



Project: Public Engagement Platform
Provision of a public-focused digital service to support the end of rough sleeping
CPD4124090

Authority: Department for Levelling Up, Housing and Communities DLUHC (“**the Authority**”).

Date Response required: 17:00 (GMT) – Monday 1st August 2022.

1 PURPOSE

- 1.1 This Pre-Tender Market Engagement (PTME) seeks information in preparation for the potential procurement of a Supplier (from herein referred to as a “**Potential Supplier**”) to deliver, and provide ongoing support and maintenance of, a digital service enabling members of the public to make an alert to local authorities (LAs) and their outreach teams when they see someone sleeping rough, and through which outreach staff can access accurate information from those alerts to find the individual sleeping rough as quickly as possible.
- 1.2 The purpose of this PTME is to:
 - 1.1.1 help define the requirement;
 - 1.1.2 help provide a better understanding of the feasibility of the requirement;
 - 1.1.3 understand the best approach;
 - 1.1.4 understand the capacity of the market to deliver and possible risks involved; and
 - 1.1.5 provide the market with an opportunity to ask questions, raise queries and any issues to be addressed at an early stage.
- 1.3 The Authority shall maintain commercial confidentiality of information received during the PTME.

2 INTRODUCTION

- 2.1 The Government is clear that no one should be without a roof over their head and has a clear manifesto commitment to end rough sleeping this Parliament. We are making good progress, but there is much still to do. This includes making it easier for the public to play their part in supporting people sleeping rough.
- 2.2 We would like to enable the public to support people sleeping rough by providing an easy-to-use, nationally available digital service that operates 24/7 for members of the public to use to make an alert to the relevant outreach team about someone they see sleeping rough. The service should provide helpful information to local outreach workers to quickly find individuals in their area who are sleeping rough and enable Local Authorities to engage with the public on local rough sleeping support.
- 2.3 The current platform ‘StreetLink’ has existed since 2012. The Authority is seeking to improve the current platform for a greater user-friendly service experience.
- 2.4 The total number of registered StreetLink users at the end of March 2022 was 284,489. Over the last two years, an average of 11,220 digital alerts are made each quarter.
- 2.5 An external discovery exercise was completed in 2019 and research has since been done by DLUHC to understand usage and what changes would have the most impact.

- 2.6 The Spending Review in 2021 has given us the opportunity to look afresh at a digital platform. We are seeking to procure a Supplier(s) to work closely with DLUHC's homelessness and rough sleeping team on delivering a new and improved service.

3 HIGH LEVEL OUTLINE PROJECT OUTCOMES REQUIRED

3.1 Our objectives:

- 3.1.1 To deliver a nationally accessible online digital platform (website and mobile app) for members of the public to use to alert local outreach teams to someone they have seen sleeping rough.
- 3.1.2 To enable detailed, accurate information from alerts to be referred onto Local Authorities (LAs) and outreach contacts so staff can find individuals sleeping rough as quickly as possible.

3.2 Project outcomes:

- 3.2.1 To address the following service needs:

- Provision and management of a digital service that enables people to make alerts when they see an individual sleeping rough;
- Processing of alerts and referring on information on the location of people sleeping rough to LAs;
- Data collection and reporting service to analyse the impact of the service on ending rough sleeping;
- Publicity and comms to promote the use of the platform to the public;
- Governance.

- 3.2.2 To address the following user needs:

Members of the public:

- To have the ability to do something to help when they see someone rough sleeping
- To understand what help can be provided
- To know what happened / what help has been provided in response to their alert

LAs / Outreach services

- To receive required information about someone sleeping rough;
- To find the person sleeping rough quickly and easily;
- To identify new rough sleepers as quickly as possible;
- To reduce time spent responding to duplicate alerts, street activity, known persons or 'hotspot' locations.

3.3 Social Value Theme, Policy Outcome and Criteria

- 3.3.1 The Department aims to secure additional social value in accordance with [The Social Value Model](#). We have selected the following criteria:

- **Theme 5:** Wellbeing
- **Policy Outcome:** Improve community integration
- **MAC 8.1:** Demonstrate collaboration with users and communities in the co-design and delivery of the contract to support strong integrated communities.

- 3.3.2 The supplier will be asked to commit and report as part of the KPIs on the following: Number of people-hours spent supporting local community

integration, such as volunteering and other community-led initiatives, under the contract.

4 OUTPUTS/DELIVERABLES

| | Activity | Deliverables/Outputs |
|-----|---|--|
| 4.1 | Establish and maintain a system through which members of the public can alert relevant services to someone sleeping rough. | <ul style="list-style-type: none"> • Provide a website and mobile application as a simple method to make effective alerts. • Ensure the website and app are available for the public to use 24/7. |
| 4.2 | Establish a mechanism for LAs to receive accurate and relevant referrals, and to report back on the outcomes. | <ul style="list-style-type: none"> • Build automated triaging into the system. • Where appropriate refer alert details onto the LA for action. • Increase use of LA portal features for LAs to analyse referrals and self-record outcomes. • Regular engagement with LAs to understand their needs and build that into the system. |
| 4.3 | Continuous development of the platform to ensure it continues to meet user need. | <ul style="list-style-type: none"> • Regular analysis of the platform to create and maintain a backlog of activities for continued improvement. • Run regular development sprints on the platform. |
| 4.4 | Produce communications to improve public awareness of what to do if they see someone sleeping rough and encourage national take-up. | <ul style="list-style-type: none"> • Write content for the platform that communicates the purpose and process of an alert and informs users of local rough sleeping support. • Develop a strategy to plan and direct the communications. • Measure the impact of communications on the use of the platform and number of effective referrals. |

5 KEY DATES & TENDERING PROCESS

- 5.1 If it is decided this service is required, it is anticipated that a procurement may start October 2022 with the contract to commence end December 2022 / early January 2023.
- 5.2 It is anticipated that there will be a 10-12 week mobilisation phase immediately after commencement of the contract, which may include transfer of data, staff or physical assets, site visits, training, staff comms, refinement of contract management processes etc to enable a smooth transition from the existing service.
- 5.3 We would expect the service to go live by 6 April 2023.
- 5.4 These indicative dates are for information purposes only. DLUHC reserve the right to amend these dates at any time, and Potential Suppliers rely on them entirely at their own risk.
- 5.5 The contract is expected to be for a period of 2 years, with the potential for extension or retendering of the project beyond 2024/25.

6 RESPONSE

6.1 Please respond by email to Commercial@Levellingup.gov.uk with the following by 17:00 GMT Monday 1st August 2022 (the “Response Deadline”).

- Q1. Does the above specification provide you with a clear understanding of what the Authority is asking for? Is it structured in a clear and straightforward way? If not, what is it you find ambiguous and what other information would you require?
- Q2. Please provide any observations to the outputs/deliverables set out in Section 4, or you may wish to suggest additional ones.
- Q3. From your experience, are there any services already in the market capable of delivering this project’s objectives and outcomes? Please provide details, including the advantages and disadvantages of any existing service, and any elements you think could be incorporated into this project.
- Q4. Is there a different approach or technical solution you would suggest? If so, explain how the alternative approach/solution could deliver the objectives and outcomes.
- Q5. How much of this system (and in particular the processing/triaging of alerts) do you consider could be automated and how much would need human resource?
- Q6. Is this project deliverable in the timeframe proposed? If not, please explain why and suggest how long you think the work could take.
- Q7. In outline, what do you envisage will be the main activities required during the implementation phase, before the service commencement date? How long do you anticipate these activities will take? What additional information would you require to answer this question more fully?
- Q8. What essential criteria would you recommend is needed to deliver this service?
- Q9. In your opinion, is it necessary to have both sector and digital experience and expertise to deliver this project? Please explain your reasoning.
- Q10. Could this project be delivered by one organisation without compromising quality?
- Q11. What would the indicative cost be for this piece of work?
- Q12. With two years of funding can this project be delivered to a high standard and to meet its expected objectives?
- Q13. What are the key risks and benefits in delivering this service?
- Q14. What are the key critical success factors for this project?
- Q15. What are the major barriers to success? How might these be overcome?
- Q16. What, if anything, has the Authority missed or overlooked in setting out their requirement?
- Q17. Is there anything here which is irrelevant, outdated or unnecessary?
- Q18. In your opinion is the proposed Social Value Theme, Policy Outcome and Criteria appropriate and achievable for this requirement? If not, please provide reasons.
- Q19. Do you think there are other themes and sub-criteria that could be added?
- Q20. Do you consider the robust Social Value aspect a barrier in tendering for this project?
- Q21. In your opinion, what is the level of risk of modern slavery in your supply chain? Can modern slavery risks be managed / mitigated within the service? Please explain how.
- Q22. What features of the project are of particular interest to you as a potential supplier and why?
- Q23. Are there any features of the project that are of concern to you and why? How might these be addressed?
- Q24. Q24. Is your organisation considering submitting a tender or participating in a collaborative response for this project? If not, is there any reason why? Could the Department take any steps to encourage greater participation?

7 QUESTIONS AND CLARIFICATIONS

- 7.1 Potential Suppliers may raise questions or seek clarification regarding any aspect of this PTME document at any time prior to the Response Deadline. Questions must be submitted by email to commercial@levellingup.gov.uk only.
- 7.2 To ensure that all Potential Suppliers have equal access to information regarding this PTME exercise, responses to questions raised by Potential Suppliers will be published in a “Questions and Answers” document, which will also be circulated by email, with updates appearing at regular intervals (approximately two to three working days).
- 7.3 Responses to questions will not identify the originator of the question.
- 7.4 If a Potential Supplier wishes to ask a question or seek clarification without the question and answer being revealed, then the Potential Supplier must state this in their email and provide its justification for withholding the question and any response. If the Authority does not consider that there is sufficient justification for withholding the question and the corresponding response, the Potential Supplier will be invited to decide whether:
 - 7.4.1 the question/clarification and the response should in fact be published; or
 - 7.4.2 it wishes to withdraw the question/clarification.

8 GENERAL CONDITIONS

- 8.1 This PTME will help the Authority to refine the requirements and to understand the potential level of interest in the delivering requirements. It will also aid Potential Supplier’s understanding of the requirements in advance of any formal competitive tender exercise.
- 8.2 The Authority reserves the right to change any information contained within this PTME at any time, and Potential Suppliers rely upon it entirely at their own risk.
- 8.3 The Authority reserves the right not to proceed with a competitive tender exercise after this PTME or to award any contract.
- 8.4 Any and all costs associated with the production of such a response to this PTME must be borne by the Potential Supplier.
- 8.5 No down-selection of Potential Suppliers will take place as a consequence of any responses or interactions relating to this PTME.
- 8.6 The Authority expects that all responses to this PTME will be provided by Potential Suppliers in good faith to the best of their ability in the light of information available at the time of their response.
- 8.7 No information provided by a Potential Supplier in response to this PTME will be carried forward, used or acknowledged in any way for the purpose of evaluating the Potential Supplier, in any subsequent formal procurement process.