

Centre City Tower, 7 Hill Street, Birmingham B5 4UA
21 Bloomsbury Street, London WC1B 3HF

By email

26 May 2016

Freedom of Information - Request For Information

Reference: FOI 54042016

Dear 

Further to your email in which you request information concerning transcript services.

Ofwat confirms it does hold some of the information you have requested and the reply form is attached.

In relation to Eutranscript we can however, find no information in relation to a contract or purchase order or an invoice in relation to this. The service was provided in August 2015 yet we do not hold any documentation or invoices in relation to this and the Senior Officer responsible is no longer with Ofwat.

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

Freedom of Information/EIR Provide the Information

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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:

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

or

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Yours sincerely,

Christine Manise
Senior Associate, Freedom of Information
Programme and Project Management
Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA

Reply Form - Outsourced Transcription Services

	Question Detail	Answers
Q1	Suppliers who applied used for the provision of transcription services	Be There Global for Ofwat City Briefings Eutranscript- Telephone Conference Call
Q2	The value of outsourced transcription services	Be There Global -£21,875.30 –(2011-2015) Eutranscript – unable to provide
Q3	Confirmation of contractual status, expiry dates, and extension details	No formal contract. Ofwat contacts Be There Global for City Briefing events Other transcript services would be ad hoc dependent on need
Q4	If a contract exists, has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?	N/A
Q5	If a contract exists, has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?	N/A
Q6	Who is the senior officer (outside of procurement) responsible for this contract?	For City Briefings - [REDACTED] Project Managers are appointed dependent on requirement for Procurement within the relevant programme