17th November 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 20/10/34.

You requested the following information, please also see our response below:

1. What is the name of your rostering supplier?
Total Mobile

2. What is the contract start date for your rostering suppiler?
1st April annually

3. What is the contract end date for your rostering suppiler?
31st March

4. What was the annual cost of your rostering suppiler for the the financial year 19/20 (April 2019 - March 2020)?
38, 902.50 +VAT

5. Are there any exit costs incurred for changing rostering supplier? If yes, please state the exit cost
Not known.

6. What framework was used to procure the supplier?
Single Tender Waiver

7. What percentage of workforce are rostered on the system?
Whole Trust

8. Can staff self-roster on your platform? Self-rostering is when a staff member can sign up to shifts and choose their own work schedules themselves
Yes, they can, but in a limited way with strict rules around demand.

9. What percentage of rostered shifts are 'self-rostered'?
less than 2%

10. Does your rostering solution allow for automatic generation of rosters?
Yes

11. How is the rostering system hosted?
a. **On-premise**   Yes
b. **Supplier Private Cloud**
c. **Microsoft Azure**
d. **Amazon Web Services (AWS)**

12. Are Application Programming Interfaces (API's) offered as part of the standard service/solution (included in the standard cost of the supplier) with your rostering supplier or are they offered at an additional cost?
Additional cost as a one-off fee

13. If this if offered at an additional cost, what is the annual cost for API's from your Rostering Supplier?
N/A

14. If your Rostering system offers API's can you confirm that it supports the NHS Digital Data Model 4 for interoperability between rostering and bank management systems? The NHS Digital Data model 4 is a fundamental requirement of 'Interoperability' meaning the ability of computer systems or software to exchange data. The NHS Digital Data model 4 ensures all systems and components use a common, open data standard, that is vendor neutral and can be accessed by all systems (and suppliers) to pass data around the system.
Our supplier is part of the SRG that is defining the as yet unpublished digital data model API's and our system will be updated and compliant in due course once the final requirements have been specified.

15. If your Rostering system does not currently support NHS Digital Data Model 4, which year/quarter have they indicated they will support the NHS Digtial Data Model 4 by?
NA

16. Does your rostering system integrate with Electronic Staff Record (ESR)?
Yes

17. What other third-party systems does your rostering system integrate with?
Everbridge Information management

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust