

**Airija-Dublinas: Informacinių paslaugų centrai**  
**OJ S 237/2023 08/12/2023**  
**Skelbimas apie sutarties skyrimą**  
**Paslaugos**

**Teisinis pagrindas:**  
Direktyva 2014/24/ES

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**I dalis: Perkančioji organizacija**

**I.1. Pavadinimas ir adresai**

Oficialus pavadinimas: National Transport Authority

Nacionalinis registracijos Nr.: N/A

Adresas: Dun Sceine

Miestas: Dublin

NUTS kodas: IE Éire / Ireland

Šalis: Airija

Asmuo ryšiams: Niamh Bennett

El. paštas: [Niamh.bennett@nationaltransport.ie](mailto:Niamh.bennett@nationaltransport.ie)

Telefonas: +353 18798300

Faksas: +353 18798333

**Interneto adresas (-ai):**

Pagrindinis adresas: [www.nationaltransport.ie](http://www.nationaltransport.ie)

Pirkėjo profilio adresas: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1149>

**I.4. Perkančiosios organizacijos tipas**

Nacionalinė ar federalinė agentūra ar tarnyba

**I.5. Pagrindinė veikla**

Kita veikla: Transport

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**II dalis: Objektas**

**II.1. Pirkimo apimtis**

**II.1.1. Pavadinimas**

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

Nuorodos numeris: DEC181293-2020

**II.1.2. Pagrindinis BVPŽ kodas**

79512000 Informacinių paslaugų centrai

**II.1.3. Sutarties tipas**

Paslaugos

**II.1.4. Trumpas aprašymas**

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. Informacija apie pirkimo dalis**

Ši sutartis suskaidyta į pirkimo dalis: ne

#### **II.1.7. Bendra pirkimo vertė**

Vertė be PVM: 42 000 000,00 EUR

### **II.2. Aprašymas**

#### **II.2.2. Kitas (-i) šio pirkimo BVPŽ kodas (-ai)**

48333000 Kontaktų valdymo programinės įrangos paketai, 48900000 Įvairūs programinės įrangos paketai ir kompiuterių sistemos, 64200000 Telekomunikacijų paslaugos, 64210000 Telefono ryšio ir duomenų perdavimo paslaugos, 64214200 Telefonų skirstiklių paslaugos, 64216000 Elektroninių pranešimų ir informacijos paslaugos, 64220000 Telekomunikacijų paslaugos, išskyrus telefono ryšio ir duomenų perdavimo paslaugas, 72212333 Kontaktų valdymo programinės įrangos kūrimo paslaugos, 72253000 Pagalbos vartotojui ir darbo palaikymo paslaugos, 72253100 Pagalbos vartotojui paslaugos, 72300000 Duomenų paslaugos, 72421000 Interneto arba intraneto klientų taikomųjų programų kūrimo paslaugos, 75130000 Pagalbinės paslaugos valdžios sektoriui, 79342300 Su klientais susijusios paslaugos, 79342320 Klientų aptarnavimo paslaugos, 79500000 Pagalbinės biuro paslaugos, 79510000 Atsakymo į telefonų skambučius paslaugos, 79511000 Telefono operatorių paslaugos

#### **II.2.3. Įgyvendinimo vieta**

NUTS kodas: UKN Northern Ireland

NUTS kodas: IE Éire / Ireland

Pagrindinė įgyvendinimo vieta: Island of Ireland

#### **II.2.4. Pirkimo aprašymas**

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. Sutarties skyrimo kriterijai**

Kaina

#### **II.2.11. Informacija apie pasirinkimo galimybes**

Pasirinkimo galimybės: ne

#### **II.2.13. Informacija apie Europos Sąjungos fondus**

Pirkimas yra susijęs su projektu ir (arba) programa, finansuojama Europos Sąjungos lėšomis: ne

#### **II.2.14. Papildoma informacija**

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 dalis: Procedūra**

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#### **IV.1. Aprašymas**

##### **IV.1.1. Procedūros tipas**

Konkurso procedūra su derybomis

##### **IV.1.3. Informacija apie preliminarią sutartį arba dinaminę pirkimo sistemą**

##### **IV.1.8. Informacija apie Sutartį dėl viešųjų pirkimų (SVP)**

Ar pirkimui taikoma Sutartis dėl viešųjų pirkimų?: taip

#### **IV.2. Administracinė informacija**

##### **IV.2.1. Ankstesnis skelbimas apie šią procedūrą**

Skelbimo Europos Sąjungos oficialiajame leidinyje numeris: [2020/S 243-602078](#)

##### **IV.2.8. Informacija apie dinaminės pirkimo sistemos taikymo nutraukimą**

##### **IV.2.9. Informacija apie kvietimo dalyvauti konkurse naudojant išankstinį informacinį skelbimą nutraukimą**

## V dalis: Sutarties skyrimas

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**Sutarties Nr.:** 1

**Pavadinimas:**

Provision of Contact Centre Services including Associated Software Solutions

Sutartis/pirkimo dalis skiriama: taip

### V.2. Sutarties skyrimas

#### V.2.1. Sutarties sudarymo data

20/11/2023

#### V.2.2. Informacija apie pasiūlymus

Gautų pasiūlymų skaičius: 2

Elektroninėmis priemonėmis gautų pasiūlymų skaičius: 2

Sutartis paskirta ekonominės veiklos vykdytojų grupei: ne

#### V.2.3. Rangovo pavadinimas ir adresas

Oficialus pavadinimas: Capita Customer Solutions Limited

Nacionalinis registracijos Nr.: 377757

Adresas: Unit B, West Cork Business and Technology Park

Miestas: Clonakilty

NUTS kodas: IE05 Southern

Šalis: Airija

El. paštas: [kieran.platt@capita.com](mailto:kieran.platt@capita.com)

Telefonas: +353 864110186

Interneto adresas: <http://www.capita.com>

Rangovas yra MVĮ: ne

#### V.2.4. Informacija apie sutarties/pirkimo dalies vertę

Bendra sutarties / pirkimo dalies vertė: 42 000 000,00 EUR

#### V.2.5. Informacija apie subrangos sutarčių sudarymą

## VI dalis: Papildoma informacija

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### VI.3. Papildoma informacija

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. Peržiūros procedūros**

### **VI.4.1. Peržiūros institucija**

Oficialus pavadinimas: High Court of Ireland

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

Miestas: Dublin 7

Šalis: Airija

El. paštas: [highcourtcentraloffice@courts.ie](mailto:highcourtcentraloffice@courts.ie)

Telefonas: +353 18886000

Faksas: +353 18886125

Interneto adresas: <http://www.courts.ie>

### **VI.4.3. Peržiūros procedūra**

Tiksli informacija apie peržiūros procedūrų terminą (-us):

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. Šio skelbimo išsiuntimo data**

05/12/2023