



29 August 2025

Email:

Dear

**FREEDOM OF INFORMATION REQUEST**

**Request No:** 40771-25

**Subject:** Clinical Systems

**Date Received:** 28/05/2025

**Date of Monitoring:** 29/05/2025

Thank you for your request for information received on 28<sup>th</sup> May 2025 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.

FOI QUESTION 1 Analytics	Microsoft	arcGIS
a) System type –	NIAS uses various Microsoft tools - such as MS Power BI and SQL Server Management Studio SQL Server Integration Services and SQL Server Analytics Services (SSMS, SSIS, SSAS). The Microsoft licensing procurement and contract is managed regionally via The Business Services Organisation (BSO) on behalf of HSCNI	Geographic Information System
b) Supplier name –		Environmental Systems Research Institute
c) System name –		ArcGIS
d) Date installed –		2012
e) Contract expiration –		Annual subscription
f) Is this contract annually renewed? - Yes/No		Yes
g) Do you currently have plans to replace this system? - Yes/No		No
h) Procurement framework –		Procurement and Logistics Service (PALS) BSO
i) Other systems it integrates with? –	Both Microsoft tools and the arcGIS are used to undertake data interrogation and analytics with other systems utilised within NIAS - Call and Despatch system (CAD), electronic patient care record (ePCR) and the rostering system.	
j) Total value of contract (£) –	Contract is managed by BSO	£3000 = annual subscription
k) Notes (e.g. we are currently out to tender) –	N/A	N/A



FOI QUESTION(S)	ANSWER(S)
<p>2. Computer Aided Dispatch (CAD) System (999 and 111)</p>	<p>a) System type – *</p> <p>b) Supplier name – *</p> <p>c) System name – *</p> <p>d) Date installed – December 2024</p> <p>e) Contract expiration – March 2031</p> <p>f) Is this contract annually renewed? - No</p> <p>g) Do you currently have plans to replace this system? - No</p> <p>h) Procurement framework – No</p> <p>i) Other systems it integrates with? – Digital Radio, Automated Vehicle Location System, Mobile Data System, Telephony system, Enhanced Information Service for Emergency Calls (EISEC &amp; EISEC 2), Medical Priority Dispatch System, Call recording system, Paging System, Rostering system, What3Words, The Circuit AED registry, GoodSAM, NI Digital Identity Service.</p> <p>j) Total value of contract (£) – £4.1m</p> <p>k) Notes (e.g. we are currently out to tender) – Not out to Tender</p>
<p>3. Control room solution (CRS)</p>	<p>a) System type – DO NOT USE CRS</p> <p>b) Supplier name –</p> <p>c) System name –</p> <p>d) Date installed –</p> <p>e) Contract expiration –</p> <p>f) Is this contract annually renewed? - Yes/No</p> <p>g) Do you currently have plans to replace this system? - Yes/No</p> <p>h) Procurement framework –</p> <p>i) Other systems it integrates with? –</p> <p>j) Total value of contract (£) –</p> <p>k) Notes (e.g. we are currently out to tender) –</p>
<p>4. EPR</p>	<p>a) System type – EPCR</p> <p>b) Supplier name – Exemption Section 31(1)(a) – Likely to prejudice the prevention or detection of crime*</p> <p>c) System name – Exemption Section 31(1)(a) – Likely to prejudice the prevention or detection of crime*</p> <p>d) Date installed – Commenced June 2019</p> <p>e) Contract expiration – November 2027</p> <p>f) Is this contract annually renewed? - No</p> <p>g) Do you currently have plans to replace this system? NIAS is seeking approval to go back out to the market to ensure that it continues to have the ability to create electronic records after the current contract expires in November 2027</p> <p>h) Procurement framework – Open Tender</p> <p>i) Other systems it integrates with –</p> <p>j) Total value of contract (£) – £4.8M APPROX</p> <p>k) Notes</p>

FOI QUESTION(S)	ANSWER(S)
5. Finance	<p>On review, our finance software is provided as a service managed by BSO and all queries should be directed to them.</p> <p>a) System type –  b) Supplier name – BSO  c) System name –  d) Date installed –  e) Contract expiration –  f) Is this contract annually renewed? - Yes/No  g) Do you currently have plans to replace this system? - Yes/No  h) Procurement framework –  i) Other systems it integrates with? –  j) Total value of contract (£) –  k) Notes (e.g. we are currently out to tender) –</p>
6. Fleet and Medical Devices Management	<p>a) System type – Internal Hosted  b) Supplier name – Chevin  c) System name – Fleetwave  d) Date installed – Unknown  e) Contract expiration – Not in contract  f) Is this contract annually renewed? - Yes/No – Not applicable  g) Do you currently have plans to replace this system? - Yes/No - Yes  h) Procurement framework – To be confirmed  i) Other systems it integrates with? – None  j) Total value of contract (£) – N/A  k) Notes (e.g. we are currently out to tender) – Going out to tender later this or next year.</p>
7. Medicine Management	<p>a) System type – EPCR  b) Supplier name – Exemption Section 31(1)(a) – Likely to prejudice the prevention or detection of crime*  c) System name – Exemption Section 31(1)(a) – Likely to prejudice the prevention or detection of crime*  d) Date installed – Commenced June 2019  e) Contract expiration – November 2027  f) Is this contract annually renewed? - No  g) Do you currently have plans to replace this system? NIAS is seeking approval to go back out to the market to ensure that it continues to have the ability to create electronic records after the current contract expires in November 2027  h) Procurement framework – Open Tender  i) Other systems it integrates with –  j) Total value of contract (£) – £4.8M APPROX  k) Notes</p>

FOI QUESTION(S)	ANSWER(S)
8. Patient Transfer System	<ul style="list-style-type: none"> <li>a) System type – AS PER COMPUTER AIDED DISPATCH SYSTEM</li> <li>b) Supplier name –</li> <li>c) System name –</li> <li>d) Date installed –</li> <li>e) Contract expiration –</li> <li>f) Is this contract annually renewed? - Yes/No</li> <li>g) Do you currently have plans to replace this system? - Yes/No</li> <li>h) Procurement framework –</li> <li>i) Other systems it integrates with? –</li> <li>j) Total value of contract (£) –</li> <li>k) Notes (e.g. we are currently out to tender) –</li> </ul>
9. Telephone switch system	<ul style="list-style-type: none"> <li>a) System type – VOIP Telephony System</li> <li>b) Supplier name – BT</li> <li>c) System name – Exemption Section 31(1)(a) – Likely to prejudice the prevention or detection of crime***</li> <li>d) Date installed – March 2023</li> <li>e) Contract expiration – September 2028</li> <li>f) Is this contract annually renewed? - No</li> <li>g) Do you currently have plans to replace this system? - No</li> <li>h) Procurement framework – Regional PaLs framework/Tender process</li> <li>i) Other systems it integrates with? – Exemption Section 43(2)**</li> <li>j) Total value of contract (£) – £4,514,871</li> <li>k) Notes (e.g. we are currently out to tender) –</li> </ul>
10. Workforce Management	<ul style="list-style-type: none"> <li>a) System type – Rostering</li> <li>b) Supplier name – Totalmobile (as part of Software Enterprises)</li> <li>c) System name – Global Rostering System</li> <li>d) Date installed – &gt; 10 years</li> <li>e) Contract expiration – 28 February 2026</li> <li>f) Is this contract annually renewed? - currently Direct Award Contract</li> <li>g) Do you currently have plans to replace this system? - Yes</li> <li>h) Procurement framework – national framework</li> <li>i) Other systems it integrates with? – none</li> <li>j) Total value of contract (£) – £36,000 (incl VAT)</li> <li>k) Notes (e.g. we are currently out to tender) – systems are migrating to a cloud based service. Currently subject to business case</li> </ul>

**\* Refusal Notice – Section 24 – National Security**

I can confirm that NIAS holds the information relevant to your request for Question(s) 9 part C&I above. However, this information is exempt under Section 24 (1) (National Security) of the Freedom of Information Act. With Section 24 being a prejudice based qualified exemption there is a requirement to articulate the harm that would be caused in confirming or not whether the information is held as well as considering the public interest.

In determining whether or not the public interest in withholding information outweighs the public interest disclosing information, NIAS considered the factors favouring disclosure and the factors against disclosure. The application of the Public Interest Test is set out below.

<b>Exemption claimed in respect of Section 24 – National Security*</b>	
Considerations in Favour of Disclosing	Considerations in Favour of Not Disclosing
<ul style="list-style-type: none"> <li>- Openness and transparency regarding the use of public monies and how NIAS protects its IT network capabilities. To confirm what processes we use to protect computer systems would enable the general public to hold NIAS to account ensuring all such breaches are recorded and investigated appropriately.</li> </ul>	<ul style="list-style-type: none"> <li>- Extreme prejudice to the NIAS operations which would be caused by any malicious action taken against the NIAS IT systems if the information is provided on monitoring of web filtering</li> <li>- It could identify vulnerable computer systems thus allowing someone to compromise our systems, website and potentially allow access to personal data</li> <li>- Disclosure of the information has to be access as disclosure to the wider public and not just to you for personal use</li> <li>- Prejudice to the public of Northern Ireland which could result from this ie failure to deliver emergency service</li> <li>- Impact on public trust and security.</li> </ul>

<b>Exemption claimed in respect of Section 43(2) Commercial Interest**</b>	
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.</p>	<p>The disclosure of the individual rates of pay provided by NIAS to the private ambulance provider/company may prejudice the provider commercial interests as it 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. Releasing information about rates may encourage more potential suppliers to enter the market. This could lead to improved numbers entering a procurement process.</p>	<p>Deter competition for a procurement process. There is a public interest in ensuring provider/companies can compete and there is fair competition. Disclosure of individual rates paid may prejudice this. Disclosure 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</p>

	to achieve value for money for future procurement process.
	The rates of pay are unique to each private ambulance provider/company and remains commercially sensitive, as it may be used in other similar procurement processes.

\*\*\* I can confirm that NIAS holds the information relevant to your request for Question 1 above. However, this information is exempt under Section 31(1)(a) prevention or detection of crime of the Freedom of Information Act. With section 31 being a prejudice based qualified exemption there is a requirement to articulate the harm that would be caused in confirming or not whether the information is held as well as considering the public interest.

In determining whether or not the public interest in withholding information outweighs the public interest in disclosing the information, NIAS considered the factors favouring disclosure and the factors against disclosure. The application of the Public Interest Test is set out below.

<b>Exemption claimed in respect of Section 31(1)(a) prevention or detection of crime</b>	
<b>Considerations in Favour of Disclosing</b>	<b>Considerations in Favour of Not Disclosing</b>
<ul style="list-style-type: none"> <li>-Promotes transparency in the management and procurement of public sector contracts.</li> <li>-Supports accountability in public spending and organisational governance.</li> </ul>	<ul style="list-style-type: none"> <li>-Disclosure could enable malicious actors to exploit identified systems, jeopardising operational security.</li> <li>-The risk of unauthorised access to systems could compromise sensitive organisational and personal data, impacting patient safety and organisational integrity.</li> </ul>

**Balancing Test:**

NIAS operates the majority of its services with a high dependency on IT to operate its Emergency and Non-Emergency Control Centres. An interruption of these systems, even for short period of maintenance, has considerable implications for the operation of responding to an emergency or transporting a patient. To identify any weaknesses in processes associated to information technology and security would risk undermining the integrity of NIAS information security.

We have therefore concluded that the exemption applies and that withholding the material serves the public interest better than release in this instance.

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](#)  
**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)*

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**Information Governance Team**