

Committee(s):	Date(s):
Operational Property and Projects Sub-Committee - For Decision	3 rd July 2023
Community & Children's Services Committee – For Information Only	17th July 2023
Subject: City Assessment Centre – Procurement Stage 2 Award Report	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	Contribute to a flourishing society: outcomes 1, 2, 3 and 4
Does this proposal require extra revenue? and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	DCCS Local Risk
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Judith Finlay - Executive Director, DCCS	For Decision
Report authors: Mohammad Mostafa, Category Manager, City Procurement, Corporate Services John Barker – Commissioning Manager, Homelessness & Rough Sleeping	

Summary

Following a one stage open tender procurement process under the light touch regime Thames Reach have been identified as the preferred agency to provide accommodation and support for the City of London Rough Sleeper Assessment Centre.

Recommendation

To award the contract Thames Reach Housing Association Ltd for a period of three years, with the option to extend for a further two years, at a total value of £2,475,000.

Main Report

Background / Current Contract

1. On 20th July 2022, the Stage One Strategy Report for the City of Assessment Centre was presented and approved by the Operational Property and Projects Sub- Committee.
2. The service will form a key part of the accommodation pathway for City of London rough sleepers and is integral to the City's commitment to ensure that anyone sleeping rough within the Square Mile is offered a credible route off the streets in line with their strengths, needs and entitlements. This will include supporting the effective operation of the wider accommodation pathway and complimentary commissioned services, engaging and building strong relationships with the wider community (businesses, churches, local residents), maintaining effective partnerships with voluntary and statutory sector services who also have a role to play in supporting or working with service users and maximising available accommodation opportunities.
3. The initial timeline outlined in the Stage One report was put back, primarily due to the refurbishment contract for the accommodation being delayed as a result of supply line inflation and the resulting need to re-evaluate refurbishment contract tenders due to rising costs. The refurbishment of the building and the procurement of the support service provider needing to run in tandem.

Agreed Scope / Objectives

4. The service will provide a safe, accessible space for people sleeping rough in the City of London in order that their needs can be assessed and met whilst working with staff on establishing a rapid route away from street homelessness. For many, who will not have a connection to the City of London; this will include reconnection to areas where they are locally connected. The fundamental aim of the service is to identify a credible and sustainable route off the streets and encourage and support each service user to work with the service to take up the resettlement offer that is being made.

Procurement

5. A market warming event was held on 6th June 2022. This was then followed up with a further presentation to market providers on 16th March 2023. This served to refresh provider interest in the upcoming tender opportunity, update them on

the most recent plans and status of the concurrent running refurbishment works to the host building. The market engagement event attracted eight providers in attendance.

6. The tender for this service went live on 6th April 2023. A site visit for potential providers took place on 28th April 2023 and clarifications on the tender were invited up until 5th May 2023 with 48 clarifications received and responded to. The tender closed at 5pm on Friday 19th May. The Capital E-Sourcing Portal used for this tender ensured that it was available to all relevant market providers as well as being advertised on the Governments “Find a Tender” Portal.

Four bids were received from market providers and evaluated on prequalification criteria, technical response including a face-to-face presentation, responsible procurement, and value for money (See Appendix 1).

7. The full evaluation and moderation of all aspects of this tender has resulted in Thames Reach as the preferred provider for this service.

Opening the Scheme

8. Next Steps

With the refurbishment of the building currently underway and targeted for hand over in November 2023. The plan moving forward for this project is as follows:

Provisional Contract Award Notification	10 th July 2023
10 Day Standstill	10 th July 2023
Expected Contract Award	24 th July 2023
Contract Mobilisation	7 th August 2023
Contract Commencement	November 2023

The mobilisation period for the successful provider will include such activities as:

- recruitment to relevant positions
- taking handover of the property
- setting up contracts needed to operate the scheme
- establishing partnerships with other services involved in the care and support of those sleeping rough
- establish policies and pathways
- establishing neighbourhood and wider relationships
- setting service standards and Key Performance Indicators

As part of the technical evaluation, the preferred provider has submitted a full mobilisation plan which we will work through with them and monitor their progress towards scheme opening.

There will be opportunities for members to visit to the scheme within this mobilisation period as we move towards handover of the site from the refurbishment contractors. Equally communication to the wider sector and liaison with the local community and neighbourhood will take place in this period with a view to an official opening once the scheme is established.

Corporate & Strategic Implications

9. Strategic implications

None

10. Financial implications

The contract cost is fully funded from within the existing local risk revenue budget.

11. Legal implications

Thames Reach will be expected to comply with the agreed form of Lease and will be expected to allow the City to retain a presence within the premises following practical completion of the refurbishment works. and the Lease being completed. Thames Reach will also have to comply with the terms of the Lease under the contract and must prior to commencement of the services enter into a Statutory Declaration excluding the provisions of Part II of the Landlord and Tenant Act 1954.

In order to mitigate any data protection risk a Data Protection Impact Assessment is currently being undertaken in accordance with Article 35 of the UK GDPR. Thames Reach use Salesforce as a Sub – Processor who are global. As the City's Data Protection Officer, I am satisfied that there will be no need to enter into an International Data Transfer Agreement assuming the following contractual obligations are agreed: -

- Any City Data must be solely, and exclusively held by the Provider's Sub - Processor, Salesforce within a Salesforce Data Centre based in the UK.
- Salesforce's Binding Corporate Rules
- https://www.salesforce.com/content/dam/web/en_gb/www/images/company/salesforce-uk-bcr-february2023.pdf, and which were approved by the Information Commissioner on the 13th February 2023 are an appropriate safeguard in place for the transfer of data in accordance with the provisions of Article 46 of the UK GDPR
- Thames Reach remaining liable for all acts and omissions of Salesforce.

Following the expiry of the 10-day mandatory standstill period under the Public Contracts Regulations 2015 and provided there is no legal challenge to the contract award, further clarification will need to be sought from Thames Reach as to the sub-contractors they intend to use in relation to any maintenance services etc. since the contract terms contain restrictions as to sub -contracting requiring prior approval by the City.

As agreed with the City Surveyor, and in accordance with the terms of the contract, a written instruction will be issued to Thames Reach to commence the services following mobilisation as soon as he is satisfied that the refurbishment works have been completed.

12. Risk implications

The preferred provider, Thames Reach, is on a secure financial footing and an appraisal of their most recent accounts by The Chamberlains Department as part of the procurement process gave no cause for concern. They are very experienced in providing similar services as was tested at pre-qualification and from market knowledge. The 3-month mobilisation timeline mitigates a lot of the risks as it is an adequate length of time to gear up the service, recruit quality staff and management and put partnerships in place with stakeholders.

In terms of other risk, in dealing with a cohort of vulnerable adults, there are a number of risks to be managed, however, these are mitigated by procuring an experienced and capable provider to manage the project and reserving office space within the scheme to ensure City of London officer presence. Risks will be monitored on an ongoing basis via the Contract Management process.

13. Equalities implications

An Equalities Impact Assessment undertaken on the project concluded that the introduction of this Assessment Centre would have a positive impact on vulnerable groups, and that providers need to understand that protected characteristics can all add challenges to vulnerable people accepting a service.

14. Climate implications / Responsible Procurement

Responsible procurement made up 15% of the total evaluation, and was broken down into three subsections, Sustainability, Carbon Reduction and Social Value. Contract Monitoring will involve environmental inspections of properties to ensure that undertakings on the tender are being carried out. The preferred provider has also undertaken to give access to its resources in training, fundraising / communications and access to employment for young people.

15. Security implications

None

Conclusion

16. Seeking approval to award contract to Thames Reach for a value of £1,485,000 from November 2023 for an initial period of 3 years with the potential to extend for a further 2 years (Total Value £2,475,000)

17. Seeking approval for the award of any contract extension to be delegated to the DCCS Category Board.

Authors

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