

SUCCESS STORY: NORTH END TELESERVICES

HUBZone Company Wins Government Contract



North End Teleservices, a global provider of multi-channel contact center services, is benefiting from the Nebraska Business Development Center Procurement Technical Assistance (NBDC PTAC) and building upon its government contracting assistance.

Founder, owner, president and CEO Carmen Tapio says the Omaha company's first exposure to NBDC PTAC occurred at an NBDC Meet the Buyers conference. North End Teleservices, which will mark its fifth anniversary in September, became a client in 2016.

Tapio also became acquainted with NBDC State Director Catherine Lang through the Blueprint Nebraska project. Blueprint Nebraska is a statewide collaborative effort to develop a strategic plan for creating jobs, bringing young people to Nebraska and increasing annual incomes. A part of the goal was to secure an additional \$200 million in R&D investment by 2030. Tapio served as the council chair for leadership, diversity and inclusion.

Through its relationship with Taylor Law, government contracting consultant, North End Teleservices has received one-on-one counseling, assistance with market research, certification assistance, government bid-matching services and solicitation review. Law's assistance has enabled North End Teleservices to secure a number of state and federal subcontracts and prime contracts, Tapio says.

Most recently, North End Teleservices was granted a contract with the Nebraska Department of Labor to handle all front-end call center services regarding unemployment claims, which have increased dramatically due to the coronavirus (COVID-19) pandemic and the resulting layoffs. Today, North End Teleservices has an economic impact in the community of more than \$34.8 million annually.

Tapio and Doug Hibbeler, North End Teleservices' market development, along with members of the company's leadership team have attended several NBDC PTAC workshops in the past four years and rely upon Law when government contracting issues or questions arise. "Taylor has been out to our office and helped with our System for Award Management (SAM) registration and other bid searches," Hibbeler says. "NBDC PTAC has served as both our cheerleader and partner in terms of education regarding government contracting."

Tapio says a workshop on developing an effective capability statement "was particularly enlightening for us. We came to a better understanding of how to present ourselves in a much more focused way."

"Taylor and NBDC PTAC helped us create defined bid searches and make the process more efficient," she says. "There is nothing we have asked that they have not been willing to do. With their help and that of other partners, a Nebraska Enterprise Zone and HUBZone Business like North End Teleservices can succeed."

CONSULTANT: TAYLOR LAW | DOUGLAS | STATE SENATE DISTRICT 11 | CONGRESSIONAL DISTRICT 2

REPORT DATE

- › July, 2020

INDUSTRY

- › Telemarketing and other contact centers

CONSULTING

- › BidMatch profile, SAM registration, NAICS registration
- › Solicitation review
- › Identify contract opportunities

RESULTS

- › Contract with Nebraska Dept. of Labor to provide call center services