

Freedom of Information Request

Reference Number: EPUT.FOI.23.2889
Date Received: 23rd March 2023

Information Requested:

1. Does your organisation currently use a Chatbot/ Virtual Assistant/ Conversational-AI solution?

Yes within IAPT services a chatbot is utilised.

2. If yes, please provide the trading name of the supplier and the product name.

Limbic Limited

3. Please provide the initial contract term start date and end date.

Start Date: 3rd March 2022

End Date: Continues until terminated by either party

4. Please provide the contract term (initial term + any extensions).

Please see response to Question 3.

5. Please provide the total contract value.

The Trust believes that this information is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act (Commercial Interests)

6. Please provide the contact details of the Senior Responsible Officer (SRO) for this contract.

IAPT Digital Services Manager, Pride House, Christy Close, Laindon, SS15 6EA

7. If your organisation does not currently use a Chatbot/ Virtual Assistant/ Conversational-AI solution, do you intend purchasing one in the next 12 months? None planned in the next 12 months.

Please see response to Question 1.

Applied Exemption

The Trust believes that this information is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act (Commercial Interests):

Section 43 (Commercial Interests):

(1) Information is exempt information if it constitutes a trade secret

(2) Information is exempt information if its disclosure under this Act would, or would be likely to; prejudice the commercial interests of any person (including the public authority holding it)

(3) The duty to confirm or deny does not arise if, or to the extent that, compliance with section 1(1)(a) would, or would be likely to, prejudice the interests mentioned in subsection (2).

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link
<https://eput.nhs.uk>