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

#### **Telephone**

+44 1413062109

#### **Country**

United Kingdom

#### **Region 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)

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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.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

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## **Section IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

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

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## **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

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

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## **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