

2 March 2023

Information Rights & Compliance Team
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Our Ref: FOI/04593

Thank you for your request concerning our chatbot contract.

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

1. What Procurement route was used to award this contract and can you please share the contract award notice if available?

Crown Commercial Services G-Cloud 11.

2. What was the Contract award date & contract duration?

Contract start date: Oct 2020 for a duration of 2 years.

3. What was the initial term of the contract?

Please see the answer to question 2.

4. What was the total Contract spend (including amounts & dates)?

£243k (excluding VAT)

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](#).

