



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Date:

Email:

Dear

Tel: 0300 123 0999
www.secamb.nhs.uk

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 240806. Please accept my sincere apologies for the delay and inconvenience you have experienced regarding this request. In this instance, the Trust has not responded to your request within the required 20 days, and for this I apologise.

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

With this enquiry we are seeking to obtain confirmation of the following information as part of our General Market Health Check and Market Capabilities Assessment:

1. **Does your organization operate a standalone or, shared Operational Control Room/Headquarters?**

999 (111) Primary and Secondary call centres, split East and West but either site is capable of managing all regional calls (Kent, Surrey, Sussex).

2. **What Command-and-Control System/Platform/Product (e.g. ControlWorks from NEC Software Solutions) is currently in use?**

Respond2

3. **Who is your current provider for Command-and-Control System/Platform/Product?**

Cleric Computer Services Ltd

4. **When did you last go to market to Competitively Tender for the Command-and-Control System/Platform/Product?**

2017

5. **When do you plan to next Go-to-Market to Competitively Tender for the Command-and-Control System/Platform/Product?**

No plans currently, in contract for next three years.

6. **What Digital Communication Recording System/Platform/Product (e.g. DS300 from NEC Software Solutions) is currently in use?**

Nice Inform 10

7. **Who is your current provider for Digital Communication Recording system/platform/product?**

Nice, via our telephony provider, FourNet

8. **When did you last Go-to-Market to Competitively Tender for the Digital Communication Recording System/Platform/Product?**

2018

9. **When do you plan to next Go-to-Market to Competitively Tender for the Digital Communication Recording System/Platform/Product?.**

No plans currently, in contract for next two years.

10. **Would you please nominate a Commercial and Procurement Point of Contact who would be willing to engage with National Highways for the purposes of Peer-to-Peer Knowledge Sharing in respect of this Category.**

Please contact: procurement@secamb.nhs.uk

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**