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Planning

National Contact Centre

NHS Blood and Transplant, Bristol

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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

BS16 7FG

United Kingdom

Contact name: Alex Dean

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

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

Organisation type: Public authority - central government