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Planning

## **WAYfinder - outreach services for people at risk of, experiencing or have experienced homelessness**

Glasgow City Council

F21: Social and other specific services – public contracts

Prior information notice without call for competition

Notice identifier: 2024/S 000-027749

Procurement identifier (OCID): ocds-h6vhtk-0496c3

Published 30 August 2024, 12:25pm

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

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

Glasgow City Council

40 John St, City Chambers

Glasgow

G2 1DU

#### **Contact**

Colin Paton

#### **Email**

[colin.paton@sw.glasgow.gov.uk](mailto:colin.paton@sw.glasgow.gov.uk)

#### **Telephone**

+44 1412872000

**Country**

United Kingdom

**NUTS code**

UKM82 - Glasgow City

**Internet address(es)**

Main address

[www.glasgow.gov.uk](http://www.glasgow.gov.uk)

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00196](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00196)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object**

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

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

WAYfinder - outreach services for people at risk of, experiencing or have experienced homelessness

Reference number

GCC006199SW

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

- 85000000 - Health and social work services

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

Services

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

This is Notice of the Council's intent to issue a tender for the delivery of Homeless Outreach Services.

This Service has been designed as part of 'All in For Glasgow'. The 'All in For Glasgow' design team is made up of people with experience of homelessness, third and independent sector service providers, and Glasgow City Health and Social Care Partnership.

The WAYfinder name was suggested following an 'All in for Glasgow' event. A participant with lived experience observed that a support service's main aim should be understanding the person they are supporting, and to do so should simply ask 'Who Are You (WAY)?' The service's overarching aim is to help people who are at risk of homelessness or who are homeless or who have experienced homelessness find their way to settled, sustainable and secure housing.

The General WAYfinder Provision will:

- Employ the principal of the 'sticky' support team. This team of named workers will support people through their entire homeless journey
- Help to join up the commissioned, community and statutory service interactions, to deliver a whole-system response
- Adopt a Trauma & Psychologically Informed Environment (PIE) approach to support

- Embody the no wrong door approach and people will be able to access the service at any stage of their homeless journey
- Support people face to face, on the street, in their accommodation or their community

The contract length will be 4 years with an option to extend for a further 2 years. The total estimated value (including extensions) is 66 Million Pounds.

The service will have 6 lots, lots 1-4 will be single supplier awarded block contracts. Lot 5 will be cost and volume and Lot 6 will be an unranked framework.

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

Value excluding VAT: £66,000,000

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

This contract is divided into lots: Yes

## **II.2) Description**

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

WAYfinder North East

Lot No

2

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

- 85000000 - Health and social work services
- 70333000 - Housing services
- 85300000 - Social work and related services
- 85310000 - Social work services
- 85311000 - Social work services with accommodation

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

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

North East Glasgow

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

WAYfinder general provision and WAYfinder locality based services, including:

- Support to North East Community Homeless Service,
- Support to Asylum and Refugee households accommodated within the North East locality

## **II.2.14) Additional information**

Anticipated level of support will be to 675 households

## **II.2) Description**

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

WAYfinder South

Lot No

4

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

- 85000000 - Health and social work services
- 70333000 - Housing services
- 85300000 - Social work and related services
- 85310000 - Social work services
- 85311000 - Social work services with accommodation

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

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

South Glasgow

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

WAYfinder general provision and WAYfinder locality based services, including:

- Support to South Community Homeless Service,
- Support to Asylum and Refugee households accommodated within the South locality

## **II.2.14) Additional information**

Anticipated level of support will be to 752 households

## **II.2) Description**

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

WAYfinder Approved Providers

Lot No

6

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

- 85000000 - Health and social work services
- 70333000 - Housing services
- 85300000 - Social work and related services
- 85310000 - Social work services
- 85311000 - Social work services with accommodation

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

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow

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

Unranked framework of approved WAYfinder providers to deliver future special projects or additional WAYfinder business.

## **II.2) Description**

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

WAYfinder North West

Lot No

3

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

- 85000000 - Health and social work services
- 70333000 - Housing services
- 85300000 - Social work and related services
- 85310000 - Social work services
- 85311000 - Social work services with accommodation

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

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

North West Glasgow

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

WAYfinder general provision and WAYfinder locality based services, including:

- Support to North West Community Homeless Service,
- Support to Asylum and Refugee households accommodated within the North West locality

### **II.2.14) Additional information**

Anticipated level of support will be to 502 households

## **II.2) Description**

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

WAYfinder Housing First – NE, NW and South

Lot No

5

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

- 85000000 - Health and social work services
- 70333000 - Housing services
- 85300000 - Social work and related services
- 85310000 - Social work services
- 85311000 - Social work services with accommodation

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

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance



Glasgow - Citywide

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

Lot 5 is tied to lots 2, 3 and 4. Any bidder who bids for lots 2, 3 or 4 must also bid for lot 5. Lot 5 cannot be bid for without bidding for lot 2, 3 or 4.

The service will offer different levels of support aligned to the principals of Housing First, which will be able to flex up and flex down as a person's needs change.

There will be a seamless transition for people between the different elements of WAYfinder support. Should a person move into the Housing First service from a locality service the existing support team should follow the person. However, if the originating locality service and the Housing First tenancy are in different localities, consideration must be made whether the existing team should remain in place or if support should be transferred to the new Housing First locality. At the forefront of this decision will be the person receiving the support.

### **II.2.14) Additional information**

This Lot will be Cost and Volume

Anticipated level of support is to 210 households city wide

Indicative households per locality – 73 NE, 55 NW, 82 South

## **II.2) Description**

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

WAYfinder Central Services

Lot No

1

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

- 85000000 - Health and social work services
- 70333000 - Housing services
- 85300000 - Social work and related services

- 85310000 - Social work services
- 85311000 - Social work services with accommodation

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

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

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

Provision of a city centre hub, Street Outreach (city wide), and out of hours provision (city wide).

- City Centre housing advice hub, open 365 days. Minimum operational hours 0900-1700
- Out of hours support provision in partnership with Glasgow and Partners Emergency Social Work Service, (Monday – Thursday 1645-2200, Fri 1555-2200, Sat & Sun 0900-2200)
- Street Outreach team
- Provision of a mobile response service as required across Glasgow city.

### **II.2.14) Additional information**

Anticipated 100 hours per week in direct support to out of hours and other HSCP first points of access

Hub – anticipated 120 new presentations per week.

Street Outreach team –anticipated 33 new interactions per week

### **II.3) Estimated date of publication of contract notice**

10 October 2024

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## Section VI. Complementary information

### VI.3) Additional information

Any interested parties can view the presentation slideshows and reports from the All in For Glasgow Design Sessions on the Preliminary Market Consultation notice (ID 760466) which was published on the 8th March 2024.

Glasgow City Health and Social Care Partnership are hosting an event to introduce potential bidders to this Tender. The event will provide an opportunity for interested providers to learn more about the project scope, requirements and timeline before the tender goes live. There will be presentations followed by a Q&A. The event will be held online on the 19th September at 2:30pm. Sign up for this using the following link:

<https://events.teams.microsoft.com/event/40749d1f-7c44-451f-a3fe-af3e83cbe005@b986e70f-a01e-4e41-8a89-7a2652b45a52>

The Supplier Development Programme are also holding a 'talking tenders' event in relation to this tender, this will take place when the tender is 'live'. This event will follow buyer instructions to access the tender documents in PCS-t, including the Single Procurement Document and will explore the questions and give you hints and tips on 'what good looks like'. It will also demonstrate how to communicate and ask questions, how to upload documents and submit your response. This event will be held online on the 22nd October. The link for this event will be posted as an update at a later date.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=776603](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=776603).

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