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Tender

Interactive Voice Recognition (IVR) Design Consultation & Audio Recording Services

Student Loans Company

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-005919

Procurement identifier (OCID): ocids-h6vhtk-060ca6

Published 22 January 2026, 4:06pm

Scope

Reference

2025-TR-0148

Description

This ITT relates to the procurement of IVR Design Consultation and Audio Recording Services in line with SLC's brand and subsequent Voice Recording Delivery to support SLC's suite of 20 IVR's.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Glasgow:-Data-and-voice-media./F55GY98MD8>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/F55GY98MD8>

Total value (estimated)

- £66,000 excluding VAT
- £79,200 including VAT

Below the relevant threshold

Contract dates (estimated)

- 14 March 2026 to 13 March 2027
- Possible extension to 13 March 2028
- 2 years

Description of possible extension:

one 12 month extension option available, subject to performance and budgetary approval.

Main procurement category

Services

CPV classifications

- 32583000 - Data and voice media
 - 79990000 - Miscellaneous business-related services
 - 98390000 - Other services
-

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

30 January 2026, 12:00pm

Tender submission deadline

9 February 2026, 12:00pm

Submission address and any special instructions

<https://www.delta-esourcing.com/>

Tenders may be submitted electronically

Yes

Award criteria

Name	Type	Weighting
Criterion 2	Quality	70%
Criterion 1	Price	30%

Procedure

Procedure type

Below threshold - open competition

Contracting authority

Student Loans Company

- Public Procurement Organisation Number: PMXL-3278-BCWT

10 Clyde Place

Glasgow

G5 8DF

United Kingdom

Contact name: Susan Butcher

Email: Susan_Butcher@slc.co.uk

Region: UKM82 - Glasgow City

Organisation type: Public authority - central government