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Pipeline

TfL Contact Centre Outsourced Services Framework

Transport for London

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-024081

Procurement identifier (OCID): ocds-h6vhtk-051b50

Published 21 May 2025, 3:07pm

Scope

Reference

WS2525955134

Description

Retender of TfL's Contact Centre Outsourced Services Framework.

Commercial tool

Establishes a framework

Contract dates (estimated)

- 28 May 2027 to 27 May 2031
- 4 years

Main category

Services

CPV classifications

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

Submission

Publication date of tender notice (estimated)

31 May 2026

Contracting authority

Transport for London

- Public Procurement Organisation Number: PHMT-6197-NWNZ

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London

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United Kingdom

Contact name: Reece Chasey

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Region: UKI41 - Hackney and Newham

Organisation type: Public authority - central government