

Éire-Baile Átha Cliath: Call centre
OJ S 237/2023 08/12/2023
Fógra um dhámhachtain conartha
Seirbhísí

Bunús dlí:

Treoir 2014/24/AE

Alt I: Údarás conarthachta

I.1. Ainm agus seoltaí

Ainm oifigiúil: National Transport Authority
Uimhir chláráithe náisiúnta: N/A
Seoladh poist: Dun Sceine
Baile: Dublin
Cód NUTS: IE Éire / Ireland
Tír: Éire
Teagmhálaí: Niamh Bennett
Ríomhphost: Niamh.bennett@nationaltransport.ie
Guthán: +353 18798300
Facs: +353 18798333
Seoladh/seoltaí idirlín:
Príomhsheoladh: www.nationaltransport.ie
Seoladh phróifíl an cheannaitheora: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1149>

I.4. An cineál údaráis chonarthachta

Oifig/gníomhaireacht náisiúnta nó fheidearálach

I.5. Príomhghníomhaíocht

Gníomhaíocht eile: Transport

Alt II: Cuspóir

II.1. Raon feidhme an tsoláthair**II.1.1. Teideal**

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

II.1.2. Príomhchód CPV

79512000 Call centre

II.1.3. An cineál conartha

Seirbhísí

II.1.4. Cur síos achomair

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. Faisnéis faoi bhearta

Tá an conradh seo roinnte ina bhearta: níl

II.1.7. Luach iomlán an tsoláthair

Luach gan CBL san áireamh: 42 000 000,00 EUR

II.2. Cur síos

II.2.2. Cód(Cóid) CPV breise

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. Láthair feidhmíochta

Cód NUTS: UKN Northern Ireland

Cód NUTS: IE Éire / Ireland

Príomhshuíomh nó príomhláthair na feidhmíochta: Island of Ireland

II.2.4. Cur síos ar an soláthar

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. Critéir dámhachtana

Praghas

II.2.11. Faisnéis faoi roghanna

Roghanna: níl

II.2.13. Faisnéis faoi Chistí an Aontais Eorpaigh

Baineann an soláthar le tionscadal agus/nó clár arna mhaoiniú ag cistí an Aontais Eorpaigh: níl

II.2.14. Faisnéis bhreise

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.

Alt IV: Nós imeachta

IV.1. Cur síos

IV.1.1. An cineál nós imeachta

Nós imeachta iomaíoch lena mbaineann idirbheartaíocht

IV.1.3. Faisnéis faoi chomhaontú creatlaí nó faoi chóras ceannaigh dinimiciúil

IV.1.8. Faisnéis faoi Chomhaontú Soláthair Rialtais (GPA)

Tá an soláthar cumhdaithe ag an gComhaontas Soláthair Rialtais: tá

IV.2. Faisnéis riaracháin

IV.2.1. Foilseachán roimhe seo maidir leis an nós imeachta seo

Uimhir an fhógra in IO S: [2020/S 243-602078](#)

IV.2.8. Faisnéis maidir le foirceannadh an chórais cheannaigh dhinimiciúil

IV.2.9. Faisnéis maidir le foirceannadh an ghlaio ar iomaíocht i bhfoirm fógra faisnéise roimh ré

Alt V: Dámhachtain an chonartha

Uimhir an chonartha: 1

Teideal:

Provision of Contact Centre Services including Associated Software Solutions

Tá conradh/beart dáfa: tá

V.2. Dámhachtain an chonartha**V.2.1. Dáta shocrú an chonartha**

20/11/2023

V.2.2. Faisnéis faoi thairiscintí

Líon na dtairiscintí atá faighte: 2

Líon na dtairiscintí arna bhfáil trí mhodhanna leictreonacha: 2

Dámhadh an conradh do ghrúpa oibreoirí eacnamaíocha: níl

V.2.3. Ainm agus seoladh an chonraitheora

Ainm oifigiúil: Capita Customer Solutions Limited

Uimhir chlárarithe náisiúnta: 377757

Seoladh poist: Unit B, West Cork Business and Technology Park

Baile: Clonakilty

Cód NUTS: IE05 Southern

Tír: Éire

Ríomhphost: kieran.platt@capita.com

Guthán: +353 864110186

Seoladh idirlín: <http://www.capita.com>

FBM atá sa chonraitheoir: níl

V.2.4. Faisnéis faoi luach an chonartha/an bhirt

Luach iomlán an chonartha/an bhirt: 42 000 000,00 EUR

V.2.5. Faisnéis faoi fhochoonraitheoireacht**Alt VI: Faisnéis chomhlántach**

VI.3. Faisnéis bhreise

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. Nósanna imeachta athbhreithniúcháin**VI.4.1. Comhlacht athbhreithniúcháin**

Ainm oifigiúil: High Court of Ireland

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

Baile: Dublin 7

Tír: Éire

Ríomhphost: highcourtcentraloffice@courts.ie

Guthán: +353 18886000

Facs: +353 18886125

Seoladh idirlín: <http://www.courts.ie>

VI.4.3. Nós imeachta athbhreithniúcháin

Faisnéis chruinn faoi spriocdháta(i) le haghaidh nósanna imeachta athbhreithniúcháin:

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. Dáta seolta an fhógra seo

05/12/2023