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Tender

Framework to provide Supply Agency Staff Services

HEART ACADEMIES TRUST

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

Notice identifier: 2025/S 000-064240

Procurement identifier (OCID): ocds-h6vhtk-05abb2 ([view related notices](#))

Published 10 October 2025, 3:00pm

Scope

Description

HEART Academies Trust is establishing a multi lotted Framework Agreement to support the recruitment of temporary, permanent, and fixed-term teaching and non-teaching staff across educational settings in the UK. This includes but is not limited to schools, colleges, nurseries, pupil referral units, and children's centres.

The Framework is designed to provide participating Contracting Authorities with a fair, transparent, and cost-effective solution for engaging supply staff. The Contracting Authority intends to operate the Framework for a maximum duration of eight (8) years, with the intention to re-open the Framework on an annual basis to allow for the inclusion of new suppliers and ensure continued value and compliance. A Re-Opening Notice will be published detailing the scope of services, eligibility criteria, submission deadlines and evaluation methodology.

- The following types of Suppliers can apply/re-apply

- o New suppliers not previously included
- o Previously unsuccessful suppliers
- o Existing suppliers seeking to expand or revise their offering

Suppliers meeting the criteria will be added to the Framework and become eligible for selection in Direct Awards or Mini Competitions.

Whilst all lots include the option for the Customer to access permanent recruitment, the expectation is that this will be minimal therefore this Tender is primarily focused on supply teachers, education support staff and other temporary staffing services.

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

Total value (estimated)

- £850,000,000 excluding VAT
- £1,020,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 5 January 2026 to 4 January 2030
- Possible extension to 4 January 2034
- 8 years

Description of possible extension:

The Contracting Authority intends to operate the Framework for a maximum duration of eight (8) years, with the intention to re-open the Framework on an annual basis to allow for the inclusion of new suppliers and ensure continued value and compliance. A Re-Opening Notice will be published detailing the scope of services, eligibility criteria, submission deadlines and evaluation methodology.

- The following types of Suppliers can apply/re-apply
 - o New suppliers not previously included
 - o Previously unsuccessful suppliers
 - o Existing suppliers seeking to expand or revise their offering

Suppliers meeting the criteria will be added to the Framework and become eligible for selection in Direct Awards or Mini Competitions

Main procurement category

Services

CPV classifications

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

Contract locations

- UK - United Kingdom
-

Lot 1. Direct Provision

Description

The appointed Supplier will be responsible for delivering recruitment services for the provision of supply teachers, education support staff, and other temporary and permanent

staffing requirements. This will include:

- Temporary assignments via employment agencies
- Fixed-term employment via employment agencies
- Permanent employment via employment agencies

The Supplier must remain informed of developments within the recruitment sector, including changes in policy, legislation, and best practice. Ongoing compliance with relevant regulations-such as the Agency Workers Regulations (AWR), IR35, and National Minimum Wage-is essential.

Additionally, the Supplier is required to hold and maintain certification from a recognised Accreditation Body and ensure that any regulatory or market changes are promptly communicated to the Contracting Authority. Where necessary, appropriate adjustments must be made to internal processes and procedures to reflect such changes.

Lot value (estimated)

- £425,000,000 excluding VAT
- £510,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Master Vendor

Description

Managed service requirements of supply teachers, education support staff and other

temporary, fixed term or permanent staffing services.

The Contracting Authority is seeking a Managed Service Provider (MSP) to deliver comprehensive recruitment services that meet its workforce requirements. This includes the sourcing, engagement, and administration of supply teachers, education support staff, and other temporary, fixed term or permanent personnel through standardised processes and the effective use of technology.

The appointed Master Vendor will be solely responsible for delivering recruitment services and managing the entire supply chain. This includes:

- Temporary assignments via employment agencies
- Fixed-term employment via employment agencies
- Permanent employment via employment agencies

The Supplier may fulfil staffing requirements directly from its own resource pool and may also manage additional supply through an approved and accredited supply chain. Where appropriate, the Supplier may establish and manage a talent pool on behalf of the Contracting Authority. Workers sourced via this pool may be employed either by the Employment Business or directly by the Contracting Authority.

The Contracting Authority will contract with the Master Vendor, who will retain full responsibility for the performance and compliance of its supply chain.

The Supplier must hold and maintain certification from a recognised Accreditation Body and ensure full compliance with all applicable legislation and regulatory requirements, including but not limited to the Agency Workers Regulations (AWR), IR35, and National Minimum Wage.

The Supplier is expected to remain up to date with changes in recruitment practices, market conditions, and relevant policies and legislation. Any such changes must be communicated promptly to the Contracting Authority, with necessary adjustments made to operational processes and procedures.

Lot value (estimated)

- £297,500,000 excluding VAT
- £357,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Neutral Vendor

Description

The Contracting Authority is seeking a Neutral Vendor to deliver managed recruitment services for supply teachers, education support staff, and other temporary staffing needs. The appointed Supplier will take full responsibility for meeting the Contracting Authority's workforce requirements.

As a Neutral Vendor, the Supplier will not directly supply workers from its own organisation and may only source up to 20% of workers through affiliated businesses. All other staffing requirements must be fulfilled via an approved and accredited supply chain.

The Supplier will manage the provision of staff for:

- Temporary assignments via employment businesses
- Fixed-term employment via employment agencies
- Permanent employment via employment agencies

The Supplier may establish and manage a talent pool on behalf of the Contracting Authority. Workers sourced through this pool may be employed either by the Employment Business or directly by the Contracting Authority.

The Contracting Authority will enter into a contract with the Neutral Vendor, who will be fully responsible for the performance and compliance of its supply chain.

All supply agencies within the Suppliers supply chain must hold certification from an approved Accreditation Body. The Supplier managing the supply chain is responsible for ensuring that all participating Suppliers are appropriately accredited and ensure full

compliance with all relevant legislation and regulatory requirements, including but not limited to the Agency Workers Regulations (AWR), IR35, and National Minimum Wage.

The Supplier is expected to remain informed of changes in recruitment practices, market conditions, and applicable policies and legislation. Any such changes must be communicated promptly to the Contracting Authority, with necessary updates made to operational processes and procedures.

Lot value (estimated)

- £127,500,000 excluding VAT
- £153,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Open framework scheme end date (estimated)

4 January 2034

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

0.90%

Further information about fees

0.9% Volume Based Rebate based on total cost of all invoices associated with any contract award on the framework

Framework operation description

Please refer to Tender Pack - specifically detailed within the ITT document.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Open to all Public Sector Contracting Authorities.

Participation

Legal and financial capacity conditions of participation

Lot 1. Direct Provision

Lot 2. Master Vendor

Lot 3. Neutral Vendor

As defined within the tender pack

Technical ability conditions of participation

Lot 1. Direct Provision

Lot 2. Master Vendor

Lot 3. Neutral Vendor

As defined within the tender pack

Particular suitability

Lot 1. Direct Provision

Lot 2. Master Vendor

Lot 3. Neutral Vendor

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

27 October 2025, 12:00pm

Tender submission deadline

10 November 2025, 12:00pm

Submission address and any special instructions

<https://cimple.uk/detail/493282>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

19 December 2025

Award criteria**Lot 1. Direct Provision****Lot 2. Master Vendor**

Name	Description	Type	Weighting
Quality Questions	Please refer to the tender pack for a breakdown	Quality	50%
Price		Price	40%
Social Value	Please refer to the tender pack for the question breakdown	Quality	10%

Lot 3. Neutral Vendor

Name	Description	Type	Weighting
Quality Questions	Please refer to the quality questions in the tender pack	Quality	50%
Pricing		Price	40%
Social Value	Please refer to the quality questions in the tender pack	Quality	10%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<https://cimple.uk/detail/493282>

Registering for access:

This procurement will be managed electronically via the eSourcing suite, Cimple. This will be the route for sharing all information and communicating with bidders. If you have recently registered on Cimple for another HEART procurement you can use the same account for this new procurement. If not, you will first need to register your organisation on the portal.

Use the following link for information on how register and use the eSourcing tool:
<https://cimple.uk/login?intendedUrl=/list/all> and click sign up.

For assistance please contact the Cimple Help desk

Email: support@cimple.uk

Hours: 9 AM - 5 PM

Contact form: <https://cimple.uk/contact>

Contracting authority

HEART ACADEMIES TRUST

- Companies House: 06969741
- Public Procurement Organisation Number: PVCR-6312-NPXW

Bedford Academy

Bedford

MK42 9TR

United Kingdom

Email: procurement@heartacademiestrust.co.uk

Region: UKH24 - Bedford

Organisation type: Public authority - sub-central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

VALUE MATCH SERVICES LTD

Summary of their role in this procurement: The Contracting Authority have appointed Value Match Services to act as the delivery partner for this project as part of its wider shared service, from sourcing activity through to ongoing management and assurance of the Framework and its appointed Suppliers.

- Companies House: 08522031
- Public Procurement Organisation Number: PXYJ-6338-PQDD

Dee House

Chester

CH3 5UU

United Kingdom

Email: procurement@heartacademiestrust.co.uk

Website: <https://www.value-match.co.uk/>

Region: UKD63 - Cheshire West and Chester

Contact organisation

Contact VALUE MATCH SERVICES LTD for any enquiries.