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Tender

## **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 notice

Notice identifier: 2024/S 000-032542

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

Published 10 October 2024, 10:43am

### **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

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

**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

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 total estimated value (including extensions) is 73.8 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. In Lot 6 bidders are 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.

Outwith Lot 5, Bidders can bid for any number/combination of lots but can only be awarded one of Lots 1-4. The Council reserves the right to amalgamate lots or to award more than one lot to one Provider to avoid any lots being unfilled.

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

Value excluding VAT: £73,800,000

### **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**

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 invites 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.2.6) Estimated value**

Value excluding VAT: £8,400,000

## **II.2.7) Duration of the contract or the framework agreement**

Duration in months

72

### **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 invites 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.2.6) Estimated value**

Value excluding VAT: £16,200,000

#### **II.2.7) Duration of the contract or the framework agreement**

Duration in months

72

#### **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 invites 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.2.6) Estimated value**

Value excluding VAT: £12,000,000

### **II.2.7) Duration of the contract or the framework agreement**

Duration in months

72

### **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 invites 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.2.6) Estimated value**

Value excluding VAT: £18,000,000

### **II.2.7) Duration of the contract or the framework agreement**

Duration in months

72

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

Value excluding VAT: £10,200,000

### **II.2.7) Duration of the contract or the framework agreement**

Duration in months

72

### **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 are 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.2.6) Estimated value**

Value excluding VAT: £9,000,000

#### **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.

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

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

#### **III.1.4) Objective rules and criteria for participation**

List and brief description of rules and criteria

Exclusion and Qualifying Criteria for participation as outlined in PCS-T ITT 56662

Bidders are required to provide evidence of having the necessary capacity and capability to deliver the requirement as described in the tender documentation. Bidders must pass the following self declaration questions in order for their bid to be evaluated further:

- Confirm they are currently registered with the Care Inspectorate as a social care Provider.
- Commit to registration with the Care Inspectorate as a Housing Support Service in Glasgow
- Confirm that they do not have any formal urgent or emergency enforcement measures in place from the Care Inspectorate in relation to any Housing Support service.
- Confirm that all staff delivering the service will undergo and pass full PVG disclosure checks.
- Confirm that all staff will be registered with the SSSC as required
- Submit all requested policies

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

This information is contained within the procurement documents

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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## **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](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 000-027749](#)

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

Date

26 November 2024

Local time

12:00pm

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

English

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## **Section VI. Complementary information**

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

Financial Viability

-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 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.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 27697.  
For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Information related to the Community Benefits requirements are contained within the Community Benefits ITT document

(SC Ref:779723)

## **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](mailto: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.