

National Enterprise Maintenance Agreement (NEMA) for MPDS Frequently Asked Questions

What is NEMA?

This maintenance agreement provides all enrolled ambulance services with the latest version of the software and hence up-to-date protocols throughout the NHS. All services can then operate on the same approved clinically safe and fully supported software. Parts of the negotiations have been to review and reduce the current list prices of products and to remove the current practise of cost variations across the service. The agreement will provide a NEMA list price to all sites operating the maintenance agreement.

Who is eligible to enrol into NEMA?

All Ambulance services within the National Health Service are eligible to enrol into NEMA, this includes Welsh Ambulance and the Scottish Ambulance Service.

What costs are associated with enrolling into NEMA?

The costs for each ambulance service vary, but have been set based upon discussions with the department of health. They represent a significant increase in value compared with previous cost models.

Full details of the costs for your organisation can be obtained from Priority Dispatch Corporation (Utah, USA) or Trustmarque Solutions within the UK.

How can I find out more information on how NEMA will benefit my organisation?

Please contact Priority Dispatch Corporation (Utah, USA) or Trustmarque Solutions within the UK or go to www.prioritydispatch.co.uk

What is the process for purchasing NEMA?

Priority Dispatch Corporation have formed a relationship with Trustmarque Solutions who are a UK based GCAT / Catalist VAR.

Trustmarque have taken on the role of agent, and will provide each organisation with a tailored quotation including a Catalist reference number, from which your organisation can raise a purchase order in UK Sterling to Trustmarque.

The NEMA Catalist reference number is PD-MPDS and is available to view at www.ogcbuyingsolutions.co.uk

Trustmarque Solutions will manage all transactional processes involved under NEMA including order processing, invoicing, and customer services.

Technical support and operations are managed by Priority Dispatch Corporation who as part of NEMA are providing enhanced services.

How do I contact Trustmarque Solutions and Priority Dispatch Corporation?

Trustmarque Solutions

Robert Newburn	Rob.newburn@trustmarquesolutions.com	0870 121 0322
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Priority Dispatch Corporation

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