

**Information Governance**

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1 February 2023

**Our reference: FOI DA4528a**

I am responding to your request for information received 1 February 2023. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Keshia Harvey  
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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We promise to work together creatively to: learn  
'what matters' to everyone, achieve a better quality  
of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Chief Executive:** Paul Calaminus  
**Chair:** Eileen Taylor

**Request:** Thank you very much for the detailed response to my FOI request.

**Please could you provide me with who the contract was directly awarded to**

**Answer:** Florence Teleheath



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**Original Request:** I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the contract below.

**Supply of Telehealth Services:**

<https://gbr01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fted.europa.eu%2Fudl%3Furi%3D%2FED%3A%2FNOTICE%3A%2F451895-2018%3A%2FTEXT%3A%2FEN%3A%2FHTML&data=05%7C01%7Ccelft.foi%40nhs.net%7Cee0974b3d2114c18ba8108daefe9baf2%7C37c354b285b047f5b22207b48d774ee3%7C0%7C1%7C638086084382568554%7CUnknown%7C%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiLCJQIjoiV2luMzliLjBjTi16k1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=8mCTbA5p8qNps%2F1AF%2FmP8FaVqnN6kY6tjLi0S2scBwk%3D&reserved=0>

**Question 1:** What are the contractual performance KPI's for this contract?

**Answer:** This particular contract does not state the performances.

**Question 2:** Suppliers who applied for inclusion on the contract and were successful & not successful at the PQQ & ITT stages

**Answer:** The contract was direct awarded and therefore, the Trust did not invite any other suppliers.

**Question 3:** Actual spend on this contract, from the start of the contract to the current date

**Answer:** Please see table below:

<b>Fee type</b>	<b>Amount</b>
Annual Management Fee	£2,000 per annum
Subscription Fee	£6,960 per annum
Message Bundle Fee	All text messages cost £0.08 each and must be purchased in single or multiple bundles as follows (exclusive of VAT):  £3,000: 37,500 text messages £4,000: 50,000 text messages £5,000: 62,500 text messages £10,000: 125,000 text messages

**Question 4:** Start date & duration of contract?

**Answer:** 1 April 2022 for one year.

**Question 5:** Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?

**Answer:** The contract was direct awarded and therefore, the Trust did not invite any other suppliers.

**Question 6:** Is there an extension clause in the contract(s) and, if so, the duration of the extension?

**Answer:** Yes, four years.

**Question 7:** Has a decision been made yet on whether the contract(s) are being either extended or renewed?



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Answer: No.

**Question 8: Who is the senior officer (outside of procurement) responsible for this contract?**

Answer: Dr Mohit Venkataram, Executive Director of Commercial Development.



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