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Contract

Contact Centre Services

Student Loans Company

F20: Modification notice

Notice identifier: 2025/S 000-005036

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

Published 13 February 2025, 7:05pm

Section I: Contracting authority/entity

I.1) Name and addresses

Student Loans Company

10 Clyde Place

Glasgow

G5 8DF

Email

commercial@slc.co.uk

Telephone

+44 1413062109

Country

United Kingdom

Region code

UKM82 - Glasgow City

Internet address(es)

Main address

www.gov.uk/slc

Buyer's address

www.GOV.UK/slc

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.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 at the time of conclusion of the contract:

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

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

48

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.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2021/S 000-004952](#)

Section V. Award of contract/concession

Contract No

2019-SLC-252

Title

Contact Centre Services

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

4 March 2021

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Teleperformance Limited

Spectrum Building, Bond Street

Bristol

BS1 3LG

Country

United Kingdom

NUTS code

- UKK11 - Bristol, City of

National registration number

02060289

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £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=925744206>

GO Reference: GO-2025213-PRO-29423739

VI.4) Procedures for review

VI.4.1) Review body

Student Loans Cokmpany

10 Clyde Place

Glasgow

G5 8DF

Telephone

+44 1413062109

Country

United Kingdom

Internet address

www.gov.uk/slc

VI.4.2) Body responsible for mediation procedures

Student Loans Company

10 Clyde Place

Glasgow

G5 8DF

Telephone

+44 1413062109

Country

United Kingdom

Internet address

www.gov.uk/slc

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 79342300 - Customer services

VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

VII.1.4) 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 chat-bots; ad-hoc administration work to support account processing; additional blended work to support contact and repayments processing; outbound calling; web chat.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

48

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£50,600,000

VII.1.7) Name and address of the contractor/concessionaire

Teleperformance Limited

Spectrum Building, Bond Street

Bristol

BS1 3LG

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02060289

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Increase in the overall value of the contract by an additional £3.7M, for final 3 months of the contract. Original contract value increased to £75M on 04/03/2021

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

The Contact Centre Contract has been consumed earlier than intended due to a few additional cost pressures which were not anticipated. The increase in value requested of £3.7M is to enable business as usual to manage demand levels at this time of year. The Regulation 72 (1) allows an increase such as SLC requires. The increase is less than 50% of the original contract value.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £75,000,000

Total contract value after the modifications

Value excluding VAT: £78,700,000