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

#### Telephone

+44 1413062000

#### Country

United Kingdom

**Region code**

UKM82 - Glasgow City

**Internet address(es)**

Main address

[www.gov.uk/slc](http://www.gov.uk/slc)

Buyer's address

[www.gov.uk/slc](http://www.gov.uk/slc)

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**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

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## **Section IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

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

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## **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](http://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

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## **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](http://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](http://www.gov.uk/slc)

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### **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