

Irlanda-Dublin: Centro de chamadas
OJ S 237/2023 08/12/2023
Anúncio de adjudicação de contrato
Serviços

Base jurídica:

Diretiva 2014/24/UE

Secção I: Autoridade adjudicante

I.1. Nome e endereços

Nome oficial: National Transport Authority

Número de registo nacional: N/A

Endereço postal: Dun Sceine

Localidade: Dublin

Código NUTS: IE Éire / Ireland

País: Irlanda

Pessoa de contacto: Niamh Bennett

Correio eletrónico: Niamh.bennett@nationaltransport.ie

Telefone: +353 18798300

Fax: +353 18798333

Endereço(s) Internet:

Endereço principal: www.nationaltransport.ie

Endereço do perfil do adquirente: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1149>

I.4. Tipo de autoridade adjudicante

Agência/Órgão nacional ou federal

I.5. Atividade principal

Outra atividade: Transport

Secção II: Objeto

II.1. Quantidade ou âmbito do concurso**II.1.1. Título**

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

Número de referência: DEC181293-2020

II.1.2. Código CPV principal

79512000 Centro de chamadas

II.1.3. Tipo de contrato

Serviços

II.1.4. Descrição resumida

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. Informação sobre os lotes

Contrato dividido em lotes: não

II.1.7. Valor total do concurso

Valor sem IVA: 42 000 000,00 EUR

II.2. Descrição

II.2.2. Código(s) CPV adicional(is)

48333000 Pacote de software para gestão de contactos, 48900000 Pacote de software e sistemas informáticos diversos, 64200000 Serviços de telecomunicações, 64210000 Serviços telefónicos e de transmissão de dados, 64214200 Serviços de comutador telefónico, 64216000 Serviços de informação e mensagens electrónicas, 64220000 Serviços de telecomunicações excepto serviços telefónicos e de transmissão de dados, 72212333 Serviços de desenvolvimento de software para gestão de contactos, 72253000 Serviços de apoio e de help-desk, 72253100 Serviços de help-desk, 72300000 Serviços relacionados com dados, 72421000 Serviços de desenvolvimento de aplicações para clientes de Internet ou intranet, 75130000 Serviços de apoio às entidades governamentais, 79342300 Serviços prestados a clientes, 79342320 Serviços de atendimento a clientes, 79500000 Serviços auxiliares de escritório, 79510000 Serviços de atendimento de telefones, 79511000 Serviços de operadores telefónicos

II.2.3. Local de execução

Código NUTS: UKN Northern Ireland

Código NUTS: IE Éire / Ireland

Local principal de execução: Island of Ireland

II.2.4. Descrição do concurso

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. Critérios de adjudicação

Preço

II.2.11. Informação sobre as opções

Opções: não

II.2.13. Informação sobre os fundos da União Europeia

O contrato está relacionado com um projeto e/ou programa financiado por fundos da União Europeia: não

II.2.14. Informação adicional

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.

Secção IV: Procedimento

IV.1. Descrição

IV.1.1. Tipo de procedimento

Procedimento concorrencial com negociação

IV.1.3. Informação acerca do acordo-quadro ou sistema de aquisição dinâmico

IV.1.8. Informação relativa ao Acordo sobre Contratos Públicos (ACP)

O contrato é abrangido pelo Acordo sobre Contratos Públicos: sim

IV.2. Informação administrativa

IV.2.1. Publicação anterior referente ao presente concurso

Número do anúncio no JO S: [2020/S 243-602078](#)

IV.2.8. Informação relativa à rescisão do sistema de aquisição dinâmico

IV.2.9. Informação relativa à rescisão do convite à apresentação de propostas sob a forma de um anúncio de pré-informação

Secção V: Adjudicação de contrato

Contrato n.º: 1

Título:

Provision of Contact Centre Services including Associated Software Solutions

Um contrato/lote é adjudicado: sim

V.2. Adjudicação de contrato

V.2.1. Data de celebração do contrato

20/11/2023

V.2.2. Informação sobre as propostas

Número de propostas recebidas: 2

Número de propostas recebidas por via eletrónica: 2

O contrato foi adjudicado a um agrupamento de operadores económicos: não

V.2.3. Nome e endereço do contratante

Nome oficial: Capita Customer Solutions Limited

Número de registo nacional: 377757

Endereço postal: Unit B, West Cork Business and Technology Park

Localidade: Clonakilty

Código NUTS: IE05 Southern

País: Irlanda

Correio eletrónico: kieran.platt@capita.com

Telefone: +353 864110186

Endereço Internet: <http://www.capita.com>

O contratante é uma PME: não

V.2.4. Informação sobre o valor do contrato/lote

Valor total do contrato/lote: 42 000 000,00 EUR

V.2.5. Informação acerca da subcontratação

Secção VI: Informação complementar

VI.3. Informação adicional

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. Procedimentos de recurso

VI.4.1. Organismo responsável pelos processos de recurso

Nome oficial: High Court of Ireland

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

Localidade: Dublin 7

País: Irlanda

Correio eletrónico: highcourtcentraloffice@courts.ie

Telefone: +353 18886000

Fax: +353 18886125

Endereço Internet: <http://www.courts.ie>

VI.4.3. Processo de recurso

Informações precisas sobre o(s) prazo(s) de recurso:

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 de envio do presente anúncio

05/12/2023