

Request for Tender for Student Contact Centre Services for Atlantic Technological University 8492118 clarifications issued 27th July 2026.

	Clarification Request	ATU Response
1.	Please provide the estimated volume of inbound and outbound calls, along with the anticipated average handling time for each?	In 2025, 3,283 inbound calls were received to ATU Sligo campus, and 8,800 outbound calls were made to enquirers / applicants. Call handling times: Inbound: Talk time average 3 mins 21 seconds; Wrap time: 30 seconds; Average handle time 3 mins 51 seconds. Outbound: Talk time average: 1 minute 19 seconds; Wrap time: 30 seconds; Average handling time: 1 minute 49 seconds
2.	Can ATU please confirm whether this activity is currently conducted by an incumbent, or is this work being done in-house?	This application support activity is currently being carried out by an incumbent external provider in ATU Sligo Ash Lane campus. In ATU Galway / Mayo, ATU Donegal and ATU Sligo St. Angela's campus, it is currently carried out by internal Admissions teams.
3.	We note that the application volumes per month are included. Please could ATU provide the historic contact volume and handle time per application. E.g. number of calls/emails per application and the length of time it takes to process.	In 2025, 3,283 inbound calls were received to ATU Sligo, and 8,800 outbound calls were made to enquirers / applicants. 50,242 emails were handled (combination of incoming and outgoing emails) for ATU Sligo, with 7,000 applications processed in ATU Sligo in the same year. However, please note that this level of handling activity reflects activities associated with the outgoing contract which included a wider scope of recruitment activities. The average number of calls / emails per application is not available. Handling times per application are not available
4.	Could you provide the estimated number of contacts per application.	This information is not available.
5.	Could the ATU confirm whether they require services delivered onshore in Republic of Ireland or whether near-shore location would be acceptable	Off-shore solutions are acceptable, once the processing of data takes place within the EU / EEA and all the demands of the service requirement are met.

6	Appendix 3, 4 and 5 Could you please confirm that these appendices are provided for information purposes only, do not form part of the submission, and are intended to be completed after the contract has been awarded?	Yes, we confirm that the Draft Services Contract, Draft Framework Agreement and Data Processing Agreement are for information purposes only at tender stage. They will be completed by the successful tenderer.
7.	Appendix 2 Pricing Schedule Appendix 2 Pricing Schedule appears to request both an FTE and a transactional model for billing. In order to accurately calculate the costs can you supply the AHT and Volumes across transaction type for each month and any anticipated forecasted movement on these through ATU automation/innovation for the duration of the contract?	ATU does not have metrics on average handling times or anticipated forecasted movement.
8.	3.3.5 Scalability and Peak Demand Management - The service must be capable of scaling operations to meet significant fluctuations in demand, particularly during peak recruitment periods (May through September). Query re. date for Springboard applications.	The Higher Education Authority (HEA) determines the recruitment opening date for Springboard programmes annually. This is usually done with short notice to providers like ATU. While a single intake in September is envisaged annually, we cannot predict the exact recruitment opening dates. For costing purposes, we indicate an April recruitment opening date for Springboard for a September intake (as per 2026) which was earlier than previous years. Where Springboard recruitment opens earlier for recruitment, however, available places will typically fill earlier. The requirement for peak demand resilience and scalability to meet required service levels should be noted.
9.	Can you confirm how many FTE currently deliver the service?	ATU does not have metrics available on FTE for delivery of the current service.

10.	Can you provide the monthly contact arrival distribution by contact channel?					See table below.																																																											
<table><tr><td>2025* ATU Sligo only</td><td>Jan</td><td>Feb</td><td>Mar</td><td>Apr</td><td>May</td><td>Jun</td><td>Jul</td><td>Aug</td><td>Sept</td><td>Oct</td><td>Nov</td><td>Dec</td></tr><tr><td>Inbound Calls</td><td>205</td><td>145</td><td>225</td><td>175</td><td>206</td><td>455</td><td>575</td><td>561</td><td>490</td><td>71</td><td>115</td><td>60</td></tr><tr><td>Emails Handled** (inbound and outbound)</td><td>2747</td><td>2050</td><td>2492</td><td>2060</td><td>1681</td><td>9279</td><td>11142</td><td>10246</td><td>5662</td><td>1059</td><td>997</td><td>827</td></tr><tr><td>Webchat</td><td>47</td><td>54</td><td>22</td><td>11</td><td>17</td><td>6</td><td>11</td><td>19</td><td>18</td><td>13</td><td>6</td><td>7</td></tr></table>														2025* ATU Sligo only	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Inbound Calls	205	145	225	175	206	455	575	561	490	71	115	60	Emails Handled** (inbound and outbound)	2747	2050	2492	2060	1681	9279	11142	10246	5662	1059	997	827	Webchat	47	54	22	11	17	6	11	19	18	13	6	7
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*These figures represent activities carried out by the external Contact Centre relating to ATU Sligo only. Similar activities are carried out by internal admissions teams currently on other campuses. ** Emails handled includes incoming and out-going emails. However, please note that these metrics also include additional recruitment activities which are not included in the scope of this RFT.																																																																	
11.	Instruction for Completion This document MUST be used for the submission of tender responses - is it acceptable to follow the numbering format and return our response in a designed pdf format?					ATU requires each tenderer to respond using the tender response document designed and published for this competition. It greatly assists the evaluation team when considering tender responses under each criterion and supports transparency, equal treatment and focused responses.																																																											
12.	Could you also confirm the average length of each application form and the anticipated time required to process an individual application? To develop an accurate					Tenderers can access the typical application forms for online programmes through the individual programme pages on the ATU website. Applicants will typically have to upload transcripts, CV's or other																																																											

	headcount model, we need to break down each activity where possible and understand the expected productivity per agent across the different work types.	documentation, as required by the application form, depending on the programme.
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