

**United Kingdom-Glasgow: Collection agency services**  
**OJ S 139/2019 22/07/2019**  
**Contract 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.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-Glasgow:-Collection-agency-services./74UT5C6S79>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.delta-esourcing.com/tenders/UK-title/74UT5C6S79>

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: 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.1.5. Estimated total value**

Value excluding VAT: 1 450 000,00 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: 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 c 7 500 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**

Criteria below

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.2.6. Estimated value**

Value excluding VAT: 2 900 000,00 GBP

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

Duration in months: 24

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: 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 III: Legal, economic, financial and technical information**

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#### **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**

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

Date: 20/08/2019 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: 6 (from the date stated for receipt of tender)

##### **IV.2.7. Conditions for opening of tenders**

Date: 20/08/2019 Local time: 12:00

Place:

Student Loans Company, Darlington.

Information about authorised persons and opening procedure: Electronic opening by 2 members of the commercial team.

### **Section VI: Complementary information**

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#### **VI.1.**

**Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about electronic workflows**

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-Glasgow:-Collection-agency-services./74UT5C6S79>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/74UT5C6S79>

GO Reference: GO-2019717-PRO-15110697

**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**

17/07/2019