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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

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### **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

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## **Submission**

### **Publication date of tender notice (estimated)**

31 May 2026

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## **Contracting authority**

### **Transport for London**

- Public Procurement Organisation Number: PHMT-6197-NWNZ

5 Endeavour Square

London

E20 1JN

United Kingdom

Contact name: Reece Chasey

Email: [reecechasey@tfl.gov.uk](mailto:reecechasey@tfl.gov.uk)

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - central government