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Tender

WCC Housing Needs Integrated Singles and Outreach Services

Westminster City Council

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

Notice identifier: 2025/S 000-072309

Procurement identifier (OCID): ocds-h6vhtk-059c10 ([view related notices](#))

Published 10 November 2025, 11:10am

Scope

Reference

PRJ_30740

Description

WCC Housing Needs Integrated Singles and Outreach Services

The Authority is procuring Integrated Singles and Outreach Services in three (3) Lots. The Services are a pivotal and strategically aligned provision at the heart of the Council's Homelessness and Rough Sleeping Strategy 2024. These Services are a cornerstone of our ambition to prevent homelessness, enhance recovery, and transform lives through a dynamic, tailored, and outcomes-driven approach.

The Integrated Singles and Outreach Services will be procured in three (3) Lots:

Lot 1 Assertive Outreach Services: To build strong, ongoing relationships and offer consistent support to people who face long-term homelessness and multiple challenges. The Provider will provide support for complex cases, engagement strategies, and long-

term recovery planning.

Lot 2 First Contact Team: The Provider will act as the first point of contact for the dynamic movement of individuals into and out of rough sleeping (FLOW) and those at risk of rough sleeping. The Provider will deliver rapid and trauma informed support and early interventions to prevent and move Service Users away from Rough Sleeping at the earliest opportunity.

Lot 3 Hub Support Team: the Provider will deliver a central coordination point for statutory services and housing, providing a single front door for all accommodation options. The Provider will triage Service User needs and co-ordinate support and multi-agency planning. The Provider will actively collaborate with the Authority's services through a hybrid delivery model, helping to coordinate joined-up planning and support. The Provider will need to provide a building with working space for 20 Council staff and those commissioned to provide support functions for this Lot, as well as having the capacity for Service Users walk-in's and confidential meetings

The estimated Contract Commencement Date of this contract 06/02/2026. The estimated Service Commencement Date is 01/04/2026. The Initial

Contract Period is 3 years, with provision for extension, at WCC's discretion, for up to a further 4 years, providing a total contract period of up to 7 years (calculated from the Service Commencement Date), expiring no later

than 31 March 2033.

During the Contract Period the Authority may, at its sole discretion, require additional Services to be delivered by the Provider for up to 25% of the total contract value for each Lot. This will be subject to service needs, funding and will be at the Authorities discretion in line with clause 47 of the Contract.

There will be a tender event held via Microsoft Teams

on Monday 18th November 2025 This is an excellent opportunity to

gain insights into the tender requirements, ask questions and provide

feedback.

Total value (estimated)

- £26,250,043 excluding VAT
- £31,500,051.60 including VAT

Above the relevant threshold

Contract dates (estimated)

- 6 February 2026 to 31 March 2029
- Possible extension to 31 March 2033
- 7 years, 1 month, 23 days

Description of possible extension:

4 years at the Councils discretion.

Main procurement category

Services

CPV classifications

- 70333000 - Housing services
- 85000000 - Health and social work services

Contract locations

- UK - United Kingdom

Lot constraints

Description of how multiple lots may be awarded:

Providers may tender for all three Lots.

Lot 1. Assertive Outreach Service

Description

Assertive Outreach Service to build strong, ongoing relationships and offer consistent support to people who face long-term homelessness and multiple challenges. The Provider will provide support for complex cases, engagement strategies, and long-term recovery planning.

Lot value (estimated)

- £10,500,000 excluding VAT
- £12,600,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. First Contact Team

Description

The Provider will act as the first point of contact for the dynamic movement of individuals into and out of rough sleeping (FLOW) and those at risk of rough sleeping. The Provider will deliver rapid and trauma informed support and early interventions to prevent and move Service Users away from Rough Sleeping at the earliest opportunity.

Lot value (estimated)

- £7,000,043 excluding VAT
- £8,400,051.60 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Hub Support Team

Description

The Provider will deliver a central coordination point for statutory services and housing, providing a single front door for all accommodation options. The Provider will triage Service User needs and co-ordinate support and multi-agency planning. The Provider will actively collaborate with the Authority's services through a hybrid delivery model, helping to coordinate joined-up planning and support. The Provider will need to provide a building with working space for 20 Council staff and those commissioned to provide support functions for this Lot, as well as having the capacity for Service Users walk-in's and confidential meetings.

Lot value (estimated)

- £8,750,000 excluding VAT
- £10,500,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Participation

Legal and financial capacity conditions of participation

Lot 1. Assertive Outreach Service

Lot 2. First Contact Team

Lot 3. Hub Support Team

See ITT

Technical ability conditions of participation

Lot 1. Assertive Outreach Service

Lot 2. First Contact Team

Lot 3. Hub Support Team

See ITT

Particular suitability

Lot 1. Assertive Outreach Service

Lot 2. First Contact Team

Lot 3. Hub Support Team

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

Submission

Enquiry deadline

3 December 2025, 5:00pm

Tender submission deadline

8 December 2025, 12:00pm

Submission address and any special instructions

<https://wcc.ukp.app.jaggaer.com/>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

23 January 2026

Award criteria

Name	Description	Type	Weighting
Technical Envelope	See ITT	Quality	60%
Commercial Envelope	See ITT	Price	40%

Other information**Payment terms**

See ITT

Description of risks to contract performance

See ITT and tender documents

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

Westminster City Council

- Public Procurement Organisation Number: PJVD-6261-BPPJ

64 Victoria Street

London

SW1E 6QP

United Kingdom

Contact name: Sonya Edwards

Email: sedwards@westminster.gov.uk

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

Region: UKI32 - Westminster

Organisation type: Public authority - sub-central government