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Tender

Management and Delivery of a Belfast Citywide Appeals Service

Belfast City Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-055700

Procurement identifier (OCID): ocids-h6vhtk-0544e3

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Scope

Reference

T2652

Description

This procurement is in relation to the management and delivery of a Belfast Citywide Appeals Service.

Belfast City Council wish to appoint an experienced Contractor who will provide suitably qualified advisors and administration support, to provide an accessible, high quality, confidential Belfast City appeals service that will provide support for people to prepare cases that will be considered by the Appeals Service administered by the Court Service (Northern Ireland), and provide representation at relevant appeals, ensuring an effective appeals service for clients.

Total value (estimated)

- £1,080,000 excluding VAT
- £1,296,000 including VAT

Above the relevant threshold

Contract dates (estimated)

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

Description of possible extension:

The Council reserves the right to extend/renew the Contract up to a further two periods of twelve months. Any extension may be subject to further approval by Council Committee, availability of funding and satisfactory performance of the Contractor.

Options

The right to additional purchases while the contract is valid.

If required, Council reserves the right to add additional requirements to the management and delivery of the Service under this Contract during the Contract Period including but not limited to:

- Additional services:- changes associated with the Appeals Service that would accommodate changes to policies, procedures and working practices around the Welfare Benefits' System.

The Council reserves the right to add or remove objectives to or from the Contract in line with requirements.

Any contract variation may be subject to further Council internal approvals and be in accordance with the provisions of the Procurement Act 2023.

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

Participation

Legal and financial capacity conditions of participation

Modern Slavery Statement.

GDPR Compliance.

Safeguarding.

Insurances.

Financial Standing.

See tender documents for further information.

Technical ability conditions of participation

Previous Company Experience.

Social Value Procurement Policy - Organisational Behaviours.

Registration with Advice NI.

IT System - Advice Pro (License).

See tender documents for further information.

Submission

Enquiry deadline

1 October 2025, 12:00pm

Tender submission deadline

8 October 2025, 12:00pm

Submission address and any special instructions

<https://e-sourcingni.bravosolution.co.uk>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

28 November 2025

Recurring procurement

Publication date of next tender notice (estimated): 1 August 2029

Award criteria

| Name | Type | Weighting |
|---------------------------------------|-------------|------------------|
| Cost | Cost | 20% |
| Implementation and Mobilisation Plan | Quality | 15% |
| Approach and Methodology | Quality | 15% |
| Social Value | Quality | 15% |
| Management, Resources and Systems | Quality | 10% |
| Monitoring and Performance Management | Quality | 10% |
| Communications | Quality | 10% |
| Administration | Quality | 5% |

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

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