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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): ocids-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.

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## **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
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## Procedure

### Procedure type

Below threshold - limited competition

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## Supplier

### UCFX Limited

St. Andrew Street

London

EC4A 3AG

United Kingdom

Email: [prebilling@ipfx.com](mailto: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](mailto:procurement.enquiries@financial-ombudsman.org.uk)

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government