

7 November 2019

Information Rights & Compliance Team  
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Our Ref: FOI/03431

Thank you for your request concerning Robotic Process Automation (RPA).

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

**QUESTIONS:**

**Robotic Process Automation (RPA) is software which can automate manual, computer-based tasks by using virtual workers which mimic the way humans interact with applications on a computer. As a result, RPA can drive efficiencies in corporate services by increasing productivity, reducing staff workload and generating cost savings.**

**1. RPA Budgets**

- a. **Does your organisation have a dedicated budget for investing in RPA? Is yes, please provide your organisations RPA budget for 19/20**
- b. **To date, how much has the organisation invested in RPA solutions?**

We do not use RPA software directly. Therefore we do not have a dedicated budget.

**Questions**

**2. RPA Supplier**

- a. **Does your organisation use a third-party to provide an RPA software solution? If yes, please provide the name of the supplier (e.g. Thoughtonomy, Automation Anywhere, UiPath, Blue Prism etc.)**
- b. **Please provide a brief description as to the project the RPA provider is undertaking/has undertaken at the organisation (e.g. reporting, system integration, tax management etc.) including which departments within the organisation this is/has been implemented**
- c. **How many employees (headcount) are involved in the operationalisation of the RPA solution at your organisation post-implementation?**
- d. **Please state the start and end date of the contract with the supplier**
- e. **Did the organisation use a framework to procure these services? If yes, please provide the name of the framework**
- f. **Please provide detail on how the RPA provider has charged the organisation? (e.g. costing by development and consultancy day rates, annual/monthly license fees, additional fees for bespoke services)**
- g. **What was the annual cost to the organisation for the provision of the RPA solution in 18/19?**
- h. **Has your organisation seen any quantifiable benefits through the use of your RPA solution provider? Please provide details on the benefits achieved (e.g. reduced time**



**spent on task by X%, saved X amount of hours per task per month, achieved savings of X amount)**

**Answer**

All our IT services are outsourced to Hertfordshire, Bedfordshire and Luton ICT (HBL ICT) (hosted by East and North Hertfordshire Clinical Commissioning Group). RPA is part of this managed service delivered by HBL ICT and included in the overall contract value.

They can be contacted at the address below:

Hertfordshire, Bedfordshire and Luton ICT  
Charter House  
Parkway  
Welwyn Garden City  
Hertfordshire  
AL8 6JL

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith  
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

