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Contract

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

Glasgow City Council

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2025/S 000-028934

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

Published 30 May 2025, 4:45pm

Section I: Contracting authority

I.1) Name and addresses

Glasgow City Council

40 John St, City Chambers

Glasgow

G2 1DU

Contact

Jennie McCormack

Email

gchscp_procurement@glasgow.gov.uk

Telephone

+44 1412872000

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

www.glasgow.gov.uk

Buyer's address

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.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

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

WAYfinder's fundamental aim is to support people who are at risk of homelessness, or who are homeless, or who have experienced homelessness - to achieve settled, sustainable and secure housing. WAYfinder will support people face to face, on the street, in their accommodation or their community

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 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

This contract is being tendered under the Light Touch Regime Schedule 3 to the Public (Contract) Scotland Regulations 2015.

The contract length will be 4 years with an option to extend for a further 2 years.

The service will have 6 lots, lots 1-4 will be single supplier awarded block contracts. Lot 5 will be cost and volume. In Lot 6 bidders were invited to join a Lot of approved WAYfinder suppliers. This lot will be used for any additional funding or new requirements that cannot be met through a modification of Lots 1-5.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £70,433,000

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

The Council invited bids for the provision of a city centre hub, Street Outreach (citywide), and out of hours provision (citywide).

- 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.2.13) 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

Anticipated 100 hours per week in direct support to people referred through 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.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

The Council invited bids for WAYfinder North East (Lot 2) - Which includes: WAYfinder general provision and WAYfinder locality based service in the North East, including people who are supported in the North East Locality by:

- The Community Homeless Service,
- The Asylum and Refugee Service

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

Forecast:

664 live households on caseload

To achieve the full contract value, 95% of the forecast should be delivered. Where less than 95% is delivered the invoice will be adjusted accordingly.

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

The Council invited bids for WAYfinder North West (Lot 3) - Which includes: WAYfinder general provision and WAYfinder locality based service in the North West, including people who are supported in the North West Locality by:

- The Community Homeless Service,
- The Asylum and Refugee Service

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

Forecast:

492 live households on caseload

To achieve the full contract value, 95% of the forecast should be delivered. Where less than 95% is delivered the invoice will be adjusted accordingly.

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

The Council invited bids for WAYfinder South (Lot 4) - Which includes: WAYfinder general provision and WAYfinder locality based service in the South, including people who are supported in the South Locality by:

- The Community Homeless Service,
- The Asylum and Refugee Service

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

Forecast:

738 live households on caseload

To achieve the full contract value, 95% of the forecast should be delivered. Where less than 95% is delivered the invoice will be adjusted accordingly.

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.

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.2.13) 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 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 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

In Lot 6, bidders were invited to join a Lot of approved WAYfinder suppliers. This lot will be

used for any additional funding or new requirements that cannot be met through a modification of Lots 1-5. Business will be awarded through mini-competition which will be open to all suppliers and evaluated on the basis of 60 % quality and 40 % price. Where the value is under the threshold of 663,540 GBP Direct Award will be considered.

There is no ranking on this Lot. To gain a place on this Lot bidders must pass all aspects of exclusion and selection criteria and submit a Sustainability Statement. Bidders who are subsequently appointed to this Lot 6 shall, during the lifetime of the contract, inform the Council immediately of any material changes to the information provided in their submission in relation to exclusion and selection criteria including economic and financial standing.

The Council may reopen lot 6 to new bidders after year 3.

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

Call off from this Lot will be guided by the following factors:

- Specific requirements of the services and the ability of suppliers to meet these
- Specific needs of service users and the ability of suppliers to meet these
- Price/ best value.
- Registration requirements – expected to be Housing Support delivery in Glasgow City
- Urgency of the requirement and implementation timescales.

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.1.10) Identification of the national rules applicable to the procedure

Information about national procedures is available at:

http://www.legislation.gov.uk/ukxi/2015/102/pdfs/ukxi_20150102_en.pdf

IV.1.11) Main features of the award procedure

Awards to Lots 1-5 will be made on the basis of MEAT

The required Qualifying Requirements/Criteria

Seven Technical Questions. Technical quality weighting is 60% min criteria apply

Commercial 40% - Bidders will have scores applied based on each of the weighted section elements. Any tender submission which exceeds the defined maximum budget per annum will be disqualified.

Quality and Commercial evaluation of Lots 2 and 5, 3 and 5 and 4 and 5 are tied.

Refer to detail in the ITT

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-032542](#)

Section V. Award of contract

Lot No

1

Title

WAYfinder Central Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 April 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

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: 1

V.2.3) Name and address of the contractor

Simon Community Scotland

472 Ballater Street, Glasgow

Glasgow

G5 0QW

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

Internet address

www.simonscotland.org

The contractor is an SME

Yes

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

Total value of the contract/lot: £8,316,636

Section V. Award of contract

Lot No

2

Title

WAYfinder North East

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 April 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 1

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: 2

V.2.3) Name and address of the contractor

Wheatley Care

Wheatley House, 25 Cochrane Street

Glasgow

G1 1HL

Country

United Kingdom

NUTS code

- UKM - Scotland

Internet address

<https://www.wheatley-care.com/>

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

Total value of the contract/lot: £16,079,676

Section V. Award of contract

Lot No

3

Title

WAYfinder North West

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 April 2025

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

V.2.3) Name and address of the contractor

Turning Point Scotland

54 Govan Road

Glasgow

G51 1JL

Country

United Kingdom

NUTS code

- UKM - Scotland

Internet address

www.turningpointscotland.com

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

Total value of the contract/lot: £11,900,004

Section V. Award of contract

Lot No

4

Title

WAYfinder South

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 April 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 1

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: 3

V.2.3) Name and address of the contractor

Salvation Army Trustee Company(The)

Territorial HQ, 1 Champion Park

London

SE5 8FJ

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.salvationarmy.org.uk

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

Total value of the contract/lot: £15,759,180

Section V. Award of contract

Lot No

5

Title

WAYfinder Housing First – NE, NW and South

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 April 2025

V.2.2) Information about tenders

Number of tenders received: 6

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: 6

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Salvation Army Trustee Company(The)

Territorial HQ, 1 Champion Park

London

SE5 8FJ

Telephone

+44 07702942133

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.salvationarmy.org.uk

V.2.3) Name and address of the contractor

Turning Point Scotland

54 Govan Road

Glasgow

G51 1JL

Country

United Kingdom

NUTS code

- UKM - Scotland

Internet address

www.turningpointscotland.com

V.2.3) Name and address of the contractor

Wheatley Care

Wheatley House, 25 Cochrane Street

Glasgow

G1 1HL

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

Internet address

www.wheatley-care.com

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

Total value of the contract/lot: £9,387,750

Section V. Award of contract

Lot No

6

Title

WAYfinder Approved Providers

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 April 2025

V.2.2) Information about tenders

Number of tenders received: 15

Number of tenders received from SMEs: 8

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: 15

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Action for Children

3 The Boulevard, Ascot Road

Watford

WD18 8AG

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.actionforchildren.org.uk

V.2.3) Name and address of the contractor

Aspire Housing & Personal Development Services Ltd

705 Duke Street

Glasgow

G31 1NW

Telephone

+44 7824486703

Country

United Kingdom

NUTS code

- UKM - Scotland

Internet address

www.aspireinc.co.uk

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Carr Gomm

11 Harewood Road

Edinburgh

EH16 4NT

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.carrgomm.org

V.2.3) Name and address of the contractor

Includem

Unit 6000,Academy Office Park, Gower Street

Glasgow

G51 1PR

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.includem.org

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Right There

Right There Building , 15 Dava Street

Glasgow

G51 2JA

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.RightThere.org

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Simon Community Scotland

472 Ballater St

GLASGOW

G50QW

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.simonscotland.org

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Salvation Army Trustee Company(The)

Territorial HQ, 1 Champion Park

London

SE5 8FJ

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.salvationarmy.org.uk

V.2.3) Name and address of the contractor

The Mungo Foundation

Rogart Street Campus, 2nd Floor, 4 Rogart Street

Glasgow

G40 2AA

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.themungofoundation.org.uk

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Turning Point Scotland

54 Govan Road

Glasgow

G51 1JL

Country

United Kingdom

NUTS code

- UKM - Scotland

Internet address

www.turningpointscotland.com

V.2.3) Name and address of the contractor

Wheatley Care

Wheatley House, 25 Cochrane Street

Glasgow

G11HL

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

Internet address

<https://www.wheatley-care.com/>

V.2.3) Name and address of the contractor

Blue Triangle (Glasgow) Housing Association Limited

100 Berkeley Street

Glasgow

G3 7HU

Country

United Kingdom

NUTS code

- UKM - Scotland

Internet address

<https://bluetriangle.org.uk/>

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Scottish Action for Mental Health

Brunswick House, 51 Wilson Street

Glasgow

G1 1UZ

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

Internet address

www.samh.org.uk

V.2.3) Name and address of the contractor

CrossReach

47 Milton Road East

Edinburgh

EH15 2SR

Country

United Kingdom

NUTS code

- UKM - Scotland

Internet address

www.crossreach.org.uk

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

Total value of the contract/lot: £9,000,000

Section VI. Complementary information

VI.3) Additional information

Evaluation included

-Financial Viability Assessment. Bidders are required to provide three (3) years audited accounts and complete a Financial Viability Template and pass all financial probity checks.

HEALTH & SAFETY

In line with current procurement practices, the Council has taken a decision to follow the Single Procurement Document (SPD) process for the health & safety evaluation of potential contractors /social care suppliers. In summary the Bidder may already hold a UKAS accredited OHSAS 18001 certificate or be evaluated in a member scheme of the Safety Schemes in Procurement (SSIP). Where the Bidder does not satisfy the above certification, they will require to complete the full Glasgow City Council Health & Safety Vetting Questionnaire.

Insurance

Bidders must provide copies of all related certificates and have in place (and maintain) or commit to obtain to obtain relevant insurance levels as specified before service commencement.

Sustainability Statement - Bidders are required to complete if bidding for any lot

Please note: Economic operators may be excluded from this competition if there are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

The Council reserves the right at its own discretion to seek such other information from the Bidder in accordance with Regulation 61(7) or Regulation 61(8) of the Public Contracts (Scotland) Regulations 2015 to prove the Bidder's economic and financial standing.

(SC Ref:800274)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

Sheriff Clerks Office PO Box 23 1 Carlton Place

Glasgow

G5 9DA

Email

glasgow@scotcourts.gov.uk

Telephone

+44 1414298888

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/the-courts/court-locations/glasgow-sheriff-court-and-justice-of-the-peace-court>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Glasgow City Council ("the Council") must, by notice in writing as soon as possible after the decision has been made, inform all bidders and candidates concerned of its decision to award the contract, conclude the Framework Agreement or establish a dynamic purchasing system. The Council must allow a period of at least the relevant standstill period (where the notice is sent by facsimile or electronic means the period is 10 days ending at midnight at the end of the 10th day after that on which the last notice is sent, when sent by other means the period is 15 days) to elapse between the date of despatch of the notice referred to in Regulation 85(1) of the Public Contracts (Scotland) Regulations 2015 ("The Regulations"). The Council is obliged to comply with the regulations and any eligible economic operator can bring an action in the Sheriff Court or the Court of Session where as a consequence of a breach by the Council, suffers or risks suffering loss or damage. The bringing of court proceedings during the standstill period means that the council must not enter into the contract, conclude the framework agreement or establish the dynamic purchasing system unless the proceedings are determined, discontinued or disposed of: or the court, by interim order, brings to an end the prohibition. The bringing of court proceedings after the standstill period has elapsed and the remedies that are available to the courts are detailed in the Regulations. Economic operators can write to the Council seeking further clarification on the

notice, to which the Council must respond within 15 days. Economic Operators should be mindful to seek their own independent legal advice when they consider appropriate to do so.