



National Audit Office

The UK's independent public spending
watchdog

Switchboard +44 (0)207 798 7000

Direct Line +44 (0)207 798 7264

Email FOI@nao.org.uk

Reference FOI-1564

Date 24 November 2022

EAST AND NORTH HERTFORDSHIRE NHS TRUST

Thank you for your request of 29 October 2022 in relation to the East and North Hertfordshire NHS Trust's ENHT - Chat Bot contract. Your request was considered in accordance with the terms of the Freedom of Information Act 2000 (FOIA). Your specific request is reproduced at Annex A for your reference.

We have carried out a thorough search for the information you requested, and we have established that we do not hold the information.

We hope you find this response helpful. Annex B sets out the steps you may wish to take if you are not satisfied with the way we have handled your request.

Yours sincerely

NAO FOI Team



Annex A

Request for information about ENHT - Chat Bot. East and North Hertfordshire NHS Trust

Freedom of Information Questions and Answers

(Your request is in italics)

ENHT - Chat Bot. East and North Hertfordshire NHS Trust. Published date: 2 August 2022. Awarded contract - This means that the contract has been awarded to a supplier. Contract summary Industry IT software package – 48517000. Location of contract SG1 4AB. Value of contract £60,000. Procurement reference CF-1007200D00000000rwimUAA1. Published date 2 August 2022. Closing date 23 May 2022. Contract start date 1 June 2022. Contract end date 30 June 2022. Contract type Supply contract. <https://www.contractsfinder.service.gov.uk/notice/9bef83d3-ad53-49f0-a268-e8658a94f8ff?origin=SearchResults&p=1>.

Please provide electronic access to this contract and associated documentation

Annex B

Statement of Policy

Our policy is to respond to requests made under the Freedom of Information Act 2000 as helpfully and promptly as possible, having regard to the principles set out in the Act. I therefore hope you are happy with the way we have handled your request. If you are not, then you should take the following steps.

In the first instance, within 40 working days, write to the National Audit Office Freedom of Information (FOI) Team at FOI.requests@nao.org.uk or by post to:

FOI Team, Green 2, National Audit Office, 157-197 Buckingham Palace Road, London, SW1W 9SP

The Head of FOI will arrange a review, which will be conducted by a senior member of staff who was not involved in decisions relating to your original request. Once the review has been completed, we will write informing you of the outcome.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

<https://ico.org.uk/> or Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF