



18 October 2017

FREEDOM OF INFORMATION REQUEST – 1204/17

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request:

1. Current supplier of service user/customer experience feedback surveys (This may be more than one. For example, one supplier may be providing a survey solution for community feedback whilst a different supplier may provide a survey solution for feedback within care homes and another supplier for contact centre surveys. Please provide details of supplier contracts for all).
2. Value of individual contract(s). Please specify whether “including VAT” or “plus VAT”.
3. Renewal date of current contract(s).
4. Contact details of officer(s) responsible for the contract(s).
5. Brief description of service provided by current supplier.
6. Where contracts have been renewed in the last 6 months, please can you also provide a short list of suppliers that bid for each contract.
7. Typical route to tender (i.e., what procurement portal or individual quote requests etc.).
8. Does the authority own and/or run Care Homes and if yes, how many. This question applies to all types of Care Homes, not just Care Homes exclusively for the elderly.

NB, Questions 1-7 relate to any feedback surveys and contracts in place within the Authority. Questions 1-7 are not only related exclusively to Care Homes; Q1-Q7 relate to all areas of responsibility and not just Care Homes.

Response:

Answer to questions 1-6:

Please find all contract information on the Rutland County Council Website:

<https://www.rutland.gov.uk/my-council/transparency/transparency-code/>



Answer to questions 7:

Please find information regarding Tendering on the Rutland County Council Website:
<https://www.rutland.gov.uk/my-business/selling-to-the-council/procurement/>

Answer to questions 8:

Please be advised that Rutland County Council does not own or run any Care Homes.

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If you are dissatisfied with the handling of your request please contact the Head of Corporate Governance, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP
You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator
Corporate Support Team, Rutland County Council