

**United Kingdom-Glasgow: Collection agency services**  
**OJ S 57/2020 20/03/2020**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**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](mailto:susan_ayre@slc.co.uk)  
Telephone: +44 1412433198

**Internet address(es):**

Main address: [www.gov.uk/SLC](http://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

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Collections Optimisation  
Reference number: 2014-SLC-064

**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 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.

**II.1.6. Information about lots**

This contract is divided into lots: no

### **II.1.7. Total value of the procurement**

Value excluding VAT: 2 400 000,00 GBP

## **II.2. Description**

### **II.2.3. Place of performance**

NUTS code: 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

The key objectives are:

- To collect early arrears from customers with Income contingent repayments overseas (country exclusions apply), income contingent repayments UK, Grant and loan over payments and repayment grant overpayments.
- To complete customer documentation to confirm the customers' current circumstances as well as any supporting evidence customers can provide in relation to their individual case /circumstances.
- Support ad-hoc customer contact campaigns.

Accounts will be placed weekly at a volume of c7 500 per month, although this will fluctuate throughout the year. Accounts will be placed for up to 120 days, depending on the product type.

### **II.2.5. Award criteria**

Quality criterion - Name: Methodology / Weighting: 40

Quality criterion - Name: Technical requirement / Weighting: 25

Quality criterion - Name: Reporting and management information / Weighting: 5

Cost criterion - Name: Costs / Weighting: 30

### **II.2.11. Information about options**

Options: yes

Description of options:

There will be an option to extend this contract for a further 2 x 12 month periods.

### **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 IV: Procedure**

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### **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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2019/S 139-342505](#)

### **IV.2.8. Information about termination of dynamic purchasing system**

### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

## **Section V: Award of contract**

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**Contract No:** 2019-SLC-064

**Title:**

Collections Optimisation

A contract/lot is awarded: yes

### **V.2. Award of contract**

#### **V.2.1. Date of conclusion of the contract**

27/01/2020

#### **V.2.2. Information about tenders**

Number of tenders received: 8

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

Number of tenders received from tenderers from non-EU Member States: 0

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**

Official name: Past Due Credit Solutions Ltd

National registration number: SC287794

Postal address: 1 Blair Court, North Avenue, Clydebank Business Park

Town: Glasgow

NUTS code: UKM82 Glasgow City

Postal code: G81 2LA

Country: United Kingdom

Telephone: +44 1419516065

Internet address: [www.pastduecredit.co.uk](http://www.pastduecredit.co.uk)

The contractor is an SME: yes

#### **V.2.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot: 2 900 000,00 GBP

Total value of the contract/lot: 2 400 000,00 GBP

#### **V.2.5. Information about subcontracting**

## **Section VI: Complementary information**

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### **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=482643071>

GO Reference: GO-2020317-PRO-16190653

#### **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 7JD

Country: United Kingdom

E-mail: [commercial@slc.co.uk](mailto:commercial@slc.co.uk)

Telephone: +44 1413062109

##### **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

##### **VI.5. Date of dispatch of this notice**

17/03/2020