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Contract

IPFX Telephony Platform

Financial Ombudsman Service Limited

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

Notice identifier: 2025/S 000-025198

Procurement identifier (OCID): ocds-h6vhtk-051ee3

Published 22 May 2025, 3:59pm

Scope

Description

IPFX is our current telephony application suite, which is integrated with our network infrastructure, bringing our office communications together on a single platform. We need to continue to support of this service.

Contract 1

Supplier

- [UCFX Limited](#)

Contract value

- £210,157.51 including VAT

Below the relevant threshold

Date signed

22 May 2025

Contract dates

- 1 June 2025 to 31 May 2026
- 1 year

Main procurement category

Goods

CPV classifications

- 32524000 - Telecommunications system

Procedure

Procedure type

Below threshold - limited competition

Supplier

UCFX Limited

St. Andrew Street

London

EC4A 3AG

United Kingdom

Email: prebilling@ipfx.com

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

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