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Pipeline

Contact Centre Services

STUDENT LOANS COMPANY

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Notice identifier: 2025/S 000-027397

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

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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

Submission

Publication date of tender notice (estimated)

1 December 2027

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

Region: UKC13 - Darlington

Organisation type: Public authority - central government