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Tender

NHS Herefordshire & Worcestershire Integrated Care Board (ICB) Invitation to Tender for the Provision of a Post-Diagnostic Dementia Support Service

NHS HEREFORDSHIRE AND WORCESTERSHIRE INTEGRATED CARE BOARD

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

Notice identifier: 2026/S 000-009106

Procurement identifier (OCID): ocds-h6vhtk-06148d

Published 2 February 2026, 3:56pm

Scope

Reference

Atamis project C377705

Description

This is a Procurement Act 2023 (Act) Contract Notice.

The awarding of the contract is subject to Section 20 under the Act, which came into force on 24th February 2025.

The above service is classed as a Light Touch Regime service contract pursuant to the Act Regulation 9.

Following market engagement activities, which took place between 9th June 2025 and 18th July 2025 including a virtual Market Engagement Event on 23rd July 2025, NHS Midlands and Lancashire Commissioning Support Procurement Unit is issuing this

Contract Tender Notice on behalf of NHS Herefordshire and Worcestershire Integrated Care Board (ICB), who is seeking to procure a Provision of a Post-Diagnostic Dementia Support Service for the registered populations of Herefordshire and Worcestershire, United Kingdom.

The ICB intends to award one contract for the provision of a Post-Diagnostic Dementia Support Service to cover the population of the counties of Herefordshire and Worcestershire, UK.

The contract will mobilise from the 1st of October 2026 following a formal Competitive Tendering Procedure in accordance with Section 20 under the Act. Existing contracts are due to expire on 30th September 2026.

The aim of the Herefordshire and Worcestershire (H&W) Dementia Post-Diagnostic Support Service is to provide support for people with a memory concern and those living with the effects of dementia, including carers. Staff will enable and empower those accessing the Service to find opportunities to lead a life which has meaning, value and purpose.

The Service will be delivered through a holistic and integrated approach, considering the "whole" person and the community in which they live rather than focusing solely on symptoms and disease, and will take into account the person's ability to self-manage.

The Service will operate across the entire span of an individual's dementia journey and will work directly with carers, as appropriate, supporting their navigation and coordination of the pathway. The service will provide young onset dementia post diagnostic support that recognises the needs of people who are diagnosed at an earlier age, and their families.

The Service will consist of a team of dementia advisors/navigators, manager and administrative support, as a minimum. The Provider is responsible for ensuring that all staff (including with subcontracting arrangements) are suitably experienced and qualified to fulfill the role for which they have been employed. An induction programme will be in place for all staff at the commencement of the contract to ensure understanding of the service to be delivered and subsequently for all new employees.

The total lifetime value of the contract is £3,960,130.00 (i.e., for 3 years, including the 2-year optional extension period).

The ICB reserves the right to reject Bids that are above the affordability envelope of the project, where the proposed value exceeds the affordability threshold of £792,026.00 per annum and £3,960,130.00 for the total lifetime value of the contract (i.e. for the 3-year contract period, including the optional extension period of an additional 2 years). If any Bid fails to accept the ICB's Financial Threshold for Service Delivery, the ICB reserves the

right to cease further evaluation of that bid, the bid will not proceed to the evaluation of pass/fail and scored criteria and the bidder will not be invited to attend a Bidder Clarification Interview:

Any applicable VAT must be included within the Bid price.

Interested and capable parties are invited to submit bids within Atamis project C377705 regarding provision of the above service.

Full details of the service are set out in the Service Specification and accompanying tender documentation which are available to view in the Atamis Documents section of the above project.

Total value (estimated)

- £3,960,130 excluding VAT
- £4,752,156 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2026 to 30 September 2029
- Possible extension to 30 September 2031
- 5 years

Description of possible extension:

Up to 2-years optional extension period, subject to mutual agreement.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

Contract locations

- UKG11 - Herefordshire, County of
- UKG12 - Worcestershire

Participation

Particular suitability

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

Submission

Enquiry deadline

2 March 2026, 5:00pm

Tender submission deadline

13 March 2026, 5:00pm

Submission address and any special instructions

NHS Midlands and Lancashire CSU is conducting this procurement exercise on behalf of NHS Herefordshire and Worcestershire Integrated Care Board with whom the successful bidder(s) will enter into a contract for the supply of the healthcare services.

The contract conditions will be set out in the Invitation to Tender.

This procurement exercise will be conducted via the Atamis e-tendering portal at:

<https://health-family.force.com/s/Welcome>

Please search for Atamis Project Reference: C377705

(i) Candidates should register on the portal at

<https://health-family.force.com/s/Welcome> (registration and use of the website is free of charge).

If your organisation has registered previously, you do not need to reregister.

(ii) Once registered, candidates must submit your bid(s) via the

Atamis e-tendering portal by the deadline stated.

Should providers have any queries, or having problems

using the portal, you should contact the Atamis Helpdesk at:

Phone: 0800 9956035

E-mail: support-health@atamis.co.uk

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

17 June 2026

Award criteria

Name	Type	Weighting
Quality and Innovation	Quality	45%
Integration, Collaboration and Service Sustainability	Quality	25%
Improving Access, reducing health inequalities and Facilitating Choice	Quality	20%
Social Value	Quality	10%

Other information**Conflicts assessment prepared/revised**

Yes

Procedure**Procedure type**

Open procedure

Special regime

Light touch

Justification for not publishing a preliminary market engagement notice

Market engagement activities took place between 09th June 2025 and 18th July 2025 including a virtual Market Engagement Event on 23rd July 2025.

The Previous publication concerning the Market Engagement procedure was Notice number: 2025/S 000-036211, which was published on FTS on 30 June 2025, at 4:07pm.

The Questions and Answers from the Market Engagement Event will be re-published with the Invitation to Tender documentation for this procurement, in the Documents section in Atamis e-procurement portal.

Contracting authority

NHS HEREFORDSHIRE AND WORCESTERSHIRE INTEGRATED CARE BOARD

- NHS Organisation Data Service: QGH
- Public Procurement Organisation Number: PNMN-7243-RQRR

Kirkham House, John Comyn Drive, Perdiswell

Worcester

WR3 7NS

United Kingdom

Contact name: Lyle Lloyd, MCIPS, Senior Procurement Officer

Email: lyle.lloyd@nhs.net

Website: <https://herefordshireandworcestershire.icb.nhs.uk/>

Region: UKG12 - Worcestershire

Organisation type: Public authority - central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

NHS MIDLANDS AND LANCASHIRE COMMISSIONING SUPPORT UNIT

Summary of their role in this procurement: Supporting the procurement process on behalf of the ICB and also leading with evaluation and moderation of tenders

- NHS Organisation Data Service: 0CX
- Public Procurement Organisation Number: PGTM-4634-DGZQ

Bennett House, Town Road

Stoke-on-Trent

ST1 2QB

United Kingdom

Contact name: Lyle Lloyd, MCIPS, Senior Procurement Officer

Email: lyle.lloyd@nhs.net

Region: UKG23 - Stoke-on-Trent

Contact organisation

Contact NHS MIDLANDS AND LANCASHIRE COMMISSIONING SUPPORT UNIT for any enquiries.