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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](mailto:etendering@birmingham.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKG31 - Birmingham

**Internet address(es)**

Main address

[www.finditinbirmingham.com](http://www.finditinbirmingham.com)

Buyer's address

[www.in-tendhost.co.uk/birminghamcc](http://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](http://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](http://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

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## **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

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### **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

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## **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](mailto: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