

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/015413-2025>

Planning

Integrated Mediation and Disagreement Resolution For Young People and Parents and Carers of Children with Special Educational Needs and/or Disabilities

Norfolk County Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-015413

Procurement identifier (OCID): ocds-h6vhtk-0503a6 ([view related notices](#))

Published 16 April 2025, 9:43am

Scope

Reference

NCCT43111

Description

This is a Preliminary Market Engagement Notice(PMEN) for information purposes only. It is not a formal invitation to tender. Norfolk County council is looking to award a contract for the provision of SEND Mediation and Disagreement Resolution. The Children and Families Act 2014 requires Mediation and Disagreement Resolution (MDR) services to be put in place by Local Authorities and health commissioners.

Total value (estimated)

- £1,200,000 excluding VAT
- £1,440,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 August 2025 to 31 July 2028
- Possible extension to 31 July 2031
- 6 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKH15 - Norwich and East Norfolk
- UKH16 - North and West Norfolk
- UKH17 - Breckland and South Norfolk

Engagement

Engagement deadline

25 February 2025

The engagement was carried out before this notice was published.

Engagement process description

This is a Preliminary Market Engagement Notice(PMEN) for information purposes only. It is not a formal invitation to tender. You will need to respond to the tender notice in order to be considered for these contracts. The purpose of this PMEN is to maximise transparency and competition for the upcoming tender notice. All details in this PMEN are subject to being updated or changed in the tender notice. We are publishing this notice to share engagement outputs and to ensure as wider audience as possible are aware and informed of Norfolk County Council's intentions. Market engagement has taken place. The engagement was advertised under a prior information notice (PIN)published under the Public Contract 2015 regulations 2025/S 000-002473. This engagement was carried out by commissioners. The opportunity was advertised via PINs under the Public Contract Regulations 2015.

Initial Market engagement for adoption support was held on Monday 10th February 2025 via Teams webinar. We

used the engagement to discuss our requirements, the tender process we are proposing and expectations of all parties.

Information provided at the engagement in the form of slides and notes are available to be viewed via the clarification tab. These documents can be viewed by registering on the Norfolk County Council in-tend portal, expressing an interest in this tender. A tender notice will be published to advertise this opportunity .

This procurement will be managed electronically via the Council's e-procurement system. To participate in this procurement and gain access to documents when they are available, applicants must first be registered on the system at

<https://in-tendhost.co.uk/norfolkcc> (<https://intendhost.co.uk/norfolkcc>).

Full instructions for registration and use of the system can be found at

<https://in-tendhost.co.uk/norfolkcc.aspx/BuyerProfiles>

(<https://in-tendhost.co.uk/norfolkcc.aspx/BuyerProfiles>)

.Once registered you will be able to see the procurement project under the 'tenders' section and 'express an interest' in this tender. If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +44 8442728810 or e-mailing

support@in-tend.co.uk

We then had further market engagement in the form of 1 to 1's via teams with interested parties on the 20th and 25th February 2025, to share their views on a few topic areas to help shape the service specification and our performance management framework. Our areas of interest were:• Participation in mediation and disagreement resolution of school-age children and for young people post-16 years. • Pricing mechanisms for the service • Meeting the volume of demand for the service • Key performance indicators for this type of service. The engagement was advertised under a prior information notice (PIN) published under the Public Contract 2015 regulations 2025/S 000-004982. This engagement was carried out by commissioners. The opportunity was advertised via PINs under the Public Contract Regulations 2015.

Participation

Particular suitability

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

Procedure

Special regime

Light touch

Contracting authority

Norfolk County Council

- Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

NR1 2DH

United Kingdom

Email: sourcingteam@norfolk.gov.uk

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government