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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

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## **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](mailto: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

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## **Award criteria**

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

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## **Weighting description**

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

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## **Other information**

### **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Open procedure

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## **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](mailto:etendering@birmingham.gov.uk)

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

Region: UKG31 - Birmingham

Organisation type: Public authority - sub-central government