

Īrija-Dublina: Informācijas zvanu centrs

OJ S 237/2023 08/12/2023

Paziņojums par līguma slēgšanas tiesību piešķiršanu  
Pakalpojumi

**Juridiskais pamats:**

Direktīva 2014/24/ES

## I iedaļa: Līgumslēdzēja iestāde

---

### I.1. Nosaukums un adrese

Pilns nosaukums: National Transport Authority

Valsts reģistrācijas numurs: N/A

Pasta adrese: Dun Sceine

Pilsēta: Dublin

NUTS kods: IE Éire / Ireland

Valsts: Īrija

Kontaktpersona: Niamh Bennett

E-pasts: [Niamh.bennett@nationaltransport.ie](mailto:Niamh.bennett@nationaltransport.ie)

Tālrunis: +353 18798300

Fakss: +353 18798333

**Interneta adrese(-es):**

Galvenā adrese: [www.nationaltransport.ie](http://www.nationaltransport.ie)

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

### I.4. Līgumslēdzējas iestādes veids

Valsts vai federāla aģentūra/birojs

### I.5. Galvenā darbības joma

Cita darbība: Transport

## II iedaļa: Priekšmets

---

### II.1. Iepirkuma apjoms

#### II.1.1. Nosaukums

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

Atsauces numurs: DEC181293-2020

#### II.1.2. Galvenās CPV kods

79512000 Informācijas zvanu centrs

#### II.1.3. Līguma veids

Pakalpojumi

#### II.1.4. Īss apraksts

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. Informācija par daļām**

Līgums ir sadalīts daļās: nē

#### **II.1.7. Iepirkuma kopējā vērtība**

Vērtība bez PVN: 42 000 000,00 EUR

### **II.2. Apraksts**

#### **II.2.2. Papildu CPV kods(-i)**

48333000 Kontaktpersonu pārvaldības programmatūras pakotne, 48900000 Dažādas programmatūras pakotnes un datoru sistēmas, 64200000 Telekomunikāciju pakalpojumi, 64210000 Telefona un datu pārraides pakalpojumi, 64214200 Telefonu centrāles pakalpojumi, 64216000 Elektronisko ziņojumu un informācijas pakalpojumi, 64220000 Telekomunikāciju pakalpojumi, izņemot telefona un datu pārraides pakalpojumus, 72212333 Kontaktpersonu pārvaldības programmatūras izstrādes pakalpojumi, 72253000 Palīdzības dienesta un atbalsta pakalpojumi, 72253100 Palīdzības dienesta pakalpojumi, 72300000 Datu pakalpojumi, 72421000 Interneta vai iekštīkla klienta lietojumprogrammas izstrādes pakalpojumi, 75130000 Palīgpakalpojumi valdībai, 79342300 Klientu apkalpošana, 79342320 Klientu apkalpošanas pakalpojumi, 79500000 Biroja palīgpakalpojumi, 79510000 Telefona zvanu pieņemšanas pakalpojumi, 79511000 Telefona operatora pakalpojumi

#### **II.2.3. Izpildes vieta**

NUTS kods: UKN Northern Ireland

NUTS kods: IE Éire / Ireland

Galvenais būvlaukums/objekts vai izpildes vieta: Island of Ireland

#### **II.2.4. Iepirkuma apraksts**

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. Līguma slēgšanas tiesību piešķiršanas kritēriji**

Cena

#### **II.2.11. Informācija par iespējām**

Iespējas: nē

#### **II.2.13. Informācija par Eiropas Savienības fondiem**

Iepirkums ir saistīts ar projektu un/vai programmu, ko finansē no Eiropas Savienības fondiem:  
nē

#### **II.2.14. Papildu informācija**

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 iedaļa: Procedūra**

---

#### **IV.1. Apraksts**

##### **IV.1.1. Procedūras veids**

Konkursa procedūra ar sarunām

##### **IV.1.3. Informācija par pamat nolīgumu vai dinamisko iepirkumu sistēmu**

##### **IV.1.8. Informācija par Valsts iepirkuma nolīgumu (GPA)**

Uz iepirkumu attiecas Valsts iepirkuma nolīgums: jā

#### **IV.2. Administratīvā informācija**

##### **IV.2.1. Iepriekšēja publikācija par šo pašu procedūru**

Paziņojuma numurs ES OV: [2020/S 243-602078](#)

##### **IV.2.8. Informācija par dinamiskās iepirkumu sistēmas izbeigšanu**

##### **IV.2.9. Informācija par to, ka tiek izbeigts ar iepriekšēju informatīvu paziņojumu izsludinātais iepirkums**

### **V iedaļa: Līguma slēgšanas tiesību piešķiršana**

---

Līguma numurs: 1

**Nosaukums:**

Provision of Contact Centre Services including Associated Software Solutions

Līgums/daļa ir piešķirts(-a): jā

**V.2. Līguma slēgšanas tiesību piešķiršana**

**V.2.1. Līguma noslēgšanas datums**

20/11/2023

**V.2.2. Informācija par piedāvājumiem**

Saņemto piedāvājumu skaits: 2

Ar elektroniskiem līdzekļiem saņemto piedāvājumu skaits: 2

Līgums ir piešķirts ekonomikas dalībnieku grupai: nē

**V.2.3. Darbuzņēmēja nosaukums un adrese**

Pilns nosaukums: Capita Customer Solutions Limited

Valsts reģistrācijas numurs: 377757

Pasta adrese: Unit B, West Cork Business and Technology Park

Pilsēta: Clonakilty

NUTS kods: IE05 Southern

Valsts: Īrija

E-pasts: [kieran.platt@capita.com](mailto:kieran.platt@capita.com)

Tālrunis: +353 864110186

Interneta adrese: <http://www.capita.com>

Darbuzņēmējs ir MVU: nē

**V.2.4. Informācija par līguma/daļas vērtību**

Līguma/daļas kopējā vērtība: 42 000 000,00 EUR

**V.2.5. Informācija par apakšuzņēmuma līgumiem**

**VI iedaļa: Papildinformācija**

---

**VI.3. Papildu informācija**

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. Pārskatīšanas procedūras**

**VI.4.1.**

**Struktūra, kas atbildīga par pārskatīšanu**

Pilns nosaukums: High Court of Ireland

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

Pilsēta: Dublin 7

Valsts: Īrija

E-pasts: [highcourtcentraloffice@courts.ie](mailto:highcourtcentraloffice@courts.ie)

Tālrunis: +353 18886000

Fakss: +353 18886125

Interneta adrese: <http://www.courts.ie>

**VI.4.3. Pārskatīšanas procedūra**

Precīza informācija par pārskatīšanas procedūru termiņu(-iem):

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. Šā paziņojuma nosūtīšanas datums**

05/12/2023