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Tender

Mediation services for social housing tenants and housing options

Birmingham City Council

F02: Contract notice

Notice identifier: 2025/S 000-002670

Procurement identifier (OCID): ocids-h6vhtk-04d65c

Published 27 January 2025, 11:24am

Section I: Contracting authority

I.1) Name and addresses

Birmingham City Council

1 Victoria Square

Birmingham

B1 1BB

Contact

Commercial and Procurement Services

Email

etendering@birmingham.gov.uk

Country

United Kingdom

NUTS code

UKG31 - Birmingham

Internet address(es)

Main address

www.finditinbirmingham.com

Buyer's address

www.in-tendhost.co.uk/birminghamcc

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

www.in-tendhost.co.uk/birminghamcc

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.in-tendhost.co.uk/birminghamcc

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Mediation services for social housing tenants and housing options

Reference number

P2185

II.1.2) Main CPV code

- 75200000 - Provision of services to the community

II.1.3) Type of contract

Services

II.1.4) Short description

The Council wishes to establish a Contract for the provision mediation services for social housing tenants and housing options. There is a requirement for: • Mediation Services for Social Housing Tenants as part of its overall approach in resolving non-crime related Anti-Social Behaviour complaints, neighbour disputes, and breaches of the Conditions of Tenancy. • Mediation Services for Housing Options customers as part of its overall approach in preventing homelessness, by resolving family disputes and preventing family and friend exclusion from accommodation and working with landlords to resolve non-crime related Anti-social Behaviour complaints and breached of Conditions of Tenancy. The Contract will last for 2 years commencing on 1st April 2025, with an option to extend for a further period of 2 years, subject to satisfactory performance and budgetary availability. The contract will be awarded to a single provider.

II.1.5) Estimated total value

Value excluding VAT: £600,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 75200000 - Provision of services to the community
- 98000000 - Other community, social and personal services
- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKG31 - Birmingham

II.2.4) Description of the procurement

The Council wishes to establish a Contract for the provision mediation services for social housing tenants and housing options. The aim of the service is to contribute to city housing and Housing Options priorities of investigating complaints of Anti-Social Behaviour (ASB) in an impartial and professional manner in accordance with the respective ASB Policy and Procedure. We are providing victims and perpetrators of ASB, tools and support in order to explore root causes through an impartial third party who specialise in mediation and specialist coaching support to residents to reach an agreed set of actions to resolve or mitigate any issues. It will encourage resolution of family disputes and preventing family and friend exclusion from accommodation and working with landlords to resolve non-crime related Anti-social Behaviour complaints and breached of Conditions of Tenancy. There is a requirement for:

- Mediation Services for Social Housing Tenants as part of its overall approach in resolving non-crime related Anti-Social Behaviour complaints, neighbour disputes, and breaches of the Conditions of Tenancy.
- Mediation Services for Housing Options customers as part of its overall approach in preventing homelessness, by resolving family disputes and preventing family and friend exclusion from accommodation and working with landlords to resolve non-crime related Anti-social Behaviour complaints and breached of Conditions of Tenancy.

The Contract will last for 2 years commencing on 1st April 2025, with an option to extend for a further period of 2 years, subject to satisfactory performance and budgetary availability. The contract will be awarded to a single provider.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

With an option to extend for a further period of 2 years, subject to satisfactory performance and budgetary availability.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Further details will be provided in the tender documentation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

26 February 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

26 February 2025

Local time

12:00pm

Place

Birmingham

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The Council will be using its free to use e-tendering system (in-tend) for the administration of this procurement process and potential suppliers must register with the system to be able to express an interest. If you wish to express an interest in this opportunity please click on the following link to access <https://in-tendhost.co.uk/birminghamcc/> and submit your details to register. You will then be sent details on how to log on which will enable you to download all relevant Invitation to Tender (ITT) documentation. If you are unable to register with In-tend or have any questions or problems on how to use this web site please either email us at: cps@birmingham.gov.uk Your completed tender submission should be returned by noon on 26th February 2025 via the 'in-tend' system <https://in-tendhost.co.uk/birminghamcc/>

VI.4) Procedures for review

VI.4.1) Review body

High Court of Justice

London

WC2A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

N/A