

Ireland-Dublin: Call centre
OJ S 237/2023 08/12/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: National Transport Authority

National registration number: N/A

Postal address: Dun Sceine

Town: Dublin

NUTS code: IE Éire / Ireland

Country: Ireland

Contact person: Niamh Bennett

E-mail: Niamh.bennett@nationaltransport.ie

Telephone: +353 18798300

Fax: +353 18798333

Internet address(es):

Main address: www.nationaltransport.ie

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1149>

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

Other activity: Transport

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

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

Reference number: DEC181293-2020

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

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. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 42 000 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

48333000 Contact management software package, 48900000 Miscellaneous software package and computer systems, 64200000 Telecommunications services, 64210000 Telephone and data transmission services, 64214200 Telephone switchboard services, 64216000 Electronic message and information services, 64220000 Telecommunication services except telephone and data transmission services, 72212333 Contact management software development services, 72253000 Helpdesk and support services, 72253100 Helpdesk services, 72300000 Data services, 72421000 Internet or intranet client application development services, 75130000 Supporting services for the government, 79342300 Customer services, 79342320 Customer-care services, 79500000 Office-support services, 79510000 Telephone-answering services, 79511000 Telephone operator services

II.2.3. Place of performance

NUTS code: UKN Northern Ireland

NUTS code: IE Éire / Ireland

Main site or place of performance: Island of Ireland

II.2.4. Description of the procurement

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. Award criteria

Price

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

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.

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Competitive procedure with negotiation

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: [2020/S 243-602078](#)

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

Contract No: 1

Title:

Provision of Contact Centre Services including Associated Software Solutions

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

20/11/2023

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

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: Unit B, West Cork Business and Technology Park

Town: Clonakilty

NUTS code: IE05 Southern

Country: Ireland

E-mail: kieran.platt@capita.com

Telephone: +353 864110186

Internet address: <http://www.capita.com>

The contractor is an SME: no

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

Total value of the contract/lot: 42 000 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

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. Procedures for review

VI.4.1.

Review body

Official name: High Court of Ireland

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

Town: Dublin 7

Country: Ireland

E-mail: highcourtcentraloffice@courts.ie

Telephone: +353 18886000

Fax: +353 18886125

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

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

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. Date of dispatch of this notice

05/12/2023