

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/001760-2026>

Award

User Acceptance Testing Software

Financial Ombudsman Service Limited

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-001760

Procurement identifier (OCID): ocds-h6vhtk-060291

Published 9 January 2026, 11:25am

Scope

Reference

ctt_2978

Description

The User Acceptance Testing Software has been in use since January 2025 to support projects such as the Digital Front Door and Dynamic Complaint Form. The software enables FOS to test digital products with a diverse user base, identifying pain points and ensuring accessibility before full-scale development or launch. This approach reduces the risk of costly post-launch changes and supports the delivery of user-centric, compliant digital services.

Value - £37,330.94 (excluding VAT).

12 month renewal.

Contract 1. User Acceptance Testing Software

Supplier

- User Testing Technologies Limited

Contract value

- £37,330.94 excluding VAT
- £44,797.13 including VAT

Below the relevant threshold

Award decision date

9 January 2026

Earliest date the contract will be signed

10 January 2026

Contract dates (estimated)

- 10 January 2026 to 1 January 2027
- 11 months, 23 days

Main procurement category

Services

CPV classifications

- 72254000 - Software testing

Contract locations

- UK - United Kingdom

Procedure

Procedure type

Below threshold - without competition

Supplier

User Testing Technologies Limited

Spaces Peter House, Oxford Street

Manchester

M1 5AN

United Kingdom

Telephone: 0800 058 4004

Email: jsokol@usertesting.com

Website: <https://www.usertesting.com/>

Region: UKD33 - Manchester

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. User Acceptance Testing Software

Contracting authority

Financial Ombudsman Service Limited

- Companies House: 03725015

Exchange Tower, Harbour Exchange Square

London

E14 9SR

United Kingdom

Email: procurement.enquiries@financial-ombudsman.org.uk

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government

