

Ierland-Dublin: Telefonisch informatiecentrum  
OJ S 237/2023 08/12/2023  
Aankondiging van een gegunde opdracht  
Diensten

**Rechtsgrond:**

Richtlijn 2014/24/EU

**Afdeling I: Aanbestedende dienst**

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**I.1. Naam en adressen**

Officiële benaming: National Transport Authority

Nationaal identificatienummer: N/A

Postadres: Dun Sceine

Plaats: Dublin

NUTS-code: IE Éire / Ireland

Land: Ierland

Contactpersoon: Niamh Bennett

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

Telefoon: +353 18798300

Fax: +353 18798333

**Internetadres(sen):**Hoofdadres: [www.nationaltransport.ie](http://www.nationaltransport.ie)Adres van het kopersprofiel: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1149>**I.4. Soort aanbestedende dienst**

Nationaal of federaal agentschap/bureau

**I.5. Hoofdactiviteit**

Andere activiteit: Transport

**Afdeling II: Voorwerp**

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**II.1. Omvang van de aanbesteding****II.1.1. Benaming**

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

Referentienummer: DEC181293-2020

**II.1.2. CPV-code hoofdcategorie**

79512000 Telefonisch informatiecentrum

**II.1.3. Type opdracht**

Diensten

**II.1.4. Korte beschrijving**

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. Inlichtingen over percelen**

Verdeling in percelen: neen

#### **II.1.7. Totale waarde van de aanbesteding**

Waarde zonder btw: 42 000 000,00 EUR

### **II.2. Beschrijving**

#### **II.2.2. Aanvullende CPV-code(s)**

48333000 Software voor contactenbeheer, 48900000 Diverse software en computersystemen, 64200000 Telecommunicatiediensten, 64210000 Telefoon- en datatransmissiediensten, 64214200 Telefooncentralediensten, 64216000 Elektronische berichten- en informatiediensten, 64220000 Telecommunicatiediensten, met uitzondering van telefoon en datatransmissie, 72212333 Diensten voor ontwikkeling van contactmanagement-software, 72253000 Helpdesk- en ondersteuningsdiensten, 72253100 Helpdeskdiensten, 72300000 Uitwerken van gegevens, 72421000 Diensten voor ontwikkeling van internet- of intranetklantenapplicatie, 75130000 Ondersteunende diensten voor de overheid, 79342300 Dienstverlening voor klanten, 79342320 Diensten voor klantenservice, 79500000 Ondersteuning voor kantoorwerk, 79510000 Telefoonbeantwoordingsdiensten, 79511000 Telefoonbedieningsdiensten

#### **II.2.3. Plaats van uitvoering**

NUTS-code: UKN Northern Ireland

NUTS-code: IE Éire / Ireland

Voornaamste plaats van uitvoering: Island of Ireland

#### **II.2.4. Beschrijving van de aanbesteding**

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. Gunningscriteria**

Prijs

#### **II.2.11. Inlichtingen over opties**

Opties: neen

#### **II.2.13. Inlichtingen over middelen van de Europese Unie**

De aanbesteding houdt verband met een project en/of een programma dat met middelen van de EU wordt gefinancierd: neen

#### **II.2.14. Nadere inlichtingen**

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.

### **Afdeling IV: Procedure**

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#### **IV.1. Beschrijving**

##### **IV.1.1. Type procedure**

Mededingingsprocedure met onderhandeling

##### **IV.1.3. Inlichtingen over een raamovereenkomst of dynamisch aankoopstelsel**

##### **IV.1.8. Inlichtingen over de Overeenkomst inzake overheidsopdrachten (GPA)**

De opdracht valt onder de GPA: ja

#### **IV.2. Administratieve inlichtingen**

##### **IV.2.1. Eerdere bekendmaking betreffende deze procedure**

Nummer van de aankondiging in het PB S: [2020/S 243-602078](#)

##### **IV.2.8. Inlichtingen over de stopzetting van een dynamisch aankoopstelsel**

##### **IV.2.9. Inlichtingen over de stopzetting van een oproep tot mededinging in de vorm van een vooraankondiging**

### **Afdeling V: Gunning van een opdracht**

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**Opdracht nr.:** 1

**Benaming:**

Provision of Contact Centre Services including Associated Software Solutions

Een opdracht/perceel wordt gegund: ja

**V.2. Gunning van een opdracht**

**V.2.1. Datum van de sluiting van de overeenkomst**

20/11/2023

**V.2.2. Inlichtingen over inschrijvingen**

Aantal inschrijvingen: 2

Aantal langs elektronische weg ontvangen inschrijvingen: 2

De opdracht is gegund aan een groep ondernemers: neen

**V.2.3. Naam en adres van de contractant**

Officiële benaming: Capita Customer Solutions Limited

Nationaal identificatienummer: 377757

Postadres: Unit B, West Cork Business and Technology Park

Plaats: Clonakilty

NUTS-code: IE05 Southern

Land: Ierland

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

Telefoon: +353 864110186

Internetadres: <http://www.capita.com>

De contractant is een mkb-bedrijf: neen

**V.2.4. Inlichtingen over de waarde van de opdracht/het perceel**

Totale waarde van de opdracht/het perceel: 42 000 000,00 EUR

**V.2.5. Inlichtingen over uitbesteding**

**Afdeling VI: Aanvullende inlichtingen**

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**VI.3. Nadere inlichtingen**

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. Beroepsprocedures**

**VI.4.1.**

**Beroepsinstantie**

Officiële benaming: High Court of Ireland

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

Plaats: Dublin 7

Land: Ierland

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

Telefoon: +353 18886000

Fax: +353 18886125

Internetadres: <http://www.courts.ie>

**VI.4.3. Beroepsprocedure**

Precieze aanduiding van de termijn(en) voor beroepsprocedures:

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 van verzending van deze aankondiging**

05/12/2023