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Contract

Overseas Debt Collection

Student Loans Company

F20: Modification notice

Notice identifier: 2023/S 000-016146

Procurement identifier (OCID): ocds-h6vhtk-03d45d

Published 7 June 2023, 2:05pm

Section I: Contracting authority/entity

I.1) Name and addresses

Student Loans Company

100 Bothwell Street

Glasgow

G2 7JD

Contact

Susan Butcher

Email

susan_butcher@slc.co.uk

Telephone

+44 1412433482

Country

United Kingdom

Region code

UKM82 - Glasgow City

Internet address(es)

Main address

www.gov.uk/slc

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Overseas Debt Collection

Reference number

2018-SLC-244

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.2) Description

II.2.1) Title

Overseas Debt Collection

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 at the time of conclusion of the contract:

SLC would like to appoint a UK based DCA to make contact with customers who SLC believe are resident overseas. As a minimum it is expected that the contacts will consist of inbound and outbound telephony, letters, emails and SMS. SLC is interested in innovative approaches and strategies that will maximise the number of quality contacts, which in turn will facilitate the achievement of the objectives of the activity. The key objectives are •to collect ICR debt and/or •to complete customer documentation (OVFA) to confirm the customers' current circumstances.

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

60

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: [2019/S 074-175931](#)

Section V. Award of contract/concession

Contract No

2018-SLC-244

Title

Overseas Debt Collection

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

21 March 2019

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

Transcom Worldwide UK Limited

Limewood House

Leeds

LS14 1AB

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

National registration number

02785250

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: £2,500,000

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=787228838>

GO Reference: GO-202367-PRO-23141801

VI.4) Procedures for review

VI.4.1) Review body

Student Loans Company

100 Bothwell Street

Glasgow

G2 7JD

Telephone

+44 1413062109

Country

United Kingdom

Internet address

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

VI.4.2) Body responsible for mediation procedures

Student Loans Company

100 Bothwell Street

Glasgow

G2 7JD

Telephone

+44 1413062109

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 79940000 - Collection agency services

VII.1.3) Place of performance

NUTS code

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

VII.1.4) Description of the procurement:

SLC would like to appoint a UK based DCA to make contact with customers who SLC believe are resident overseas. As a minimum it is expected that the contacts will consist of inbound and outbound telephony, letters, emails and SMS. SLC is interested in innovative approaches and strategies that will maximise the number of quality contacts, which in turn will facilitate the achievement of the objectives of the activity. The key objectives are: — to collect ICR debt, and/or — to complete customer doc

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

60

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£2,500,000

VII.1.7) Name and address of the contractor/concessionaire

Transcom Worldwide UK Ltd

Limewood House

Leeds

LS14 1ABB

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

National registration number

02785250

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 additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of

cost preventing a change of contractor:

The contract included an option to extend the contract for a further 12 months, however the awarded value of the contract (£2,500,000) would be breached in that timeframe. An increase in unpaid debt due to the pandemic has meant SLC has had to increase the number of accounts sent out to the service provider, it would not be practical to send procure a second supplier to carry out this work in the short term. The additional value does not breach the 50% rule.

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: £2,500,000

Total contract value after the modifications

Value excluding VAT: £3,450,000