

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/004415-2024>

Planning

## **Computer Aided Dispatch system (CAD) Ambulance Services**

South Western Ambulance Service NHS Foundation Trust

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-004415

Procurement identifier (OCID): ocds-h6vhtk-0438cd

Published 9 February 2024, 12:20pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

South Western Ambulance Service NHS Foundation Trust

Westcountry House, Abbey Court, Eagle Way, Sowton Industrial Estate

Exeter

EX2 7HY

#### **Contact**

Sharon Murphy

#### **Email**

[sharon.murphy@swast.nhs.uk](mailto:sharon.murphy@swast.nhs.uk)

#### **Telephone**

+44 7920781297

**Country**

United Kingdom

**Region code**

UKK4 - Devon

**Internet address(es)**

Main address

<https://www.swast.nhs.uk>

Buyer's address

<https://www.swast.nhs.uk>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

---

**Section II: Object****II.1) Scope of the procurement****II.1.1) Title**

Computer Aided Dispatch system (CAD) Ambulance Services

Reference number

SWAST-3045-DDaT

### **II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

Request for Information for a “Computer Aided Dispatch system (CAD) for the South Western Ambulance Service NHS Foundation Trust (SWASFT)

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 72000000 - IT services: consulting, software development, Internet and support
- 72260000 - Software-related services

### **II.2.3) Place of performance**

NUTS codes

- UKK - South West (England)

### **II.2.4) Description of the procurement**

PLEASE NOTE THIS IS A REQUEST FOR INFORMATION NOTICE - INFORMATION DOCUMENTS AVAILABLE PLEASE SEE II.2.14.1 ADDITIONAL INFORMATION

The South Western Ambulance Service NHS Foundation Trust (SWASFT) is one of 11 Ambulance Service Trusts in England. SWASFT is a 999 blue light service that provides call handling, triage, and clinical assessment of calls we receive. We help patients over the phone or send an emergency response team to those who need immediate treatment. If necessary, we can also arrange for the patient to be taken to an alternative appropriate service.

We also run the Tiverton Urgent Treatment Centre, providing treatment for minor injuries and ailments, supported by a team of highly qualified GPs, paramedics, and nurse practitioners. As a regional service we work with seven NHS Integrated Care System partners, numerous hospitals, partnership trusts, community based and urgent care services as well as other emergency services such as local police, fire and rescue, the coastguard and air ambulance charities.

We cover the largest ambulance region in England, operating over 10,000 square miles with a population that increases from 5.7 million up to 23 million people throughout the year. The Trust covers the counties of Cornwall and the Isles of Scilly, Devon, Dorset, Somerset, Wiltshire, Gloucestershire, and the former Avon area (Bristol, Bath, North and North East Somerset and South Gloucestershire).

The Trust is seeking to replace its current Computer Aided Dispatch system (CAD) for 999 emergency response and are exploring market potential.

The purpose of this Request for Information is to both provide formal notice to prospective vendors regarding the Trust's intention to tender for a new CAD system, and to obtain indicative costing from these vendors in order to inform the outline business case.

#### **II.2.14) Additional information**

To obtain information documents and costing template please contact:-

[Edward.Gregson-Williams@SWAST.nhs.uk](mailto:Edward.Gregson-Williams@SWAST.nhs.uk) (Project Manager)

and

[Sharon.Murphy@SWAST.nhs.uk](mailto:Sharon.Murphy@SWAST.nhs.uk) (Head of Procurement)

Please note documents must be returned by FRIDAY 8TH MARCH 2024 16:00 to [Edward.Gregson-Williams@SWAST.nhs.uk](mailto:Edward.Gregson-Williams@SWAST.nhs.uk) and [Sharon.Murphy@SWAST.nhs.uk](mailto:Sharon.Murphy@SWAST.nhs.uk)

Should there be any clarification questions these should be sent by FRIDAY 1ST MARCH 2024 16:00 to [Edward.Gregson-Williams@SWAST.nhs.uk](mailto:Edward.Gregson-Williams@SWAST.nhs.uk) and [Sharon.Murphy@SWAST.nhs.uk](mailto:Sharon.Murphy@SWAST.nhs.uk).

#### **II.3) Estimated date of publication of contract notice**

9 February 2024

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes