

Iirimaa-Dublin: Kõnekeskusteenused
OJ S 237/2023 08/12/2023
Hankelepingu sõlmimise teade
Teenused

Õiguslik alus:

Direktiiv 2014/24/EL

I osa: Hankija

I.1. Nimi ja aadressid

Ametlik nimetus: National Transport Authority

Riiklik registreerimisnumber: N/A

Postiaadress: Dun Sceine

Linn: Dublin

NUTS kood: IE Éire / Ireland

Riik: Iirimaa

Kontaktisik: Niamh Bennett

E-post: Niamh.bennett@nationaltransport.ie

Telefon: +353 18798300

Faks: +353 18798333

Internetiaadress(id):

Üldaadress: www.nationaltransport.ie

Hankijaprofiili aadress: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1149>

I.4. Hankija liik

Valitsusasutuse hallatav riigiasutus

I.5. Põhitegevus

Muu tegevusala: Transport

II osa: Ese

II.1. Hanke kogus või ulatus

II.1.1. Nimetus

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

Viitenumber: DEC181293-2020

II.1.2. CPV põhikood

79512000 Kõnekeskusteenused

II.1.3. Lepingu liik

Teenused

II.1.4. Lühikirjeldus

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. Teave osade kohta

Hankeleping on jaotatud osadeks: ei

II.1.7. Hanke lõplik kogumaksumus

Maksumus käibemaksuta: 42 000 000,00 EUR

II.2. Kirjeldus

II.2.2. CPV lisakood(id)

48333000 Kontaktihaldustarkvarapakett, 48900000 Mitmesugused tarkvarapaketid ja arvutisüsteemid, 64200000 Telekommunikatsiooniteenused, 64210000 Telefoni- ja andmeedastusteenused, 64214200 Telefonikeskjaama teenused, 64216000 Elektrooniliste sõnumite ja info teenused, 64220000 Telekommunikatsiooniteenused, v.a telefoni- ja andmeedastuse teenused, 72212333 Kontaktihaldustarkvara arendusteenused, 72253000 Konsultatsioonipunkti- ja tugiteenused, 72253100 Konsultatsioonipunkтитеenused, 72300000 Andmeteenused, 72421000 Internetivõrgu või intranetivõrgu kasutajarakenduste arendusteenused, 75130000 Abiteenused valitsusele, 79342300 Klienditeenused, 79342320 Kliendihooldusteenused, 79500000 Büroo tugiteenused, 79510000 Telefonivastamisteenused, 79511000 Telefonioperaatoriteenused

II.2.3. Täitmise koht

NUTS kood: UKN Northern Ireland

NUTS kood: IE Éire / Ireland

Põhiline teostamise koht: Island of Ireland

II.2.4. Hanke kirjeldus

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. Hindamiskriteeriumid

Hind

II.2.11. Teave täiendavate hankevõimaluste kohta

Täiendavad hankevõimalused: ei

II.2.13. Teave Euroopa Liidu vahendite kohta

Hange on seotud Euroopa Liidu vahenditest rahastatava projekti ja/või programmiga: ei

II.2.14. Lisateave

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.

IV osa: Hankemenetlus

IV.1. Kirjeldus

IV.1.1. Hankemenetluse liik

Konkurentsipõhine läbirääkimistega menetlus

IV.1.3. Teave raamlepingu või dünaamilise hankesüsteemi kohta

IV.1.8. Teave Maailma Kaubandusorganisatsiooni hankelepingu (GPA) kohta

Hange on hõlmatud Maailma Kaubandusorganisatsiooni hankelepinguga: jah

IV.2. Haldusalane teave

IV.2.1. Käesoleva menetluse kohta varem avaldatud teade

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

IV.2.8. Teave dünaamilise hankesüsteemi lõpetamise kohta

IV.2.9. Teave eelteadet kasutades välja kuulutatud hanke lõpetamise kohta

V osa: Hankelepingu sõlmimine

Hankelepingu nr: 1

Nimetus:

Provision of Contact Centre Services including Associated Software Solutions

Sõlmitakse leping/osa kohta sõlmitakse leping: jah

V.2. Hankelepingu sõlmimine**V.2.1. Lepingu sõlmimise kuupäev**

20/11/2023

V.2.2. Teave pakkumuste kohta

Laekunud pakkumuste arv: 2

Elektrooniliselt laekunud pakkumuste arv: 2

Leping on sõlmitud ettevõtjate rühmaga: ei

V.2.3. Töövõtja nimi ja aadress

Ametlik nimetus: Capita Customer Solutions Limited

Riiklik registreerimisnumber: 377757

Postiaadress: Unit B, West Cork Business and Technology Park

Linn: Clonakilty

NUTS kood: IE05 Southern

Riik: Iirimaa

E-post: kieran.platt@capita.com

Telefon: +353 864110186

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

Töövõtja on VKE: ei

V.2.4. Teave lepingu/osa maksumuse kohta

Lepingu/osa lõplik kogumaksumus: 42 000 000,00 EUR

V.2.5. Teave allhangete kohta**VI osa: Lisateave**

VI.3. Lisateave

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. Läbivaatamise kord**VI.4.1. Läbivaatamise eest vastutav organ**

Ametlik nimetus: High Court of Ireland

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

Linn: Dublin 7
Riik: Iirimaa
E-post: highcourtcentraloffice@courts.ie
Telefon: +353 18886000
Faks: +353 18886125
Internetiaadress: <http://www.courts.ie>

VI.4.3. Läubivaatamise kord

Täpne teave läubivaatamismenetluse tähtaegade kohta:

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. Käesoleva teate lähetamise kuupäev

05/12/2023