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Planning

NHS Herefordshire and Worcestershire Integrated Care Board Dementia Post Diagnostic Service

NHS Herefordshire and Worcestershire Integrated Care Board

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-036211

Procurement identifier (OCID): ocds-h6vhtk-05562d

Published 30 June 2025, 4:07pm

Section I: Contracting authority

I.1) Name and addresses

NHS Herefordshire and Worcestershire Integrated Care Board

Kirkham House, John Comyn Drive, Perdiswell

Worcester

WR3 7NS

Contact

Lyle Lloyd, MCIPS, Senior Procurement Officer

Email

lyle.lloyd@nhs.net

Country

United Kingdom

Region code

UKG12 - Worcestershire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

NHS Herefordshire and Worcestershire Integrated Care Board Dementia Post Diagnostic Service

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Midlands and Lancashire Commissioning Support Procurement Unit is issuing this Market Engagement Notice on behalf of NHS Herefordshire and Worcestershire Integrated Care Board (ICB), which is seeking initial engagement and feedback from the market to establish potential interest to deliver a Dementia Post-Diagnostic Support Service, offering a range of support services and information to help those diagnosed with dementia and their carers, both immediately after diagnosis and onwards.

Provision must be ongoing and delivered flexibly to adapt to the changing needs of the person, carer, and family, incorporating a range of support options for those diagnosed with dementia and their carers so that they may live their best lives for as long as possible with their condition.

This service will commence on 1st April 2026 for 3 years with an option to extend for an additional two years.

II.1.5) Estimated total value

Value excluding VAT: £1,591,800

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG11 - Herefordshire, County of
- UKG12 - Worcestershire

Main site or place of performance

The counties of Herefordshire and Worcestershire, UK

II.2.4) Description of the procurement

A virtual Market Engagement event is taking place at 2.00pm to 3.30pm on Wednesday 23rd July 2025 via Microsoft Teams.

The purpose of the meeting will be for the ICB to present the service requirements to interested parties, discuss options and receive feedback on the feasibility of the scope and specification of the Service. Further information will be made available about this event in due course.

Interested providers that are suitably qualified and experienced in delivering these services are requested to respond by 5pm on Friday, 18th July 2025.

To express interest, and to register your attendance at the virtual Market Engagement Event, please register via the Atamis e-sourcing portal at the following hyperlink:

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

Please refer to Atamis Project Reference: C371192.

The ICB reserves the right to reject expressions of interest that do not come in within this deadline. Please note those organisations that have expressed an interest will still be required to register for any future procurement and should not rely on their response to this Expression of Interest.

NHS Herefordshire and Worcestershire ICB is not bound to act on any information generated from the questionnaire, and participation does not automatically guarantee any standing with regards to any future procurement process adopted by NHS Herefordshire and Worcestershire ICB.

The contract will be for a period of 3 years with the option to extend for up to another 2 years at its discretion.

The ICB currently envisages the contract will mobilise from the 1st April 2026 following a formal competitive process. (N.B.: all dates may be subject to change).

The estimated contract value per annum is £318,360. The total lifetime value of the contract is £1,591,800 for the 3 year contract plus the optional extension period of 2 years.

Post-diagnostic support for dementia requires a multi-faceted approach, offering flexibility to respond to an individual's changing needs and how dementia affects them day to day.

However, establishing a single coordinator or navigator role will help individuals to understand how dementia affects them, and how this may change over time; manage their dementia better, and have access to support that is relevant to their needs throughout the pathway and through to the end of life stage.

The objectives of the service will be to:

- Provide a named contact throughout an individual's journey with dementia
- Provide access to personalised information, advice and support as identified
- Enable individuals with a dementia diagnosis to access all support deemed to be essential following their diagnosis
- Support individuals with a diagnosis to maintain their community connections and make new ones
- Support individuals with a diagnosis and their families to access peer support
- Provide support for the people who support and care for the person with dementia
- Establish a plan of care, incorporating contact and support tailored to the person's needs, which will be revisited as part of a regular review
- Create and maintain links with all relevant support services and networks that will provide support and care to the individual and their carer/family
- Improve individuals' understanding of their illness condition and how it affects them day to day; promote and support them in adopting strategies to manage symptoms
- Provide information about the service, allowing people time to consider their diagnosis and what support they feel they need.

For individuals who initially decline the service, they will be made aware, that if they wish to access the service in the future, they may do so by contacting the dementia navigator directly.

There is no fixed view as to what the services will look like. It would be advisable for providers to collaborate and offer consistency across Herefordshire and Worcestershire to avoid any gaps/duplication in terms of service provision.

For further details relating to the aforementioned services, please refer to the draft specification and other attachments section in the Documents (at Atamis Project Reference: C371192).

This notice has been issued subject to the Procurement Act 2023 to establish market interest in the services here described.

II.2.14) Additional information

HOW TO EXPRESS INTEREST / REGISTER FOR MARKET ENGAGEMENT EVENT:

To express interest and to register your attendance at the virtual Market Engagement Event, please register via Atamis e-sourcing portal:

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

Atamis Reference: C371192

Should providers have any queries, or having problems using the portal, they should contact Helpdesk at:

Phone: 0800 9956035

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

Providers are requested to answer the questions within the requirement section when registering interest (via <https://health-family.force.com/s/Welcome> ref: C371192) by 17:00 hours on Friday, 18th July 2025.

It should be noted that this is not a procurement exercise at this stage and participating organisations are responsible for their own costs.

All details provided by NHS Herefordshire & Worcestershire ICB are in draft format, and the ICB reserves the right to change/amend any aspect of its requirement prior to any potential future procurement exercise.

At this stage this is an engagement exercise only. This engagement exercise will be operated via electronic means using the internet.

Details will be made available via documentation and information released on the Atamis portal.

II.3) Estimated date of publication of contract notice

18 August 2025

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

