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Tender

Disagreement Resolution and Mediation Services (DRMS)

Liverpool City Council

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

Notice identifier: 2025/S 000-061322

Procurement identifier (OCID): ocds-h6vhtk-0586ac ([view related notices](#))

Published 1 October 2025, 1:21pm

Scope

Reference

DN786664

Description

Liverpool City Council is seeking providers to deliver disagreement resolution and mediation services in line with its statutory obligations under the Children and Families Act 2014.

These services include:

- Mediation advice, and
- Mediation and disagreement resolution services,

Each service plays a distinct role within the legal framework and aims to support families and young people in resolving disputes related to Special Educational Needs and Disabilities (SEND).

To ensure impartiality and confidentiality, the services must be delivered independently of the Council. Their purpose is to facilitate early resolution of disputes, helping to avoid formal legal proceedings and reducing the need for appeals to the SEND Tribunal, which can be both time-consuming and costly.

Total value (estimated)

- £425,000 excluding VAT
- £510,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 February 2026 to 31 January 2028
- Possible extension to 31 July 2028
- 2 years, 6 months

Description of possible extension:

The contract includes an option to extend for a further six months, subject to satisfactory performance and agreement by both parties.

Main procurement category

Services

CPV classifications

- 79110000 - Legal advisory and representation services

Contract locations

- UKD72 - Liverpool

Participation

Particular suitability

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

Submission

Enquiry deadline

22 October 2025, 12:00pm

Tender submission deadline

3 November 2025, 4:00pm

Submission address and any special instructions

Tenders must be submitted electronically via the ProContract portal:
<https://procontract.due-north.com/>

Tenders may be submitted electronically

Yes

Award criteria

The contract will be awarded based on the most economically advantageous tender, assessed using the following criteria:

Quality - 70%

Price - 20%

Social Value - 10%

Procedure

Procedure type

Below threshold - open competition

Special regime

Light touch

Contracting authority

Liverpool City Council

- Public Procurement Organisation Number: PRVY-7813-WLPG

Cunard Building

Liverpool

L3 1DS

United Kingdom

Contact name: Gill Astill

Email: commercialprocurement@liverpool.gov.uk

Website: <https://www.liverpool.gov.uk>

Region: UKD72 - Liverpool

Organisation type: Public authority - sub-central government