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Tender

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

Norfolk County Council

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

Notice identifier: 2025/S 000-015860

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

Published 17 April 2025, 11:55am

Scope

Reference

NCCT43111

Description

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.

Norfolk's MDR service is jointly commissioned between Norfolk County Council and NHS Norfolk and Waveney Integrated Care Board (ICB).

Disagreement Resolution and Mediation is a voluntary, private and confidential process. The aim is to bring people together in a facilitated way to find solutions to their disagreements.

It can save time and pressure for all involved and it can help re-build relationships that have broken down. Early resolution of disagreements benefits children, young people, parents, carers, institutions, and professionals' party to the disagreement.

- Mediation focuses on elements of an Education Health and Care Plan (EHCP) in education, social care, or health. It is used at various stages of the process and is specifically linked to decisions about EHCP needs assessments and plans.

- Disagreement Resolution focuses on any element of SEND provision, not just those who are being assessed for (or have) an EHCP.

Total value (estimated)

- £600,000 excluding VAT
- £720,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2025 to 31 August 2028
- 3 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

Participation

Legal and financial capacity conditions of participation

The Council will be assessing the legal, financial and technical ability of bidders to perform the contract being procured as set out in the Invitation to Tender. This assessment includes past experience, financial suitability, health and safety, modern slavery and references. These are all designated as pass/fail criteria.

Particular suitability

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

Submission

Enquiry deadline

9 May 2025, 11:00am

Tender submission deadline

19 May 2025, 11:00am

Submission address and any special instructions

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/asp/BuyerProfiles>

(<https://in-tendhost.co.uk/norfolkcc/asp/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

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

20 June 2025

Recurring procurement

Publication date of next tender notice (estimated): 17 April 2028

Award criteria

Name	Description	Type	Weighting
Service Delivery Plan		Quality	35%
Management of the Service		Quality	35%
Price	Pricing is split as following MIAS (8%) Mediation (15%) Disagreement Resolution (2%) Late Cancellation / resolved pre - meeting (5%)	Price	30%

Other information

Payment terms

As per the terms and condition issued with this procurement.

Description of risks to contract performance

Norfolk County Council has joined the government's Devolution Priority Programme.

This process has the potential to lead to the establishment of a county combined authority

for Norfolk and Suffolk, with strategic powers, headed by an elected mayor. A consultation is under way.

Government has also invited participation by Norfolk in Local Government Review. This process has the potential to lead to unitary local government in Norfolk. One of these changes could happen without the other. The contract may be assigned or novated to any successor authority(ies) to Norfolk County Council or to any joint body incorporating or formed by any such successor. The County Council or a successor authority or joint body may order services on behalf of other local authorities serving any area within Norfolk's current geographical boundaries.

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Documents

Associated tender documents

[MDR Needs Assessment Mar 25 Scedule 1 Appendix 1.docx](#)

[MDR Service Spec fv.docx](#)

[Performance Schedule - MDR VF.docx](#)

[Schedule 1 Appendix 3 Flourishing-in-norfolk-strategy \(1\).pdf](#)

[Schedule 1, appendix 2 Key Contacts.docx](#)

[VF Children for NCCT43111 Mediation and Disagreement resolution MDR.docx](#)

[fv Mediation and Disagreement Resolution ITT.docx](#)

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