

United Kingdom-Glasgow: Collection agency services
OJ S 5/2019 08/01/2019
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Student Loans Company
Postal address: 100 Bothwell Street
Town: Glasgow
NUTS code: UKM82 Glasgow City
Postal code: G2 7JD
Country: United Kingdom
Contact person: Susan Ayre
E-mail: susan_ayre@slc.co.uk
Telephone: +44 1412433198

Internet address(es):

Main address: <https://www.slc.co.uk>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.delta-esourcing.com/tenders/UK-UK-Glasgow:-Collection-agency-services./5544M2PX5S>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <http://www.delta-esourcing.com/tenders/UK-title/5544M2PX5S>

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: Provision of loans and grants to students

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

In-country Debt Collection Agency (USA and Canada)
Reference number: 2018-SLC-262

II.1.2. Main CPV code

79940000 Collection agency services

II.1.3. Type of contract

Services

II.1.4. Short description

The collection of debt from customers believed to be resident in USA or Canada, by a DCA based in those countries.

II.1.5. Estimated total value

Value excluding VAT: 300 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: 00 Other or Not Specified

Main site or place of performance: Not specified/other.

II.2.4. Description of the procurement

SLC would like to appoint a DCA to make contact with customers who SLC believe are resident overseas, specifically in the USA and Canada. The ideal provider will have physical presence in the USA/Canada either by being based directly there or in the UK with ability to operate in the USA/Canada. SLC will not consider a sub-contracting model.

The key objectives are:

— to collect ICR debt and/or,

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

The DCA must hold ISO27001 accreditation and be compliant with PCI DSS regulations. The Provider must be authorised by the FCA or an overseas equivalent body and there must be no regulatory breaches by the Provider's business within the last 12 month.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Methodology / Weighting: 30

Quality criterion - Name: Technical requirements / Weighting: 30

Quality criterion - Name: Reporting and management information / Weighting: 10

Price - Weighting: 30

II.2.6. Estimated value

Value excluding VAT: 300 000,00 GBP

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

Duration in months: 36

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: yes

II.2.11. Information about options

Options: yes

Description of options:

Following successful performance during the initial there will be an option to extend for a period of 1 year (12 months).

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

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

The DCA must hold ISO27001 accreditation and be compliant with PCI DSS regulations. The Provider must be authorised by the FCA or an overseas equivalent body and there must be no regulatory breaches by the Provider's business within the last 12 month.

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.1.3. Information about a framework agreement or a dynamic purchasing system

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: 06/02/2019 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

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: 06/02/2019 Local time: 12:00

Place:

Student Loans, Memphis Building, Lingfield Point Darlington.

Information about authorised persons and opening procedure: Tenders will be opened electronically.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic payment will be used

VI.3. Additional information

For more information about this opportunity, please visit the Delta eSourcing portal at:
<https://www.delta-esourcing.com/tenders/UK-UK-Glasgow:-Collection-agency-services./5544M2PX5S>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/5544M2PX5S>

GO Reference: GO-201914-PRO-13822525

VI.4. Procedures for review

VI.4.1. Review body

Official name: Student Loans Company

Postal address: 100 Bothwell Street

Town: Glasgow

Postal code: G2 8JD

Country: United Kingdom

Telephone: +44 1413062109

Internet address: <https://slc.co.uk>

VI.4.2. Body responsible for mediation procedures

Official name: Student Loans Company

Postal address: 100 Bothwell Street

Town: Glasgow

Postal code: G2 7JD

Country: United Kingdom

Telephone: +44 1413062109

Internet address: <https://slc.co.uk>

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

Official name: Student Loans Company

Postal address: 100 Bothwell Street

Town: Glasgow

Postal code: G2 7JD

Country: United Kingdom

Telephone: +44 1413062109

Internet address: <https://slc.co.uk>

VI.5. Date of dispatch of this notice

04/01/2019