



17 July 2024

Email:

Dear

**FREEDOM OF INFORMATION REQUEST**

**Request No:** 26411-24  
**Subject:** Information on Software Systems used by NIAS  
**Date Received:** 09/01/2024  
**Date of Monitoring:** 10/01/2024

Thank you for your request for information received on 9 January 2024 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below. The Trust would apologise for the delay in the provision of a response.

QUESTION	ANSWER
Which CAFM/IWMS systems are used in the organisation?	MICAD
When did this contract start and when does it end?	Start 01/04/2023 End 31/3/2027
What are the organisations plans at the end of contract	To be determined during last year of contract – possibility of contract extension.
What are the contract values?	Year 0 - £68K (includes set up) Year 1 - £41k Year 2 - £43k Year 3 - £46k Year 4 - £48k
Who is the senior operational contact responsible for this contract?	NIAS Facilities Manager
Which of the following functionalities does the organisation use? are these incorporated within the software system? If no, please elaborate.  <input type="radio"/> Planned & Reactive Maintenance <input type="radio"/> Asset Management <input type="radio"/> Property Management <input type="radio"/> Lease Agreements	All of these, which are all contained with the MICAD CAFM.



<ul style="list-style-type: none"> <li>○ Health &amp; Safety</li> <li>○ Project Management</li> <li>○ Condition Surveys</li> </ul>	
Are there any limitations with the software system used? If yes, please elaborate.	Too early to know at this stage
Are there any upcoming plans for the adoption of new technologies or solutions?	Not at this stage

I hope the above fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to the Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

**Email:** [ni@ico.org.uk](mailto:ni@ico.org.uk)

**Website:** [ICO Website](http://www.ico.org.uk)

**Post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF

**Telephone:** 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <http://www.niamb.co.uk>. Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

*(not signed – issued by email)*

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**Information Governance Team**