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Contract

Mediation and Neutral Evaluation Services

NHS Litigation Authority

F03: Contract award notice

Notice identifier: 2025/S 000-052624

Procurement identifier (OCID): ocds-h6vhtk-04d011

Published 29 August 2025, 8:14pm

Section I: Contracting authority

I.1) Name and addresses

NHS Litigation Authority

8th Floor, 10 South Colonnade, Canary Wharf

London

E14 4PU

Contact

Procurement and Contracts

Email

nhsr.procurement@nhs.net

Telephone

+44 2078112700

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://www.resolution.nhs.uk/>

Buyer's address

<https://www.resolution.nhs.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Mediation and Neutral Evaluation Services

Reference number

NHSR_177

II.1.2) Main CPV code

- 79140000 - Legal advisory and information services

II.1.3) Type of contract

Services

II.1.4) Short description

This service covers;

- A mediation service for the resolution of disputes arising from personal injury and clinical negligence incidents and/or claims (Lot 1);
- A mediation service for the resolution of disputes arising from claims for legal costs (Lot 2); and
- A neutral evaluation service for the resolution of disputes arising from personal injury and clinical negligence incidents and/or claims, including legal costs disputes (Lot 3)

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £12,300,000

II.2) Description

II.2.1) Title

Lot 1- 1. Technical Envelope

Lot No

1

II.2.2) Additional CPV code(s)

- 79140000 - Legal advisory and information services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Mediation and Neutral Evaluation Services

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Quality criterion - Name: social value / Weighting: 10

Price - Weighting: 30

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

II.2) Description

II.2.1) Title

Lot 2- 1. Technical Envelope

Lot No

2

II.2.2) Additional CPV code(s)

- 79140000 - Legal advisory and information services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Yet to be awarded

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 30

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

II.2) Description

II.2.1) Title

Lot 3- 1. Technical Envelope

Lot No

3

II.2.2) Additional CPV code(s)

- 79140000 - Legal advisory and information services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Mediation and Neutral Evaluation services

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 30

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-001271](#)

Section V. Award of contract

Lot No

Lot 1

Title

Lot 1 Mediation Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 July 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Trust Mediation Ltd

80 Mount Street, Nottingham, England, NG1 6HH

Nottingham

NG1 6HH

Country

United Kingdom

NUTS code

- UKI - London

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: £12,300,000

Total value of the contract/lot: £12,300,000

Section V. Award of contract

Lot No

Lot 1

Title

Lot 1 Mediation Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 July 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Global Mediation Limited

Molteno House, 302 Regents Park Road, London

London

N3 2JX

Telephone

+44 2039114321

Country

United Kingdom

NUTS code

- UKI - London

National registration number

03825882

Internet address

<http://www.globalmediation.co.uk>

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: £12,300,000

Total value of the contract/lot: £12,300,000

Section V. Award of contract

Lot No

Lot 1

Title

Lot 1 Mediation Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 July 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

CEDR Services Ltd

100 St. Paul's Churchyard

London

EC4M 8BU

Telephone

+44 2075366000

Country

United Kingdom

NUTS code

- UKI - London

Internet address

www.cedr.com

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: £12,300,000

Total value of the contract/lot: £12,300,000

Section V. Award of contract

Lot No

Lot 3

Title

Neutral Evaluation

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 July 2025

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 6

Number of tenders received by electronic means: 6

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

V.2.3) Name and address of the contractor

Trust Mediation Ltd

80 Mount Street, Nottingham, England, NG1 6HH

Nottingham

Country

United Kingdom

NUTS code

- UKI - London

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: £12,300,000

Total value of the contract/lot: £12,300,000

Section V. Award of contract

Lot No

Lot 3

Title

Neutral Evaluation

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 July 2025

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 6

Number of tenders received by electronic means: 6

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

V.2.3) Name and address of the contractor

CEDR Services

100 St. Paul's Churchyard

London

EC4M 8BU

Country

United Kingdom

NUTS code

- UKI - London

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: £12,300,000

Total value of the contract/lot: £12,300,000

Section V. Award of contract

Lot No

0

Title

Lot 2

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

Strand

London

WC2A 2LL

Email

generaloffice@administrativecourtoffice.justice.gov.uk

Country

United Kingdom

Internet address

<https://www.gov.uk/courts-tribunals>