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Contract

Ambulance Offload Officer Service

NHS Staffordshire and Stoke-on-Trent Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-038910

Procurement identifier (OCID): ocids-h6vhtk-055cd3

Published 10 July 2025, 12:25pm

Section I: Contracting authority

I.1) Name and addresses

NHS Staffordshire and Stoke-on-Trent Integrated Care Board

Stafford Education & Enterprise Park, Weston Road,

Stafford

ST18 0BF

Contact

Emma Hardman

Email

emma.hardman1@nhs.net

Country

United Kingdom

Region code

UKG23 - Stoke-on-Trent

Justification for not providing organisation identifier

Not on any register

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

Ambulance Offload Officer Service

Reference number

CMT-1337

II.1.2) Main CPV code

- 85143000 - Ambulance services

II.1.3) Type of contract

Services

II.1.4) Short description

Ambulance Offload Officer Service - Royal Stoke University Hospital Provision 24/7 to be provided to support improve Ambulance Capacity availability, support system working

relationships and be the key link for WMAS and University Hospital of North Midlands regarding ambulance handover performance.

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: £364,779

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG23 - Stoke-on-Trent

Main site or place of performance

Royal Stoke Hospital

II.2.4) Description of the procurement

The AOO role requirement is a clinical role, that will support patient experience, reduce potential patient harms that occur from handover delays, and also support key system relationships, including administrative functions to support timely flow when an ambulance arrives at the acute. The need at Royal Stoke hospital is due to the level of demand of conveyances in comparison to the other two acutes in our system and will have an interoperability with the system to support achieve NHSE 25/26 operational guidance that requires systems to have no handovers greater than 45 minutes. Royal Stoke Hospital is an outlier nationally for handover delays, and this role will be a key element in supporting reduce current performance. There is a need to expand this role to operate at Royal Stoke with an element of this role already within the wider 999 contract.

This notice is confirmation of an award having been made due to an urgent circumstance. The current model that is in place has demonstrated an alternative provider does not support the key objectives of the role. This additionality has been explored to be added to the core contract and cannot be added at this time. There is a need to support reduce handover delays and the system requirement is to manage this element more locally than the wider 999 contract and the performance at this acute trust in regard to handover delays. This role will also support mitigate the concerns raised by the Ambulance service regarding Handover delays at Royal Stoke. This is currently being facilitated by UHNM via agency and internal staffing due to the growing need for the role due to operational

pressures, however, the HALO role is specific for Ambulance services to provide as part of their core contract and due to the nature of the role can only be operated by the relevant ambulance. The role will require elements of patient care at times of need and operational pressures, therefore there is a requirement to be a WMAS registered paramedic.

- The lifetime value of the contract is £ 364,779.

- The Contract was awarded 1st June 2025 and ends 31st March 2026

II.2.5) Award criteria

Quality criterion - Name: to address immediate risks to safety and quality of care /
Weighting: 100

Price - Weighting: 364779

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

- Extreme urgency brought about by events unforeseeable for the contracting authority

Explanation:

This award was made under an urgent circumstance, regulation 14 was applied as delaying the award of the contract would likely pose a risk to patient or public safety; The role requirement is a clinical role, that will support patient experience, reduce potential patient harms that occurs from handover delays, and also support key system relationships, including administrative functions to support timely flow when an ambulance arrives at the acute

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

Contract No

CMT-1337

Title

Ambulance Offload Officer

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 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

West Midlands Ambulance Service (WMAS)

Millennium Point, Waterfront Business Park

Brierley Hill, West Midlands

DY5 1LX

Country

United Kingdom

NUTS code

- UKG23 - Stoke-on-Trent

Justification for not providing organisation identifier

Not on any register

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £364,779

Total value of the contract/lot: £364,779

Section VI. Complementary information

VI.3) Additional information

'This contract has been awarded under the urgent circumstances provision of the Provider Selection Regime (PSR). 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 Contracts Regulations 2015 do not apply to this award.'

This award was made under an urgent circumstance, regulation 14 was applied as delaying the award of the contract would likely pose a risk to patient or public safety; The role requirement is a clinical role, that will support patient experience, reduce potential patient harms that occurs from handover delays, and also support key system relationships, including administrative functions to support timely flow when an ambulance arrives at the acute.

Decision Makers: Procurement Operational Group - 15th May 2025 and Finance and Performance committee - 3rd June 2025. No Conflicts of interest were identified among the group or committee.

VI.4) Procedures for review

VI.4.1) Review body

NHS Staffordshire and Stoke-on-Trent ICB

Stafford

ST18 0BF

Country

United Kingdom