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Contract

## **P2185 - Mediation services for social housing tenants and housing options**

Birmingham City Council

F03: Contract award notice

Notice identifier: 2025/S 000-040816

Procurement identifier (OCID): ocids-h6vhtk-04d65c

Published 17 July 2025, 10:55am

### **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.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**

P2185 - 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.1.6) Information about lots**

This contract is divided into lots: No

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

Value excluding VAT: £600,000

### **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 breaches 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**

Quality criterion - Name: Quality and Social Value / Weighting: 50% and 20%

Price - Weighting: Price 30%

#### **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 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: [2025/S 000-002670](#)

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

### **Contract No**

P2185

### **Title**

P2185 - Mediation services for social housing tenants and housing options

A contract/lot is awarded: Yes

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

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

1 June 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**

Smile Mediation Ltd

62 to 64 Yorkshire Street, Burnley

Lancashire

BB11 3BT

Country

United Kingdom

NUTS code

- UKD4 - Lancashire

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: £391,200

Total value of the contract/lot: £391,200

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## **Section VI. Complementary information**

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

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

High Court of Justice

London

WC2A 2LL

Country

United Kingdom