



Trust Headquarters
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Crawley
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RH10 9BG

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www.secamb.nhs.uk

29th May 2026
Internal Reference: 260424
Email:

Dear ,

Thank you for your request for information, which we received on **17/04/2026**.
We have considered your request under the Freedom of Information Act 2000.
Please ensure you quote the Internal Reference number above in any future correspondence.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

Your Request and our Formal Response

Context and Public Interest

This request relates to systems that underpin public safety and emergency response operations, and therefore carries a clear public interest in transparency regarding:

- Procurement and contract management
- Supplier performance and accountability
- Use of public funds and value for money
- Operational effectiveness of critical infrastructure
- In addition, under the Procurement Act 2023, there is an increased emphasis on:
 - Transparency in public contracts



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Chair: Michael Whitehouse CEO: Simon Weldon

- Ongoing contract performance monitoring
- Definition and visibility of Key Performance Indicators (KPIs)

This reinforces the public interest in disclosure of contract performance and management information where appropriate.

Records Retention Context

Public authorities are typically expected to retain procurement and contract documentation for a minimum of 5–7 years following contract award (aligned to audit, governance, and limitation requirements).

If any information is stated as not held, please confirm whether:

- It was previously held but is no longer retained, or
- It is not held in any form

REQUESTED INFORMATION

1. Current Systems and Suppliers

Please confirm:

- Current CAD (Computer Aided Dispatch) system supplier and system name –

Cleric Computer Services Ltd

- Current ICCS / control room system supplier and system name

Not applicable to the Trust

- Any Mobile Data Terminal (MDT) solution provider and system name

Not applicable to the Trust

- Any key integration providers or middleware platforms

Not Applicable

2. Contract Information

For each system above, please provide:

- Contract award date – **6th September 2024**
- Contract duration – **Initial term of two years, with the option to extend for a further twelve-month period.**
- Contract expiry date (including any extensions) – **5th September 2027**
- Total contract value (where available) - **£1,096,580**
- Procurement route used (e.g. framework (including which one), Find a Tender, direct award) – **Framework G-Cloud 13**
-

3. Procurement and Tender Documentation

Where available, please provide:

- Contract award notices – **Not applicable to the Trust**
- Tender documentation (including but not limited to specification and Invitation to Tender) – **Not applicable to the Trust as this was tendered via the GCloud filtering system to identify the successful contractor**
- Any publicly available procurement materials – **Not applicable to the Trust**

Where this information is already publicly available, links or references are acceptable in place of full documents.

4. Contract Changes and Extensions

Please provide details of:

- Any contract extensions, variations, or renegotiations - **1 year extension option applied**
- Updated contract end dates - **5th September 2027**
- Nature of changes (e.g. scope, pricing, service model) – **Not applicable to the Trust**

5. Procurement Planning and Future Intent

Please confirm:

- Whether there are plans to re-procure any of the above systems
- Expected timeframe (if known) **Anticipated June – October 2026 via GCloud.**
- Any pre-market engagement activity undertaken or planned

6. Supplier Performance and KPIs

Please provide:

- Any Key Performance Indicators (KPIs) defined for the contract
- Summary of supplier performance against KPIs
- Any:
 - o Performance reports
 - o Service review documents
 - o Improvement or remediation plans

Not applicable to the Trust

Aggregated or summary information is acceptable where detailed reports are not readily available.

Please see attached GCloud Contract Document. The Trust does not provide individual names or contact details in response to FOI requests. Business enquiries can be made by emailing enquiries@secamb.nhs.uk. Alternatively, names and roles of SECamb employees already in the public domain can be found via our website here: [About Us | SECamb](#)

7. Service Delivery and Operational Context

Please confirm:

- Whether the system is:
 - o Managed internally
 - o Delivered as a managed service – **Delivered as a managed service**

- Any significant:
 - o Transformation programmes
 - o Planned upgrades or replacement programmes – **Considering CAD Web**
 - o 8. Governance and Oversight

Please provide (where available):

- Any internal reports or governance papers relating to:
 - o System performance
 - o Contract issues
 - o Major decisions relating to the system

Not applicable to the Trust

Next steps

Some information held by the Trust is routinely published on our [website](#) and may be of assistance.

If you are dissatisfied with the Trust's response to your request, you have the right to ask for an internal review.

Requests for an internal review should be submitted within **40 working days** of the date of this response and should be sent to:

Richard Banks, Head of Corporate Governance at FOI@secamb.nhs.uk

The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust's Data Protection Officer. We aim to complete internal reviews within **20 working days** of receipt.

If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commissioner's Office (ICO). The ICO generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the ICO's website:
www.ico.org.uk/foicomplaints

Alternatively, you may write to:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Yours sincerely,

Corporate Governance Team
South East Coast Ambulance Service NHS Foundation Trust



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