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Contract

HAC5988 TOWER HAMLETS SINGLE HOMELESS HOSTELS

Tower Hamlets

F03: Contract award notice

Notice identifier: 2025/S 000-065390

Procurement identifier (OCID): ocids-h6vhtk-046f9a

Published 14 October 2025, 7:53pm

Section I: Contracting authority

I.1) Name and addresses

Tower Hamlets

New Town Hall, 160 Whitechapel Road London

London

E1 1BJ

Contact

Ms Morgan Hughes

Email

Morgan.Hughes@towerhamlets.gov.uk

Telephone

+44 2073644099

Country

United Kingdom

Region code

UKI42 - Tower Hamlets

Internet address(es)

Main address

<http://www.towerhamlets.gov.uk>

Buyer's address

<http://www.towerhamlets.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

HAC5988 TOWER HAMLETS SINGLE HOMELESS HOSTELS

Reference number

DN728025

II.1.2) Main CPV code

- 85311000 - Social work services with accommodation

II.1.3) Type of contract

Services

II.1.4) Short description

The London Borough of Tower Hamlets is inviting tenders for the provision of Single homeless Hostels. Integrated Commissioning is seeking to competitively tender five new contracts for the delivery of this housing related support (HRS) services for 341 single homeless people across the Borough.

This Tender consist of 5 Lots

- Lot 1 Medium-High Support Male Only (Founders House, 123 units)
- Lot 2 Medium-High Support Female Only (Riverside House, 60 units)
- Lot 3 High-Complex Support Mixed Hostel (minimum of 87 units) Bidder must have own building/buildings to deliver the support service from
- Lot 4 CQC Registered Male Only Wet Hostel (minimum of 35 units) Bidder must have own building/buildings to deliver the support service from
- Lot 5 Long-stay Mixed Hostel with Support (minimum of 33 units) Bidder must have own building/buildings to deliver the support service from.

The contract period is 3 years with three optional 1 yr extensions.

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: £19,466,870

II.2) Description

II.2.1) Title

Medium-High Support Male Only

Lot No

1

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The provider will offer 123 units of supported accommodation for men.

The support service will be provided 24 hours a day, seven days a week, for 365 days a year.

A core service should be available between the hours of 9 am in the morning until 11 pm in the evening with waking night cover able to respond to emergencies in the evening until 9 am in the morning.

There will be a minimum of two staff on shift at any one time across the service.

Residents will receive a minimum of 3- 5 flexible hours of support to each week.

Out of hours cover will be available to the staff in the support service at times of emergencies.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 30

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

II.2) Description

II.2.1) Title

Lot 2 Medium-High Support Female Only (Riverside Complex)

Lot No

2

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The provider will offer 60 units of supported accommodation for women.

The support service will be provided 24 hours a day, seven days a week, for 365 days a year.

A core service should be available between the hours of 9 am in the morning until 11 pm in the evening with waking night cover able to respond to emergencies in the evening until 9 am in the morning.

There will be a minimum of two staff on shift at any one time across the service.

Residents will receive a minimum of 3-5 flexible hours of support to each week.

Out of hours cover will be available to the staff in the support service at times of emergencies

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 30

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

II.2) Description

II.2.1) Title

Lot 3 High-Complex Support Mixed Hostel

Lot No

3

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The provider will offer a minimum of 87 units of supported accommodation for men and women in a building or buildings identified by the bidder.

The support service will be provided 24 hours a day, seven days a week, for 365 days a year.

A core service should be available between the hours of 9 am in the morning until 11 pm in the evening with waking night cover able to respond to emergencies in the evening until 9 am in the morning.

There will be a minimum of two staff on shift at any one time across the service.

Residents will receive a minimum of 3- 5 flexible hours of support to each week.

Out of hours cover will be available to the staff in the support service at times of emergencies

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Presentation / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 30

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

II.2) Description

II.2.1) Title

Lot 4 CQC Registered Male Only Wet Hostel

Lot No

4

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The provider will offer a minimum of 35 units of supported accommodation for men and women in a building or buildings identified by the bidder.

The support service will be provided 24 hours a day, seven days a week, for 365 days a year.

A core service should be available between the hours of 9 am in the morning until 11 pm in the evening with waking night cover able to respond to emergencies in the evening until 9 am in the morning.

There will be a minimum of two staff on shift at any one time across the service.

Residents will receive a minimum of 3- 5 flexible hours of support to each week.

In addition the service will need to provide 25 enhanced cleaning/ personal care type hours to respond to service user needs

Out of hours cover will be available to the staff in the support service at times of emergencies.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Presentation / Weighting: 10

Price - Weighting: 30

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

II.2) Description

II.2.1) Title

Lot 5 Long-stay Mixed Hostel with Support

Lot No

5

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The provider will offer a minimum of 33 units of supported accommodation for men and women in a building or buildings identified by the bidder.

The support service will be provided 24 hours a day, seven days a week, for 365 days a year.

A core service should be available between the hours of 9 am in the morning until 11 pm in the evening with waking night cover able to respond to emergencies in the evening until 9 am in the morning.

There will be a minimum of two staff on shift at any one time across the service.

Residents will receive a minimum of 3- 5 flexible hours of support to each week.

Out of hours cover will be available to the staff in the support service at times of emergencies

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Presentation / Weighting: 10

Price - Weighting: 30

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-018258](#)

Section V. Award of contract

Contract No

HAC5988

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 September 2024

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

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

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

V.2.3) Name and address of the contractor

The Salvation Army Trustee Company

1 Champion Park

London

SE5 8FJ

Country

United Kingdom

NUTS code

- UKI42 - Tower Hamlets

The contractor is an SME

No

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

Total value of the contract/lot: £6,061,073.10

Section V. Award of contract

Contract No

HAC5988

Lot No

2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 February 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

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

V.2.3) Name and address of the contractor

The Salvation Army Trustee Company

1 Champion Park

London

SE5 8FJ

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

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

Total value of the contract/lot: £3,567,408

Section V. Award of contract

Contract No

HAC5988

Lot No

3

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 September 2024

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

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

V.2.3) Name and address of the contractor

Providence Row Housing Association

15a Kelsey Street

London

E2 6HD

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: £4,082,509.26

Section V. Award of contract

Contract No

HAC5998

Lot No

4

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 September 2024

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

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

V.2.3) Name and address of the contractor

Providence Row Housing Association

15a Kelsey Street

London

E2 6HD

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: £3,715,560

Section V. Award of contract

Contract No

HAC5988

Lot No

5

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 September 2024

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

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

V.2.3) Name and address of the contractor

Providence Row Housing Association

15a Kelsey Street

London

E2 6HD

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: £2,040,319.62

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

High Court of England and Wales , The Strand

London

WC2A 2LL

Country

United Kingdom