

**Irlanda-Dublín: Centro de llamadas**  
**OJ S 237/2023 08/12/2023**  
**Anuncio de adjudicación de contrato**  
**Servicios**

**Base jurídica:**

Directiva 2014/24/UE

**Apartado I: Poder adjudicador**

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**I.1. Nombre y direcciones**

Nombre oficial: National Transport Authority

Número de identificación fiscal: N/A

Dirección postal: Dun Sceine

Localidad: Dublin

Código NUTS: IE Éire / Ireland

País: Irlanda

Persona de contacto: Niamh Bennett

Correo electrónico: [Niamh.bennett@nationaltransport.ie](mailto:Niamh.bennett@nationaltransport.ie)

Teléfono: +353 18798300

Fax: +353 18798333

**Direcciones de internet:**

Dirección principal: [www.nationaltransport.ie](http://www.nationaltransport.ie)

Dirección del perfil de comprador: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1149>

**I.4. Tipo de poder adjudicador**

Organismo/oficina nacional o federal

**I.5. Principal actividad**

Otra actividad: Transport

**Apartado II: Objeto**

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**II.1. Ámbito de la contratación**

**II.1.1. Denominación**

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

Número de referencia: DEC181293-2020

**II.1.2. Código CPV principal**

79512000 Centro de llamadas

**II.1.3. Tipo de contrato**

Servicios

**II.1.4. Breve descripción**

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. Información relativa a los lotes**

El contrato está dividido en lotes: no

#### **II.1.7. Valor total de la contratación**

Valor IVA excluido: 42 000 000,00 EUR

### **II.2. Descripción**

#### **II.2.2. Código(s) CPV adicional(es)**

48333000 Paquetes de software de gestión de contactos, 48900000 Paquetes de software y sistemas informáticos diversos, 64200000 Servicios de telecomunicaciones, 64210000 Servicios telefónicos y de transmisión de datos, 64214200 Servicios de centralitas telefónicas, 64216000 Servicios de mensajería y de información electrónicas, 64220000 Servicios de telecomunicaciones, excepto servicios telefónicos y de transmisión de datos, 72212333 Servicios de desarrollo de software de gestión de contactos, 72253000 Servicios de unidad de asistencia y de apoyo, 72253100 Servicios de unidad de asistencia, 72300000 Servicios relacionados con datos, 72421000 Servicios de desarrollo de aplicaciones cliente en Internet o intranet, 75130000 Servicios de apoyo a los poderes públicos, 79342300 Servicios al cliente , 79342320 Servicios de atención al cliente, 79500000 Servicios de ayuda en las funciones de oficina, 79510000 Servicios de contestación de llamadas telefónicas, 79511000 Servicios de operador telefónico

#### **II.2.3. Lugar de ejecución**

Código NUTS: UKN Northern Ireland

Código NUTS: IE Éire / Ireland

Emplazamiento o lugar de ejecución principal: Island of Ireland

#### **II.2.4. Descripción del contrato**

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. Criterios de adjudicación**

Precio

#### **II.2.11. Información sobre las opciones**

Opciones: no

#### **II.2.13. Información sobre fondos de la Unión Europea**

El contrato se refiere a un proyecto o programa financiado con fondos de la Unión Europea: no

#### **II.2.14. Información adicional**

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.

### **Apartado IV: Procedimiento**

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#### **IV.1. Descripción**

##### **IV.1.1. Tipo de procedimiento**

Procedimiento de licitación con negociación

##### **IV.1.3. Información sobre un acuerdo marco o un sistema dinámico de adquisición**

##### **IV.1.8. Información acerca del Acuerdo sobre Contratación Pública**

El contrato está cubierto por el Acuerdo sobre Contratación Pública: sí

#### **IV.2. Información administrativa**

##### **IV.2.1. Publicación anterior referente al presente procedimiento**

Número de anuncio en el DO S: [2020/S 243-602078](#)

##### **IV.2.8. Información sobre la terminación del sistema dinámico de adquisición**

##### **IV.2.9. Información sobre la anulación de la convocatoria de licitación en forma de anuncio de información previa**

## Apartado V: Adjudicación de contrato

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Contrato nº: 1

**Denominación:**

Provision of Contact Centre Services including Associated Software Solutions

Se adjudica un contrato/lote: sí

### V.2. Adjudicación de contrato

#### V.2.1. Fecha de celebración del contrato

20/11/2023

#### V.2.2. Información sobre las ofertas

Número de ofertas recibidas: 2

Número de ofertas recibidas por medios electrónicos: 2

El contrato ha sido adjudicado a un grupo de operadores económicos: no

#### V.2.3. Nombre y dirección del contratista

Nombre oficial: Capita Customer Solutions Limited

Número de identificación fiscal: 377757

Dirección postal: Unit B, West Cork Business and Technology Park

Localidad: Clonakilty

Código NUTS: IE05 Southern

País: Irlanda

Correo electrónico: [kieran.platt@capita.com](mailto:kieran.platt@capita.com)

Teléfono: +353 864110186

Dirección de internet: <http://www.capita.com>

El contratista es una PYME: no

#### V.2.4. Información sobre el valor del contrato/lote

Valor total del contrato/lote: 42 000 000,00 EUR

#### V.2.5. Información sobre la subcontratación

## Apartado VI: Información complementaria

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### VI.3. Información adicional

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. Procedimientos de recurso

**VI.4.1. Órgano competente para los procedimientos de recurso**

Nombre oficial: High Court of Ireland

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

Localidad: Dublin 7

País: Irlanda

Correo electrónico: [highcourtcentraloffice@courts.ie](mailto:highcourtcentraloffice@courts.ie)

Teléfono: +353 18886000

Fax: +353 18886125

Dirección de internet: <http://www.courts.ie>

**VI.4.3. Procedimiento de recurso**

Información precisa sobre el plazo o los plazos de recurso:

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. Fecha de envío del presente anuncio**

05/12/2023