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Contract

Collections System Replacement

STUDENT LOANS COMPANY LIMITED

F03: Contract award notice

Notice identifier: 2022/S 000-005254

Procurement identifier (OCID): ocids-h6vhtk-031b22

Published 25 February 2022, 10:54am

Section I: Contracting authority

I.1) Name and addresses

STUDENT LOANS COMPANY LIMITED

100 Bothwell Street

GLASGOW

G27JD

Contact

Alesia Milton

Email

alesia_milton@slc.co.uk

Telephone

+44 1412433217

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/student-loans-company>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Collections System Replacement

Reference number

2021-TR-0014

II.1.2) Main CPV code

- 72260000 - Software-related services

II.1.3) Type of contract

Services

II.1.4) Short description

The Buyer may use the Supplier Software for the purposes of collecting arrears from the Buyer's customers who have been issued with a student loan or grant by the Buyer.

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: £3,326,080

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM8 - West Central Scotland

II.2.4) Description of the procurement

SLC is seeking to procure products and services that provide an effective collection and customer management system with the latest functionality required to deliver collection strategies and facilitate better targeting of age, value and other risk factors.

Compliant customers meeting their repayment obligations account for 64.52% of the loan books value. Customers who do not need to repay as they are still in study or have earnings below the threshold account for 28.02% of the loan books value. The remaining 7.46% of the loan book relates to customers who have been identified as either not repaying when they should be and/or customers in arrears.

II.2.5) Award criteria

Quality criterion - Name: Functional, Service and Non Functional / Weighting: 30%

Price - Weighting: 70%

II.2.11) Information about options

Options: Yes

Description of options

The Call-off Contract can be extended by the Buyer by mutual agreement for 2 period(s) of up to 12 months each.

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:

This procurement was carried out through CCS GCloud 12 framework (RM1557.12) and in accordance with the 6-step buying process CCS guidance.

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

2021-TR-0014

Title

Collections System Replacement and Optimisation

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 February 2022

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

Pegasystems Limited

Reading

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

The contractor is an SME

No

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

Total value of the contract/lot: £3,326,080

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand, Holborn

London

Country

United Kingdom