

Portal Contract Reference: DN51161

Internal Contract Reference: P5719

Contract Title: Enhanced Rough Sleeping Outreach Service (EROS)

Expressions of interest start date: 08/03/2021

A PIN noticed was published previously with the intention to reduce the tender timescales

Return of tenders/bids end date: 29/03/2021 12 noon

Initial Contract Duration: 36 months

Extensions: 23 (12 +11) months

Estimated Contract Value (including extensions): £2,000,000 to £3,000,000

Annual Value: £400,000- £600,000 (depending on grant approval)

Scope:

The main objective of the project is to deliver a **street outreach service to rough sleepers** to fulfil the council's aims of reducing and preventing rough sleeping in Tower Hamlets. The council is committed to reducing and ultimately ending rough sleeping and this is included in our strategic and operational commitments as outlined in the council's Homelessness and Rough Sleeping Strategy 2018 -2023.

The contract includes a specialist rough sleeping outreach team (TH SORT) that aims to ensure no rough sleeper spends a second night on the street, no one remains living on the street, and rough sleepers who have been accommodated do not return to rough sleeping.

The service will require¹:

- Support all rough sleepers who bed down on the streets of Tower Hamlets (400-500 annually) to exit the street and take up appropriate accommodation.
- Provide a core outreach service that responds to Streetlink referrals, conducts early morning and late-night shifts 7 days a week, provides an assessment/ support planning/casework approach, conducts welfare checks on rough sleepers and makes safeguarding referrals as necessary.
- Deliver a client-centred, trauma-informed service that can maintain trusting relationships with rough sleepers who have complex needs and challenging behaviours.
- Have expertise to work effectively with a range of cohorts within the rough sleeping population, e.g. complex women who are involved in prostitution, non-UK nationals.
- Provide an In-Reach service to ensure rough sleepers experience a smooth transition from the street into hostel accommodation and re-engage with former rough sleepers who are at risk of eviction or abandonment from hostel accommodation.

¹ Refer to the specifications for full requirements

Contract value:

The contract value will consist on a Core element with a value of £426,000 per annum (you are tendering for this now). However, the core services may be complemented by adding to the core element other homelessness workstreams that support the council's Homelessness and Rough Sleeping Strategy 2018 -2023.

These additional workstreams will only be added to the contract by way of variation as and when the funding is secured by the Council through participation on Central Government grant bidding process. The appointed provider is expected to work jointly with the Council to secure such funds. Although the Council has been successful on securing additional funds in the past, there is no guarantee this will happen in the future.

The funding for the EROS contract is provided to the Council year on year basis by the government via grant funding, bidders should note that if the government stop or reduce the funding it may affect the ability to continue with this contract.

Tender timescales:

The bidders should note that the Council published a Prior Information notice with the intention **to reduce the time limits for receipt of tenders once the OJEU contract notice is published**. The reason for this is to have the contract in place in line with the grant application.

[Services - 589545-2020 - TED Tenders Electronic Daily \(europa.eu\)](https://www.europa.eu)

TUPE:

There is TUPE applicable to this contract. To receive TUPE data, suppliers must submit the confidentiality agreement fully completed. Please refer to the Invitation to Tender document for further information.

Tender Process:

Bidders should also note that This Tender process has been issued by London Borough of Tower Hamlets on in accordance with the Public Contract Regulations 2015 as amended by the Public Procurement (Amendment etc.) (EU Exit) Regulations 2020 ("the Regulations) Schedule 3 ("Light Touch") services. This Procurement Exercise will therefore be run in accordance with 'the Regulations' as they apply to "light touch" services.

While the Authority is following a process broadly corresponding to an Open Procedure under 'the Regulations' neither that fact nor any other statements, acts or omissions of the Authority in connection with this Procurement Exercise should be taken as indicating that the Authority intends to be bound

by the provisions of the 'Regulations' to any greater extent than applies by law.

Additional Information:

The London Borough of Tower Hamlets (LBTH) is seeking expressions of interest from interested organisations for the above services and / or goods.

Organisations wishing to express their interest are requested to **register** on the London Tenders Portal (www.londontenders.org) where the opportunity documentation will be available for download once published. You will be required to complete an online questionnaire.

Organisations must ensure that access to the system is available to their representatives dealing with the contract and that this contact is updated as and when required.

The council will not be liable for the lack of delegated access within the organisation and will not send any documentation regarding the opportunity, which shall be exclusively available through the portal.

Suppliers are responsible for allowing sufficient time to submit their Tenders. The Council accepts no liability whatsoever for tenders that are not submitted due to internet connectivity issues, transmission delays or errors.

Council is an Equal Opportunities Employer and a supporter of Ethical Governance, our protocol can be found via [Working for Tower Hamlets and Suppliers Code of conduct](#)

If you require any further information prior to submit and expression of interest please contact the Council via email procurement@towerhamlets.gov.uk quoting the contract internal reference number.