

I-Irlanda-Dublin: Ċentru tas-sejħiet telefoniċi
OJ S 237/2023 08/12/2023
Avviż dwar l-għoti ta' kuntratt
Servizzi

Il-bażi ġuridika:
Direttiva 2014/24/UE

Taqsim I: Awtorità kontraenti

I.1. Isem u indirizzi

Isem uffiċjali: National Transport Authority

Numru ta' registrazzjoni nazzjonali: N/A

Indirizz postali: Dun Sceine

Belt: Dublin

Kodiċi NUTS: IE Éire / Ireland

Pajjiż: L-Irlanda

Persuna ta' kuntatt: Niamh Bennett

Posta elettronika: Niamh.bennett@nationaltransport.ie

Telefown: +353 18798300

Faks: +353 18798333

Indirizz(i) tal-Internet:

Indirizz ewlieni: www.nationaltransport.ie

Indirizz tal-profil tax-xerrej: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1149>

I.4. Tip ta' awtorità kontraenti

Aġenzija/uffiċċju nazzjonali jew federali

I.5. Attività ewlenija

Attivitajiet oħra: Transport

Taqsim II: L-għan

II.1. L-għan tal-ksib

II.1.1. Titlu

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

Numru ta' referenza: DEC181293-2020

II.1.2. Kodiċi ewlieni CPV

79512000 Ċentru tas-sejħiet telefoniċi

II.1.3. It-tip ta' kuntratt

Servizzi

II.1.4. Deskrizzjoni qasira

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. Informazzjoni dwar il-lottijiet

Dan il-kuntratt huwa maqsum f'lottijiet: Ie

II.1.7. Valur totali tal-ksib

Valur mingħajr VAT: 42 000 000,00 EUR

II.2. Deskrizzjoni

II.2.2. Kodiċi(jiet) addizzjonali tal-VKK

48333000 Pakkett ta' softwer għall-ġestjoni tal-kuntatti, 48900000 Pakketti tas-softwer varji u sistemi tal-kompjuter, 64200000 Servizzi tat-telekomunikazzjonijiet, 64210000 Servizzi tat-trasmissjoni tal-telefon u tad-data, 64214200 Servizzi ta' l-iswitchboard tat-telefon, 64216000 Servizzi ta' messagġi elettronici u ta' l-informazzjoni, 64220000 Servizzi tat-telekomunikazzjoni apparti milli tat-telefon u tat-trasmissjoni tad-data, 72212333 Servizzi ta' żvilupp ta' softwer għall-ġestjoni tal-kuntatti, 72253000 Servizzi ta' għajjnuna u ta' appoġġ, 72253100 Servizzi ta' għajjnuna, 72300000 Servizzi tad-data, 72421000 Servizzi ta' żvilupp ta' applikazzjoni għall-klijenti għall-internet u l-intranet, 75130000 Servizzi ta' appoġġ għall-gvern, 79342300 Servizzi tal-klijenti, 79342320 Servizzi dwar il-kura tal-klijenti, 79500000 Servizzi ta' appoġġ ta' l-ufficini, 79510000 Servizzi tat-tweġib tat-telefon, 79511000 Servizzi ta' l-operatur tat-telefon

II.2.3. Il-post tat-twettiq

Kodiċi NUTS: UKN Northern Ireland

Kodiċi NUTS: IE Éire / Ireland

Is-sit jew post ewlieni tal-eżekuzzjoni: Island of Ireland

II.2.4. Deskrizzjoni tal-akkwist

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. Kriterji tal-għoti

Prezz

II.2.11. Informazzjoni dwar l-għażliet

Għażliet: le

II.2.13. Informazzjoni dwar Fondi tal-Unjoni Ewropea

L-akkwist huwa marbut ma' proġett u/jew programm iffinanzjat mill-fondi tal-Unjoni Ewropea: le

II.2.14. Informazzjoni addizzjonali

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.

Taqsimha IV: Proċedura

IV.1. Deskrizzjoni

IV.1.1. Tip ta' proċedura

Proċedura kompetittiva bin-negozzazzjoni

IV.1.3. Informazzjoni dwar ftehim qafas jew sistema dinamika ta' xiri

IV.1.8. Informazzjoni dwar il-Ftehim dwar l-Akkwisti Pubbliċi (GPA)

L-akkwist huwa kopert mill-GPA: iva

IV.2. Informazzjoni amministrattiva

IV.2.1. Pubblikazzjoni preċedenti dwar din il-proċedura

Numru tal-avviż fil-ĠU S: [2020/S 243-602078](#)

IV.2.8. Informazzjoni dwar it-tmiem tas-sistema dinamika tax-xiri

IV.2.9. Informazzjoni dwar it-tmiem tas-sejha għall-kompetizzjoni fl-għamla ta' avviż ta' informazzjoni minn qabel

Taqsimha V: Għoti tal-kuntratt

Nru tal-kuntratt: 1

Titlu:

Provision of Contact Centre Services including Associated Software Solutions

Kuntratt/lott jingħata: iva

V.2. Għoti tal-kuntratt

V.2.1. Id-data tal-iffirmar tal-kuntratt

20/11/2023

V.2.2. Informazzjoni dwar sejñiet għall-offerti

In-numru ta' offeriti li waslu: 2

In-numru ta' offeriti li waslu permezz ta' mezzi elettronici: 2

Il-kuntratt ingħata lil grupp ta' operaturi ekonomiċi: le

V.2.3. Isem u indirizz tal-kuntrattur

Isem uffiċjali: Capita Customer Solutions Limited

Numru ta' registrazzjoni nazzjonali: 377757

Indirizz postali: Unit B, West Cork Business and Technology Park

Belt: Clonakilty

Kodiċi NUTS: IE05 Southern

Pajjiż: L-Irlanda

Posta elettronika: kieran.platt@capita.com

Telefown: +353 864110186

Indirizz tal-Internet: <http://www.capita.com>

Il-kuntrattur huwa SME: le

V.2.4. Informazzjoni dwar il-valur tal-kuntratt/lott

Valur totali tal-kuntratt/lott: 42 000 000,00 EUR

V.2.5. Informazzjoni dwar is-sottokuntrattar

Taqsim VI: Informazzjoni kumplimentari

VI.3. Informazzjoni addizzjonali

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. Proċeduri ta' analiżi mill-ġdid

VI.4.1.

Korp responsabbli għall-proċeduri ta' analiżi mill-ġdid

Isem uffiċjali: High Court of Ireland

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

Belt: Dublin 7

Pajjiż: L-Irlanda

Posta elettronika: highcourtcentraloffice@courts.ie

Telefown: +353 18886000

Faks: +353 18886125

Indirizz tal-Internet: <http://www.courts.ie>

VI.4.3. Proċedura ta' analiżi mill-ġdid

Informazzjoni preċiża dwar id-data/i tal-għeluq għall-proċeduri ta' analiżi mill-ġdid:

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. Data ta' meta ntbagħat dan l-avviż

05/12/2023