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Contract

Contact Centre Services

Student Loans Company Limited

F20: Modification notice

Notice identifier: 2023/S 000-016114

Procurement identifier (OCID): ocds-h6vhtk-029ac9

Published 7 June 2023, 12:05pm

Section I: Contracting authority/entity

I.1) Name and addresses

Student Loans Company Limited

100 Bothwell Street

Glasgow

G2 7JD

Email

commercial@slc.co.uk

Telephone

+44 1413062000

Country

United Kingdom

Region code

UKM82 - Glasgow City

Internet address(es)

Main address

<http://www.gov.uk/slc>

Buyer's address

<http://www.gov.uk/slc>

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 chatbots •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

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

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

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

Internet address

www.teleperformance.com

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

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=787188983>

GO Reference: GO-202367-PRO-23141709

VI.4) Procedures for review

VI.4.1) Review body

Student Loans Company Limited

100 Bothwell Street

Glasgow

G2 7JD

Telephone

+44 1413062109

Country

United Kingdom

Internet address

www.gov.uk/slc

VI.4.2) Body responsible for mediation procedures

Student Loans Company Limited

100 Bothwell Street

Glasgow

G2 7JD

Telephone

+44 1413062109

Country

United Kingdom

Internet address

www.gov.uk/slc

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 chatbots •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.

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:

SLC can show that all 3 requirements of Reg 72(1)(c) are met. Firstly, at the point of agreement commencement, there was no way to anticipate the impact of the Covid-19 pandemic or the cost of living crisis and the impact it would have on recruitment. Secondly, the overall nature of the contract is not being modified (nor is the term). Finally, the anticipated increase in value would still fall below 50% of the original £50.6m value approved/advertised (i.e. below £75.3m).

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: £50,600,000

Total contract value after the modifications

Value excluding VAT: £75,000,000