This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/007502-2025">https://www.find-tender.service.gov.uk/Notice/007502-2025</a>

**Planning** 

### **National Contact Centre**

NHS Blood and Transplant, Bristol

UK2: Preliminary market engagement notice - Procurement Act 2023 - <u>view information</u> <u>about notice types</u>

Notice identifier: 2025/S 000-007502

Procurement identifier (OCID): ocds-h6vhtk-04e894 (view related notices)

Published 28 February 2025, 11:41am

### Scope

#### Reference

C247230

## **Description**

The Authority is leading a procurement for a National Contact Centre. We are looking for a supplier to deliver a state-of-the-art, donor-centric multi-channel National Contact Centre (NCC) solution. This centre will handle both inbound and outbound interactions with potential and existing blood donors as well as the NHS Organ Donation Register (ODR). Managing NCC contacts is essential to the NHSBT communications approach. Delivering a prompt, professional, and effective contact handling service is crucial for building and sustaining relationships between NHSBT, its blood donors, and individuals enrolling on the NHS Organ Donor Register.

## **Total value (estimated)**

- £33,333,333 excluding VAT
- £40,000,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 March 2026 to 28 February 2031
- Possible extension to 28 February 2033
- 7 years

## Main procurement category

Services

#### **CPV** classifications

• 79512000 - Call centre

#### **Contract locations**

• UK - United Kingdom

# **Engagement**

## **Engagement deadline**

31 March 2025

## **Engagement process description**

To engage with suppliers and share information

### **Submission**

## Publication date of tender notice (estimated)

2 April 2025

# **Contracting authority**

## NHS Blood and Transplant, Bristol

• Public Procurement Organisation Number: PDBY-6395-VWBP

203 Longmead Rd, Avon

Bristol

**BS167FG** 

**United Kingdom** 

Contact name: Alex Dean

Email: alex.dean@nhsbt.nhs.uk

Website: https://www.nhsbt.nhs.uk

Region: UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

Organisation type: Public authority - central government