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Contract

EngageOne Maintenance and Support

STUDENT LOANS COMPANY

F03: Contract award notice

Notice identifier: 2025/S 000-060911

Procurement identifier (OCID): ocds-h6vhtk-05a4fb

Published 30 September 2025, 2:24pm

Section I: Contracting authority

I.1) Name and addresses

STUDENT LOANS COMPANY

Memphis Building Lingfield Point

Darlington

DL11RW

Contact

Amanda Scott

Email

amanda_scott@slc.co.uk

Country

United Kingdom

Region code

UKC13 - Darlington

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

EngageOne Maintenance and Support

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

24 months maintenance and support for EngageOne software.

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: £684,204.66

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)
- UKM - Scotland

II.2.4) Description of the procurement

24 months maintenance and support for EngageOne software. Software is on-premise.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

The EngageOne suite supports SLCs customer journey and is anticipated to be required for the period of the contract. SLC require to procure the annual maintenance and support for this product suite, as the licences are owned perpetually and ensures the supplier's support in the event of any issues with the licences. Precisely Software Limited are the sole proprietor of the EngageOne suite and as such no other supplier can offer the maintenance and support of these licences. As such, the requirements cannot be procured competitively. As a result, it is considered that PCR Regulation 32, sub section (2)(b)(ii) applies.

PCR Regulation 32

32.-(1) In the specific cases and circumstances laid down in this regulation, contracting authorities may award public contracts by a negotiated procedure without prior publication.

General grounds

(2) The negotiated procedure without prior publication may be used for public works contracts, public supply contracts and public service contracts in any of the following cases:-

(b) where the works, supplies or services can be supplied only by a particular economic operator for any of the following reasons:-

(ii) competition is absent for technical reasons,

but only, in the case of paragraphs (ii) and (iii), where no reasonable alternative or substitute exists and the absence of competition is not the result of an artificial narrowing down of the parameters of the procurement;

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

2024-TR-0095

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 December 2024

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Precisely Software Limited

Reading

Country

United Kingdom

NUTS code

- UKJ - South East (England)

Companies House

01373158

The contractor is an SME

No

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

Total value of the contract/lot: £684,204.66

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

SLC

Glasgow

Country

United Kingdom