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Tender

Administration and Resources for Department of Works and Pensions Initiatives

Birmingham City Council

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

Notice identifier: 2025/S 000-068344

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

Published 24 October 2025, 5:00pm

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

Above the relevant threshold

Contract dates (estimated)

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

Description of possible extension:

With the option to extend for a further 1 year

Main procurement category

Services

CPV classifications

- 66523100 - Pension fund administration services
- 75310000 - Benefit services

Contract locations

- UKG31 - Birmingham

Submission

Enquiry deadline

18 November 2025, 12:00pm

Tender submission deadline

28 November 2025, 12:00pm

Submission address and any special instructions

This tender is being issued using the Council's e-tendering system 'In-tend' and organisations must ensure that they are registered users. The procurement process will be managed using this system and therefore all bids must be submitted by Tenderers via the 'in-tend' system. <https://in-tendhost.co.uk/birminghamcc> Registration and use of in-tend is free. All correspondence for this procurement process must be via the in-tend correspondence function and you should not contact any individual directly either by email or by telephone. If you are already a registered user, you do not have to re-register. If you are unable to register with in-tend or are experiencing difficulties, please email the etendering@birmingham.gov.uk.

Tender deadline submission is noon on 28th November 2025.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

19 December 2025

Award criteria

Name	Description	Type
Simple description	Evaluation criteria is Quality 50%, Social Value 20% and Price 30% which totals to 100%	Price

Weighting description

Evaluation criteria is Quality 50%, Social Value 20% and Price 30% which totals to 100%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

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