focus on three main areas of work: supporting people to maintain their tenancy, supporting them to access employment and training opportunities, and supporting them to move to independent accommodation when they no longer need the service. Each team works with over 800 people every year, and during 2019/20, 97 per cent of people supported by them sustained their tenancies.

### **II.1.5) Estimated total value**

Value excluding VAT: £48,000,000

### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 3

## **II.2) Description**

### **II.2.1) Title**

LOT 1-CHAIN

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 48600000 - Database and operating software package
- 72300000 - Data services
- 85000000 - Health and social work services
- 85300000 - Social work and related services

### **II.2.3) Place of performance**

NUTS codes

- UKI - London

### **II.2.4) Description of the procurement**

Link to Lot 1-CHAIN tender documents:

<https://procontract.due-north.com/Advert/Index?advertId=2e332261-ee0f-ec11-810e-005056b64545>

What it does: CHAIN is a database that holds information about rough sleepers, provided by rough sleeping services across London. The database is used by services as a tool to inform and record the work that they do with their clients and their outcomes. It is also used by the GLA and local authorities to inform their rough sleeping strategies and commissioning of services.

Why it's important: CHAIN is multi-faceted. It helps us to know how many rough sleepers in London are seen by outreach teams and other services, enabling us to better understand the rough capital's rough sleeping population. It also enables all the organisations working with someone to create a continuous record, rather than working independently. It also helps to identify gaps in service provision or emerging needs and respond quickly – focussing services where they are most needed at a local, and regional level.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £3,600,000

### **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

Contract start date will be April 2022. Contract duration will be of three (3) years and options to extend the contract for a further period of up to three (3) years, exercisable in one or more periods to a maximum of three (3) years. The maximum duration of the contract (including all extensions) will be not more than six (6) years.

The extension is subject to spending review and funding allocation.

## **II.2.10) Information about variants**

Variants will be accepted: No

## **II.2.11) Information about options**

Options: Yes

Description of options

The above values include core services, specific optional services, and general optional services including expansion of the services as described in the tender.

## **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**

- Lot 1 -CHAIN -Maximum estimated value of the contract over 6 years-£3.6m

Please note this is the maximum value. Actual value of the services are likely to be lower than this value. Where expansion of services are taking place under any lot, depending upon future funding available, value could also be higher than stated.

This value includes extension values. The extension is subject to spending review and funding allocation.

## **II.2) Description**

### **II.2.1) Title**

Lot 2- Clearing House

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

### **II.2.3) Place of performance**

NUTS codes

- UKI - London

### **II.2.4) Description of the procurement**

Link to Lot 2-Clearing House tender documents:

<https://procontract.due-north.com/Advert?advertId=fb85e659-3110-ec11-810e-005056b64545>

What it does: Clearing House acts as a point of coordination and liaison for a partnership of 40 housing associations and many rough sleeping services. Jointly they provide access for people with a history of rough sleeping to over 3,500 earmarked one-bed flats at social rent levels. These come with floating support, provided by the Tenancy Sustainment Teams (see below). Clearing House accept referrals from all the major hostels and outreach teams, and work with their housing association contacts to match people on their waiting list with appropriate homes and support. The service has also recently been expanded to offer a similar, but tailored, service for women and families moving on from refuges.

Why it's important: Many people who sleep rough do so because they do not have other accommodation options and do not have high priority for local authority housing. The Clearing House ensures that those most in need of social housing are able to access it, and works to remove as many barriers as possible. This option allows hundreds of people to move off the street, and out of hostels and other temporary accommodation, into their own home, offering security and freeing up hostel spaces for others sleeping rough.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £6,500,000

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

Duration in months



This contract is subject to renewal

Yes

Description of renewals

Contract start date will be April 2022. Contract duration will be of three (3) years and options to extend the contract for a further period of up to three (3) years, exercisable in one or more periods to a maximum of three (3) years. The maximum duration of the contract (including all extensions) will be not more than six (6) years.

The extension is subject to spending review and funding allocation.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

The above values include core services, specific optional services, and general optional services including expansion of the services as described in the tender.

### **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**

- Lot 2 -Clearing House -Maximum estimated value of the contract over 6 years-£6.5m

Please note this is the maximum value. Actual value of the services are likely to be lower than this value. Where expansion of services are taking place under any lot, depending upon future funding available, value could also be higher than stated.

This value includes extension values. The extension is subject to spending review and funding allocation.

## **II.2) Description**

### **II.2.1) Title**

Lot 3- TST North

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

### **II.2.3) Place of performance**

NUTS codes

- UKI - London

### **II.2.4) Description of the procurement**

Link to Lot 3- TST North tender documents:

<https://procontract.due-north.com/Advert?advertId=68ff1637-3410-ec11-810e-005056b64545>

What they do: The TSTs provide floating support for former rough sleepers who have moved into homes via the Clearing House. Everyone has a named support worker from within the team who they can contact for support with any issues which arise, and who will arrange fortnightly visits to check how things are going and offer advice and access to specialist services. The TSTs focus on three main areas of work: supporting people to maintain their tenancy, supporting them to access employment and training opportunities, and supporting them to move to independent accommodation when they no longer need the service. Each team works with over 800 people every year, and during 2019/20, 97 per cent of people supported by them sustained their tenancies.

Why it's important: Making sure that once someone has moved away from sleeping rough they don't have return to the streets is one of the Mayor's priorities. Moving from the streets or a hostel into your own flat is a big step – for many people it will be the first time that they have held their own tenancy. To make sure that people have the best chance possible to thrive in their new home, TSTs provide an important source of support and guidance.

Bidders can bid for all lots, however, between Lot 3-TST North and Lot 4-TST South a bidder will be awarded only one lot. Each bidder will be required to submit their preference during tender bid submission and should the same bidder win both Lot 3 and Lot 4 then bidder will

be allocated the lot which is their first preference and their other lot will be abandoned . Subsequently, the next ranked bidder in the abandoned lot will be awarded the abandoned lot.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £21,000,000

### **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

Contract start date will be April 2022. Contract duration will be of three (3) years and options to extend the contract for a further period of up to three (3) years, exercisable in one or more periods to a maximum of three (3) years. The maximum duration of the contract (including all extensions) will be not more than six (6) years.

The extension is subject to spending review and funding allocation.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

The above values include core services, specific optional services, and general optional services including expansion of the services as described in the tender.

### **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**

- Lot 3 -TST North -Maximum estimated value of the contract over 6 years-£21m

Please note this is the maximum value. Actual value of the services are likely to be lower than this value. Where expansion of services are taking place under any lot, depending upon future funding available, value could also be higher than stated.

This value includes extension values. The extension is subject to spending review and funding allocation.

## **II.2) Description**

### **II.2.1) Title**

Lot 4- TST South

Lot No

4

### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

### **II.2.3) Place of performance**

NUTS codes

- UKI - London

### **II.2.4) Description of the procurement**

Link to Lot 4- TST South tender documents are:

<https://procontract.due-north.com/Advert?advertId=82f50bd0-3510-ec11-810e-005056b64545>

What they do: The TSTs provide floating support for former rough sleepers who have moved into homes via the Clearing House. Everyone has a named support worker from within the team who they can contact for support with any issues which arise, and who will arrange fortnightly visits to check how things are going and offer advice and access to specialist services. The TSTs focus on three main areas of work: supporting people to maintain their tenancy, supporting them to access employment and training opportunities, and supporting them to move to independent accommodation when they no longer need the service. Each team works with over 800 people every year, and during 2019/20, 97 per cent of people supported by them sustained their tenancies.

Why it's important: Making sure that once someone has moved away from sleeping rough they don't have to return to the streets is one of the Mayor's priorities. Moving from the streets or a hostel into your own flat is a big step – for many people it will be the first time that they have held their own tenancy. To make sure that people have the best chance possible to thrive in their new home, TSTs provide an important source of support and guidance.

Bidders can bid for all lots, however, between Lot 3-TST North and Lot 4-TST South a bidder will be awarded only one lot. Each bidder will be required to submit their preference during tender bid submission and should the same bidder win both Lot 3 and Lot 4 then bidder will be allocated the lot which is their first preference and their other lot will be abandoned. Subsequently, the next ranked bidder in the abandoned lot will be awarded the abandoned lot.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £16,500,000

### **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

Contract start date will be April 2022. Contract duration will be of three (3) years and options to extend the contract for a further period of up to three (3) years, exercisable in one or more periods to a maximum of three (3) years. The maximum duration of the contract (including all extensions) will be not more than six (6) years.

The extension is subject to spending review and funding allocation.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

#### Description of options

The above values include core services, specific optional services, and general optional services including expansion of the services as described in the tender.

### **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**

- Lot 4 -TST South -Maximum estimated value of the contract over 6 years-£16.5m

Please note this is the maximum value. Actual value of the services are likely to be lower than this value. Where expansion of services are taking place under any lot, depending upon future funding available, value could also be higher than stated.

This value includes extension values. The extension is subject to spending review and funding allocation.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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

Date

29 October 2021

Local time

5:00pm

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

29 October 2021

Local time

5:05pm



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## Section VI. Complementary information

### VI.1) Information about recurrence

This is a recurrent procurement: Yes

### VI.3) Additional information

The GLA/TfL reserves the right to discontinue any procurement it commences, reject all or any of the bids for the competition and not to award any contracts. The GLA/TfL reserves the right (in its absolute discretion) to amend the information stated in this notice at the time of issue of any further notice(s) or at any time or tender documents, without any liability on its part.

Tender documentation issued by government departments for contracts exceeding 10,000 GBP over the life of the contract are published online at <https://www.gov.uk/contracts-finder> or other publications. Any contracts awarded as a result of this procurement will be published on the website, subject to the statutory grounds for redaction as set out in the FOI Act 2000.

### VI.4) Procedures for review

#### VI.4.1) Review body

TfL

London

SE10 0ES

Country

United Kingdom