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Contract

Media Planning and Buying

FINANCIAL OMBUDSMAN SERVICE LIMITED

F03: Contract award notice

Notice identifier: 2025/S 000-065297

Procurement identifier (OCID): ocds-h6vhtk-05cc8c

Published 14 October 2025, 3:55pm

Section I: Contracting authority

I.1) Name and addresses

FINANCIAL OMBUDSMAN SERVICE LIMITED

Exchange Tower

London

E149SR

Contact

Sylvia Krzak

Email

sylvia.krzak@financial-ombudsman.org.uk

Country

United Kingdom

Region code

UKI42 - Tower Hamlets

Companies House

03725015

Internet address(es)

Main address

<https://www.financial-ombudsman.org.uk>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Media Planning and Buying

Reference number

ten_993

II.1.2) Main CPV code

- 79300000 - Market and economic research; polling and statistics

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of creative media services, including the development and production of campaign assets across a range of media channels, support for campaign testing and performance analysis, and collaboration with other agencies to optimise delivery.

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: £445,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79300000 - Market and economic research; polling and statistics

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)

- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

II.2.4) Description of the procurement

Provision of creative media services, including the development and production of campaign assets across a range of media channels, support for campaign testing and performance analysis, and collaboration with other agencies to optimise delivery.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: 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:

This contract was awarded without prior publication in the Official Journal of the European Union or the Find a Tender service because the procurement was conducted through the ESPO Advertising Solutions Framework (reference 3A_24, Lot 3 - Campaign Advertising and Related Services). The framework was established following a compliant competitive process and is available for use by public sector organisations. In accordance with Regulation 33 of the Public Contracts Regulations 2015, contracts awarded under a framework agreement do not require separate prior publication, provided the framework itself was advertised in accordance with the regulations. All relevant procedures and requirements have been followed

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

29 September 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Anything is Possible Media Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

10910014

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £445,000

Total value of the contract/lot: £445,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court of Justice of England and Wales

London

Country

United Kingdom