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Awarded contract

Contact Centre Services

Student Loans Company Limited

F03: Contract award notice

Notice reference: 2021/S 000-004952

Published: 11 March 2021, 2:24pm

Section I: Contracting authority

I.1) Name and addresses

Student Loans Company Limited

100 Bothwell Street

Glasgow

G2 7JD

Email

commercial@slc.co.uk

Telephone

+44 1413062000

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

www.gov.uk/slc

Buyer's address

www.gov.uk/slc

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

The administration of loans and grants for students

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contact Centre Services

Reference number

2019-SLC-252

II.1.2) Main CPV code

- 79342300 - Customer services

II.1.3) Type of contract

Services

II.1.4) Short description

The provision of Customer Services via telephony and potentially other communication channels, in addition they may provide the following:

- management of customer contact through social media channels, secure messaging and chatbots
- ad-hoc administration work to support account processing
- additional blended work to support contact and repayments processing
- outbound calling
- web chat

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £50,600,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - UNITED KINGDOM

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

The provision of Customer Services via telephony and potentially other communication channels, in addition they may provide the following:

- management of customer contact through social media channels, secure messaging and chatbots

- ad-hoc administration work to support account processing
- additional blended work to support contact and repayments processing
- outbound calling
- web chat

II.2.5) Award criteria

Quality criterion - Name: Technical capability / Weighting: 30

Quality criterion - Name: Resource Management / Weighting: 20

Quality criterion - Name: Demand management / Weighting: 10

Quality criterion - Name: Service Levels / Weighting: 5

Quality criterion - Name: Implementation / Mobilisation / Weighting: 5

Cost criterion - Name: Total Cost / Weighting: 25

Cost criterion - Name: Maximum percentage at risk / Weighting: 5

II.2.11) Information about options

Options: Yes

Description of options

Option to extend the contract for 2 periods of 12 months following the initial contract period

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

The procurement exercise took the form of a mini-competition utilising an existing framework, RM3815 Contact Centre Services, put in place by Crown Commercial Services, this framework was awarded in compliance with the Public Contracts Regulations 2015

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

2019-SLC-252

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 March 2021

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Teleperformance Limited

Spectrum Building, Bond Street

Bristol

BS1 3LG

Country

United Kingdom

NUTS code

- UKK11 - Bristol, City of

National registration number

02060289

Internet address

www.teleperformance.com

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £60,000,000

Total value of the contract/lot: £50,600,000

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=576457725>

GO Reference: GO-2021311-PRO-17913040

VI.4) Procedures for review

VI.4.1) Review body

Student Loans Company Limited

100 Bothwell Street

Glasgow

G2 7JD

Telephone

+44 1413062109

Country

United Kingdom

Internet address

www.gov.uk/slc

VI.4.2) Body responsible for mediation procedures

Student Loans Company Limited

100 Bothwell Street

Glasgow

G2 7JD

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United Kingdom

Internet address

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