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Contract

Rough Sleeper Navigator Service

The Mayor and Commonalty and Citizens of the City of London

F03: Contract award notice

Notice identifier: 2025/S 000-037159

Procurement identifier (OCID): ocds-h6vhtk-04e62c

Published 3 July 2025, 2:41pm

Section I: Contracting authority

I.1) Name and addresses

The Mayor and Commonalty and Citizens of the City of London

Po Box 270, Guildhall

London

EC2P 2EJ

Email

mohammad.mostafa@cityoflondon.gov.uk

Telephone

+44 2073323819

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://www.cityoflondon.gov.uk>

Buyer's address

<https://www.cityoflondon.gov.uk>

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

Rough Sleeper Navigator Service

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The Rough Sleeper Navigator Service aims to provide enhanced, consistent and coordinated support to a targeted group of rough sleepers with multiple and complex needs, identified as "Target 1000" or "Living on the Streets". This group is defined by the number of rough sleeping episodes and contacts that they are recorded as having; demonstrating that they are high priority service users at much higher risk of developing or sustaining an entrenched rough sleeper lifestyle.

This client group, often transient, will be in a number of settings, including rough sleeping, temporarily accommodated or living in Supported Accommodation, dependant on their circumstances at the time. As such the service will be a flexible hybrid of street outreach and floating support.

This service will lead and coordinate support to address a wide range of complex service user needs and challenges,

amplifying the clients' voice and ensuring a cohesive multi agency approach to removing barriers; often extending beyond the local street outreach service's geographical scope. The primary goal is to provide support and a roadmap into sustainable accommodation solutions to end the individual's repeat rough sleeping

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £564,912

II.2) Description

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

The Rough Sleeper Navigator Service aims to provide enhanced, consistent and coordinated support to a targeted group of rough sleepers with multiple and complex needs, identified as "Target 1000" or "Living on the Streets". This group is defined by the number of rough sleeping episodes and contacts that they are recorded as having; demonstrating that they are high priority service users at much higher risk of developing or sustaining an entrenched rough sleeper lifestyle.

This client group, often transient, will be in a number of settings, including rough sleeping, temporarily accommodated or living in Supported Accommodation, dependant on their circumstances at the time. As such the service will be a flexible hybrid of street outreach and floating support.

This service will lead and coordinate support to address a wide range of complex service user needs and challenges, amplifying the clients' voice and ensuring a cohesive multi agency approach to removing barriers; often extending beyond the local street outreach service's geographical scope. The primary goal is to provide support and a roadmap into sustainable accommodation solutions to end the individual's repeat rough sleeping

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-006632](#)

Section V. Award of contract

Title

Rough Sleeper Navigator Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 June 2025

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Thames Reach Charity

The Employment Academy, 29 Peckham Road, Southwark

London

SE5 8UA

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

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

Total value of the contract/lot: £564,912

Section VI. Complementary information

VI.3) Additional information

No bids were received in the competitive process. Thames Reach Charity submitted a proposal in line with the original published service specification. An internal review was conducted by the Contracting authority to assess fitness for purpose.

The proposal demonstrates suitability, readiness, and value for money in accordance with the City of London's procurement governance standards.

Annex D1 - General procurement

Justification for the award of the contract without prior publication of a call for competition in the Official Journal of the European Union

As the Contract was procured before the Procurement Act 2023 came into force , it will be permissible in accordance with Regulation 5 (Savings Provisions relating to the 2015 Regulations) of the Procurement Act 2023 (Commencement and No 3 Transitional and Savings Provisions) Regulations 2024 for a direct award to be made to Thames Reach Charity under Regulation 32 2 (a) of the 2015 Regulations.

Common notices

3.Explanation

Please see reasons set out in “Justification” above.

VI.4) Procedures for review

VI.4.1) Review body

High Court, Royal Courts of Justice

Strand

London

WC2A 2LI

Telephone

+44 2079476000

Country

United Kingdom