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Tender

## **Welfare Benefits & Tribunal Service**

City of Doncaster Council

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

Notice identifier: 2025/S 000-068835

Procurement identifier (OCID): ocds-h6vhtk-05d4ec

Published 28 October 2025, 10:30am

### **Scope**

### **Reference**

WBAT

### **Description**

City of Doncaster Council (DCD) wishes to commission a Welfare Benefits and Tribunal Service (WBATS) for the whole of the Doncaster area. The primary purpose of this Service will be to support adults with multiple and complex needs who have a disability or long term health condition and their carers with welfare benefits and tribunal representation. The aim is to ensure that these people are aware of and are able to take up their rights to welfare benefits, thereby maximising their income and improving their independence and choice. Service Aims The service is designed to: Maximise income for individuals with complex needs. Support improvements in independence, health, wellbeing, and life opportunities. Focus on people who struggle to navigate the benefits system or use digital technology to make claims. Encourage self-help and independence for those who are capable, by signposting them to digital tools or community support (e.g. libraries). Key Service Elements The service will include: Signposting: Directing capable individuals to resources for self-service. Includes digital tools, community support, and organisations in the Voluntary, Community and Faith Sector. Benefit Entitlement

Assessments: Calculating what benefits individuals are eligible for. Claim Form Assistance: Helping complete benefit applications. Providing follow-up casework. Complex Casework: Preparing submissions for revisions, supersessions, or appeals. Tribunal Support: Handling tribunal casework. Providing representation at tribunals.

### **Total value (estimated)**

- £323,901 excluding VAT
- £388,681.20 including VAT

Below the relevant threshold

### **Contract dates (estimated)**

- 1 April 2026 to 2 April 2029
- Possible extension to 2 April 2030
- 4 years, 2 days

Description of possible extension:

1x up to 12 month extension at the sole discretion of the council

### **Main procurement category**

Services

### **CPV classifications**

- 75310000 - Benefit services

## **Contract locations**

- UK - United Kingdom
- 

## **Participation**

### **Particular suitability**

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

### **Enquiry deadline**

17 November 2025, 12:00pm

### **Tender submission deadline**

27 November 2025, 12:00pm

### **Submission address and any special instructions**

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=98291&B=](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=98291&B=)

**Tenders may be submitted electronically**

Yes

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## **Award criteria**

Please refer to the tender documentation, Section 1 part C Evaluation Criteria

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## **Procedure**

### **Procedure type**

Below threshold - open competition

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## **Contracting authority**

### **City of Doncaster Council**

- Public Procurement Organisation Number: PLHR-4113-HMNQ

Civic Office, Waterdale

Doncaster

DN1 3BU

United Kingdom

Contact name: Samantha Blakeley

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Region: UKE31 - Barnsley, Doncaster and Rotherham

Organisation type: Public authority - sub-central government