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Contract

Digital Front Door

Financial Ombudsman Service

F03: Contract award notice

Notice identifier: 2025/S 000-038271

Procurement identifier (OCID): ocids-h6vhtk-055b35

Published 8 July 2025, 2:28pm

Section I: Contracting authority

I.1) Name and addresses

Financial Ombudsman Service

Exchange Tower, Harbour Exchange Square,

London

E14 9SR

Email

chris.jones@financial-ombudsman.org.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.financial-ombudsman.org.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Digital Front Door

II.1.2) Main CPV code

- 72590000 - Computer-related professional services

II.1.3) Type of contract

Services

II.1.4) Short description

Development of a 'digital front door' prototype.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £278,055

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Development of a 'digital front door' prototype.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 65

Quality criterion - Name: Cultural Fit / Weighting: 5

Cost criterion - Name: Price / Weighting: 30

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Awarded under existing framework.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 May 2025

V.2.2) Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Hippo Digital Limited

Leeds

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: 278,055 PHP

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Financial Ombudsman Service

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London

E14 9SR

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