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Tender

Merton Community Dementia services

London Borough of Merton

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

Notice identifier: 2025/S 000-069027

Procurement identifier (OCID): ocds-h6vhtk-05d568

Published 28 October 2025, 2:53pm

Scope

Reference

DN774456

Description

The London Borough of Merton is seeking an experienced, knowledgeable and innovative Provider to deliver a 7-year Community Dementia Service contract. The service aims to enable residents living with dementia and their families/carers to be able to live as independently as possible, for as long as possible. It will be delivered through a 'Hub and Spoke' model from the Merton Memory Hub and at venues across the borough, which includes consideration of provision of home visits and support closer to home.

The service will provide timely information, advice, support and education to people with dementia and their carers, helping them navigate the pathways to support, through wellbeing assessment and casework.

Through the delivery of activities, peer support, volunteering and befriending services, the Provider will be a key partner for the Merton Dementia Action Alliance which is taking action to make Merton a Dementia Friendly Borough. Bidders should be aware this is not

a personal care contract - there is no formal personal care element (the service is not residential care, domiciliary care, respite or a day centre service), however the service will support those at all stages of their dementia journey.

Total value (estimated)

- £2,400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2033
- 7 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Submission

Deadline for requests to participate

6 November 2025, 12:00pm

Submission address and any special instructions

<https://procontract.due-north.com/Opportunities/Index?v=2>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

25 January 2026

Award criteria

Name	Description	Type	Weighting
Quality	Quality weighting	Quality	65%
Price	Cost weighting	Cost	30%
Social value	Social value weighting	Quality	5%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

London Borough of Merton

- Public Procurement Organisation Number: PLZQ-1654-VNHW

Civic Centre, London Rd

Morden

SM4 5DX

United Kingdom

Contact name: Commercial services

Email: commercial.services@merton.gov.uk

Region: UKI63 - Merton, Kingston upon Thames and Sutton

Organisation type: Public authority - sub-central government