

Ireland-Dublin: Call centre  
OJ S 207/2017 27/10/2017  
Contract award notice – utilities  
Services

**Legal Basis:**

Directive 2014/25/EU

**Section I: Contracting entity**

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**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](mailto: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.6. Main activity**

Railway services

**Section II: Object**

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**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**

Award of contract by Iarnród Éireann for the procurement of Customer Contact Call Handling Services and for the provision of Customer agents \* 4.

**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**

Award of contract 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 c60 % 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**

Quality criterion - Name: Project implementation plan / Weighting: 30 %

Quality criterion - Name: Contract and performance management / Weighting: 20 %

Cost criterion - Name: Total cost / Weighting: 50 %

### **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 IV: Procedure**

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

Notice number in the OJ S: [2017/S 062-116879](#)

##### **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 periodic indicative notice**

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

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**Contract No:** 1

**Title:**

Customer Contact Call Handling Services

A contract/lot is awarded: yes

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

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

20/10/2017

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

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 4

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

Number of tenders received by electronic means: 0

The contract has been awarded to a group of economic operators: no

##### **V.2.3. Name and address of the contractor**

Official name: Capita Customer Solutions Limited

National registration number: 377757

Postal address: West Cork Technology Park, Cork

Town: Clonakilty

NUTS code: IE Éire / Ireland

Postal code: P85 YH98

Country: Ireland

E-mail: [enquiries@capitalcustomersolutions.ie](mailto:enquiries@capitalcustomersolutions.ie)

Telephone: +353 238832800

Fax: +353 238832869

Internet address: [www.capitalcustomersolutions.ie](http://www.capitalcustomersolutions.ie)

The contractor is an SME: yes

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

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

##### **V.2.6. Price paid for bargain purchases**

## Section VI: Complementary information

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### 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

25/10/2017