

Irska-Dublin: Pozivni centar
OJ S 237/2023 08/12/2023
Obavijest o dodjeli ugovora
Usluge

Pravna osnova:

Direktiva 2014/24/EU

Odjeljak I: Javni naručitelj

I.1. Naziv i adrese

Službeni naziv: National Transport Authority

Nacionalni registracijski broj: N/A

Poštanska adresa: Dun Sceine

Mjesto: Dublin

NUTS kod: IE Éire / Ireland

Država: Irska

Osoba za kontakt: Niamh Bennett

E-pošta: Niamh.bennett@nationaltransport.ie

Telefon: +353 18798300

Telefaks: +353 18798333

Internetska(-e) adresa(-e):

Glavna adresa: www.nationaltransport.ie

Adresa profila kupca: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1149>

I.4. Vrsta javnog naručitelja

Državna ili federalna agencija/ured

I.5. Glavna djelatnost

Druga djelatnost: Transport

Odjeljak II: Predmet

II.1. Opseg nabave

II.1.1. Naziv

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

Referentni broj: DEC181293-2020

II.1.2. Glavna CPV oznaka

79512000 Pozivni centar

II.1.3. Vrsta ugovora

Usluge

II.1.4. Kratak opis

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. Podaci o grupama

Ovaj ugovor podijeljen je na grupe: ne

II.1.7. Ukupna vrijednost nabave

Vrijednost bez PDV-a: 42 000 000,00 EUR

II.2. Opis

II.2.2. Dodatne šifre CPV-a

48333000 Programski paket za upravljanje kontaktima, 48900000 Razni programski paketi i računalni sustavi, 64200000 Telekomunikacijske usluge, 64210000 Telefonske usluge i usluge prijenosa podataka, 64214200 Usluge telefonske centrale, 64216000 Usluge elektroničkog obavještanja i informiranja, 64220000 Telekomunikacijske usluge, osim usluga telefonije i prijenosa podataka, 72212333 Usluge razvoja programske podrške za upravljanje kontaktima, 72253000 Usluge službe za pomoć i usluge podrške, 72253100 Usluge službe za pomoć, 72300000 Podatkovne usluge, 72421000 Usluge razvoja korisničkih aplikacija za internet ili intranet, 75130000 Usluge podrške za javnu vlast, 79342300 Usluge za klijente, 79342320 Usluge skrbi za klijente, 79500000 Pomoćne uredske usluge, 79510000 Usluge odgovaranja na telefon, 79511000 Usluge telefonista

II.2.3. Mjesto izvršenja

NUTS kod: UKN Northern Ireland

NUTS kod: IE Éire / Ireland

Glavna lokacija ili mjesto izvršenja: Island of Ireland

II.2.4. Opis nabave

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. Kriteriji za dodjelu

Cijena

II.2.11. Podaci o opcijama

Opcije: ne

II.2.13. Podaci o fondovima Europske unije

Nabava je povezana s projektom i/ili programom koji se financira iz fondova Europske unije: ne

II.2.14. Dodatni podaci

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.

Odjeljak IV: Postupak

IV.1. Opis

IV.1.1. Vrsta postupka

Natjecateljski postupak uz pregovore

IV.1.3. Podaci o okvirnom sporazumu ili dinamičkom sustavu nabave

IV.1.8. Podaci o Sporazumu o javnoj nabavi (GPA)

Nabava je obuhvaćena Sporazumom o javnoj nabavi: da

IV.2. Administrativni podaci

IV.2.1. Prethodna objava povezana s ovim postupkom

Broj objave u Dodatku SL-u: [2020/S 243-602078](#)

IV.2.8. Podaci o prekidu dinamičkog sustava nabave

IV.2.9. Podaci o ukidanju poziva na nadmetanje u obliku prethodne informacijske obavijesti

Odjeljak V: Dodjela ugovora

Ugovor br.: 1

Naziv:

Provision of Contact Centre Services including Associated Software Solutions

Ugovor/grupa je dodijeljen(a): da

V.2. Dodjela ugovora**V.2.1. Datum sklapanja ugovora**

20/11/2023

V.2.2. Podaci o ponudama

Broj zaprimljenih ponuda: 2

Broj ponuda zaprimljenih elektroničkim sredstvima: 2

Ugovor je dodijeljen skupini gospodarskih subjekata: ne

V.2.3. Naziv i adresa ugovaratelja

Službeni naziv: Capita Customer Solutions Limited

Nacionalni registracijski broj: 377757

Poštanska adresa: Unit B, West Cork Business and Technology Park

Mjesto: Clonakilty

NUTS kod: IE05 Southern

Država: Irska

E-pošta: kieran.platt@capita.com

Telefon: +353 864110186

Internetska adresa: <http://www.capita.com>

Ugovaratelj je malo ili srednje poduzeće.: ne

V.2.4. Podaci o vrijednosti ugovora/grupe

Ukupna vrijednost ugovora/grupe: 42 000 000,00 EUR

V.2.5. Podaci o podugovaranju**Odjeljak VI: Dopunski podaci**

VI.3. Dodatni podaci

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. Postupci pravne zaštite**VI.4.1. Tijelo nadležno za postupak pravne zaštite**

Službeni naziv: High Court of Ireland

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

Mjesto: Dublin 7

Država: Irska

E-pošta: highcourtcentraloffice@courts.ie

Telefon: +353 18886000

Telefaks: +353 18886125

Internetska adresa: <http://www.courts.ie>

VI.4.3. Postupak pravne zaštite

Detaljniji podaci o roku(-ovima) za postupke pravne zaštite:

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. Datum slanja ove obavijesti

05/12/2023