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Pipeline

## Contact Centre Services

STUDENT LOANS COMPANY

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-027397

Procurement identifier (OCID): ocds-h6vhtk-0525f9

Published 25 May 2025, 5:16pm

## Scope

### Description

Resource augmentation contract for contact centre service for student application and payment management

### Total value (estimated)

- £100,000,000 excluding VAT
- £120,000,000 including VAT

### Contract dates (estimated)

- 30 March 2029 to 30 March 2031
- 2 years, 1 day

## **Main category**

Services

## **CPV classifications**

- 79342300 - Customer services

## **Contract locations**

- UK - United Kingdom

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## **Submission**

### **Publication date of tender notice (estimated)**

1 December 2027

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## **Contracting authority**

### **STUDENT LOANS COMPANY**

- Companies House: 02401034
- Public Procurement Organisation Number: PMXL-3278-BCWT

Memphis Building Lingfield Point

Darlington

DL1 1RW

United Kingdom

Email: [commercial\\_governance@slc.co.uk](mailto:commercial_governance@slc.co.uk)

Region: UKC13 - Darlington

Organisation type: Public authority - central government