

From: [Foi Enquiries](#)
To: [REDACTED]
Subject: FOI-17-0930 - Survey Contracts
Date: 24 July 2017 08:42:22
Attachments: [Further Information - Right to Review & Appeal.pdf](#)

Dear [REDACTED],

Thank you for your information request of 28 June 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

Under the Freedom of Information Act, I would like to request the following information, for any Service User / Customer Experience feedback surveys and contracts in place within the authority:

1. Current supplier/s of service user/customer experience feedback surveys.

- a) Zonka Feedback / Classic Informatics Private Ltd.
- b) Getronics Services UK Ltd

2. Areas of associated activity for above supplier contracts (i.e., care home surveys, resident and/or community, customer contact centre surveys etc.).

- a) Customer satisfaction survey at the Marischal College Customer Service Centre.
- b) Corporate / Education / Social Work Locations

3. Value of individual contract/s (please specify whether "including VAT" or "plus VAT").

- a) £312 including VAT.
- b) Our automated telephone survey at the Customer Contact Centre is a Zeacom module incorporated within the Getronics contract - No breakdown of cost for the Zeacom module. The total value of the Getronics contract is £225,928 but this is for the entire telephone system maintenance contract and not just the survey part.

ACC is unable to provide you with information on **Value of individual contract/s for Getronics Survey part (Zeacom module)** as it is not held by ACC. In order to comply with its obligations under the terms of Section 17 of the FOISA, ACC hereby gives notice that this information is not held by it.

4. Renewal date of current contract/s.

- a) Renewal date 22.06.18.
- b) Current Contract Renewal is due 01/09/18 and can be extended. Therefore, potential renewal dates for Getronics contract are: 01/09/19 and 01/09/20.

5. Contact details of officer/s responsible for the contract/s.

- a) Lucy McKenzie, Customer Experience Officer (LucyMcKenzie@aberdeencity.gov.uk)
- b) Simon Haston, Head of IT & Transformation. Email: shaston@aberdeencity.gov.uk. Tel: 01224 523366

6. Details/description of service provided by current supplier.

- a) Feedback Survey App for android tablet.
- b) Telephone System Maintenance for Telephone Switches and their associated hardware/software

7. 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.

- a) Not applicable.
- b) Not applicable.

8. Typical route to tender (i.e., what procurement portal, quote requests/mini competition).

- a) Quote requests.
- b) Mini Competition.

9. Does the authority own and/or run care homes and if yes, how many.

Aberdeen City Council does not run any care homes.

Please note, some services have reported using Survey Monkey from time to time. This is a one off payment, not a contract and, as such, they have not been included above.

We hope this helps with your request.

Yours sincerely,

Grant Webster
Information Compliance Officer

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

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