

Irlande-Dublin: Centre d'appels
OJ S 237/2023 08/12/2023
Avis d'attribution de marché
Services

Base juridique:
Directive 2014/24/UE

Section I: Pouvoir adjudicateur

I.1. Nom et adresses

Nom officiel: National Transport Authority
Numéro national d'identification: N/A
Adresse postale: Dun Sceine
Ville: Dublin
Code NUTS: IE Éire / Ireland
Pays: Irlande
Point(s) de contact: Niamh Bennett
Courriel: Niamh.bennett@nationaltransport.ie
Téléphone: +353 18798300

Fax: +353 18798333

Adresse(s) internet:

Adresse principale: www.nationaltransport.ie
Adresse du profil d'acheteur: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1149>

I.4. Type de pouvoir adjudicateur

Agence/office national(e) ou fédéral(e)

I.5. Activité principale

Autre activité: Transport

Section II: Objet

II.1. Étendue du marché

II.1.1. Intitulé

Provision of Contact Centre Services (Located On The Island Of Ireland) Including Associated Software Solutions
Numéro de référence: DEC181293-2020

II.1.2. Code CPV principal

79512000 Centre d'appels

II.1.3. Type de marché

Services

II.1.4. Description succincte

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 sur les lots

Ce marché est divisé en lots: non

II.1.7. Valeur totale du marché

Valeur hors TVA: 42 000 000,00 EUR

II.2. Description

II.2.2. Code(s) CPV additionnel(s)

48333000 Logiciels de gestion des contacts, 48900000 Logiciels et systèmes informatiques divers, 64200000 Services de télécommunications, 64210000 Services de téléphonie et de transmission de données, 64214200 Services de commutateurs téléphoniques, 64216000 Services de messagerie et d'information électroniques, 64220000 Services de télécommunications, excepté téléphone et transmission de données, 72212333 Services de développement de logiciels de gestion des contacts, 72253000 Services d'aide aux utilisateurs et services d'assistance, 72253100 Services d'aide aux utilisateurs, 72300000 Services de commutation de données, 72421000 Services de développement des applications client internet ou intranet, 75130000 Services d'appui aux pouvoirs publics, 79342300 Services à la clientèle, 79342320 Services après-vente, 79500000 Services d'appui bureautiques, 79510000 Services de répondeur téléphonique, 79511000 Services de standard téléphonique

II.2.3. Lieu d'exécution

Code NUTS: UKN Northern Ireland

Code NUTS: IE Éire / Ireland

Lieu principal d'exécution: Island of Ireland

II.2.4. Description des prestations

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. Critères d'attribution

Prix

II.2.11. Information sur les options

Options: non

II.2.13. Information sur les fonds de l'Union européenne

Le contrat s'inscrit dans un projet/programme financé par des fonds de l'Union européenne: non

II.2.14. Informations complémentaires

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: Procédure

IV.1. Description

IV.1.1. Type de procédure

Procédure concurrentielle avec négociation

IV.1.3. Information sur l'accord-cadre ou le système d'acquisition dynamique

IV.1.8. Information concernant l'accord sur les marchés publics (AMP)

Le marché est couvert par l'accord sur les marchés publics: oui

IV.2. Renseignements d'ordre administratif

IV.2.1. Publication antérieure relative à la présente procédure

Numéro de l'avis au JO série S: [2020/S 243-602078](#)

IV.2.8. Informations sur l'abandon du système d'acquisition dynamique

IV.2.9.

Informations sur l'abandon de la procédure d'appel à la concurrence sous la forme d'un avis de préinformation

Section V: Attribution du marché

Marché n°: 1

Intitulé:

Provision of Contact Centre Services including Associated Software Solutions

Un marché/lot est attribué: oui

V.2. Attribution du marché

V.2.1. Date de conclusion du marché

20/11/2023

V.2.2. Informations sur les offres

Nombre d'offres reçues: 2

Nombre d'offres reçues par voie électronique: 2

Le marché a été attribué à un groupement d'opérateurs économiques: non

V.2.3. Nom et adresse du titulaire

Nom officiel: Capita Customer Solutions Limited

Numéro national d'identification: 377757

Adresse postale: Unit B, West Cork Business and Technology Park

Ville: Clonakilty

Code NUTS: IE05 Southern

Pays: Irlande

Courriel: kieran.platt@capita.com

Téléphone: +353 864110186

Adresse internet: <http://www.capita.com>

Le titulaire est une PME: non

V.2.4. Informations sur le montant du marché/du lot

Valeur totale du marché/du lot: 42 000 000,00 EUR

V.2.5. Information sur la sous-traitance

Section VI: Renseignements complémentaires

VI.3. Informations complémentaires

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. Procédures de recours

VI.4.1. Instance chargée des procédures de recours

Nom officiel: High Court of Ireland

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

Ville: Dublin 7

Pays: Irlande

Courriel: highcourtcentraloffice@courts.ie

Téléphone: +353 18886000

Fax: +353 18886125

Adresse internet: <http://www.courts.ie>

VI.4.3. Introduction de recours

Précisions concernant les délais d'introduction de recours:

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 d'envoi du présent avis

05/12/2023