

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/058273-2025>

Tender

Dementia Support Service

Oxfordshire County Council

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

Notice identifier: 2025/S 000-058273

Procurement identifier (OCID): ocds-h6vhtk-05142a ([view related notices](#))

Published 19 September 2025, 5:16pm

Scope

Reference

I-4175

Description

The vision of the service is to support people with memory concerns or a diagnosis of dementia as well as their unpaid carers to improve their quality of life and where possible to live well with their condition.

The aims are a specialist service which:

- Keeps people with dementia living well at home.
- Provides a memory support service, supporting and advising people with memory problems or MCI, including support for people waiting for their dementia clinic appointment/scan and/or outcome.
- Increases support for people with dementia and their carers to reduce admissions to hospital and residential care.

- Provides a proactive and responsive service to people in crisis and at risk of deterioration.
- Creates a bridge between health and social care and community services to help people with dementia live well.
- Proactively manages the challenge of increasing numbers of people living with dementia at a time of considerable pressures on public funds.
- Prevents people living with dementia and their carers experiencing isolation and loneliness.
- Increases the confidence of carers in their caring role and improves the carer-cared-for relationship, through education and information.
- Reduces carer stress through tailored practical and emotional support.
- Raises awareness about how best to support people living with dementia for professionals working with an ageing population.
- Provides a flexible, local service which is adaptable to future changes including the development of neighbourhood models, new treatments and technology
- Supports the transition into a residential care setting, ensuring the person living with dementia receives the care they need but also providing the home with sufficient information that allows them to settle.

Tenderers are invited to tender for the provision of the Services described in the Invitation to Tender for a term of 5 years with an option for the Council to extend for up to 5 years, anticipated to commence on 1st January 2026.

Total value (estimated)

- £9,136,230 excluding VAT
- £10,963,474 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 January 2026 to 31 December 2031
- Possible extension to 31 December 2036
- 11 years

Description of possible extension:

The contract can be extended for a period of 5 years

Main procurement category

Services

CPV classifications

- 85321000 - Administrative social services

Contract locations

- UKJ14 - Oxfordshire

Participation

Legal and financial capacity conditions of participation

Please refer to the tender documentation

Technical ability conditions of participation

Please refer to the tender documentation

Particular suitability

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

Submission

Enquiry deadline

8 October 2025, 5:00pm

Submission type

Tenders

Tender submission deadline

15 October 2025, 5:00pm

Submission address and any special instructions

Tenderers are invited to submit their bids via the South East Business Portal.

South East Business Portal (www.due-north.com)

Providers can access this opportunity on the portal by searching either 'Dementia Support Service' or the project reference which is 'DN779975'.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

25 November 2025

Award criteria

Name	Description	Type	Weighting
Quality	Prices for the initial term submitted in pricing schedule.	Quality	44.00%
Price	Prices for the initial term submitted in pricing schedule.	Price	40.00%
Social Value	Prices for the initial term submitted in pricing schedule.	Quality	16.00%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Light touch

Competitive flexible procedure description

The Council is inviting providers to tender for the Dementia Support Service requirements.

Tenderers will be evaluated in 3 phases:

Phase 1 - Mandatory Criteria

Phase 2 - Tender Proposals (Section B and C)

Tenderers who pass Phase 1 will progress to Phase 2, which evaluates against the Quality Criteria and Social Value.

Phase 3 - Economic & Financial Standing

The following weightings will be applied to the evaluation:

Quality - 64%

Price - 20%

Social Value - 16%

Tenderers are invited to submit their bids via the South East Business Portal.

South East Business Portal (due-north.com)

Providers can access this opportunity on the portal by searching either 'Dementia Support Service' or the project reference which is 'DN779975'.

The closing date for applications is 17:00 on 15th October 2025.

Contracting authority

Oxfordshire County Council

- Public Procurement Organisation Number: PZNW-8281-MHNM

County Hall

Oxford

OX1 1ND

United Kingdom

Contact name: Matthew Clothier

Email: matt.clothier@oxfordshire.gov.uk

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

Region: UKJ14 - Oxfordshire

Organisation type: Public authority - sub-central government

