



**AMBASSADE
DE FRANCE
EN IRLANDE**

*Liberté
Égalité
Fraternité*

SPECIFICATIONS

1. General

1.1.Context

The French Embassy in Ireland, hereinafter referred to as "the Embassy", aims to set up an external permanent appointment booking service in English and French for visa applications.

To this end, it wishes to select an external service provider, hereinafter referred to as "the service provider", to set up a call centre whose main task will be to handle telephone calls from visa applicants for the purpose of making appointments and providing information to the public.

In 2024, it is estimated that between 5,000 and 7,000 telephone calls would have been made if such a service had been operational, without this amount committing the administration to a minimum volume for the duration of the contract.

1.2. Purpose of the contract

The purpose of this concession contract is to define the Embassy's requirements for managing calls and appointments for visa applications and to determine the terms of cooperation between the call centre service provider and the Embassy in order to meet the identified requirements.

1.3. Tasks entrusted to the service provider

In order to achieve the objectives set out in Article 1.2, the Embassy expects the service provider to provide the following services:

- Appointment scheduling:

* Setting up an online appointment booking system for applicants to visit the Embassy, including specific fields for entering information to enable each applicant to be identified accurately. The schedule will be defined in advance with the Embassy and adjusted as necessary on a weekly basis.

* Management of the queue of applicants for visa appointments, taking into account applicants whom the Embassy may at any time request to be added or removed from the call centre.

* Daily transmission to the Embassy, in a secure manner agreed between the parties, of the list of appointments that the Embassy will need to organise for the following day.

- Informing applicants:

* Creation of a website compatible with France-Visas: providing visa applicants (by telephone and online) with all the information required to submit a visa application (regardless of the type of visa), based on the documents and information made available to applicants and the service provider on the official website france-visas.gouv.fr and by the Embassy (in particular on its website). This service cannot be charged to applicants by the service provider. The service provider is expected to be highly responsive in updating information and communications. Updates must be made within 48 hours, otherwise a financial penalty of £50 per day of delay will be imposed.

1.4. Resources to be made available to the call centre

In order to provide the services listed above, the service provider must set up a call centre with sufficient material and human resources, including:

- Appropriate premises with no public access,

- A sufficient number of secure telephone lines, grouped together under a single generic number, which is accessible 24 hours a day, either in active mode (e.g. taking appointments between 9 a.m. and 5 p.m.) or in standby mode (with a bilingual answering machine in English and French, indicating the call centre's opening hours for making appointments).

- An appropriate number of English- and French-speaking agents (adequate human resources with precise activity indicators and statistics (average durationcall, processing rate, rateabandonment, waiting) time, available for a number of hours and days to be defined in the proposal, and exclusively dedicated to the provision of the above-mentioned services,

- Secure queue management software enabling the reliable implementation of the service in accordance with these specifications.

1.5. Communication of information relating to visas and data collected

- The Service Provider shall set up a communication unit, at the request of the Administration, to inform applicants and relay useful information. All communications shall be validated by the Embassy.
- The Service Provider shall communicate to applicants by any appropriate means (call centre, website compatible with the France-Visas portal, if applicable) information relating to the preparation of visa application files and the collection of the necessary data, as required by the Administration.
- The Service Provider shall inform visa applicants in writing of the purposes of the automated processing of personal data collected by it, the identity of the data controller to whom the data is intended, the categories of recipients, the length of time for which the data will be stored and the fact that the applicant has the right to access and rectify data concerning him or her.

2. Content of the proposal

Any proposal that does not meet the technical requirements listed in the attached consultation rules will be considered invalid, and the public authority reserves the right to reject it.

3. Obligations of both parties

The appointment booking procedure must be traceable and available online on the service provider's website, with confidential access provided to the Embassy by the service provider.

Information shall be exchanged by email or, if this is not possible, by telephone in the event of a network failure or disruption. Both parties undertake to inform each other of any changes to their contact details and addresses. They also undertake to ensure that the other party has duly taken these changes into account.

The Embassy:

- informs the Service Provider of the visa service's opening hours to the public, as well as public holidays and exceptional closures;
- informs the Service Provider of the number of appointments that can be made and the slots reserved for certain specific categories of applicants;
- gives the Service Provider access to all the info (and updates) needed to keep visa applicants in the loop;
- provides each of the Service Provider's authorised agents responsible for informing visa applicants with training at the Service Provider's premises to enable them to acquire the information required to provide the public with reliable and accurate information;
- undertakes to receive, at the visa department, on the date and at the time specified, the persons with whom the Service Provider has made an appointment, except in cases of force majeure;
- provides the Service Provider, as and when necessary, with the names of any additional persons to be included on the appointment list on an exceptional basis;
- inform the Service Provider of any changes to the procedures;
- inform the Service Provider, where necessary, of any difficulties encountered (errors, incorrect information provided by the applicant, bugs, etc.) so that the Service Provider can make the necessary adjustments where applicable.

The Service Provider shall:

- during the platform's opening hours, shall answer calls from applicants by adapting its system (number of agents assigned to this activity) in order to limit waiting times, which should not exceed three minutes on average ;
- during the platform's closing hours, provide a bilingual French-English answering machine indicating the opening hours of the Service Provider's switchboard and the website address of the Embassy and/or the France-Visas platform;

When answering calls, the Service Provider shall:

- verify the applicant's actual residence in the Republic of Ireland;

- asks for the reason for and duration of the stay, the identity of the person who will present themselves at the visa service counter: full surname and first name(s), travel document number, accompanying family member, as well as their telephone number, type of visa requested.
- gives appointments in the order in which applications are received;
- informs the applicant of the date and time of the appointment;
- informs the applicant of the documents required for the visa applied for, as indicated by the Embassy to the Service Provider, and specifies that this information is also available on the official French government platform "France-Visas";
- invites applicants to bring the required visa application forms with them before presenting themselves at the counter. These forms can be downloaded from the official France-Visas platform, to the exclusion of any other non-official website;
- keeps a list of appointments given per day and per time slot;
- sends this list to the Embassy every day before 4 p.m. on the day before the appointments;
- notifies the Embassy of any cancelled appointments and the reason for the cancellation;
- send a reminder of the appointment to the applicant on the day before the appointment.

The Embassy and the Service Provider shall hold a coordination meeting at least once every quarter to review the procedures and make any necessary improvements.

3. Submission of the proposal

The proposal must be written in French or English.

The proposal must be submitted before 30 September 2025 at 12 noon (Dublin time) to the French Embassy in Ireland, in electronic form via the State Procurement Platform (PLACE): <https://www.marches-publics.gouv.fr>

4. Financial conditions

All costs associated with designing and providing the requested call centre services shall be borne by the service provider, who shall be remunerated either through a surcharge on telephone lines or by another means of payment to be specified in the proposal. This contract shall be at no cost to the Embassy.

The price of each service must be specified by the service provider in their bid.

5. Access to premises

The call centre shall give the Embassy access to its platform at any time and by any means in order to ensure, in particular:

- the quality of the service provided by the Service Provider's agents (in particular the relevance of the information given by telephone to applicants);
- the training of staff in contact with the public by telephone;
- the application of the clauses of this contract (in particular the isolation of the platform from the public and the compliance of the procedures followed by the Service Provider);

6. Confidentiality

Within the framework of its contractual obligations, the concessionaire undertakes to:

1. process data solely for the purpose specified in the concession contract;
2. guarantee the confidentiality of personal data processed under this contract;
3. ensure that persons authorised to process personal data under this contract:
 - undertake to respect confidentiality
 - receive the necessary training in personal data protection.

The data collected is the property of the Embassy and the call centre must keep it confidential. In particular, it undertakes not to use or transfer the information for commercial or other purposes, even after the end of the contract. At the request of the Embassy, all data collected by the call centre must be immediately destroyed.

7. Duration of the contract

This contract is concluded for a period of three months and, unless expressly terminated in writing, shall be tacitly renewed three (3) times for successive periods of one year. If the Public Authority wishes not to renew the contract, it shall notify the service provider at least two (2) months before the end of the current period.

8. Modification and termination of the contract

Any amendment to this contract must be made in writing and signed by both parties.

It may be terminated without compensation at the initiative of the Embassy for the reasons listed in the termination clause of the general administrative clauses for public contracts for routine supplies and services (CCAG-FCS – Chapter 7 of the 2021 version) with three months' notice by registered letter with acknowledgement of receipt, without compensation.

In the event of non-compliance with any of the clauses of this contract, in particular the confidentiality clause, **the Embassy** shall be entitled to terminate this contract without notice, without prejudice to any legal proceedings.

9. Liability

The Service Provider shall hold the Embassy harmless in the event of any dispute between the Service Provider and its customers or service providers.

The Service Provider shall also be liable for all financial consequences of incidents in relations between the Embassy and visa applicants that arise from the services provided by the Service Provider.

10. Competent jurisdiction in the event of a dispute

In the event of a dispute concerning the performance of the contract, the granting authority and the concessionaire may refer the matter to the

advisory committee for the amicable settlement of disputes relating to contracts.

The procedure for the amicable settlement of disputes or litigation is that provided for in Articles R2197-1 to R2197-25 and D2197-13 to D2197-22 of the Public Procurement Code.

This contract is governed by French law.

In the event that an amicable agreement cannot be reached, the dispute shall be brought before the Administrative Court of Paris, 7 rue de Jouy, 75181 Paris Cedex 04.