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Tender

Independent Mediation Service for Education Health and Care Assessments and Reviews and Disagreement Resolution Service for SEND.

Durham County Council

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

Notice identifier: 2025/S 000-053984

Procurement identifier (OCID): ocds-h6vhtk-059447 ([view related notices](#))

Published 4 September 2025, 3:06pm

Scope

Reference

002499

Description

This contract is for Independent Mediation Service for Education, Health and Care Assessments and Reviews and Disagreement Resolution Service for Special Education Needs and/or Disabilities (SEND). Durham County Council is looking for a single provider to deliver this service.

It is a requirement of the Special Educational Needs and Disabilities (SEND) Code of Practice: 0 to 25 years that all local authorities must have in place a mediation information and advice service which is independent of the local authority. This service will offer independent mediation to families and will provide an opportunity to resolve issues linked to requests for an Education, Health and Care Assessment and the outcome of Education, Health and Care (EHC) Plan Assessments / Reviews prior to families lodging

an appeal with a Tribunal.

The Contract does not include any guarantee of any minimum volume of services, or any minimum expenditure.

Permitted changes that may occur:

The contract has a potential to be increased due to demand.

Any consequences of the White paper that is due to be released in Autumn 2025 that may have impact.

The Council reserves the right to amend the procurement exercise in line with PA23, s31.

Total value (estimated)

- £250,000 excluding VAT
- £300,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 13 October 2025 to 12 October 2027
- Possible extension to 12 October 2030
- 5 years

Description of possible extension:

The Contract period is two years with the options to extend for up to three periods of up to twelve months each from the contract end date.

Options

The right to additional purchases while the contract is valid.

Permitted changes that may occur:

The contract has a potential to be increased due to demand.

Any consequences of the White paper that is due to be released in Autumn 2025 that may have impact.

Main procurement category

Services

CPV classifications

- 80000000 - Education and training services
- 85000000 - Health and social work services

Contract locations

- UKC14 - Durham CC

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Tender submission deadline

29 September 2025, 10:00am

Submission address and any special instructions

Tender documents can be accessed free of charge at www.open-uk.org

Submissions must be received via www.open-uk.org

Tenders may be submitted electronically

Yes

Award criteria

Essential Criteria Pass/Fail

Technical Questions 60%

Price 60%

Procedure

Procedure type

Below threshold - open competition

Special regime

Light touch

Contracting authority

Durham County Council

- Public Procurement Organisation Number: PMPB-8772-VYWM

Corten House, Dunholme Close

Durham

DH1 5WB

United Kingdom

Email: corporate.procurement@durham.gov.uk

Website: <http://www.durham.gov.uk/>

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government