

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/038910-2025>

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](mailto: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