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Contract

Mediation Services

Onward Homes

F03: Contract award notice

Notice identifier: 2023/S 000-006876

Procurement identifier (OCID): ocds-h6vhtk-036b08

Published 9 March 2023, 11:33am

Section I: Contracting authority

I.1) Name and addresses

Onward Homes

Renaissance Court, 2 Christie Way, Didsbury

Manchester

Contact

Lewis Sinkala

Email

lewis.sinkala@onward.co.uk

Country

United Kingdom

NUTS code

UKD - North West (England)

Internet address(es)

Main address

<https://www.onward.co.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Mediation Services

Reference number

OG-P1152

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Onward Homes are looking for a single provider to provide a Neighbour and Community Mediation service and advice covering Liverpool, Manchester and Lancashire; The scope of services to be provided under the contract is as follows:

- Provision of a consistent Neighbour and Community Mediation service to all of Onward Tenants within all of the Onward Neighbourhoods.
- Provide support/advice to resolve disputes to help those involved reach an agreement by ensuring all mediation is kept open and that improved or developed communication is held between all parties.
- Provision of a mediation service that is easily accessible to Onward Staff with a clear agreed pathway for secure referrals to be made.
- Provision of ad hoc mediation advice.

The duration will be two (2) years with an option to extend for one (1) year. The value of the procurement is estimated to be £72,000 per annum.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £166,000

II.2) Description

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

Onward Homes are looking for a single provider to provide a Neighbour and Community Mediation service and advice covering Liverpool, Manchester and Lancashire; The scope of services to be provided under the contract is as follows: • Provision of a consistent Neighbour and Community Mediation service to all of Onward Tenants within all of the Onward Neighbourhoods. • Provide support/advice to resolve disputes to help those involved reach an agreement by ensuring all mediation is kept open and that improved or developed communication is held between all parties. • Provision of a mediation service that is easily accessible to Onward Staff with a clear agreed pathway for secure referrals to be made. • Provision of ad hoc mediation advice. The duration will be two (2) years with an option to extend for one (1) year. The value of the procurement is estimated to be £72,000 per annum.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-026716](#)

Section V. Award of contract

Title

Mediation Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 January 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Link Mediation Limited

Liverpool

L1 0AB

Country

United Kingdom

NUTS code

- UKD - North West (England)

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £166,000

Total value of the contract/lot: £249,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Onward Homes Ltd

Manchester

Country

United Kingdom