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Tender

Dementia Information and Advice Service

Warwickshire County Council

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

Notice identifier: 2025/S 000-055316

Procurement identifier (OCID): ocds-h6vhtk-059769

Published 10 September 2025, 11:50am

Scope

Reference

23445

Description

Warwickshire County Council (the Council) is seeking a single provider to deliver a dementia information and advice service.

Warwickshire County Council supports a large and growing population of people living with dementia. These individuals and their families often require support, information, and advice to help guide them through the pathway to receive a diagnosis and navigate the pathways for assistance, support, and advice. This is acknowledged to be a high-risk area for the system with negative impact on non-elective admissions, carer breakdown, and increased permanent admissions to residential and/ or nursing care.

The service will provide early intervention and preventative support through:

- Offering a Warwickshire based team of specialist dementia advisers

- A single point of access to information and advice following a diagnosis of dementia or to those going through the diagnostic journey
- Signposting to support services available
- Empowering healthier lifestyle choices to prevent cognitive decline
- Practical and low-level emotional support to promote greater emotional resilience
- Support access to peer-led group support
- Delivery of information around dementia awareness and coping strategies for informal carers

This is an open procedure to commission a dementia information and advice service within Warwickshire.

During the course of the contract period the range and scope of these services may be subject to modification and variation to meet the changing needs and requirements of the Council, potential changes in legislation and the changing demands placed on the Council by its customers.

Total value (estimated)

- £1,414,450 excluding VAT
- £1,697,340 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

The initial contract term will be for 3 years however the Council reserves the right to extend the contract by further periods not exceeding 24 months (24 being the maximum available extension period) at the discretion of the Council based on the contract performance of the successful applicant and available funding.

Main procurement category

Services

CPV classifications

- 98000000 - Other community, social and personal services

Contract locations

- UKG13 - Warwickshire

Participation

Legal and financial capacity conditions of participation

As detailed n the tender documentation

Technical ability conditions of participation

As detailed ni the tenderdocumentation.

Particular suitability

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

Submission

Enquiry deadline

1 October 2025, 12:00pm

Tender submission deadline

14 October 2025, 12:00pm

Submission address and any special instructions

Warwickshire County Council will be using its e-tendering system (CSW-JETS) for the administration of this procurement process. Providers must register with the system to be able to express an interest and download documents. The web address for CSW-JETS is:

<https://in-tendhost.co.uk/csw-jets.aspx/Home>

Registration and use of CSW-JETS is free.

All correspondence or clarifications relating to this procurement must be via the CSWJETS correspondence function. If you are having trouble registering with CSW-JETS please email us at: procurement@warwickshire.gov.uk

Providers must register on CSW-JETS and express an interest in this project and be able to correspond with us about this procurement.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

28 November 2025

Recurring procurement

Publication date of next tender notice (estimated): 2 September 2030

Award criteria

| Name | Type | Weighting |
|-------------|-------------|------------------|
| Quality | Quality | 60% |
| Price | Price | 40% |

Other information

Description of risks to contract performance

Contract risks are detailed in the Invitation to Tender documents.

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Justification for not publishing a preliminary market engagement notice

The market testing was conducted in March 2024 prior to the new Procurement Act coming into force therefore no market engagement notice has been published in connection with the preliminary market engagement exercise.

Documents

Associated tender documents

<https://in-tendhost.co.uk/csw-jets/aspx/Home>

Contracting authority

Warwickshire County Council

- Public Procurement Organisation Number: PDTN-5446-NMXW

Shire Hall

Warwick

CV34 4SA

United Kingdom

Email: procurement@warwickshire.gov.uk

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

Region: UKG13 - Warwickshire

Organisation type: Public authority - sub-central government