

By email



Date 15.01.2016

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

Reference: Fol 03012016

Dear [REDACTED]

Thank you for your email in which you request:

*contract information relating to Banking Services, Audit Services and Card Processing Services.*

Your request has now been considered and some of the information requested is listed below and the remainder as requested in the spread sheet attached.

- **Banking Services** - As a central government body we are mandated to bank through the Government Banking Service (GBS). We do not hold any contracts directly for these services as we are no longer able to hold a local business bank account independently. The GBS contract directly with financial institutions to be able to provide the service to the public sector. There is a section on the gov.uk website that explains the service here: <https://www.gov.uk/government/groups/government-banking-service-gbs>

You would need to contact the GBS for contracting details directly.

- **Audit Services (Financial)** – updated in the spreadsheet with details regarding collaboration on a joint procurement. Also includes our own independent contract and details are included.

Freedom of Information/EIR Provide the Information

- **Card Processing Services / Merchant services** – We do not operate any merchant services as our revenue streams do not require this service.

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](mailto: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,

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

**Please input the information below:**

<p>1. Contract Category: Banking Services; Audit Services; Card Processing Services / Merchant services</p>	<p>2. Existing Supplier: Can you please provide me with the provider for each contract?</p>
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Audit Services

Grant Thornton

4. Contract Description: Please do not just state two to three words can you please provide me detail information about this contract and please state if upgrade, maintenance and support is included. Please also include the modules included within the contract.

Jointly procured with other non-ministerial and regulator bodies under a GPS framework for internal audit services. (We do not hold a contract for external audit services are a central government body whereby NAO provide this function at a notional charge)

6. Annual Spend: What is the annual average spend for this contract?	7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.
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circa £85k, dependent on the internal audit programme. Figures are available from our annual report and accounts.

3 years

<p>8. Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.</p>	<p>9. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.</p>
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01/04/2014

31/03/2017

10. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.

11. Contact Details: I require the fu  
in

estimtated October 2016

Rob Powell

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All contact details of the person within the organisation responsible for this include their full name, actual job title, contact number and direct email address

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Finance Director

0121 644 7655

s particular software contract. Please  
lress.

[rob.powell@ofwat.gsi.gov.uk](mailto:rob.powell@ofwat.gsi.gov.uk)

12. Notes: Please provide me with any further information with regards to this contract this could include any contract extension available as well as information on renewals or plans for future tenders.

We expect services will be re-procured through the non-ministerial internal audit group using a CCS framework unless we are mandated to us the X-DIAS government service prior to contract expiry date.