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Contract

SMS Solution

FINANCIAL OMBUDSMAN SERVICE LIMITED

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

Notice identifier: 2025/S 000-021818

Procurement identifier (OCID): ocds-h6vhtk-0514ac

Published 15 May 2025, 2:55pm

Scope

Description

Provision of a SMS solution

Contract 1. SMS Solution

Supplier

- Sinch Sweden AB

Contract value

- £105,000 excluding VAT
- £126,000 including VAT

Below the relevant threshold

Date signed

13 May 2025

Contract dates

- 13 May 2025 to 12 May 2026
- Possible extension to 12 May 2028
- 3 years

Description of possible extension:

2 x 12 month extensions

Main procurement category

Services

CPV classifications

- 64212100 - Short Message Service (SMS) services

Contract locations

- UK - United Kingdom

Procedure

Procedure type

Below threshold - unknown

Supplier

Sinch Sweden AB

Lindhagensgatan 112

Stockholm

112 51

Sweden

Email: support@sinch.com

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. SMS Solution

Contracting authority

FINANCIAL OMBUDSMAN SERVICE LIMITED

- Companies House: 03725015
- Public Procurement Organisation Number: PGMH-6717-YZGY

Exchange Tower

London

E14 9SR

United Kingdom

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

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government