

Ireland-Dublin: Call centre
OJ S 62/2017 29/03/2017
Contract notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Iarnród Éireann-Irish Rail

National registration number: N/A

Postal address: Procurement, CIE Works, Inchicore

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: 8

Country: Ireland

Contact person: Gavin Cahill

E-mail: gavin.cahill@irishrail.ie

Telephone: +353 01-7031755

Fax: +353 01-7031777

Internet address(es):

Main address: <https://www.irishrail.ie>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/433>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=110345&B=ETENDERS_SIMPLE

[PID=110345&B=ETENDERS_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=110345&B=ETENDERS_SIMPLE)

Additional information can be obtained from the abovementioned address

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

I.6. Main activity

Railway services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Customer Contact Call Handling Services and The Provision of Customer Agents.

Reference number: 6849

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

This is a call to competition by Iarnród Éireann for the procurement of Customer Contact Call Handling Services and for the provision of Customer agents * 4.

II.1.5. Estimated total value

Value excluding VAT: 1 500 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79342300 Customer services, 79342320 Customer-care services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

II.2.4. Description of the procurement

This is a call to competition by Iarnród Éireann for the procurement of Customer Contact Call Handling Services and for the provision of Customer agents * 4.

The core services required under this contract include:

Customer Information — information calls account for c 60 % of call received. The nature of these calls include; timetable information, journey planning, pricing information, lost property, disable assistance and other miscellaneous calls.

Book your ticket — calls relate to the purchase of train journeys, seat reservation and amending/cancellation of same.

Group Tickets — calls relate to the purchase of group or multiple seats bookings.

Customer Assistance and Feedback — calls relate to assistance with bookings made online.

Customer Care — calls relate to a fall down in services.

Revenue Protection — calls relate to fines issued to those passengers caught travelling without a ticket.

The Customer agents will be based at Iarnród Éireann, Head Office, Connolly station and will be tasked with the following administration roles with the Customer Experience team:

— Customer email and phone call responses within designated SLA.

— Servicing walk in Customer contacts.

— General office duties.

— Liaising with other departments as required.

— Providing top class service to Customers.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 1 500 000,00 EUR

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

This contract will be for a period of 3 years with an option to extend annually for a further period of 2 years.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

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:

Please refer to the Pre-Qualification Questionnaire (PQQ) appended to this notice.

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

III.1.4. Objective rules and criteria for participation

List and brief description of rules and criteria:

Please refer to the Pre-Qualification Questionnaire (PQQ) appended to this notice.

III.1.6. Deposits and guarantees required

To be set out in the Tender documents.

III.1.7. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

To be set out in the Tender documents.

III.1.8. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

A Grouping if successful, must be prepared to contract as a single entity having joint and several liability with each member of the group.

III.2. Conditions related to the contract**III.2.3. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV: Procedure

IV.1. Description**IV.1.1. Type of procedure**

Negotiated procedure with prior call for competition

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: 01/05/2017 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

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

March 2020 or March 2022 depending if the option to extend is exercised.

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: The High Court

Postal address: Four Courts, Inns Quay

Town: Dublin

Postal code: 7

Country: Ireland

Telephone: +353 18886000

Internet address: <http://www.courts.ie>

VI.5. Date of dispatch of this notice

28/03/2017