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Planning

Administration and Resources for Department of Works and Pensions Initiatives

Birmingham City Council

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

Notice identifier: 2025/S 000-061929

Procurement identifier (OCID): ocds-h6vhtk-052566 ([view related notices](#))

Published 2 October 2025, 5:56pm

Scope

Reference

P2334a

Description

Birmingham City Council (the "Council") is seeking to appoint an organisation for the provision of administration and resources for Department of Work and Pensions initiatives. Council terms and conditions will be used.

To provide the resource that is suitably skilled and experienced and available to deliver the services and provide support (including):

- Administration of Housing Benefit and Council Tax support – Assessing and awarding Housing Benefit and Council Tax support for new applications and change of circumstances in line with the DWP Regulations and Local Authority Procedures.
- Collection of overpaid Benefit – To recover Housing Benefit which has been overpaid

and is recoverable, using the various methods available in line with the legislation.

- Administration of Discretionary awards – to assess applications for a discretionary Housing award in line with the H.B and Universal credit guidelines.

Resource to be called off by the Council as and when required

The providers staff will be trained and provided access to the Council's system, once NDAs are in place and security checks undertaken.

The providers I.T. system needs to be compatible with Citrix Client being employed on their devices

Total value (estimated)

- £2,000,000 excluding VAT
- £2,400,000 including VAT

Contract dates (estimated)

- 1 February 2026 to 31 January 2029
- Possible extension to 31 January 2030
- 4 years

Main procurement category

Services

CPV classifications

- 66523100 - Pension fund administration services

- 75310000 - Benefit services

Contract locations

- UKG31 - Birmingham

Engagement

Engagement deadline

9 October 2025

Engagement process description

A market engagement questionnaire for interested suppliers to complete and return back via the Intend portal by the deadline of 5pm on 13th October 2025. The Council review the questionnaire responses may use some of the responses to help formulate the KPI's, scope, pricing model etc. This market engagement forms part of research around the project options and the soft market assessment is purely investigatory in nature, although it may be used to assist the Council in defining the tender documents for this procurement. This is not a formal tender notice and call for competition at this stage, and this will follow. The current aim is to then issue a tender notice and tender documents towards the end of October to be returned towards end of November. Pre-Market Engagement Questionnaire deadline is noon on 15pm on 13th October 2025. Please submit via the Council's Intend Portal www.intendhost.co.uk/birminghamcc

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

29 October 2025

Contracting authority

Birmingham City Council

- Public Procurement Organisation Number: PCJJ-4826-QMLZ

Council House, 1 Victoria Square

Birmingham

B1 1BB

United Kingdom

Contact name: Commercial and Procurement Services

Email: etendering@birmingham.gov.uk

Website: <http://www.in-tendhost.co.uk/birminghamcc>

Region: UKG31 - Birmingham

Organisation type: Public authority - sub-central government