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Tender

## **HAC6053 Core Rough Sleeping Services Lots 1 and 2**

Tower Hamlets

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-066252

Procurement identifier (OCID): ocds-h6vhtk-056172 ([view related notices](#))

Published 17 October 2025, 11:50am

### **Scope**

### **Reference**

HAC6053

### **Description**

This project aims to provide specialist services to support people rough sleeping in Tower Hamlets. Rough sleeping remains a complex social challenge within Tower Hamlets, across London and indeed nationally.

Available data indicates figures will continue to rise locally, with demand for services meaning people spend longer on the streets.

This increases risks of harm to individuals and communities through anti-social behaviour, complex safeguarding concerns, public health matters and violence. It is therefore essential to have responsive, assertive and professional support services which are strategically aligned with the borough's aim to make rough sleeping rare, brief and non-recurrent, as outlined in the new Homelessness and Rough Sleeping Strategy 2024-29.

These services will lead the efforts to drive down rough sleeping and ensure people do

not return to the streets once accommodated.

The estimated value of this contract is subject to funding approval.

Lot 1 EROS

Lot 2 Advice Support Services

**Total value (estimated)**

- £7,424,000 excluding VAT
- £9,280,000 including VAT

Above the relevant threshold

**Contract dates (estimated)**

- 1 April 2026 to 31 March 2027
- Possible extension to 31 March 2030
- 4 years

Description of possible extension:

this is a 1+1+1+1 model

**Main procurement category**

Services

**Not the same for all lots**

CPV classifications are shown in Lot sections, because they are not the same for all lots.

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## **Lot 1. Enhanced Rough Sleeping Outreach Service**

### **Description**

The London Borough of Tower Hamlets (LBTH) is driven by the vision of positively improving the quality of life of vulnerable socially excluded people. They are committed to ensure that rough sleeping is prevented wherever possible and, where it cannot be prevented, it is rare, brief and non-recurring.

For over 20 years, the council has commissioned a rough sleeping street outreach service. During this time, thousands of individuals have been identified, assessed, and supported through tailored action plans. The service has successfully achieved many move from the streets into temporary or permanent accommodation, while working with partners to ensure that clients sustain their homes and have opportunities to improve their health and well-being.

This document is the specification for the delivery of an Enhanced Rough Sleeping Outreach Service (EROS) in London Borough of Tower Hamlets.

The overarching aim of the Service is to support individuals who are rough sleeping in Tower Hamlets by responding to alerts of new rough sleepers, conducting assessments, and providing casework that engages both statutory and non-statutory services to ensure a holistic response to client needs. This is with the aim of supporting individuals to access suitable and appropriate accommodation and move them away from rough sleeping for good.

This specification shall form part of the legal basis for the provision of the service for the contractual period of 4 years. It describes in detail the services to be delivered. It sets out the principles, requirements, activities, outcomes and monitoring for the Service that are expected to be achieved over the Service contract period. It is expected that services will be subject to review, change and innovate over the course of their delivery.

The successful bidder shall need to commence the new service 01st April 2026.

### **Lot value (estimated)**

- £5,920,000 excluding VAT
- £7,400,000 including VAT

### **CPV classifications**

- 85000000 - Health and social work services

### **Same for all lots**

Contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot 2. Advice and Support Services**

### **Description**

The London Borough of Tower Hamlets (LBTH) is driven by the vision of positively improving the quality of life of vulnerable socially excluded people. They are committed to ensure that rough sleeping is prevented wherever possible and, where it cannot be prevented, it is rare, brief and non-recurring.

The council has commissioned a form of an Advice and Support Service, aimed at supporting individuals sleeping rough and those at risk of rough sleeping, for over 15 years. Previously it has been incorporated into a broader resource centre model, but this contract is now solely for the Advice and Support element.

The Advice and Support Service, which must be delivered from an inclusive and appropriate building, is an assessment and referral service with a specific focus on achieving accommodation and reconnection outcomes. It also connects people sleeping rough with physical and mental health care, substance use treatment, harm reduction

services, employment opportunities, and peer mentoring.

### **Lot value (estimated)**

- £1,504,000 excluding VAT
- £1,880,000 including VAT

### **Same for all lots**

Contract dates are shown in the Scope section, because they are the same for all lots.

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## **Submission**

### **Tender submission deadline**

17 November 2025, 12:00pm

### **Submission address and any special instructions**

<https://www.londontenders.org/>

Upload through this portal

### **Tenders may be submitted electronically**

Yes

## Languages that may be used for submission

English

## Award decision date (estimated)

23 December 2025

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## Award criteria

Name	Type
Price is not the only criteria. Weightings are set out in the ITT	Price
Quality is not the only criteria. Weightings are set out in the ITT	Quality

## Weighting description

Price 30%

Quality 60%

Social Value 10%

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## Other information

### Payment terms

Please refer to the tender documents provided online (see contract terms and conditions)

## **Description of risks to contract performance**

Please refer to the tender documents provided online

## **Applicable trade agreements**

- Government Procurement Agreement (GPA)

## **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Open procedure

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## **Contracting authority**

### **Tower Hamlets**

- Public Procurement Organisation Number: PQBL-2673-MVYG

Tower Hamlets Town Hall, 160 Whitechapel Road

London

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United Kingdom

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Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government