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Planning

Patient Safety and Risk Management Digital Platform

South East Coast Ambulance Service NHS Foundation Trust

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-011882

Procurement identifier (OCID): ocds-h6vhtk-04fa5b

Published 28 March 2025, 5:42pm

Scope

Description

South East Coast Ambulance Service NHS Foundation Trust (SECAmb) is exploring the market to gather a better understanding of the systems available and their differing abilities to provide an effective patient safety and risk management digital platform. The purpose of this pre-engagement is to elucidate the Trust's needs and wants and to ascertain whether all of these can be delivered within one system. Once providers respond and register an interest, they will be asked to provide a demonstration of their platform to SECAmb. Providers will not, at this stage be expected to divulge any commercial information, other than to verify if their platform could be delivered within timescale and budget. Whilst engagement from all relevant providers is welcomed it should be noted that SECAmb is not bound by the feedback received. Engagement will not intimate progression with a provider. This pre-engagement has been issued subject to the Health Care Services Provider Selection Regime (PSR) Regulations 2023. The NHS is having to make significant reductions in spending across the board. And whilst the Trust acknowledges that digital solutions can require substantial financial commitment, it is keen to ensure efficacy and efficiency remains forefront, hence the desire to explore the market. Current platform SECAmb's current platform is RL Datix's DatixCloud IQ (DCIQ). The modules currently in use are incidents, feedback (complaints / PALS), safeguarding, enterprise risk manager (risk management),

safety alerts and dashboards. Two further modules are pending development: claims and mortality review.

Digital platform essential criteria

The platform must provide solutions for:

- Incident reporting and management - Ability to develop reporting / management / search forms tailored to SECamb
- Structure must support the national Patient Safety Incident Response Framework (PSIRF)
- Learning from Patient Safety Events (LSPSE) ready - Ability to create local dashboards
- Risk Management - Ability to create multiple risk registers and issue logs allowing for escalation of risks / issues - Ability to show risk journey including initial, current and target scores, controls, assurances and gaps and escalation / de-escalation from other risk registers
- Complaints / PALS
 - o Ability to easily capture all aspects on different forms
 - o Complainants chain for original complaint and for a re-opened complaint
- Claims / Inquests
 - o Ability to manage all legal aspects i.e. litigation claims and inquests
- Mortality Review
 - o Ability to create a system that underpins the national Learning from Deaths

Guidance and structured judgement reviews

- Safety Alerts
 - o Ability to create a repository for all types of safety alerts
 - o Function to disseminate alerts to relevant parties and track actions
- System wide
 - o Full system administration training and guidance throughout development and implementation
 - o Service centre for future contacts regarding any future system queries or issues
 - o Training programme for staff
 - o Simple search and data export functions for end users (not only super users) for all modules
 - o Ability to create actions against any record / module and export into full action plan
 - o Local dashboards able to be created for all modules
 - o Mail merge facility for all modules
 - o Document repositories for all modules
 - o Ability to link records through people involved / case handlers
 - o Accessible via all SECamb devices i.e. PC, iPad, smartphones
 - o Role / locality-based access, permissions and email notifications
 - o Simple reporting for key performance indicators i.e. breached incidents or complaints, without requirement for manual manipulation

Digital platform desirable criteria

- Incident reporting and management
 - o Ability to duplicate record either within the same module or to another module i.e. incident to complaint or safeguarding
- Risk Management
 - o Ability to link risks to records in other modules to influence risk profile and contribute to horizon scanning
 - o Creation of a commercially sensitive risk register with restricted access
- System wide
 - o Clearly shown unique identifiers at the top of all records i.e. record ID and name
 - o Built in AI tool to assess records across all modules to assist with analysis
 - o Automated email notifications to case handlers regarding key actions / deadline dates
 - o Ability to interface with other Trust systems i.e. CAD, ePCR, PowerBI.
 - o Automated real-time updates via data warehouse / data extraction tool

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Procurement timetable, budget and contract length

Should SECamb decide to proceed with an alternative provider, the new platform is required to be live from October 2026; as a minimum the incident, PALS /

complaints, risk and safeguarding modules, in addition to cross system modules i.e. contacts, actions and analytics. SECamb's available budget for this solution is £80,000 per year for an initial five-year contract; with a provision that notice may be given from the third anniversary.

Total value (estimated)

- £400,000 excluding VAT
- £480,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2026 to 30 September 2031
- 5 years

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 72260000 - Software-related services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

28 April 2025

Engagement process description

Please contact procurement@secamb.nhs.uk to register your interest and detail systems/solutions which can meet our requirements and provide brochures/information about your systems offering. The tender is likely to be published in the latter end of this year/beginning of next year with a Contract award on 1st October 2026.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Submission

Publication date of tender notice (estimated)

30 November 2025

Contracting authority

South East Coast Ambulance Service NHS Foundation Trust

- Public Procurement Organisation Number: PGNR-3396-MRLQ

Nexus House, Gatwick Road

Crawley

RH10 9BG

United Kingdom

Contact name: procurement@secamb.nhs.uk

Email: procurement@secamb.nhs.uk

Website: <https://www.secamb.nhs.uk/>

Region: UKJ28 - West Sussex (North East)

Organisation type: Public authority - central government

