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Contract

Administration and Resources for Department of Works and Pensions Initiatives

Birmingham City Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-007754

Procurement identifier (OCID): ocds-h6vhtk-052566 ([view related notices](#))

Published 28 January 2026, 4:47pm

Scope

Reference

P2334

Description

For the provision of administration and resources for Department of Work and Pensions initiatives. Council terms and conditions will be used.

To provide the resource that is suitably skilled and experienced and available to deliver the services and provide support (including):

- Administration of Housing Benefit and Council Tax support – Assessing and awarding Housing Benefit and Council Tax support for new applications and change of circumstances in line with the DWP Regulations and Local Authority Procedures.
- Collection of overpaid Benefit – To recover Housing Benefit which has been overpaid and is recoverable, using the various methods available in line with the legislation.

- Administration of Discretionary awards – to assess applications for a discretionary Housing award in line with the H.B and Universal credit guidelines.

Resource to be called off by the Council as and when required

The providers staff will be trained and provided access to the Council's system, once NDAs are in place and security checks undertaken.

The providers I.T. system needs to be compatible with Citrix Client being employed on their devices

Contract 1. Administration and Resources for Department of Works and Pensions Initiatives

Supplier

- [Capita Business Services Limited](#)

Contract value

- £1,746,520 excluding VAT
- £2,095,824 including VAT

Above the relevant threshold

Date signed

26 January 2026

Contract dates

- 1 February 2026 to 31 January 2029
- Possible extension to 31 January 2030
- 4 years

Description of possible extension:

With the option to extend subject to satisfactory performance and funding availability.

Main procurement category

Services

CPV classifications

- 75310000 - Benefit services

Contract locations

- UKG31 - Birmingham

Key performance indicators

Name	Description	Reporting frequency
The average number of days it takes to process a new claim	Evidence of rationalising cost savings for the estate-reports to be produced/submitted quarterly. Timely production of annual service charge reconciliation and budget setting. Regular reporting on debtors and debt recovery plan.	12 months

Name	Description	Reporting frequency
The average number of days it takes to process change in circumstances	Measurable using the SHBE (single Housing Benefit Extract) report which details the time it takes from receipt to payment on each claim/change. This is used to also report the performance to the DWP.	12 months
Social Value	That agreed outputs and timelines are met	12 months

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

Capita Business Services Limited

- Public Procurement Organisation Number: PGJV-4881-DTGT

First Floor, 2 Kingdom Street

London

W2 6BD

United Kingdom

Email: judith.keech@capita.com

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Administration and Resources for Department of Works and Pensions Initiatives

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