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Contract

## **Provision of welfare benefit, debt and housing advice services**

Birmingham City Council

F03: Contract award notice

Notice identifier: 2025/S 000-035057

Procurement identifier (OCID): ocds-h6vhtk-04be51

Published 25 June 2025, 12:57pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Birmingham City Council

Victoria Square

Birmingham

#### **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.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**

Provision of welfare benefit, debt and housing advice services

Reference number

P0823\_2024

#### **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 of welfare benefit, debt and housing advice services. This contract is for independent third sector advice providers to deliver services relating primarily to welfare benefits, debt and housing advice to the citizens of Birmingham via face-to-face advice services. These services will likely be

collocated with the Council within Community Library Hubs. There will be flexibility to deal with brief enquiries as well as to provide more detailed casework that delivers sustained improved financial and other outcomes for citizens. The services have been divided into 4 Lots: Lot 1 - Face-to-Face Advice and Area Leadership Role - North Lot 2 - Face-to-Face Advice and Area Leadership Role - South Lot 3 - Face-to-Face Advice and Area Leadership Role - East Lot 4 - Face-to-Face Advice and Area Leadership Role – West and Central

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £2,000,000

### **II.2) Description**

#### **II.2.1) Title**

Face-to-Face Advice and Area Leadership Role - North

Lot No

1

#### **II.2.2) Additional CPV code(s)**

- 75200000 - Provision of services to the community

#### **II.2.3) Place of performance**

NUTS codes

- UKG31 - Birmingham

#### **II.2.4) Description of the procurement**

The Council wishes to use the overall resources available to:- Maximise the availability of face-to-face advice services to citizens via 'Community Library 'Hubs' and potentially at other community 'spokes' or other community events within the city. - Improve collaborative working at a local level between advice providers and the Council- Continue the local area leadership lead role for advice partners. - Develop a greater focus on preventative advice, digital first and self-serve options for citizens.- Contribute toward improved financial and public health outcomes Face-to-Face Advice and Area Leadership Role - North

### **II.2.5) Award criteria**

Quality criterion - Name: Quality and Social Value / Weighting: 70% and 20%

Price - Weighting: Price 10%

### **II.2.11) Information about options**

Options: Yes

Description of options

Provision to extend for up to an additional 2 years subject to requirements and satisfactory performance. A break clause will be within the contract throughout its duration to reflect the uncertain nature of the Public Health contribution to the overall contract funding.

### **II.2.13) Information about European Union Funds**

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

## **II.2) Description**

### **II.2.1) Title**

Face-to-Face Advice and Area Leadership Role - South

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 75200000 - Provision of services to the community

### **II.2.3) Place of performance**

NUTS codes

- UKG31 - Birmingham

### **II.2.4) Description of the procurement**

The Council wishes to use the overall resources available to:- Maximise the availability of face-to-face advice services to citizens via 'Community Library 'Hubs' and potentially at

other community 'spokes' or other community events within the city. - Improve collaborative working at a local level between advice providers and the Council- Continue the local area leadership lead role for advice partners. - Develop a greater focus on preventative advice, digital first and self-serve options for citizens.- Contribute toward improved financial and public health outcomes Face-to-Face Advice and Area Leadership Role - South

### **II.2.5) Award criteria**

Quality criterion - Name: Quality and Social Value / Weighting: 70% and 20%

Price - Weighting: Price 10%

### **II.2.11) Information about options**

Options: Yes

Description of options

Provision to extend for up to an additional 2 years subject to requirements and satisfactory performance. A break clause will be within the contract throughout its duration to reflect the uncertain nature of the Public Health contribution to the overall contract funding.

### **II.2.13) Information about European Union Funds**

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

## **II.2) Description**

### **II.2.1) Title**

Face-to-Face Advice and Area Leadership Role - East

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 75200000 - Provision of services to the community

### **II.2.3) Place of performance**

NUTS codes

- UKG31 - Birmingham

#### **II.2.4) Description of the procurement**

The Council wishes to use the overall resources available to:- Maximise the availability of face-to-face advice services to citizens via 'Community Library 'Hubs' and potentially at other community 'spokes' or other community events within the city. - Improve collaborative working at a local level between advice providers and the Council- Continue the local area leadership lead role for advice partners. - Develop a greater focus on preventative advice, digital first and self-serve options for citizens.- Contribute toward improved financial and public health outcomes  
Face-to-Face Advice and Area Leadership Role - East

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality and Social Value / Weighting: 70% and 20%

Price - Weighting: Price 10%

#### **II.2.11) Information about options**

Options: Yes

Description of options

Provision to extend for up to an additional 2 years subject to requirements and satisfactory performance. A break clause will be within the contract throughout its duration to reflect the uncertain nature of the Public Health contribution to the overall contract funding.

#### **II.2.13) Information about European Union Funds**

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

## **II.2) Description**

### **II.2.1) Title**

Face-to-Face Advice and Area Leadership Role – West and Central

Lot No

4

**II.2.2) Additional CPV code(s)**

- 75200000 - Provision of services to the community

**II.2.3) Place of performance**

NUTS codes

- UKG31 - Birmingham

**II.2.4) Description of the procurement**

The Council wishes to use the overall resources available to:- Maximise the availability of face-to-face advice services to citizens via 'Community Library 'Hubs' and potentially at other community 'spokes' or other community events within the city. - Improve collaborative working at a local level between advice providers and the Council- Continue the local area leadership lead role for advice partners. - Develop a greater focus on preventative advice, digital first and self-serve options for citizens.- Contribute toward improved financial and public health outcomes Face-to-Face Advice and Area Leadership Role – West and Central

**II.2.5) Award criteria**

Quality criterion - Name: Quality and Social Value / Weighting: 70% and 20%

Price - Weighting: Price 10%

**II.2.11) Information about options**

Options: Yes

Description of options

Provision to extend for up to an additional 2 years subject to requirements and satisfactory performance. A break clause will be within the contract throughout its duration to reflect the uncertain nature of the Public Health contribution to the overall contract funding.

**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 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.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-037963](#)

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## **Section V. Award of contract**

### **Contract No**

P0823\_2024

### **Lot No**

1

### **Title**

Face-to-Face Advice & Area Leadership Role - North

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

28 May 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Birmingham Citizens Advice Bureau Service Limited

First Floor, Wellington House, 31-34 Waterloo Street

Birmingham

B2 5TJ

Country

United Kingdom

NUTS code

- UKG31 - Birmingham

Internet address

[www.bcabs.org.uk](http://www.bcabs.org.uk)

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £50,000

Total value of the contract/lot: £50,000

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## **Section V. Award of contract**

### **Contract No**

P0823\_2024

### **Lot No**

2

### **Title**

Face-to-Face Advice & Area Leadership Role - South

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

28 May 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Birmingham Settlement

Sports & Community Centre, 600 Kingstanding Road

Birmingham

B44 9SH

Country

United Kingdom

NUTS code

- UKG31 - Birmingham

Internet address

[www.birminghamsettlement.org.uk](http://www.birminghamsettlement.org.uk)

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £496,312

Total value of the contract/lot: £496,312

## **Section V. Award of contract**

### **Contract No**

P0823\_2024

### **Lot No**

3

### **Title**

Face-to-Face Advice & Area Leadership Role - East

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

28 May 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Birmingham Citizens Advice Bureau Service Limited

First Floor, Wellington House, 31-34 Waterloo Street

Birmingham

B2 5TJ

Country

United Kingdom

NUTS code

- UKG31 - Birmingham

Internet address

[www.bcabs.org.uk](http://www.bcabs.org.uk)

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £50,000

Total value of the contract/lot: £50,000

## **Section V. Award of contract**

### **Contract No**

P0823\_2024

### **Lot No**

4

### **Title**

Face-to-Face Advice & Area Leadership Role – West & Central

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

28 May 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Birmingham Settlement

Sports & Community Centre, 600 Kingstanding Road

Birmingham

B44 9SH

Country

United Kingdom

NUTS code

- UKG31 - Birmingham

Internet address

[www.birminghamsettlement.org.uk](http://www.birminghamsettlement.org.uk)

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £496,312

Total value of the contract/lot: £496,312

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court of Justice

Royal Courts of Justice, Strand

London

WC2A 2LL

Country

United Kingdom