



11 November 2015

FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-2015-104-15
Key Word: Software Information
Subject: ECM, Asset, DMRS, Mobile
Request: **Date Received:** 29/09/2015
 Date of Response: 11/11/2015

Thank you for your request for information received on 29 September 2015 and which was dealt with under the terms of the Freedom of Information Act 2000. We would also inform you that Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and which is detailed below.

I would further apologise for the delay in the provision of your information and for your patience with this.

- **Enterprise Content Management-** covers the provision of Enterprise Content Management (ECM) software and associated services including Document and Records Management (EDRM) solutions e.g. document scanning, image processing, web content and workflow management and systematic control e.g. document life cycle solutions.
- **Asset Management Software-** is a business practice that involves **managing** and optimizing the purchase, deployment, maintenance, utilization, and disposal of **software** applications within an organization.
- **Data Management and Reporting Systems (DMRS) Software -** covers the provision of Data Management and Reporting Systems (DMRS) software and associated services for the purposes of business intelligence, data and performance management including data warehouse provision, data manipulation, quality and integration tools, data analytics and big data solutions.
- **Mobile Application Solutions-** covers the provision of Mobile Application Solutions for the purposes of delivering mobile application requirements for a variety of mobile devices, platforms and interfaces.

The organisation may have several contracts relating to the contract above but can you please provide me with the primary/secondary contracts. Please concentrate on contracts over £1,000. Can you please provide me with the following contract information for each of the contract category specified above:

Question 1

Contract Category: Please see select from the categories provided; Enterprise Content Management; Asset Management; Data Management and Reporting Systems; Mobile Application Solutions.



Answer 1

ECM

- 1) Patient Report Form (Document Scanning System)
- 2) Microsoft Sharepoint

Asset Management Software

- 3) NIAS Asset software < £1,000

DMRS

- 4) Executive Information System (Query tool)
- 5) Regional HSC Finance & Human Resource Pay Travel and Subsistence (HRPTS) via Health and Social Care - Business Services Organisation (BSO) – Shared Services:
- 6) Global Rostering System (GRS)
- 7) Fleet Management
- 8) Voice Recorder

Mobile Application Solutions

None

Question 2

Existing Supplier Name for each contract

Answer 2

ECM

- 1) Formic
- 2) Microsoft

Asset Management Software

- 3) BMC Software

DMRS

- 4) MIS Emergency Systems Ltd
- 5) Finance System – Advanced Business Solutions and HRPTS System – HCL Axon
- 6) Software Enterprises
- 7) Chevin Fleet Solutions
- 8) BT (Technology Partner)/Sinclair Voicenet

Question 3

Software Brand: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.

Answer 3

ECM

- 1) Formic Fusion
- 2) Microsoft Sharepoint

Asset Management Software

- 3) Numara Track-It!

DMRS

- 4) Executive Information System (EIS)
- 5) Finance System – Financial Procurement Logistic Systems for Integrated Financial Systems/SAP - Human Resource Pay Travel and Subsistence (HRPTS)
- 6) Global Rostering System
- 7) FleetWave
- 8) Cybertech Myracle

Question 4

Contract Description: Please do not just state two to three words can you please provide me detail information about this contract and please state if upgrade, maintenance and support is included. Please also include the modules included within the contract

Answer 4

ECM

- 1) Formic – Bespoke system for scanning patient report records with no contract lifespan and includes support and licencing requirement.
- 2) Microsoft - Part of 3 year Regional HSC Microsoft Enterprise Agreement and includes upgrade path

Asset Management Software

- 3) Track It – Call logging and fault software. No contract lifespan. Licence requirement.

DMRS

- 4) MIS – Part of 10 year Command & control Contract with 2 modules, PCS and A&E, upgrades and support included
- 5) BSO – 10 year Regional HSC Contract including modules for Finance, Budgetary Control Travel and Human Resources Pay Travel and Subsistence. Upgrades and support included
- 6) Software Enterprises – Rostering system with rolling contract reviewed annually.
- 7) Chevin Fleet System – Bespoke fleet system ie maintenance, vehicle and equipment scheduling, fuel costs etc procured with no contract lifespan. includes support BT- Part of 10 year BT Integrated Communications Control system
- 8) Voice Recorder technology for 999 calls and non-emergency calls

Question 5

Number of Users/Licenses: What is the total number of user/licenses for this contract?

Answer 5

ECM

- 1) Formic – 7 licences
- 2) Sharepoint – site licence

Asset Management Software

- 3) Numara Track-It! – 5 licences

DMRS

- 4) EIS – 10 licences
- 5) Advanced Business Solutions & SAP – HSC Site licence as part of Shared Services functionality
- 6) GRS - Site licence
- 7) Fleetwave – Site Licence
- 8) Voice Recorder – Site licence

Question 6

Annual Average Spend for each contract

Answer 6

ECM

- 1) Formic – £5000
- 2) Sharepoint – no average spend available as part of Microsoft suite costing

Asset Management Software

- 3) Numara Track-It! £900

DMRS

- 4) EIS – no average spend available as part of Command and Control solutions
- 5) Advanced Business Solutions & SAP – no average spend available as part of wider HSC shared services contract
- 6) GRS - £8000
- 7) Fleetwave – £4000
- 8) Voice Recorder – no average spend available as part of wider BT costings

Question 7

Contract Duration: What is the duration of the contract please include any available extensions within the contract.

Answer 7

Refer to Answer 4 above

Question 8

Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

Question 8

ECM

- 1) Formic – purchased in 2005. No contract as such – licence and support only.
- 2) Sharepoint – April 2015

Asset Management Software

- 3) Track-It! – May 2008

DMRS

- 4) EIS – March 2006
- 5) Advanced Business Solutions & SAP - Apr 2014
- 6) GRS - March 2014
- 7) Fleetwave – purchased in 2006. No contract as such – licence and support only.
- 8) Voice Recorder – November 2005

Question 9

Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

Answer 9

ECM

- 1) Formic – not applicable
- 2) Sharepoint – March 2018

Asset Management Software

- 3) Numara Track-It! – August 2016

DMRS

- 4) EIS – March 2016
- 5) Advanced Business Solutions & SAP – March 2024
- 6) GRS - February 2016
- 7) Fleetwave – not applicable
- 8) Voice Recorder – November 2015

Question 10

Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY

Answer 10

Contracts are reviewed in the year prior to contract end date

Question 11

Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract.

Answer 11

The IT Manager is Mr Paddy Dornan

Email: paddy.dornan@nias.hscni.net

Telephone: 028 90400999

Question 12

Notes: Please provide me with any further information with regards to this contract this could include any contract extension available as well as information on renewals or plans for future tenders.

Answer 12

No further information to provide.

I hope the above fully assists you. 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.

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.

In the event that you require a review to be undertaken, you can do so by writing to the Finance and ICT Director, 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:

Website: ni@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

Alison Vitty

Alison Vitty (Miss)
CORPORATE MANAGER

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