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Tender

Outbound Dialler Services

Student Loans Company

F02: Contract notice

Notice identifier: 2023/S 000-031326

Procurement identifier (OCID): ocids-h6vhtk-040e85

Published 24 October 2023, 12:05pm

Section I: Contracting authority

I.1) Name and addresses

Student Loans Company

Memphis Building, Lingfield Point, McMullen Road

Darlington

DL1 1RW

Contact

Susan Butcher

Email

commercial@slc.co.uk

Telephone

+44 1413062000

Country

United Kingdom

Region code

UKM82 - Glasgow City

Internet address(es)

Main address

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

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.delta-esourcing.com/tenders/UK-UK-Darlington:-Collection-agency-services./939V5PZ7D7>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-title/939V5PZ7D7>

Tenders or requests to participate must be submitted to the above-mentioned address

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

Outbound Dialler Services

Reference number

2023-TR-0051

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.1.4) Short description

To procure an outbound Dialler, SMS and Email communication service as part of internal strategy for collection on overpayments and overseas arrears.

Customer level data will be shared between external supplier and SLC daily to provide files for outbound communications and maintain customer account accuracy.

II.1.5) Estimated total value

Value excluding VAT: £3,200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

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

SLC would like to appoint a new partner to service SLC collections optimisation activity relating to the collection of early arrears (i.e., accounts which have not yet been assigned to a DCA). The new partner will be 'acting as' an extension of SLC utilising SLC branding and will provide an outbound Dialler, SMS and Email communication service as part of internal strategy for collection on overpayments and overseas arrears. .

Customer level data will be shared between external supplier and SLC daily to provide files for outbound communications and maintain customer account accuracy.

The successful Supplier must be able to demonstrate experience of Customer collections and be able to provide a method for cases to be audited remotely.

II.2.5) Award criteria

Quality criterion - Name: Methodology / Weighting: 35

Quality criterion - Name: Technical Requirements / Weighting: 20

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

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Cost / Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £3,200,000

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

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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.2.2) Time limit for receipt of tenders or requests to participate

Date

23 November 2023

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

23 November 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Darlington:-Collection-agency-services./939V5PZ7D7>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/939V5PZ7D7>

GO Reference: GO-20231024-PRO-24256959

VI.4) Procedures for review

VI.4.1) Review body

Student Loans Company

100 Bothwell Street

Glasgow

G2 7JD

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Student Loans Company

100 Bothwell Street

Glasgow

G2 7JD

Telephone

+44 1413062109

Country

United Kingdom