



25 April 2025

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 33650-24
Subject: System Information – ePCR/Defibrillators/CAD/MDT/Vehicle Telematics
Date Received: 27/09/2024

Thank you for your request for information received on 27th September 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 fully apologise for the delay in the provision of a response. The Trust would further advise that the below is a partial response and that elements of the information requested have been exempt from release. Further details of the exemption applied have been provided below.

FOI QUESTION(S)	ANSWER(S)
To ensure I receive as comprehensive a response as possible, I kindly request information with regards to the following systems used by the organisation. Please can you provide the following data for each of the systems listed below:	
Electronic Patient Care Record (ePCR):	
The name of the current supplier for the system.	Ortivus
The start and end dates of the contract.	06/06/2019 – 20/11/2025 with options to extend by a further 2 years to 20/11/2027
The total value of the contract, as well as the number of licenses currently in use.	£6.461m Section 43(2) applied
The annual contract value.	£212,000
If the solution was sourced through another organization (e.g., the council or a consortium), please provide details of that organization.	The solutions were sourced via a public procurement exercise in liaison with the HSC Business Support Organisation's Procurement & Logistics Service.
Monitor / defibrillators:	
The name of the current supplier for the system.	NIAS has contracts with different suppliers for different defibrillators: Ortus Technology - Cardiac Monitoring Defibrillators



	Medilink Services - Professional Responder Defibrillators London Hearts – Automatic External Defibrillators
The start and end dates of the contract.	Contract Commencement Date: 02 February 2023 End Date: 01 February 2027
The total value of the contract, as well as the number of licenses currently in use.	The total value of the framework contract was £14.5m over the 4 years of the contract.
The annual contract value.	The annual contract value in terms of service, maintenance and consumables is £1.8m.
If the solution was sourced through another organization (e.g., the council or a consortium), please provide details of that organization.	The solutions were sourced via a public procurement exercise in liaison with the HSC Business Support Organisation's Procurement & Logistics Service.
Computer-aided Dispatch (CAD):	
The name of the current supplier for the system.	MIS Emergency Systems Ltd
The start and end dates of the contract.	March 2024 – March 2031
The total value of the contract, as well as the number of licenses currently in use.	£4,185,813.20 Section 43(2) applied
The annual contract value.	£381,634
If the solution was sourced through another organization (e.g., the council or a consortium), please provide details of that organization.	The solutions were sourced via a public procurement exercise in liaison with the HSC Business Support Organisation's Procurement & Logistics Service.
Mobile Data Terminal (MDT):	
The name of the current supplier for the system.	Terrafix Limited
The start and end dates of the contract.	May 2018 – May 2025
The total value of the contract, as well as the number of licenses currently in use.	£3,496,000 Section 43(2) applied
The annual contract value.	£263,485
If the solution was sourced through another organization (e.g., the council or a consortium), please provide details of that organization.	The solutions were sourced via a public procurement exercise in liaison with the HSC Business Support Organisation's Procurement & Logistics Service.
Vehicle Telematics:	
The name of the current supplier for the system.	ACETEC & Standby RSG.
The start and end dates of the contract.	Telematics are purchased as part of the annual vehicle replacement cycle and included in each years build contract.

The total value of the contract, as well as the number of licenses currently in use.	This is built into the overall cost of the conversion of each vehicle and the individual price is not known and the cost of using the system is also included in the build contract.
The annual contract value.	N/A
If the solution was sourced through another organization (e.g., the council or a consortium), please provide details of that organization.	N/A
Contractual and Procurement Details:	
A copy of the original technical specification and tender documents used in the procurement of the system's solution.	FOI Section 43(2) applied
The names of any suppliers who bid for the contract, along with how they scored across each evaluation domain (e.g., quality, cost, and overall score).	FOI Section 43(2) applied
A summary of the procurement process used, including the weighting of different evaluation criteria.	FOI Section 43(2) applied
Contact Information:	
The name, email address, and phone number of the system owner or key contact responsible for the software within your service.	Director of Planning, Performance & Corporate Services Director of Operations NIAS Headquarters Site 30 Knockbracken Healthcare Trust Saintfield Road Belfast BT8 8SG 028 90400999
The department in which the system owner is based.	As above.
I would also be grateful if you could please confirm the following fleet and deployment information:	
1. The total number of operational vehicles and the types of vehicles (e.g., dual-crewed ambulances, rapid response vehicles, command vehicles, etc.).	114 A&E's 112 PCS's 42 RRV's 20 Officer cars 4 NISTAR 2 Incident Command Vehicles 2 Hems 5 Hart 13 EPRR

2. The total number of clinical staff.	N I Ambulance Service Operational Personnel breakdown		
	HC	Headcount	
	WTE	Whole-Time Equivalent	
	Role	HC	WTE
	Ambulance Care Assistant	256	215.15
	Emergency Medical Technician	321	285.85
	Newly Qualified Paramedic	18	18.00
	Paramedic	445	359.97
	Rapid Response Vehicle Paramedic	39	38.60
	Station Officer/Advanced Support Ambulance	27	26.96
	Emergency Planning	17	17.00
	Helicopter Emergency Medical Service	9	9.00
	Clinical Education	51	41.00
	Clinical Directorate Other	10	10.00
	Other	5	5.00
	Total	1138	975.01
	Clinical Hub		
	Role	HC	WTE
	Clinical Hub	30	29.80

	<p>Total 30 29.80</p> <p>Note: The "Clinical Hub" total includes the roles, such as Clinical Service Improvement, Professional Standards, Complex Case Manager, Chief Paramedic Officer, Peer Support, and Clinical Project Managers.</p>
3. Finally, if your service participates in any shared or collaborative purchasing frameworks for technologies (e.g., with other authorities or consortia), please can you provide details of these frameworks or partnerships, and the contracts awarded through them.	HSC Business Support Organisation's Procurement & Logistics Service.

Exemption claimed in respect of Section 43(2) Commercial Interest	
Considerations in Favour of Disclosing	Considerations in Favour of Not Disclosing
<p>Expenditure of public money requires openness, transparency and accountability.</p> <p>Disclosing information could feasibly aid the public in understanding the expenditure of public money for the receiver purpose, including value for money.</p>	<p>The disclosure of the number of licences used can reveal internal cost structures, scalability and/or pricing models that competitors could exploit. This information could be used to undercut the contractors in future bids. This would enable a member of the public or other companies to have a significant advantage in a similar procurement process</p>
<p>Promoting competition for public sector procurement processes. There is public interest in ensuring that there is competition for public sector procurement processes and allows interested parties to question procurement efficiency and fairness.</p> <p>This could lead to improved numbers entering a procurement process.</p>	<p>Deter competition for future procurement process. There is a public interest in ensuring provider/companies can compete and there is fair competition. Disclosure of may prejudice this and may restrict the number of providers willing to work with the public sector for fear of losing a competitive advantage if their pricing structures/costs are released to the wider public. This also has the potential to compromise the ability to achieve value for money for future procurement process.</p>
	<p>Disclosure could distort competitive procurement by encouraging price-matching rather than innovation and genuine competition</p>

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
Website: [ICO Website](#)
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 @ <https://nias.hscni.net> Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

(not signed – issued by email)

Information Governance Team