

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

By email

27 April 2017

Freedom of Information Act - Request For Information

Reference: FOI 24042017

Dear [REDACTED]

Thank you for your email in which you request information concerning Ofwat's telephone maintenance contract for hardware and software maintenance and support.

Ofwat confirms it does hold the information requested and I have responded to your questions individually.

1. Contract Type: Maintenance, Managed, and Shared (If so please state orgs)

Business hours: 4 hours response

2. Existing Supplier: If there is more than one supplier please split each contract up individually.

Avaya/Azzurri

3. Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider

£8,500

4. Number of Users:

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300

5. Hardware Brand: The primary hardware brand of the organisation's telephone system.

Avaya

6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.

CM V6

7. Telephone System Type: PBX, VOIP, Lync etc.

VOIP

8. Contract Duration: please include any extension periods.

Annual

9. Contract Expiry Date: Please provide me with the day/month/year.

24 March 2018

10. Contract Review Date: Please provide me with the day/month/year.

March 2018

11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.

Hardware and software support maintenance

12. Contact Detail: Of the person from with the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

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Graham Quint. Principal. Technology & Infrastructure 0121 644 7500

Graham.Quint@ofwat.gsi.gov.uk

If the service support area has more than one provider for telephone maintenance then can you please split each contract up individually for each provider?

N/A

If the contract is a managed service or is a contract that provides more than just telephone maintenance please can you send me all of the information specified above including the person from with the organisation responsible for that particular contract?

N/A

If the maintenance for telephone systems is maintained in-house please can you provide me with:

- 1. Number of Users:** 300
- 2. Hardware Brand:** The primary hardware brand of the organisation's telephone system – as above
- 3. Application(s) running on PBX/VOIP systems:** Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager – as above
- 4. Contact Detail:** Of the person from with the organisation responsible for telephone maintenance full Contact details including full name, job title, direct contact number and direct email address – as above

Also if the contract is due to expire please provide me with the likely outcome of the expiring contract – renewal

If this is a new contract or a new supplier please can you provide me with a short list of suppliers that bid on this service/support contract? N/A

Freedom of Information/EIR Provide the Information

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If you have any queries or concerns with regard to the content of this email please contact me at Foi@ofwat.gsi.gov.uk

Once an FOI request is answered, it is considered to be in the public domain. To promote transparency, Ofwat may publish the response and any material released on our website in the [FOI disclosure section](#). Any personal information in the letter will be removed before publishing. We will hold the information in accordance with Ofwat's [retention and disposal schedule](#) which can be found in our Publication Scheme on our website.

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

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,

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