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Award

Management and Delivery of a Belfast Citywide Appeals Service

Belfast City Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-077080

Procurement identifier (OCID): ocds-h6vhtk-0544e3 ([view related notices](#))

Published 26 November 2025, 9:26am

Scope

Reference

T2652

Description

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

Belfast City Council wishes 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.

Contract 1. Management and Delivery of a Belfast Citywide Appeals Service

Supplier

- Advice Space

Contract value

- £1,296,000 including VAT

Above the relevant threshold

Award decision date

26 November 2025

Date assessment summaries were sent to tenderers

26 November 2025

Standstill period

- End: 8 December 2025
- 8 working days

Earliest date the contract will be signed

9 December 2025

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.

Main procurement category

Services

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.

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

Information about tenders

- 2 tenders received
- 2 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 1 supplier unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Supplier

Advice Space

- Public Procurement Organisation Number: PLZN-8982-WNTP

58 Howard Street

Belfast

BT1 6PJ

United Kingdom

Email: peterm@advicespace.me

Region: UKN06 - Belfast

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Management and Delivery of a Belfast Citywide Appeals Service

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