

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

By email

08 May 2017

Freedom of Information Act - Request For Information

Reference: FOI 32052017

Dear 

**Thank you for your email in which you request information concerning Bespoke Software**

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

1. Does your organisation use any **bespoke software systems**?

Yes – x1

1. What is the core purpose of these system/s?

Financial Modelling

b. Do these system/s integrate with your organisations financial management systems?

No- N/A

c. Do these system/s enable e-payments, online payments or BACS transactions?

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- d. Which company/companies are you contracted to for each bespoke software system?

N/A

- e. What is the total value of each of these contracts over their respective terms?

Designed and maintained in-house

- f. When does the current contract term for these system/s expire?

N/A

- g. Who are the technical and procurement leads for these system/s and their contact details?

Adam Edgar Senior Associate Operations 0121 644 7813  
Adam.edgar@ofwat.gsi.gov.uk

2. Is your organisation in the process of exploring the scope or planning the procurement of a **bespoke software system** or an **off-the-shelf commercially branded software system** which you envisage will require **bespoke development** to fit your organisation's needs?

Ofwat considers this question is outside of the scope of the Freedom of Information Act, however as a Government department Ofwat has to procure services through an open procurement process. Information on our processes can be found on our website at the following link <http://www.ofwat.gov.uk/suppliers/>

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From there you can access through to Contract Finder where we publicise all contracts over the value of £10,000 and how to make expressions of interest.

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

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

Yours sincerely,

Christine Manise  
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