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Contract

GP Out of Hours - Staffordshire

NHS Staffordshire and Stoke-on-Trent ICB

F03: Contract award notice

Notice identifier: 2025/S 000-037588

Procurement identifier (OCID): ocds-h6vhtk-055980

Published 4 July 2025, 5:45pm

Section I: Contracting authority

I.1) Name and addresses

NHS Staffordshire and Stoke-on-Trent ICB

Stafford

ST18 0BF

Email

contractingrequests@staffsstoke.icb.nhs.uk

Country

United Kingdom

Region code

UKG24 - Staffordshire CC

NHS Organisation Data Service

QNC

Internet address(es)

Main address

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

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

GP Out of Hours - Staffordshire

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

This Contract award notice is placed under the Healthcare Services (Provider Selection Regime) Regulations 2023 Regulation 14 for an Urgent Award where the ICB is awarding this contract and concluded that this is the only available option, fulfilling all the requirements of Regulation 14 (2).

This has been enacted due to the incumbent supplier, Vocare Ltd entering administration. The service is essential and therefore an emergency award was approved by the ICB board. The selected provider is PHL Group who have acquired the trading subsidiaries of Totally plc.

The ICB has implemented a caretaking arrangement with this provider to deliver GP Out of Hours Services and overnight ICC for Staffordshire from 05.06.25 until the end of the existing contractual timeframe (31.03.27) for the contract whilst process is undertaken to secure a longer-term contract and provider. The ICB will ensure that continuity of care of the patients are paramount and that risks and issues identified as part of the process are mitigated. This approach will ensure the safety of patients and provide stability to services while the ICB conducts a full options appraisal of the long-term future of the contract.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £17,462,981

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG24 - Staffordshire CC

Main site or place of performance

Staffordshire and Stoke-on-Trent

II.2.4) Description of the procurement

This Contract award notice is placed under the Healthcare Services (Provider Selection Regime) Regulations 2023 Regulation 14 for an Urgent Award where the ICB is awarding this contract and concluded that this is the only available option, fulfilling all the requirements of Regulation 14 (2).

This has been enacted due to the incumbent supplier, Vocare Ltd (as part of Totally plc) entering administration. The service is essential and therefore an emergency award was approved by the ICB board. The selected provider is PHL Group who have acquired the trading subsidiaries of Totally plc.

The ICB has implemented a caretaking arrangement with this provider to deliver GP Out of Hours Services and overnight ICC for Staffordshire from 05.06.25 until the end of the existing contractual timeframe (31.03.27) for the contract whilst process is undertaken to secure a longer-term contract and provider. The ICB will ensure that continuity of care of the patients are paramount and that risks and issues identified as part of the process are mitigated. This approach will ensure the safety of patients and provide stability to services while the ICB conducts a full options appraisal of the long-term future of the contract.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This Contract award notice is placed under the Healthcare Services (Provider Selection Regime) Regulations 2023 Regulation 14 for an Urgent Award where the ICB is awarding this contract and concluded that this is the only available option, fulfilling all the requirements of Regulation 14 (2). This does not require the ICB to publish a Find a Tender notice in advance of the decision.

This has been enacted due to the incumbent supplier, Vocare Ltd (as part of Totally plc) entering administration. The service is essential and therefore an emergency award was approved by the ICB board.

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

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

5 June 2025

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

PHL Group V1 Ltd

Fareham

Country

United Kingdom

NUTS code

- UKK - South West (England)

NHS Organisation Data Service

AQN01

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £17,462,981

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) confirmation of contract award notice. This contract has been awarded under the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contract Regulations 2015 or its replacement the Procurement Regulations 2024 do not apply to this award. The Award decision makers for this procurement were Director of Finance dated 5th June 2025. There were no conflicts of interest declared.

VI.4) Procedures for review

VI.4.1) Review body

NHS Staffordshire and Stoke-on-Trent ICB

Stafford

Country

United Kingdom