

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/086564-2025>

Contract

Managed Services Provider (Neutral Vendor) for Temporary Agency Workers

London Borough of Hillingdon

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

Notice identifier: 2025/S 000-086564

Procurement identifier (OCID): ocds-h6vhtk-05f624 ([view related notices](#))

Published 31 December 2025, 1:00pm

Scope

Description

Managed Services Provider (Neutral Vendor) for Temporary Agency Workers for a contract period of 15 weeks.

Contract 1. Managed Services Provider (Neutral Vendor) for Temporary Agency Workers

Supplier

- MATRIX SCM LIMITED

Contract value

- £5,340,000 excluding VAT
- £6,408,000 including VAT

Above the relevant threshold

Date signed

25 December 2025

Contract dates

- 25 December 2025 to 5 April 2026
- 3 months, 12 days

Main procurement category

Services

CPV classifications

- 79600000 - Recruitment services

Contract locations

- 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)

Justification for not setting key performance indicators

Although the original contract includes internal Key Performance Indicators (KPIs), it was awarded under the Public Contracts Regulations 2015 (PCR 2015), under which the publication of KPIs was not a mandatory requirement. As a result, KPIs were developed and used for contract management purposes only and were not structured or recorded in a format intended for external publication. Performance continues to be effectively managed through the KPIs already embedded within the contract and monitored through established contract management processes.

Signed contract documents

[Intentionally blank document.docx](#)

The contract was originally awarded under the Public Contracts Regulations 2015 (PCR 2015). Under this regulatory framework, there was no mandatory requirement to publish awarded contracts in full.

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Additional or repeat goods, services or works - extension or partial replacement

The contracting authority has made a direct award under Schedule 5 of the Procurement Act 2023 for a short-term extension of the incumbent services contract. This extension, for approximately 15 weeks, is required to maintain continuity of critical services while a new supplier-appointed through a compliant procurement process completes mobilisation. The additional services do not substantially alter the scope of the

original contract and are necessary to avoid service disruption. Running a separate competition for this short period would be disproportionate and risk operational failure.

Section 42 (life or death/extreme urgency) is not relied upon; the justification is based on the need for additional services from the existing supplier without substantial change.

Supplier

MATRIX SCM LIMITED

- Companies House: 02227962
- Public Procurement Organisation Number: PWYC-3428-NJYN

2nd Floor, Partis House

Milton Keynes

MK5 8HJ

United Kingdom

Email: Bids@teammatrix.com

Website: <https://teammatrix.com/>

Region: UKJ12 - Milton Keynes

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

London Borough of Hillingdon

- Public Procurement Organisation Number: PHZZ-4724-NYPH

Civic Centre

Uxbridge

UB8 1UW

United Kingdom

Email: procurement@hillington.gov.uk

Region: UKI74 - Harrow and Hillingdon

Organisation type: Public authority - sub-central government