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Pipeline

New Citizen Experience Contact Centre Contract(s) for BAU & Surge requirements

UK Health Security Agency

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

Notice identifier: 2025/S 000-026443

Procurement identifier (OCID): ocds-h6vhtk-051a65 ([view related notices](#))

Published 23 May 2025, 2:09pm

Scope

Reference

W168931

Description

This contract is for the delivery of Contact Centre Service requirements as part of BAU activities and emergency preparedness.

Total value (estimated)

- £294,926,441 excluding VAT
- £353,911,777 including VAT

Contract dates (estimated)

- 18 November 2026 to 16 November 2029
- Possible extension to 16 November 2031
- 4 years, 11 months, 29 days

Main category

Services

CPV classifications

- 79512000 - Call centre

Submission

Publication date of tender notice (estimated)

1 October 2025

Procedure

Above or below total value threshold

Above or equal to threshold

Contracting authority

UK Health Security Agency

- Public Procurement Organisation Number: PBMQ-7576-DVGW

10 South Colonnade

London

E14 4PU

United Kingdom

Contact name: UKHSA Commercial S&D

Email: industry@ukhsa.gov.uk

Website: <https://www.gov.uk/government/organisations/uk-health-security-agency>

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - central government