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Tender

Flexible Light Touch Framework Agreement for Support Worker / Navigator Services

Birmingham City Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

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Changes to notice

This notice has been edited. The [previous version](#) is still available.

Scope

Reference

P3358

Description

Birmingham City Council (the "Council") wishes to establish a Light Touch Open Framework (LTOF) for the provision of Support Worker/Navigator Services. The framework will be available to the Birmingham Children's Trust (BCT).

The scope of the procurement is to establish a framework agreement with a range of providers to deliver support worker/navigator services for Birmingham citizens with multiple disadvantages; for more information see the framework specification document reference 003 P3358 Service Specification. The services will provide a person-centred approach to support and advice in relation to self-management within the systems and services provided. This includes, but is not restricted to, housing, recovery from homelessness (or risk of) and any associated support needs, recovery from substance misuse, trauma-informed support and health care advice and interventions. Some citizens may be rough sleeping, are at risk of rough sleeping or being made homeless.

The framework will commence on 1st April 2026 and will be in place for a period of 6 years with the opportunity to extend for a further 2 years plus 2 years subject to funding and satisfactory performance. The scale and scope of this framework will be reviewed and potentially expanded at various stages during the term of the agreement. Contracts called-off from the framework may extend beyond the expiry date of the framework.

The Procurement Process to appoint organisations to the Light Touch Open Framework will be conducted in accordance with the Procurement Act 2023 as permitted by Section 9 and Schedule 1. This procedure allows for a more flexible approach to the procurement of certain social and health services to undertake a bespoke procurement process that considers elements of the Open Procedure, Framework and Open Framework procedures.

The framework may reopen at various intervals linked to commissioning requirements, funding cycles and extension periods. This will enable commissioners to update the framework as necessary to respond to funding and market developments for the duration of the framework.

The LTOF has been divided into the following Lots.

- Lot 1: Young People aged 16-24 years
- Lot 2: Adults Singles & Couples aged 25 years and over
- Lot 3: Female Only aged 18 years plus

Tenderers may bid for one or more or all Lots and all tenderers who meet the minimum quality criteria will be appointed to the framework.

Where new Lots are introduced onto the LTOF, provision will be made for those providers that have demonstrated appropriate capability to be awarded to the LTOF to transfer to other Lots as appropriate; subject to meeting any additional criteria. This will provide efficiencies in both reduced bidding and evaluation time. This principle will be applied to new and refreshed Lots where appropriate.

There are two procedures the Council can utilise to award Call-Off Contracts for the services required, Call Off With Competition or Call Off Without Competition.

Additional commissioning requirements may be added during the term of the LTOF. The following services and values been identified as potential additions:

- Support for people who have multiple disadvantages
- Support for people with disabilities
- Support for survivors of domestic abuse
- Support for people requiring recovery activities
- Support for families
- Market development for micro companies
- A specific lot for support for families

There may be additional requirements. Any increase in value will be subject to the Council's governance arrangements, market engagement and, where appropriate the re-opening of the LTOF. This may result in additional Lots being added to the LTOF.

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

Total value (estimated)

- £35,000,000 excluding VAT
- £42,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2032
- Possible extension to 1 April 2036
- 10 years, 1 day

Description of possible extension:

The extensions are for a further 2 years plus 2 years subject to funding and satisfactory performance until 2036.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services
- 85300000 - Social work and related services
- 85311000 - Social work services with accommodation
- 85312000 - Social work services without accommodation
- 98000000 - Other community, social and personal services

Contract locations

- UKG31 - Birmingham

Lot LOT-0001. Young People aged 16-24yrs

Description

Supporting young people aged 16-24, who are experiencing homelessness or are at risk of homelessness, and who present with multiple disadvantages. This could include, but is not limited to, poor mental and/or physical health, addictions, offending, or challenging behaviour.

Support will be flexible, to meet the needs of the young person and in line with specific contract requirements. This will be specified at contract call off stage.

Support will be available as needed outside of typical office hours.

Lot value (estimated)

- £0 excluding VAT
- £0 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot LOT-0002. Adults Singles and Couples aged 25 years and over

Description

Supporting adults over the age of 25 who are experiencing homelessness or are at risk of homelessness, and who present with multiple disadvantages. This could include, but is not limited to, poor mental and/or physical health, addictions, offending, or challenging behaviour.

Support will be flexible, to meet the needs of citizens and in line with specific contract requirements. This will be specified at contract call off stage.

Support will be available as needed outside of typical office hours.

Lot value (estimated)

- £0 excluding VAT
- £0 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot LOT-0003. Female Only aged 18 years plus

Description

Supporting women over the age of 18 who are experiencing homelessness or are at risk of homelessness, and who present with multiple disadvantages. This could include, but is not limited to, poor mental and/or physical health, addictions, offending, or challenging behaviour.

Support will be available to citizens who identify as female, regardless of sex at birth.

Support will be flexible, to meet the needs of citizens and in line with specific contract requirements. This will be specified at contract call off stage.

Support will be available as needed outside of typical office hours.

Lot value (estimated)

- £0 excluding VAT
- £0 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Open framework scheme end date (estimated)

1 April 2036

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

0%

Framework operation description

The Council may open the framework to new applications at any time in response to commissioning requirements and as a minimum in year 5 from the commencement of the framework. The framework may be further opened to new applications in Year 5; allowing a refresh of the LTOF to align with the potential final extension periods.

Any organisation awarded a place on the LTOF will be asked if they wish to remain on any subsequent open framework awarded. If yes, the organisation will be asked to confirm whether they wish to amend their tender submission when it is reopened or keep to their original submission. When the LTOF is reopened new submissions will be evaluated which may result in a different ranking for the organisation and may affect contracts awarded without competition.

Where submissions to join the framework are unsuccessful, tenderers can re-apply when the framework is re-opened.

There are two procedures the Council can utilise to award Call-Off Contracts for the services required, Call Off With Competition or Call Off Without Competition.

Call Off contracts can only be awarded to the approved framework providers. Before any award of a contract can take place, the Council will satisfy itself that the Provider is not an excluded supplier or becomes an excludable supplier and meets the required data protection, cyber security and safeguarding requirements.

The Council will identify the call-off procedure which best meet its requirements and retains the option to use either method.

Contract Key Performance Indicators (KPIs) will be defined based on the specific requirements of each Call-Off and will be the responsibility of the relevant service commissioner.

Further details will be detailed in the tender documentation.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Birmingham Children's Trust

Participation

Legal and financial capacity conditions of participation

Lot LOT-0001. Young People aged 16-24yrs

Lot LOT-0002. Adults Singles and Couples aged 25 years and over

Lot LOT-0003. Female Only aged 18 years plus

Further details provided in the tender documentation.

Technical ability conditions of participation

Lot LOT-0001. Young People aged 16-24yrs

Lot LOT-0002. Adults Singles and Couples aged 25 years and over

Lot LOT-0003. Female Only aged 18 years plus

Further details provided in the tender documentation.

Particular suitability

Lot LOT-0001. Young People aged 16-24yrs

Lot LOT-0002. Adults Singles and Couples aged 25 years and over

Lot LOT-0003. Female Only aged 18 years plus

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

13 January 2026, 12:00pm

Tender submission deadline

23 January 2026, 2:00pm

Submission address and any special instructions

This framework agreement is being issued using the Council's e-tendering system 'In-tend' and organisations must ensure that they are registered users. The procurement process will be managed using this system and therefore all bids must be submitted by Tenderers via the 'in-tend' system. <https://in-tendhost.co.uk/birminghamcc>

Registration and use of in-tend is free. All correspondence for this procurement process must be via the in-tend correspondence function and you should not contact any individual directly either by email or by telephone. If you are already a registered user, you do not have to re-register. If you are unable to register with in-tend or are experiencing difficulties, please email the etendering@birmingham.gov.uk.

Tender deadline submission is 2pm on Friday 23rd January 2026

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

17 March 2026

Recurring procurement

Publication date of next tender notice (estimated): 1 November 2030

Award criteria

Name	Description	Type
Simple description	The Council will evaluate framework submissions. The award criteria for each Lot is based on 100% Quality There is different award criteria for the framework and Call Off Contracts; some elements of the process are the same and will be done at both stages. Where the process is different, this is clearly set out in this section. There will be separate Call Off Contract documents.	Price

Weighting description

The Council will evaluate framework submissions. The award criteria for each Lot is based on 100% Quality

There is different award criteria for the framework and Call Off Contracts; some elements of the process are the same and will be done at both stages. Where the process is different, this is clearly set out in this section. There will be separate Call Off Contract documents.

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

Birmingham City Council

- Public Procurement Organisation Number: PCJJ-4826-QMLZ

Council House, 1 Victoria Square

Birmingham

B1 1BB

United Kingdom

Contact name: Commercial and Procurement Services

Email: etendering@birmingham.gov.uk

Website: <http://www.in-tendhost.co.uk/birminghamcc>

Region: UKG31 - Birmingham

Organisation type: Public authority - sub-central government