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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): ocds-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](mailto: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

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## **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.

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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:

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

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## **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

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## **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