

Irlanda-Dublin: Centre de apel
OJ S 237/2023 08/12/2023
Anunț de atribuire a contractului
Servicii

Temei juridic:
Directiva 2014/24/UE

Secțiunea I: Autoritatea contractantă**I.1. Denumire și adrese**

Denumire oficială: National Transport Authority

Număr național de înregistrare: N/A

Adresă: Dun Sceine

Localitate: Dublin

Cod NUTS: IE Éire / Ireland

Țară: Irlanda

Persoană de contact: Niamh Bennett

E-mail: Niamh.bennett@nationaltransport.ie

Telefon: +353 18798300

Fax: +353 18798333

Adresă (adrese) internet:

Adresa principală: www.nationaltransport.ie

Adresa profilului cumpărătorului: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1149>

I.4. Tipul autorității contractante

Agenție/birou național sau federal

I.5. Activitate principală

Altă activitate: Transport

Secțiunea II: Obiect**II.1. Obiectul achiziției****II.1.1. Titlu**

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

Număr de referință: DEC181293-2020

II.1.2. Cod CPV principal

79512000 Centre de apel

II.1.3. Tipul contractului

Servicii

II.1.4. Descriere succintă

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. Informații privind loturile

Contractul este împărțit în loturi: nu

II.1.7. Valoarea totală a achiziției

Valoare fără TVA: 42 000 000,00 EUR

II.2. Descriere

II.2.2. Cod(uri) CPV suplimentar(e)

48333000 Pachete software pentru gestionarea contactelor, 48900000 Diverse pachete software și sisteme informatice, 64200000 Servicii de telecomunicații, 64210000 Servicii de telefonie și de transmisie de date, 64214200 Servicii de comutatoare telefonice, 64216000 Servicii de mesagerie și de informare electronice, 64220000 Servicii de telecomunicații, cu excepția serviciilor telefonice și de transmisie de date, 72212333 Servicii de dezvoltare de software pentru gestionarea contactelor, 72253000 Servicii de ajutor pentru utilizatori și servicii de asistență, 72253100 Servicii de ajutor pentru utilizatori, 72300000 Servicii de înlocuire de date, 72421000 Servicii de dezvoltare de aplicații client internet sau intranet, 75130000 Servicii de asistență pentru guvern, 79342300 Servicii pentru clienți, 79342320 Servicii de asistență pentru clienți, 79500000 Servicii de asistență în birou, 79510000 Servicii de secretariat telefonic, 79511000 Servicii de centrală telefonică

II.2.3. Locul de executare

Cod NUTS: UKN Northern Ireland

Cod NUTS: IE Éire / Ireland

Locul principal de executare: Island of Ireland

II.2.4. Descrierea achiziției publice

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. Criterii de atribuire

Prețul

II.2.11. Informații privind opțiunile

Opțiuni: nu

II.2.13. Informații despre fondurile Uniunii Europene

Achiziția se referă la un proiect și/sau program finanțat din fonduri ale Uniunii Europene: nu

II.2.14. Informații suplimentare

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.

Secțiunea IV: Procedură

IV.1. Descriere

IV.1.1. Tipul procedurii

Procedură competitivă cu negociere

IV.1.3. Informații privind un acord-cadru sau un sistem dinamic de achiziții

IV.1.8. Informații despre Acordul privind achizițiile publice (AAP)

Achiziția intră sub incidența Acordului privind achizițiile publice: da

IV.2. Informații administrative

IV.2.1. Publicare anterioară privind această procedură

Numărul anunțului în JO S: [2020/S 243-602078](#)

IV.2.8. Informații privind încetarea sistemului dinamic de achiziții

IV.2.9. Informații privind încetarea unei invitații la o procedură concurențială de ofertare sub forma unui anunț de intenție

Secțiunea V: Atribuirea contractului

Contract nr.: 1

Titlu:

Provision of Contact Centre Services including Associated Software Solutions

Se atribuie un contract/un lot: da

V.2. Atribuirea contractului

V.2.1. Data încheierii contractului

20/11/2023

V.2.2. Informații privind ofertele

Numărul de oferte primite: 2

Numărul de oferte primite prin mijloace electronice: 2

Contractul a fost atribuit unui grup de operatori economici: nu

V.2.3. Numele și adresa contractantului

Denumire oficială: Capita Customer Solutions Limited

Număr național de înregistrare: 377757

Adresă: Unit B, West Cork Business and Technology Park

Localitate: Clonakilty

Cod NUTS: IE05 Southern

Țară: Irlanda

E-mail: kieran.platt@capita.com

Telefon: +353 864110186

Adresă internet: <http://www.capita.com>

Contractantul este un IMM: nu

V.2.4. Informații privind valoarea contractului/lotului

Valoarea totală a contractului/lotului: 42 000 000,00 EUR

V.2.5. Informații privind subcontractarea

Secțiunea VI: Informații complementare

VI.3. Informații suplimentare

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. Proceduri de contestare

VI.4.1. Organismul de soluționare a contestațiilor

Denumire oficială: High Court of Ireland

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

Localitate: Dublin 7

Țară: Irlanda

E-mail: highcourtcentraloffice@courts.ie

Telefon: +353 18886000

Fax: +353 18886125

Adresă internet: <http://www.courts.ie>

VI.4.3. Procedura de contestare

Precizări privind termenul (termenele) pentru procedurile de contestare:

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 expedierii prezentului anunț

05/12/2023