



ATTORNEY GENERAL OF TEXAS
GREG ABBOTT

November 18, 2004

Mr. Carey E. Smith
General Counsel
Health & Human Services Commission
P.O. Box 13247
Austin, Texas 78711

OR2004-9781

Re: Request for information used to develop the business case for the use of call centers pursuant to House Bill 2292 of the 78th Texas Legislature

Dear Mr. Smith:

The Office of the Attorney General has received your request for a ruling and assigned your request ID# 215785.

After reviewing your arguments and the submitted information, we have determined that your request does not present a novel or complex issue. Thus, we are addressing your claims in a memorandum opinion. First, we note that Bruce Bower has withdrawn his request for the proposals submitted in response to RFP# 529-04-334. The second requestor seeks only information regarding certain subcontractors. Thus, this decision addresses only the specific information being requested by R.G. Ratcliffe. You claim that the requested information may be withheld from the requestor pursuant to section 552.104 of the Government Code. We have considered your arguments and the requested information and have determined that in accordance with section 552.104, you may withhold the requested information.

For more information on the cited exception, as well as information on the rights and obligations of governmental bodies and requestors, please refer to open government information contained on the Office of the Attorney General website at www.oag.state.tx.us. You may also contact our Open Government Hotline at 1-877-OPENTEX.

Enc. Submitted documents

cc: Bruce P. Bower
815 Brazos, Suite 1100
Austin, Texas 78701
(w/o enclosures)

R. G. Ratcliffe
Houston Chronicle
1005 Congress Avenue, Suite 1060
Austin, Texas 78701
(w/o enclosures)

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