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Contract

## **Contact Centre Services**

Student Loans Company Limited

F03: Contract award notice

Notice identifier: 2021/S 000-004952

Procurement identifier (OCID): ocds-h6vhtk-029ac9

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](mailto:commercial@slc.co.uk)

#### **Telephone**

+44 1413062000

#### **Country**

United Kingdom

## **NUTS code**

UKM82 - Glasgow City

## **Internet address(es)**

Main address

[www.gov.uk/slc](http://www.gov.uk/slc)

Buyer's address

[www.gov.uk/slc](http://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

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## **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

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## **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

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## **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](http://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

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## **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](http://www.gov.uk/slc)

#### **VI.4.2) Body responsible for mediation procedures**

Student Loans Company Limited

100 Bothwell Street

Glasgow

G2 7JD

Telephone

+44 1413062109

Country

United Kingdom

Internet address

[www.gov.uk/slc](http://www.gov.uk/slc)