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Award

Disagreement Resolution and Mediation Services (DRMS)

Liverpool City Council

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

Notice identifier: 2026/S 000-003772

Procurement identifier (OCID): ocds-h6vhtk-0586ac ([view related notices](#))

Published 16 January 2026, 10:30am

Scope

Reference

DN786664

Description

Liverpool City Council is required to provide disagreement resolution and mediation services in accordance with its statutory duties under the Children and Families Act 2014. These services include disagreement resolution, mediation advice, and mediation, each serving a distinct role within the legal framework.

The services are delivered independently of the Council, ensuring impartiality and confidentiality. They offer families and young people an opportunity to resolve disputes at an early stage, helping to avoid formal legal proceedings and reducing the need for time-consuming and costly appeals to the Special Educational Needs and Disability (SEND) Tribunal.

Contract 1

Supplier

- WHY MEDIATE LIMITED

Contract value

- £410,750 excluding VAT
- £492,900 including VAT

Below the relevant threshold

Award decision date

15 January 2026

Earliest date the contract will be signed

31 January 2026

Contract dates (estimated)

- 1 February 2026 to 31 January 2028
- Possible extension to 31 July 2028
- 2 years, 6 months

Description of possible extension:

The authority reserves the right to apply a 6-month extension option, contingent on the contractor demonstrating satisfactory performance throughout the contract term.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

For the duration of the contract, the authority may exercise the right to place additional purchase orders as necessary and within the scope of the original agreement.

CPV classifications

- 79110000 - Legal advisory and representation services

Contract locations

- UKD72 - Liverpool

Information about tenders

- 4 tenders received
- 4 tenders assessed in the final stage:
 - 3 submitted by small and medium-sized enterprises (SME)

- 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 3 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Below threshold - open competition

Special regime

Light touch

Supplier

WHY MEDIATE LIMITED

- Companies House: 09148466
- Public Procurement Organisation Number: PXDC-1269-PQCL

Enterprise House The Courtyard

Bromborough

CH62 4UE

United Kingdom

Email: help@mediatelegal.co.uk

Website: <http://www.mediatelegal.co.uk>

Region: UKD74 - Wirral

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Liverpool City Council

- Public Procurement Organisation Number: PRVY-7813-WLPG

Cunard Building

Liverpool

L3 1DS

United Kingdom

Email: commercialprocurement@liverpool.gov.uk

Region: UKD72 - Liverpool

Organisation type: Public authority - sub-central government