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Contract

Overseas Debt Collection

Student Loans Company

F03: Contract award notice

Notice identifier: 2024/S 000-028992

Procurement identifier (OCID): ocds-h6vhtk-043a99

Published 10 September 2024, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

Student Loans Company

10 Clyde Place

Glasgow

G5 8DF

Contact

Susan Ayre

Email

commercial_mailbox@slc.co.uk

Telephone

+44 1413062109

Country

United Kingdom

Region code

UKM82 - Glasgow City

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/student-loans-company>

Buyer's address

www.GOV.UK/slc

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Administration of Student Loans

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Overseas Debt Collection

Reference number

2023-TR-0043

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.1.4) Short description

SLC would like to appoint a UK based DCA to contact customers who SLC believe are resident overseas. The key objectives of this service are:

i)to collect ICR debt and/or

ii)to complete customer documentation (OVFA) to confirm the customers' current circumstances.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £4,500,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

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

SLC would like to appoint a UK based DCA to contact customers who SLC believe are resident overseas. The key objectives of this service are:

i)to collect ICR debt and/or

ii)to complete customer documentation (OVFA) to confirm the customers' current circumstances.

It is expected that the successful Provider will carry out some tracing activity to facilitate collections, at their own cost. The successful Provider will attempt to locate customers with whom SLC have lost contact. If the customer is located, the successful Provider will be expected to collect the full arrears outstanding from the customer.

Customer collections should be the Provider's primary business, with the ability to demonstrate experience. The Provider must be able to provide a web-based client access to allow cases to be audited remotely as well as the ability to communicate effectively with different nationalities (this does not specifically mean multi-lingual).

II.2.5) Award criteria

Quality criterion - Name: Methodology for Service Delivery / Weighting: 20

Quality criterion - Name: Approach to Indebtedness / Weighting: 10

Quality criterion - Name: Compliance / Weighting: 10

Quality criterion - Name: Technical Requirements / Weighting: 5

Quality criterion - Name: MI and Reporting / Weighting: 5

Quality criterion - Name: Transition / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Commercial Response / Weighting: 35

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/WCG76VS2N2>

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-005161](#)

Section V. Award of contract

Contract No

2023-TR-0043

Title

Overseas debt Collection

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 August 2024

V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 8

Number of tenders received by electronic means: 8

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Past Due Credit Solutions

1 Blair Court, North Avenue, Clydebank Business Park

Glasgow

G81 2LA

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

National registration number

SC287794

Internet address

www.pastduecredit.co.uk

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £4,500,000

Total value of the contract/lot: £4,500,000

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=888474759>

GO Reference: GO-2024910-PRO-27653944

VI.4) Procedures for review

VI.4.1) Review body

Student Loans Company

10 Clyde Place

Glasgow

G5 8DF

Telephone

+44 1413062109

Country

United Kingdom

Internet address

www.gov.uk/slc

VI.4.2) Body responsible for mediation procedures

Student Loans Company

10 Clyde Place

Glasgow

G5 8DF

Telephone

+44 1413062109

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Student Loans Company

10 Clyde Place

Glasgow

G5 8DF

Telephone

+44 1413062109

Country

United Kingdom