

Írsko-Dublin: Stredisko hovorov

OJ S 237/2023 08/12/2023

Oznámenie o výsledku verejného obstarávania
Služby

Právny základ:

Smernica 2014/24/EÚ

Oddiel I: Verejný obstarávateľ

I.1. Názov a adresy

Úradný názov: National Transport Authority

Identifikačné číslo organizácie (IČO): N/A

Poštová adresa: Dun Sceine

Mesto/obec: Dublin

Kód NUTS: IE Éire / Ireland

Štát: Írsko

Kontaktná osoba: Niamh Bennett

E-mail: Niamh.bennett@nationaltransport.ie

Telefón: +353 18798300

Fax: +353 18798333

Internetová adresa (internetové adresy):

Hlavná adresa: www.nationaltransport.ie

Adresa stránky profilu kupujúceho: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1149>

I.4. Druh verejného obstarávateľa

Štátna alebo federálna agentúra/úrad

I.5. Hlavná činnosť

Iná činnosť: Transport

Oddiel II: Predmet

II.1. Rozsah obstarávania

II.1.1. Názov

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

Referenčné číslo: DEC181293-2020

II.1.2. Hlavný kód CPV

79512000 Stredisko hovorov

II.1.3. Druh zákazky

Služby

II.1.4. Stručný opis

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. Informácie o častiach

Táto zákazka sa delí na časti: nie

II.1.7. Celková hodnota obstarávania

Hodnota bez DPH: 42 000 000,00 EUR

II.2. Opis

II.2.2. Dodatočné kódy CPV

48333000 Softvérový balík na riadenie kontaktov, 48900000 Rôzne softvérové balíky a počítačové systémy, 64200000 Telekomunikačné služby, 64210000 Telefónne služby a prenos údajov, 64214200 Služby telefónnych ústrední, 64216000 Elektronické správy a informačné služby, 64220000 Telekomunikačné služby okrem telefónnych a prenosu údajov, 72212333 Služby na vývoj softvéru na riadenie kontaktov, 72253000 Poradenské prezenčné (nápoveda) a podporné služby, 72253100 Pomocné prezenčné služby (nápoveda), 72300000 Dátové služby, 72421000 Služby na vývoj internetových alebo intranetových aplikácií klientov, 75130000 Podporné (vedľajšie) služby pre vládu, 79342300 Služby zákazníkom, 79342320 Starostlivosť o zákazníkov, 79500000 Pomocné kancelárske služby, 79510000 Služby cez telefón, 79511000 Spojovateľské služby

II.2.3. Miesto vykonania

Kód NUTS: UKN Northern Ireland

Kód NUTS: IE Éire / Ireland

Hlavné miesto dodania alebo plnenia: Island of Ireland

II.2.4. Opis obstarávania

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. Kritériá na vyhodnotenie ponúk

Cena

II.2.11. Informácie o opsiách

Opcie: nie

II.2.13. Informácie o fondoch Európskej únie

Obstarávanie sa týka projektu a/alebo programu financovaného z fondov Európskej únie: nie

II.2.14. Doplňujúce informácie

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.

Oddiel IV: Postup

IV.1. Opis

IV.1.1. Druh postupu

Súťažné konanie s rokováním

IV.1.3. Informácie o rámcovej dohode alebo dynamickom nákupnom systéme

IV.1.8. Informácie o dohode o vládnom obstarávaní (GPA)

Na toto obstarávanie sa vzťahuje dohoda o vládnom obstarávaní: áno

IV.2. Administratívne informácie

IV.2.1. Predchádzajúce uverejnenie týkajúce sa tohto obstarávacieho konania

Číslo oznámenia v Ú. v. EÚ: [2020/S 243-602078](#)

IV.2.8. Informácie o ukončení dynamického nákupného systému

IV.2.9. Informácie o ukončení výzvy na súťaž vo forme predbežného oznámenia

Oddiel V: Zadanie zákazky

Zákazka č.: 1

Názov:

Provision of Contact Centre Services including Associated Software Solutions

Zákazka/časť je pridelená: áno

V.2. Zadanie zákazky**V.2.1. Dátum uzatvorenia zmluvy**

20/11/2023

V.2.2. Informácie o ponukách

Počet prijatých ponúk: 2

Počet ponúk prijatých elektronicky: 2

Zákazka bola pridelená skupine hospodárskych subjektov: nie

V.2.3. Názov a adresa dodávateľa

Úradný názov: Capita Customer Solutions Limited

Identifikačné číslo organizácie (IČO): 377757

Poštová adresa: Unit B, West Cork Business and Technology Park

Mesto/obec: Clonakilty

Kód NUTS: IE05 Southern

Štát: Írsko

E-mail: kieran.platt@capita.com

Telefón: +353 864110186

Internetová adresa: <http://www.capita.com>

Dodávateľom je MSP: nie

V.2.4. Informácie o hodnote zákazky/časti

Celková hodnota zákazky/časti: 42 000 000,00 EUR

V.2.5. Informácie o subdodávkach**Oddiel VI: Doplnkové informácie**

VI.3. Doplnujúce informácie

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. Postupy preskúmania**VI.4.1. Orgán zodpovedný za preskúmanie**

Úradný názov: High Court of Ireland

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

Mesto/obec: Dublin 7

Štát: Írsko

E-mail: highcourtcentraloffice@courts.ie

Telefón: +353 18886000

Fax: +353 18886125

Internetová adresa: <http://www.courts.ie>

VI.4.3. Postup preskúmania

Presné informácie o termínoch na postup preskúmania:

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. Dátum odoslania tohto oznámenia

05/12/2023