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Planning

Preliminary Market Engagement for the Management and Delivery of a Belfast Citywide Appeals Service

Belfast City Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-043295

Procurement identifier (OCID): ocds-h6vhtk-0544e3 ([view related notices](#))

Published 28 July 2025, 9:06am

Scope

Reference

T2652

Description

The purpose of this Notice is to notify the market of Belfast City Council's intention to hold a pre-market engagement/consultation session with interested parties to inform them of a new tender regarding the requirement for a new Belfast Citywide Appeals Service.

The Council wishes to appoint an experienced Contractor to manage and deliver a Belfast Citywide Appeals Service, which will cover a full range of issues including benefits, appeals / tribunal support and representation, basic money and debt, consumer issues, basic immigration, administration of justice, human rights, employment, housing, education and health & disability.

Total value (estimated)

- £1,215,000 excluding VAT
- £1,458,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2030
- 4 years

Main procurement category

Services

CPV classifications

- 75200000 - Provision of services to the community
- 98000000 - Other community, social and personal services
- 98133100 - Civic betterment and community facility support services

Contract locations

- UKN06 - Belfast
-

Engagement

Engagement deadline

13 August 2025

Engagement process description

As previously mentioned, the Council wishes to appoint an experienced Contractor to manage and deliver a Belfast Citywide Appeals Service, which will cover a full range of issues including benefits, appeals / tribunal support and representation, basic money and debt, consumer issues, basic immigration, administration of justice, human rights, employment, housing, education and health & disability?

The aim is to have a contract that will run for a maximum of 4.5 years to provide flexible delivery of the service with engagement with clients, based on individual needs and circumstances, by telephone, face-to-face, on-line, etc. making use of technology and modern methods of delivery / engagement. The service will make use of mechanisms that will enable referrals, linking clients with the required appeals support around issues that include, debt, employment, housing, education, health and disability, immigration and complex social security issues.

With the appropriately qualified advisors, the service should be delivered in premises that are fully disabled accessible; have private interview room/s; be in a location which is accessible by public transport and considered neutral and acceptable to all sections of the community; have appropriate facilities for storage of confidential information and equipment; open five days per week with at least one early evening or weekend session.

The Council will be holding a consultation session at 11am on Wednesday 13th August 2025. The session will be a short presentation on MS Teams, which will give a brief overview of the requirements of the new Citywide Appeals Service and an overview of the procurement process, including an indicative timeline. Representatives from the Councils Community Support and Commercial and Procurement Services teams will be present. Those interested in attending should register their interest by sending an email "FAO Rachel Crothers" to cps@belfastcity.gov.uk no later than 4pm Tuesday 11th August 2025.

Participation

Particular suitability

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

Submission

Publication date of tender notice (estimated)

1 September 2025

Contracting authority

Belfast City Council

- Public Procurement Organisation Number: PQXY-5321-CGZM

9-21 Adelaide Street

Belfast

BT2 8DJ

United Kingdom

Email: cps@belfastcity.gov.uk

Region: UKN06 - Belfast

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Northern Ireland