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Contract

## **Outbound Dialler Services**

Student Loans Company

F03: Contract award notice

Notice identifier: 2024/S 000-010509

Procurement identifier (OCID): ocds-h6vhtk-040e85

Published 2 April 2024, 10:05am

## **Section I: Contracting authority**

### **I.1) Name and addresses**

Student Loans Company

Memphis Building, Lingfield Point, McMullen Road

Darlington

DL1 1RW

### **Contact**

Susan Butcher

### **Email**

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

### **Telephone**

+44 1413062000

**Country**

United Kingdom

**Region 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**

Other activity

Administration of Student Loans

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Outbound Dialler Services

Reference number

2023-TR-0051

#### **II.1.2) Main CPV code**

- 79940000 - Collection agency services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

To procure an outbound Dialler, SMS and Email communication service as part of internal strategy for collection on overpayments and overseas arrears. Customer level data will be shared between external supplier and SLC daily to provide files for outbound communications and maintain customer account accuracy.

#### **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: £3,168,000

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

#### **II.2.4) Description of the procurement**

SLC would like to appoint a new partner to service SLC collections optimisation activity relating to the collection of early arrears (i.e., accounts which have not yet been assigned to a DCA). The new partner will be 'acting as' an extension of SLC utilising SLC branding and will provide an outbound Dialler, SMS and Email communication service as part of internal strategy for collection on overpayments and overseas arrears. . Customer level data will be shared between external supplier and SLC daily to provide files for outbound communications and maintain customer account accuracy. The successful Supplier must be able to demonstrate experience of Customer collections and be able to provide a method for cases to be audited remotely.

#### **II.2.5) Award criteria**

Quality criterion - Name: Methodology / Weighting: 35

Quality criterion - Name: Technical Requirements / Weighting: 20

Quality criterion - Name: Reporting & MI / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Cost / Weighting: 30

#### **II.2.11) Information about options**

Options: No

#### **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.1) Description

#### IV.1.1) Type of procedure

Open procedure

#### IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

### IV.2) Administrative information

#### IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-031326](#)

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## Section V. Award of contract

### Contract No

2023-TR-0051

### Title

Outbound Dialler Services

A contract/lot is awarded: Yes

### V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

1 March 2024

#### V.2.2) Information about tenders

Number of tenders received: 4

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

### **V.2.3) Name and address of the contractor**

Pastdue Credit Solutions Limited

1 Blair Court, North Avenue, Clydebank Business Park

Glasgow

G81 2LA

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

National registration number

SC287794

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £3,168,000

Total value of the contract/lot: £3,168,000

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## **Section VI. Complementary information**

### **VI.3) Additional information**

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

To view this notice, please click [here](#):

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=852835890>

GO Reference: GO-202442-PRO-25647093

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Student Loans Company

100 Bothwell Street

Glasgow

G2 7JD

Country

United Kingdom

### **VI.4.2) Body responsible for mediation procedures**

Student Loans Company

100 Bothwell Street

Glasgow

G2 7JD

Telephone

+44 1413062109

Country

United Kingdom