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Contract

Incident Management Forecasting System (IMFS) software support, maintenance and development services

ENVIRONMENT AGENCY

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-070518

Procurement identifier (OCID): ocds-h6vhtk-05189d ([view related notices](#))

Published 3 November 2025, 2:57pm

Scope

Reference

C30051

Description

The Incident Management Forecasting System (IMFS) is the Environment Agency's primary flood forecasting system and uses Deltares owned Delft-FEWS software as a platform to run models for flood forecasting, groundwater modelling, bathing water quality forecasting, and other services. The National Groundwater Modelling Service (NGMS) also uses Delft-FEWS software.

Contract 2. Incident Management Forecasting System (IMFS) software support

Supplier

- [Stichting Deltares](#)

Contract value

- £14,925,560 excluding VAT
- £17,910,672 including VAT

Above the relevant threshold

Date signed

19 October 2025

Contract dates

- 20 October 2025 to 19 October 2030
- Possible extension to 19 October 2035
- 10 years

Description of possible extension:

An initial term of 5 years with the option to extend by a further 3 years and a further 2 years.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

The right to additional purchases while the contract is valid.

Develop new software code to support new functionality requirements specified by the Environment Agency for its Deltares' software and Delft-FEWS installations.

CPV classifications

- 71351600 - Weather-forecasting services

Key performance indicators

Name	Description	Reporting frequency
Help desk availability	The help desk must be available on business days from 8am to 5pm.	3 months
Severity 1 incident resolution time	The incident must be resolved in 8 hours.	3 months
Severity 1 incident response time	A response must be received within 15 minutes	3 months

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - intellectual property or exclusive rights

Stichting Deltares are the sole owners and licensor of Delft-FEWS and there are no alternatives available to the Environment Agency without rewriting all forecasting models. It is the view of the Environment Agency that this contract is justifiable under Paragraph 5 in Schedule 5 of the Procurement Act 2023 to award the contract for the supply and support of the Delft-FEWS software because, as Stichting Deltares own the intellectual property for the software, and develop and support the specialist Delft-FEWS software, therefore no reasonable alternative exists, nor can another organisation supply and support the product. Additionally, it is the view of the Environment Agency that this contract is also justifiable under Paragraph 6 in Schedule 5 of the Procurement Act 2023 to award the contract for the supply and support of the Delft-FEWS software because, at this time, no alternative solution is available because any decision to deviate from Delft-FEWS would require a redevelopment of all Environment Agency models, therefore competition is absent for technical reasons.

Supplier

Stichting Deltares

- Public Procurement Organisation Number: PGLR-6934-PYCX

Boussinesqweg 1

Delft

2629 HV

Netherlands

Email: info@deltares.nl

Website: <https://www.deltares.nl/>

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. Incident Management Forecasting System (IMFS) software support

Contracting authority

ENVIRONMENT AGENCY

- Public Procurement Organisation Number: PNWW-1475-NYLN

Seacole Building, 2 Marsham Street

London

SW1P 4DF

United Kingdom

Contact name: Neil Widdop

Email: neil.widdop@defra.gov.uk

Website: <https://defra-family.force.com/s/Welcome>

Region: UKI32 - Westminster

Organisation type: Public authority - sub-central government