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Tender

The provision of the design and delivery of a leadership development training programme

Financial Ombudsman Service Limited

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-079404

Procurement identifier (OCID): ocids-h6vhtk-05ee13

Published 3 December 2025, 2:39pm

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Scope

Reference

ten_1026

Description

The Financial Ombudsman Service (FOS) is seeking to appoint a suitably experienced provider to design, develop, and deliver a high-quality leadership development programme that aligns with our strategic objectives, values, and leadership behaviours. The successful provider will work in close partnership with our Learning and Development function to ensure the programme is tailored to the unique context and needs of FOS.

The scope of services includes:

- Collaborating with FOS's Learning and Development team to design a scalable leadership development programme, fully aligned with our leadership skills framework and

organisational context.

- Delivering a blended learning experience incorporating in-person, virtual, hybrid, and on-demand modules for defined cohorts, with the aim of reaching up to 108 leaders over the contract duration.
- Supplying all necessary learning materials, tools, and digital content to support sustained learning and development.
- Working with FOS' Learning and Development team to implement robust evaluation methods to assess participant experience, capability development, and the overall impact of the programme.
- Sharing responsibility with the FOS team for managing and administering all aspects of programme delivery, quality assurance, and evaluation, ensuring adherence to agreed contract costs and timelines.

The programme is expected to run over two years with an option to extend for one year, commencing with a pilot phase followed by a full rollout

Total value (estimated)

- £230,000 excluding VAT
- £276,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 20 February 2026 to 18 February 2028
- Possible extension to 19 February 2029
- 3 years

Description of possible extension:

The programme may need to be extended to incorporate additional participants or additional bespoke training is required

Options

The right to additional purchases while the contract is valid.

Options for the delivery partner to provide advice and additional design/ content

Main procurement category

Services

CPV classifications

- 80000000 - Education and training services
- 79998000 - Coaching services
- 80300000 - Higher education services
- 80500000 - Training services

Contract locations

- UK - United Kingdom

Submission

Enquiry deadline

12 January 2026, 12:00pm

Tender submission deadline

12 January 2026, 12:00pm

Submission address and any special instructions

Access to the procurement documents is restricted to: <https://procurement.financial-ombudsman.org.uk/web/login.html>

Locating the tender:

1. Go to 'Sourcing' or 'View Opportunities'
2. Use the search bar to find the opportunity by its reference number or name.
 - Project reference: ten_1026
 - Name: The provision of the design and delivery of a leadership development training programme
3. Click on the opportunity title to open the tender.
4. Then select 'Express Interest' to access documents
5. The system will add the tender to your 'My Responses' area.
6. You will now be able to download all tender documents and ask clarification questions.

For escalations contact (including project name and reference) :
procurement.enquiries@financial-ombudsman.org.uk

Tenders may be submitted electronically

Yes

Award criteria

The evaluation of Tenderers' Technical Responses and Commercial Responses will be weighted on a technical to commercial ratio of 70:30

Procedure

Procedure type

Below threshold - open competition

Special regime

Light touch

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