

Irland-Dublin: Callcenter

OJ S 237/2023 08/12/2023

Bekendtgørelse om indgåede kontrakter

Tjenesteydelser

**Retsgrundlag:**

Direktiv 2014/24/EU

## Del I: Ordregivende myndighed

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### I.1. Navn og adresser

Officielt navn: National Transport Authority

CVR-nummer: N/A

Postadresse: Dun Sceine

By: Dublin

NUTS-kode: IE Éire / Ireland

Land: Irland

Kontaktperson: Niamh Bennett

E-mail: [Niamh.bennett@nationaltransport.ie](mailto:Niamh.bennett@nationaltransport.ie)

Telefon: +353 18798300

Fax: +353 18798333

**Internetadresse(r):**

Overordnet internetadresse: [www.nationaltransport.ie](http://www.nationaltransport.ie)

Internetadresse for køberprofilen: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1149>

### I.4. Type ordregivende myndighed

Agentur/kontor på nationalt plan eller forbundplan

### I.5. Hovedaktivitet

Anden aktivitet: Transport

## Del II: Genstand

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### II.1. Udbuddets omfang

#### II.1.1. Betegnelse

Provision of Contact Centre Services (Located On The Island Of Ireland) Including Associated Software Solutions

Sagsnr.: DEC181293-2020

#### II.1.2. Hoved-CPV-kode

79512000 Callcenter

#### II.1.3. Kontrakttype

Tjenesteydelser

#### II.1.4. Kort beskrivelse

The National Transport Authority (NTA) plans to implement a Consolidated Contact Centre (CCC), located on the island of Ireland, under the Transport For Ireland (TFI) brand. The NTA is seeking to engage a suitable party to provide the following services: to own and drive the

mobilisation of the new CCC and transition of the existing customer contact capabilities to a CCC; to deliver a solution set to enable the CCC to meet its desired business outcomes and enable the CCC to meet business SLAs & KPIs; to manage the running of the CCC and corresponding processes and systems to support all customer interaction; to drive continuous improvement across the CCC to maximise customer experience & efficiency; to achieve & maintain compliance in relation to PCI, GDPR, Irish language and security standards; to manage operational risks; and to enable the NTA to meet its accessibility requirements. Further details are provided in the pre-qualification documents attached to this contract notice.

#### **II.1.6. Oplysninger om delkontrakter**

Kontrakten er opdelt i delkontrakter: nej

#### **II.1.7. Udbuddets samlede værdi**

Værdi eksklusive moms: 42 000 000,00 EUR

### **II.2. Beskrivelse**

#### **II.2.2. Supplerende CPV-kode(r)**

48333000 Programpakke til administration af kontaktpersoner, 48900000 Diverse programpakker og computersystemer, 64200000 Telekommunikation, 64210000 Telefon- og datatransmissionstjenester, 64214200 Telefonomstillingstjenester, 64216000 Elektroniske meddelelses- og informationstjenester, 64220000 Telekommunikationstjenester, undtagen telefon- og datatransmissionstjenester, 72212333 Udvikling af programmel til administration af kontaktpersoner, 72253000 Help-desk og støttetjenester, 72253100 Help-desk-tjenester, 72300000 Datatjenester, 72421000 Udvikling af internet- eller intranetklientapplikationer, 75130000 Støttetjenester for den offentlige sektor, 79342300 Kundetjenester, 79342320 Kundepleje, 79500000 Kontorstøttearbejde, 79510000 Telefonpasning, 79511000 Telefonisttjenester

#### **II.2.3. Udførelsessted**

NUTS-kode: UKN Northern Ireland

NUTS-kode: IE Éire / Ireland

Hovedudførelsessted: Island of Ireland

#### **II.2.4. Beskrivelse af udbuddet**

As part of its customer contact strategy, the National Transport Authority (NTA) plans to implement a Consolidated Contact Centre (CCC), located on the island of Ireland, under the Transport For Ireland (TFI) brand. The CCC will be the primary customer service contact point for services provided by the transport operators, some ticketing service providers and some ticketing offerings controlled by the NTA such as mTicketing, Tax saver and Next Generation Ticketing. The NTA is seeking to engage a suitable party to provide the following services: • to own and drive the mobilisation of the new CCC and transition of the existing customer contact capabilities to a CCC to support the traveling customer; • to deliver a solution set to enable the CCC to meet its desired business outcomes, support business processes and enable the CCC to meet business Service Level Agreements (SLA) and Key Performance Indicators (KPI); • to manage the day-to-day running of the CCC and the corresponding processes and systems to support all customer interaction; • to drive continuous improvement across the CCC and its stakeholder group in order to maximise customer experience and maximise efficiency; • to achieve and maintain compliance in relation to Payment Card Industry (PCI) compliance, GDPR compliance, Irish language and security standards; • to manage operational risks; • to enable the NTA to meet its accessibility requirements; and • to enable the NTA to offer contact centre services to Commercial Bus Operators and other private services.

Candidates should note that it will be a condition of the Contract that the Consolidated Contact Centre must be located on the island of Ireland. As the Consolidated Contact Centre will form an integral and important part of Ireland's public transport network, the NTA requires that the Consolidated Contact Centre is located on the island of Ireland. This is to: facilitate its integration into the overall Irish public transport network;

ensure the required level of communication, co-operation and co-ordination with the other stakeholders in that network including the NTA, transport operators and customers; and allow the NTA access to premises and staff to monitor service delivery and to ensure that services are delivered in a way that complies with all contractual requirements including KPIs. Tenderers will be required to agree to this condition as part of their ITN submission at ITN stage & to comply with any other conditions as may be further explained in the tender documents.

Further details are provided in the pre-qualification documents attached to this contract notice.

#### **II.2.5. Tildelingskriterier**

Pris

#### **II.2.11. Oplysninger om optioner**

Optioner: nej

#### **II.2.13. Oplysninger om EU-midler**

Udbuddet vedrører et EU-finansieret projekt og/eller program: nej

#### **II.2.14. Yderligere oplysninger**

Candidates should note that it will be a condition of the Contract that the CCC must be located on the island of Ireland, as the CCC will form an integral&important part of Ireland's public transport network. Tenderers will be required to agree to this condition as part of their ITN submission at ITN stage&to comply with any other conditions as may be further explained in the tender documents.

### **Del IV: Procedure**

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#### **IV.1. Beskrivelse**

##### **IV.1.1. Proceduretype**

Udbud med forhandling

##### **IV.1.3. Oplysninger om rammeaftale eller dynamisk indkøbssystem**

##### **IV.1.8. Oplysninger om GPA-aftalen om offentlige udbud**

Dette udbud er omfattet af GPA-aftalen: ja

#### **IV.2. Administrative oplysninger**

##### **IV.2.1. Tidligere offentliggørelse om samme kontrakt**

Bekendtgørelsens nummer i EUT S: [2020/S 243-602078](#)

##### **IV.2.8. Oplysninger om opsigelse af dynamisk indkøbssystem**

##### **IV.2.9. Oplysninger om ophør af indkaldelse af tilbud i form af en forhåndsmeddelelse**

### **Del V: Kontrakttildeling**

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Kontraktnr.: 1

**Betegnelse:**

Provision of Contact Centre Services including Associated Software Solutions

En kontrakt/delkontrakt tildeles: ja

**V.2. Kontrakttildeling****V.2.1. Dato for indgåelse af kontrakten**

20/11/2023

**V.2.2. Oplysninger om tilbud**

Antal modtagne tilbud: 2

Antal tilbud modtaget elektronisk: 2

Kontrakten er blevet tildelt en sammenslutning af økonomiske aktører: nej

**V.2.3. Kontrahentens navn og adresse**

Officielt navn: Capita Customer Solutions Limited

CVR-nummer: 377757

Postadresse: Unit B, West Cork Business and Technology Park

By: Clonakilty

NUTS-kode: IE05 Southern

Land: Irland

E-mail: [kieran.platt@capita.com](mailto:kieran.platt@capita.com)

Telefon: +353 864110186

Internetadresse: <http://www.capita.com>

Kontrahenten er en SMV: nej

**V.2.4. Oplysninger om kontraktens/delkontraktens værdi**

Kontraktens/delaftalens samlede værdi: 42 000 000,00 EUR

**V.2.5. Oplysninger om underentreprise****Del VI: Supplerende oplysninger**

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**VI.3. Yderligere oplysninger**

The contracting authority will not be responsible for any costs, charges or expenses incurred by candidates or tenderers relating to this contract award procedure irrespective of the outcome of the competition, or if the competition is postponed or cancelled. All costs incurred by interested parties in participating in this competition must be borne by them.

Any contract award will be subject to a number of preconditions, including production of a current tax clearance certificate or tax clearance statement from the Revenue Commissioners in Ireland.

The contracting authority may terminate this competition (or any part thereof), change the basis of and the procedures for the bidding process, at any time, or procure the project by alternative means if it appears that the project can thereby be more advantageously procured.

The most economically advantageous or any tender will not automatically be accepted.

Refer to pre-qualification documents for further information.

**VI.4. Klageprocedurer****VI.4.1. Organ med ansvar for klageprocedurerne**

Officielt navn: High Court of Ireland

Postadresse: Four Courts, Ground Floor, (East Wing), Inns Quay

By: Dublin 7  
Land: Irland  
E-mail: [highcourtcentraloffice@courts.ie](mailto:highcourtcentraloffice@courts.ie)  
Telefon: +353 18886000  
Fax: +353 18886125  
Internetadresse: <http://www.courts.ie>

**VI.4.3. Klageprocedure**

Præcise oplysninger om klagefrist(er):

As set out in S.I. No. 130/2010 European Communities (Public Authorities' Contracts) (Review Procedures) Regulations 2010 (in particular Regulation 7 thereof).

**VI.5. Dato for afsendelse af denne bekendtgørelse**

05/12/2023