

Irska-Dublin: Klicni center
OJ S 237/2023 08/12/2023
Obvestilo o oddaji naročila
Storitve

Pravna podlaga:
Direktiva 2014/24/EU

Oddelek I: Javni naročnik

I.1. Ime in naslovi

Uradno ime: National Transport Authority
Nacionalna identifikacijska številka: N/A
Poštni naslov: Dun Sceine
Kraj: Dublin
Šifra NUTS: IE Éire / Ireland
Država: Irska
Kontaktna oseba: Niamh Bennett
E-naslov: Niamh.bennett@nationaltransport.ie
Telefon: +353 18798300
Telefaks: +353 18798333

Internetni naslovi:

Glavni naslov: www.nationaltransport.ie
Internetni naslov profila kupca: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1149>

I.4. Vrsta javnega naročnika

Nacionalna ali zvezna agencija/urad

I.5. Glavna področja dejavnosti

Druga dejavnost: Transport

Oddelek II: Predmet

II.1. Obseg naročila

II.1.1. Naslov

Provision of Contact Centre Services (Located On The Island Of Ireland) Including Associated Software Solutions
Referenčna številka dokumenta: DEC181293-2020

II.1.2. Glavna koda CPV

79512000 Klicni center

II.1.3. Vrsta naročila

Storitve

II.1.4. Kratek 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. Informacije o sklopih

Naročilo je razdeljeno na sklope: ne

II.1.7. Skupna vrednost javnega naročila

Vrednost brez DDV: 42 000 000,00 EUR

II.2. Opis

II.2.2. Dodatna(-e) koda(-e) CPV

48333000 Programski paket za upravljanje stikov, 48900000 Razni programski paketi in računalniški sistemi, 64200000 Telekomunikacijske storitve, 64210000 Telefonske storitve in storitve prenosa podatkov, 64214200 Storitve telefonskih central, 64216000 Storitve elektronskega sporočanja in informiranja, 64220000 Telekomunikacijske storitve, razen telefonskih storitev in storitev prenosa podatkov, 72212333 Storitve razvoja programske opreme za upravljanje stikov, 72253000 Storitve služb za pomoč uporabnikom in podporne storitve, 72253100 Storitve služb za pomoč uporabnikom, 72300000 Podatkovne storitve, 72421000 Storitve razvoja odjemalskih aplikacij za internet in intranet, 75130000 Podporne storitve za javno upravo, 79342300 Storitve za kupce, 79342320 Storitve podpore kupcem, 79500000 Pomožne pisarniške storitve, 79510000 Storitve telefonskega odzivanja, 79511000 Storitve telefonistov

II.2.3. Kraj izvedbe

Šifra NUTS: UKN Northern Ireland

Šifra NUTS: IE Éire / Ireland

Glavna lokacija ali kraj izvedbe: Island of Ireland

II.2.4. Opis javnega naročila

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. Merila za izbiro ponudbe

Cena

II.2.11. Informacije o variantah

Variante: ne

II.2.13. Informacije o sredstvih EU

Naročilo se nanaša na projekt in/ali program, ki se financira s sredstvi EU: ne

II.2.14. Dodatne informacije

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.

Oddelek IV: Postopek

IV.1. Opis

IV.1.1. Vrsta postopka

Konkurenčni postopek s pogajanjem

IV.1.3. Informacije o okvirnem sporazumu ali dinamičnem nabavnem sistemu

IV.1.8. Informacije o Sporazumu o vladnih naročilih

Naročilo ureja Sporazum o vladnih naročilih: da

IV.2. Upravne informacije

IV.2.1. Prejšnja objava v zvezi s tem postopkom

Številka obvestila v UL: [2020/S 243-602078](#)

IV.2.8. Informacije o prenehanju dinamičnega nabavnega sistema

IV.2.9. Informacije o zaključku javnega razpisa v obliki predhodnega informativnega obvestila

Oddelek V: Oddaja naročila

Št. naročila: 1

Naslov:

Provision of Contact Centre Services including Associated Software Solutions

Naročilo je oddano/sklop je oddan: da

V.2. Oddaja naročila

V.2.1. Datum sklenitve pogodbe

20/11/2023

V.2.2. Informacije o ponudbah

Število prejetih ponudb: 2

Število elektronsko prejetih ponudb: 2

Naročilo je bilo oddano skupini gospodarskih subjektov: ne

V.2.3. Ime in naslov izvajalca

Uradno ime: Capita Customer Solutions Limited

Nacionalna identifikacijska številka: 377757

Poštni naslov: Unit B, West Cork Business and Technology Park

Kraj: Clonakilty

Šifra NUTS: IE05 Southern

Država: Irska

E-naslov: kieran.platt@capita.com

Telefon: +353 864110186

Internetni naslov: <http://www.capita.com>

Izvajalec je MSP: ne

V.2.4. Informacije o vrednosti javnega naročila/sklopa

Skupna vrednost naročila/sklopa: 42 000 000,00 EUR

V.2.5. Informacije o naročilih, oddanih podizvajalcem

Oddelek VI: Dopolnilne informacije

VI.3. Dodatne informacije

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. Postopki za revizijo

VI.4.1. Organ, pristojen za revizijo

Uradno ime: High Court of Ireland

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

Kraj: Dublin 7

Država: Irska

E-naslov: highcourtcentraloffice@courts.ie

Telefon: +353 18886000

Telefaks: +353 18886125

Internetni naslov: <http://www.courts.ie>

VI.4.3. Postopek revizije

Natančne informacije o roku(-ih) za postopke revizije:

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 pošiljanja tega obvestila

05/12/2023