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Planning

WCC - Westminster Connects Shopping and Hot Meals Service

Westminster City Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Reference

PRJ_30662

Description

As part of the Westminster Connects Programme, Westminster City Council (WCC) are looking to provide both a Shopping Service and Hot Meals Service to residents. The requirement will be tendered under 2 separate Lots, however suppliers will be able to tender for both Lots if they are able to provide both services.

LOT 1 - HOT MEALS SERVICE

WCC requires a Hot Meals Service to run over winter 2025/26.

- The Hot Meals Service will be aimed at vulnerable older people, living in the borough of Westminster to improve and promote the health and wellbeing, independence and reduce social isolation.
- The Council recognises that there are several organisations offering food to the community but that many of our older, more vulnerable residents cannot access this offer.
- Eligibility criteria to access the Hot Meals Service can include, for example residents who:
 - live alone
 - can eat independently
 - may not be able to access the community independently
 - requires nutritional support
- The Hot Meals Service must provide hot, freshly cooked nutritious meals in a community-based location. A further key element of the service is providing access to these meals for vulnerable residents who are unable to attend independently. This must be both through transportation from their homes to a community meal, as well as an at-home delivery service of these freshly cooked meals.
- The Hot Meals Service will be managed by a provider offering the service from a community space in Westminster and will widen access to older residents. Transport for this service may be offered by the hot meal provider, or by the provider working in partnership with a transport organisation.
- The service aims to provide residents with hot nutritious meals, a warm space and help with social isolation and loneliness.
- WCC expects that the Provider may ask for a small contribution from residents to help subsidise access to the service.
- Choice and control are an important element of the service. The Provider must ensure, wherever possible, that throughout service provision, residents can choose how their needs are best met. Choice could mean, but not limited to:
 - o Dining at home via hot meal delivery or being supported to access a hot meal in a community-based location.
 - o Days of the week that residents access the hot meals.

o Meals options must include cultural (e.g. Kosher, Halal) and dietary preferences (e.g. diabetic friendly, textured meals)

- For the delivery element, the meal must be plated up for the service user, reducing the associated risks such as burns and kitchen accidents and the delivery person must conduct a welfare check to monitor residents who are living alone.
- Security of data – The provider must collect, monitor, and store data by adhering to WCC's data security requirements

LOT 2 - SHOPPING SERVICE

- The Shopping Service will be aimed at vulnerable older people, living in the borough of Westminster who are facing barriers (either physically or digitally) that prevent them from being able to do their shopping independently. This aims to improve and promote the health and wellbeing and reduce social isolation and loneliness
- WCC recognises that for many of our older, more vulnerable residents, accessing supermarkets can be a significant challenge
- The shopping service must be available weekly to provide reliable, ongoing support
- The recipients of the service pay for their own shopping. The provider must ensure it has a robust process and system in place to be able to accommodate the preferred payment methods of our residents.
- Eligibility criteria to access the Shopping Service can include, for example residents who:
 - are living alone
 - are housebound or require support to do shopping independently
 - lack support from local friends and family
 - do not meet the criteria to be supported by Adult Social Care
 - where a resident finds their care package is not sufficient to meet their food needs
- Choice and control are an important element of the service. The Provider must ensure, wherever possible, that throughout service provision, residents can choose how their needs are best met. Choice could mean, but not limited to:
 - Carry out shopping at the resident's preferred supermarket or grocery store

- Accompany and assist a client to visit a supermarket or grocery store to complete their shopping. Transport for this service may be offered by a volunteering service, the provider, or by the provider working in partnership with a transport organisation.

- Provide digital support to complete an online grocery shop

- Security of data – The provider must collect, monitor, and store data by adhering to the council's data security requirements

Further details and a full specification will be provided when the tender is released, currently planned for the end of July 2025(subject to change).

This opportunity will be procured via the Open Procedure. To register your interest please submit an EOI to jpeek@westminster.gov.uk by 12pm on 7th July 2025. You will then be added to the opportunity when released. Please note that although recommended, it is not mandatory to submit an EOI. Not submitting will not stop you from tendering when the opportunity is released.

Total value (estimated)

- £250,000 excluding VAT
- £300,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 November 2025 to 31 October 2026
- Possible extension to 31 October 2027
- 2 years

Main procurement category

Services

CPV classifications

- 15894200 - Prepared meals
- 55521100 - Meals-on-wheels services
- 85311100 - Welfare services for the elderly
- 85311200 - Welfare services for disabled people

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

7 July 2025

Engagement process description

To register your interest please submit an EOI to jpeek@westminster.gov.uk by 12pm on 7th July 2025. You will then be added to the opportunity on our City of Westminster Procurement & Contracts Portal when the tender is released.

This opportunity and all associated procurement documents will be accessible via our City of Westminster Procurement and Contracts portal ("the Portal"), please visit <https://wcc.ukp.app.jaggaer.com> and register your account prior to the release of the Tender to enable the team to add you to the opportunity on release.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Submission

Publication date of tender notice (estimated)

28 July 2025

Contracting authority

Westminster City Council

- Public Procurement Organisation Number: PJVD-6261-BPPJ

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London

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Email: procurementteammailbox@westminster.gov.uk

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

Region: UKI32 - Westminster

Organisation type: Public authority - sub-central government