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Award

HAC6053 Rough Sleeping Core Contracts

Tower Hamlets

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-085939

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

Published 23 December 2025, 3:45pm

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. 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 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.

Contract 1. HAC6053 Core Rough Sleeping Services Lot 1 EROS

Lots

Lot 1. Enhanced Rough Sleeping Outreach Service

Supplier

- St Mungo's Housing Association

Contract value

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

Above the relevant threshold

Award decision date

23 December 2025

Date assessment summaries were sent to tenderers

23 December 2025

Standstill period

- End: 9 January 2026
- 10 working days

Earliest date the contract will be signed

1 March 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2030
- 4 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UK - United Kingdom
-

Contract 2. HAC6053 Core Rough Sleeping Services Lot 2 Advice Support Service

Lots

Lot 2. Advice and Support Services

Supplier

- Providence Row Charity

Contract value

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

Above the relevant threshold

Award decision date

23 December 2025

Date assessment summaries were sent to tenderers

23 December 2025

Standstill period

- End: 9 January 2026
- 10 working days

Earliest date the contract will be signed

1 March 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2030
- 4 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UK - United Kingdom
-

Information about tenders

Lot 1. Enhanced Rough Sleeping Outreach Service

- 3 tenders received
 - 3 tenders assessed in the final stage:
 - 3 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 2 suppliers unsuccessful (details included for contracts over £5 million)
-

Unsuccessful suppliers

- [SPEAR](#)
 - [Frontiermind AI](#)
-

Lot 2. Advice and Support Services

- 2 tenders received
- 2 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)

- 1 supplier awarded contracts
- 1 supplier unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Special regime

Light touch

Suppliers

Frontiermind AI

- Public Procurement Organisation Number: PTTP-6376-PRMZ

128 City Road, London

London

EC1V 2NX

United Kingdom

Region: UKI43 - Haringey and Islington

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Providence Row Charity

- Public Procurement Organisation Number: PDNV-4568-ZQBJ

The Dellow Centre, 3 Thomas More Square,

London

E1 7SA

United Kingdom

Email: krigden@providencerow.org.uk

Region: UKI42 - Tower Hamlets

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: Yes

Public service mutual: No

Contract 2. HAC6053 Core Rough Sleeping Services Lot 2 Advice Support Service

SPEAR

- Public Procurement Organisation Number: PWHT-1489-YTDW

89 Heath Road Twickenham

Middlesex

TW1 4AW

United Kingdom

Region: UKI75 - Hounslow and Richmond upon Thames

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

St Mungo's Housing Association

- Public Procurement Organisation Number: PQMP-1374-QTVM

5th Floor, 3 Thomas More Square,

London,

E1W 1WY

United Kingdom

Email: stmungos@stmungos.com

Region: UKI42 - Tower Hamlets

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: Yes

Public service mutual: Yes

Contract 1. HAC6053 Core Rough Sleeping Services Lot 1 EROS

Contracting authority

Tower Hamlets

- Public Procurement Organisation Number: PQBL-2673-MVYG

Tower Hamlets Town Hall

London

E1 1BJ

United Kingdom

Contact name: Ms Joanne Spree

Telephone: +442073645000

Email: joanne.spree@towerhamlets.gov.uk

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

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government