

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/035057-2025>

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): ocids-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

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.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**

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 outcomesFace-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

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](#)

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

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

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

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

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

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 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