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Tender

## **Outbound Dialler Services**

Student Loans Company

F02: Contract notice

Notice identifier: 2023/S 000-031326

Procurement identifier (OCID): ocds-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](mailto: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

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## **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

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### **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

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## **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

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## **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