

By email



13 January 2016

Freedom of Information Act/Environmental Information Regulations –
Request For Information

Reference: FOI 01012016

Dear [REDACTED]

Your request has now been considered and the information requested is enclosed.

Please see the below answers to your requests. All answers are highlighted in red font text.

Please can you send me the following contract information?

1. Wi-Fi Provider- Who is the contracted supplier for the Wi-Fi contract. Switchcomms
2. Average Annual Spend – Please state the annual average spend over three years for each supplier. If this is a new contract please state the estimate annual average spends. If there is more than one Wi-Fi provider please split annual for each individual provider. £3,000 maintenance
3. Number of Wi-Fi Users- Please state the number of users the Wi-Fi contract is in place for. An estimate number of users will also be acceptable. If there is more than one Wi-Fi provider please state the number of users for each individual provider. 250 corporate users, estimated 1000 guest users per annum
4. What is the contract Type: 1. WiFi= WiFi contract, 2. Managed=Part of a larger contract, 3. In-house=is the Wi-Fi managed and maintained in-house. WiFi configuration is managed In -House

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5. Number of Locations/Site- I require the number of locations/sites the Wi-Fi contract is contracted for. If there is more than one Wi-Fi provider please state the number of sites for each individual provider. 2 Sites
6. End User Offer- What the Wi-Fi offers to the end users e.g. Unlimited, Pay as you go, free 1 hour access or just free access. If there is more than one Wi-Fi provider please state the number of sites for each individual provider. Free unlimited
7. Manufacturer Name/Brand- Please provides me with the brand names of the Wi-Fi equipment which many include manufacturers of the access points and routers. If there is more than one Wi-Fi provider please state the Manufacturers Name for each individual provider. Aruba + Clearpass
8. Contract Description- Please provide me with a brief description of the solution in place for Wi-Fi and any other services provided under the contract. If there is more than one Wi-Fi provider please state the contract description for each individual provider. Annual Hardware Maintenance
9. Actual Contract Start Date- Please can you state the Start date of the contract. If there is more than on Wi-Fi provider please split contract dates for each individual provider. Feb 2015
10. Actual Contract Renewal/Expiry Date- Please can you state the renewal/expiry date of the contract. If the contract is coming up for renewal if possible please state the likely outcome of the Wi-Fi contract. Feb 2018
11. Contact Details- I require the person from within the organisation responsible for the Wi-Fi contract. Can you please provide me with their full contact detail including contact number and an email address? If there is more than one Wi-Fi provider please state the contract details for each individual provider. IT support team, Service.desk@ofwat.gsi.gov.uk

If the organisation doesn't have a Wi-Fi contract in place please state when the organisation plans to have a Wi-Fi contract in place. Please do this by providing me with a month and year and if possible what type of solutions they plan to want in place and the number of locations. N/A

If this service is provided in-house please provide me with:

1. Number of Users see above
2. Number of Locations/Site see above
3. End User Offer see above

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4. Manufacturer Name/Brand see above
5. Contact Details- I require the person from within the organisation responsible for the Wi-Fi see above

If the organisation has this service (Wi-Fi) as part of a managed service please can you provide me with the contract details of the managed contract including:

1. Current Provider see above
2. Number of Users- This is normally the total number of staff with the organisation. See above
3. Contract Description- Please can you provide me with a brief contract description of the overall contract. See above
4. Contract Expiry Date- Please see above
5. Contract Review Date see above
6. Contact Details- I require the person from within the organisation responsible for the Wi-Fi contract. Can you please provide me with their full contact detail including contact number and an email address. See above

If you have any queries or concerns with regard to the content of this email please do contact me, quoting the reference number.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, please contact:

Programme Office
Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA
mailbox@ofwat.gsi.gov.uk

If you are not happy with the outcome of that review you can ask the Information Commissioner's Office to consider your complaint. Generally, the ICO will not make a decision unless you have exhausted Ofwat's complaints procedure. The ICO can be contacted at:

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<https://ico.org.uk/>

or

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Yours sincerely,

Christine Manise
Senior Associate, Freedom of Information
Operations
Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA

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