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Tender

## National Contact Centre

NHS Blood and Transplant

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

Notice identifier: 2025/S 000-017069

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

Published 25 April 2025, 2:25pm

## Changes to notice

This notice has been edited. The [previous version](#) is still available.

Extension to closing date

## Scope

## Description

NHS Blood and Transplant 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)**

- £40,000,000 excluding VAT
- £48,000,000 including VAT

Above the relevant threshold

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

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

Description of possible extension:

Two additional years available as monthly or cumulative extensions.

### **Options**

The right to additional purchases while the contract is valid.

Two additional years available as monthly or cumulative extensions.

## **Main procurement category**

Services

## **CPV classifications**

- 79512000 - Call centre
- 35710000 - Command, control, communication and computer systems

## **Contract locations**

- UK - United Kingdom

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## **Submission**

### **Enquiry deadline**

29 April 2025, 12:00pm

### **Submission type**

Requests to participate

## **Tender submission deadline**

19 May 2025, 12:00pm

## **Submission address and any special instructions**

<https://atamis-1928.my.site.com/>

## **Tenders may be submitted electronically**

Yes

## **Languages that may be used for submission**

English

## **Award decision date (estimated)**

3 November 2025

## **Recurring procurement**

Publication date of next tender notice (estimated): 1 April 2031

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## **Award criteria**

Name	Type	Weighting
Quality	Quality	50.00%
Price	Price	40.00%
Social Value	Quality	10.00%

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## Other information

### Payment terms

30 day payment terms apply

### Description of risks to contract performance

Unforeseen Regulatory Changes for NHS Blood and Transplant or the Supplier (or principal Subcontractors) which may impact volume or type of activity. Unforeseen changes necessitated by General Data Protection Regulation (GDPR) which may impact volume of activity.

### Applicable trade agreements

- Government Procurement Agreement (GPA)

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Competitive flexible procedure

### Competitive flexible procedure description

This Procurement is being run under a multi-stage Competitive Flexible procedure pursuant to section 20(2)(b) of the Procurement Act 2023 to establish a single supplier contract. It is the intention of the Authority to follow a two-stage process under this procedure as follows. However, the Authority retains the right to amend the stages if required throughout the process. This includes amending the number of stages or re-running a stage of the process.

Tender Stage 1: Publish tender notice and tender documents Receive tenders Assess tenders to shortlist those to be invited to Stage 2 Notify shortlisted suppliers (Top 3 Scoring Tenders) and invite to Stage 2

Tender Stage 2: Conduct presentations Assess presentations

Award Stage: Notify suppliers and issue assessment summaries Publish contract award notice and commence standstill Award contract

The tender process will include Conditions of Participation which will not be used as a formal stage in order to down select suppliers but will ensure that tenderers meet minimum requirements. Further information can be found in the tender documents.

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## Contracting authority

### NHS Blood and Transplant

- Public Procurement Organisation Number: PDBY-6395-VWBP

500 North Bristol Park

Bristol

BS34 7QH

United Kingdom

Contact name: Rowena Thomas

Telephone: 07553520488

Email: [rowena.thomas@nhsbt.nhs.uk](mailto:rowena.thomas@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