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Contract

Background Checking Services

Financial Ombudsman Service Limited

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-076522

Procurement identifier (OCID): ocids-h6vhtk-05e786

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Scope

Reference

ten_964, ctt_3111

Description

Provision of candidate background checking services

Contract 1

Supplier

- Matrix SCM

Contract value

- £298,800 including VAT

Below the relevant threshold

Date signed

27 October 2025

Contract dates

- 28 November 2025 to 28 November 2028
- Possible extension to 28 November 2030
- 5 years, 1 day

Description of possible extension:

two optional extensions of up to 12 months each

Main procurement category

Services

CPV classifications

- 79720000 - Investigation services

Contract locations

- UKI - London

Procedure

Procedure type

Below threshold - limited competition

Special regime

Light touch

Supplier

Matrix SCM

Partis House, Davy Avenue, Knowlhill

Milton Keynes

MK5 8HJ

United Kingdom

Email: bids@matrix-scm.com

Region: UKJ12 - Milton Keynes

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

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government