

Irland-Dublin: Teletjänstcentral

OJ S 237/2023 08/12/2023

Meddelande om tilldelning av kontrakt
Tjänster

Rättslig grund:

direktiv 2014/24/EU

Avsnitt I: Upphandlande myndighet

I.1. Namn och adresser

Officiellt namn: National Transport Authority

Nationellt registreringsnummer: N/A

Postadress: Dun Sceine

Ort: Dublin

Nuts-kod: IE Éire / Ireland

Land: Irland

Kontaktperson: Niamh Bennett

E-post: Niamh.bennett@nationaltransport.ie

Telefon: +353 18798300

Fax: +353 18798333

Internetadress(er):

Allmän adress: www.nationaltransport.ie

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

I.4. Typ av upphandlande myndighet

Statligt organ eller förbundsorgan

I.5. Huvudsaklig verksamhet

Annan verksamhet: Transport

Avsnitt II: Föremål

II.1. Upphandlingens omfattning

II.1.1. Benämning på upphandlingen

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

Referensnummer: DEC181293-2020

II.1.2. Huvudsaklig CPV-kod

79512000 Teletjänstcentral

II.1.3. Typ av kontrakt

Tjänster

II.1.4. Kort beskrivning

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. Information om delar

Kontraktet är uppdelat i flera delar: nej

II.1.7. Upphandlingens totala värde

Värde exkl. moms: 42 000 000,00 EUR

II.2. Beskrivning

II.2.2. Ytterligare CPV-kod(er)

48333000 Programvara för kontakthantering, 48900000 Diverse programvara och datorsystem , 64200000 Telekommunikationstjänster, 64210000 Telefon- och dataöverföring, 64214200 Telefonväxeltjänster, 64216000 Elektroniska meddelande- och informationstjänster, 64220000 Telekommunikationstjänster utom telefon- och dataöverföringstjänster, 72212333 Programvaruutvecklingstjänster för kontakthantering, 72253000 Helpdesk- och stödtjänster, 72253100 Helpdesk-tjänster, 72300000 Datatjänster, 72421000 Programutvecklingstjänster för Internet- eller intranätsklienter, 75130000 Statliga stödtjänster, 79342300 Kundservice, 79342320 Kundvård, 79500000 Kontorshjälp, 79510000 Telefonsvarartjänster, 79511000 Telefonupplysningar

II.2.3. Plats för utförande

Nuts-kod: UKN Northern Ireland

Nuts-kod: IE Éire / Ireland

Huvudsaklig plats för byggnation/anläggning eller utförande: Island of Ireland

II.2.4. Beskrivning av upphandlingen

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. Tilldelningskriterier

Pris

II.2.11. Information om optioner

Option: nej

II.2.13. Information om EU-medel

Kontraktet är knutet till projekt och/eller program som finansieras med EU-medel: nej

II.2.14. Kompletterande upplysningar

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.

Avsnitt IV: Förfarande

IV.1. Beskrivning

IV.1.1. Typ av förfarande

Förhandlade förfaranden under konkurrens

IV.1.3. Information om ramavtal eller dynamiskt inköpssystem

IV.1.8. Information om avtalet om offentlig upphandling

Upphandlingen omfattas av avtalet om offentlig upphandling: ja

IV.2. Administrativ information

IV.2.1. Tidigare offentliggörande angående detta förfarande

Meddelandenummer i EUT: [2020/S 243-602078](#)

IV.2.8. Information om avslutande av det dynamiska inköpssystemet

IV.2.9. Information om avslutande av anbudsinfordran i form av ett förhandsmeddelande

Avsnitt V: Kontraktstilldelning

Kontrakt nr: 1

Benämning på upphandlingen:

Provision of Contact Centre Services including Associated Software Solutions

Ett kontrakt/delkontrakt tilldelas: ja

V.2. Kontraktstilldelning

V.2.1. Datum för beslut om tilldelning av kontrakt

20/11/2023

V.2.2. Information om anbud

Antal mottagna anbud: 2

Antal anbud som mottagits i elektronisk form: 2

Kontraktet har tilldelats en grupp av ekonomiska aktörer: nej

V.2.3. Uppdragstagarens namn och adress

Officiellt namn: Capita Customer Solutions Limited

Nationellt registreringsnummer: 377757

Postadress: Unit B, West Cork Business and Technology Park

Ort: Clonakilty

Nuts-kod: IE05 Southern

Land: Irland

E-post: kieran.platt@capita.com

Telefon: +353 864110186

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

Uppdragstagaren är ett litet eller medelstort företag: nej

V.2.4. Upplysningar om kontraktets/delens värde

Kontraktets/delens totala värde: 42 000 000,00 EUR

V.2.5. Information om underentreprenader

Avsnitt VI: Kompletterande upplysningar

VI.3. Kompletterande upplysningar

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. Överprövningsförfaranden

VI.4.1. Behörigt organ vid överprövning

Officiellt namn: High Court of Ireland

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

Ort: Dublin 7

Land: Irland

E-post: highcourtcentraloffice@courts.ie

Telefon: +353 18886000

Fax: +353 18886125

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

VI.4.3. Överprövning

Uppgifter om tidsfrist(er) för överprövning:

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 då meddelandet sänts

05/12/2023