

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des soumissions -
TPSGC
11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0A1 / Noyau 0A1
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
Communication Procurement Directorate/Direction de
l'approvisionnement en communication
360 Albert St./ 360, rue Albert
12th Floor / 12ième étage
Ottawa
Ontario
K1A 0S5

Title - Sujet TELEPHONE REFERRAL SERVICES	
Solicitation No. - N° de l'invitation G9420-120003/B	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client G9420-12-0003	Date 2013-02-12
GETS Reference No. - N° de référence de SEAG PW-\$\$CY-007-62049	
File No. - N° de dossier cy007.G9420-120003	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-03-11	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Westall, Susan	Buyer Id - Id de l'acheteur cy007
Telephone No. - N° de téléphone (613) 949-8350 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Amendment 001**Questions from Bidder Conference – February 5, 2013****Question 1:**

Would the successful bidder be able to take on the existing team members or would they have to staff from scratch?

Answer 1:

The successful bidder's transition plan could take into account the existing team members. These team members are not employees of Service Canada; they are employees of the current contractor. It would be the responsibility of the successful bidder to make arrangements with the current contractor with regard to the existing team members.

Question 2:

Is the successful bidder required to provide any IT infrastructure?

Answer 2:

No additional IT infrastructure is required. The software, infrastructure and telecommunications required to operate and deliver the services in the proposed requirement is provided. If contractor requires something specific for their management team then the contractor is responsible and we would need to work with this as part of the transition as we cannot combine and link the two networks together. The contractors software and IT infrastructure is independent of the Service Canada infrastructure.

Question 3:

Do you record all calls?

Answer 3:

Recording of calls is not performed. Only silent monitoring.

Question 4:

Can you elaborate on the silent monitoring?

Answer 4:

Performed by individuals within the teams. Dual headsets are provided. Feedback is provided to the information officer.

Question 5:

Verent and Nortel Call Centre Mgmt and Centrex. Are these available from the incumbent or does the successful bidder bring their own systems? Who does the maintenance?

Answer 5:

These are available to the successful bidder. Government provides the maintenance.

Question 6:

Call forecasting plans. Is that done in-house?

Answer 6:

Call forecasting is done by Service Canada and then provided to the Contractor to manage. The work is authorized through resource requests which identify the forecasted resource requirements.

Question 7:

When are resource requests provided to the Contractor?

Answer 7:

During the transition period in as a new Contractor, the resource requirements would be provided one to three months (at minimum) prior to start of contract and the Contractor would be provided with all the information. In advance of each Fiscal year, the Contractor is provided with the estimated resource requirements for the year for 1-800 O Canada, existing business and new business that would be coming for the upcoming fiscal year. On an ongoing basis and for ad-hoc requirements, as much lead time as possible is provided. Advance notice can sometimes be limited

Note: See section 2.5 and 4.3 of the statement of work.

Question 8:

What is the expected turnaround time for a new Program?

Answer 8:

This will vary depending on the requirement and resources required. In some cases it can be extremely quick and in other cases there is time for planning.

Note: See section 2.5 and 4.3 of the statement of work.

Question 9:

Regarding the 1550 Carling location. What is difference between that location and 47 Clarence?

Answer 9:

The operation is the same with additional capacity for 1-800 O Canada or for new projects.

Question 10:

What is the capacity at 47 Clarence?

Answer 10:

The combined capacity with 1550 Carling and 47 Clarence is 3.5 M calls annually. Number of seats is 346 at 47 Clarence and 64 at 1550 Carling. This includes the Information Management Centre Team.

Question 11:

Is the Contractor responsible for managing both sites?

Answer 11:

Yes. Right now there is 47 Clarence, 1550 Carling and there may be future sites.

Question 12:

Is there an office available for the Contractor at 1150 Carling?

Answer 12:

Yes if required.

Question 13:

What is the timing and location for a potential third site? If the Contractor finds the space, would the Contractor be responsible for the cost?

Answer 13:

We should be confirming a third site within the next few months. The space is managed by PWGSC. The Contractor is not responsible for finding or paying for the cost for any site locations.

Question 14:

Would that mean more resources for a 3rd location?

Answer 15:

Projects could be moved. In most cases it is to accommodate additional requirements for additional projects. Could be a combination of both new resources and moving of existing resources.

Question 16:

What is the Contractors responsibility for IT security?

Answer 16:

There is no IT security requirement in the RFP. The security requirements are for personnel only. Service Canada manages their own systems and is responsible for their own IT security. The Contractor is responsible for their systems.

Question 17:

What is the ratio of full time to part time staff within the 170 employees currently?

Answer 17:

That is on 1-800 O Canada's side only. At present it is approximately 60% full time and 40% part time. Note that Service Canada is not responsible for Contractors staff. It is up to the Contractor to staff to meet the requirements.

Question 18:

What is the average tenure of staff?

Answer 18:

Service Canada is not responsible for Contractors staff. This is proprietary information of the incumbent.

Question 19:

Bill 139. How is this risk managed? For notice and severance. Will Service Canada pay severance?

Answer 19:

Service Canada is not responsible for Contractors staff.

Question 20:

What is the average length of training for a new agent?

Answer 20:

It depends on the program. 1-800 is 2 weeks of in class with an additional 2 weeks of lab work. Other training is dependent on the nature of the project, tools required and subject matter. For example, customer service training is 1 day. Training for tools could be .5 days. Subject matter training varies depending on the service to be delivered.

Note: See Section 5.0 of the statement of work

Question 21:

Is the training billed back?

Answer 21:

Yes there is a trainee-billing rate. See Annex B, section B2.

Question 22:

Training for in-house systems, is that training done by SC or is that the contractor responsibility?

Answer 22:

SC provides training material but the supplier delivers training.

Question 23:

Rates of pay. Do those include benefits?

Answer 23:

The minimum rates of pay as outlined in Annex C are the minimum hourly wage rates payable to the employee(s).

Question 24:

What is the ratio of staff to supervisor?

Answer 24:

Depends on level of complexity could be 10 to 15 per supervisor which is generally standard.

Question 25:

What is the language volume split?

Answer 25:

All staff are currently bilingual.

Question 26:

What is the split in volume of calls for each language?

Answer 26:

For 1-800 O-Canada, the split is 75% English and 25% French.

Question 27:

Is service level measured by language or overall?

Answer 27:

Overall

Question 28:

Is service level managed by interval, day, month week etc.

Answer 28:

It is measured by interval, day, month and by year. Standard is by month. Reports are monthly. The key public indicator is done on a yearly basis.

Question 29:

If SC was to provide an Integrated Voice Response (IVR) option, is that for the contractor to decide or is that for SC to decide?

Answer 29:

That would be through SC. It is not a requirement for this solicitation.

Question 30:

Social media monitoring – is that a tool for the contractor to provide?

Answer 30:

No SC provides it. It is media monitoring rather than social media monitoring.

Question 31:

Who is responsible for background checks for new hires?

Answer 31:

Contractor. The employees are the contractors employees.

Question 32:

Rates of pay do not indicate what is included. Are benefits included?

Answer 32:

See answer 23.

Question 33:

Non-performance credits. Is there a ceiling? Is it cumulative and does it apply to the monthly management fee only?

Answer 33:

There is no ceiling. It is cumulative and applies to the monthly management fee.

Question 34:

Would you consider extending the closing date?

Answer 34:

No.

Question 35:

What is the process for asking questions?

Solicitation No. - N° de l'invitation

G9420-120003/B

Amd. No. - N° de la modif.

001

Buyer ID - Id de l'acheteur

cy007

Client Ref. No. - N° de réf. du client

G9420-12-0003

File No. - N° du dossier

cy007G9420-120003

CCC No./N° CCC - FMS No/ N° VME

Answer 35:

Email the contracting authority at susan.Westall@pwgsc.gc.ca



Respect ♦ Integrity ♦ Excellence ♦ Leadership

Serving
GOVERNMENT,
Serving
CANADIANS.

Request for Proposals

G9420-120003

Telephone Referral Services /

Contact Centre Services

Susan Westall

Acquisitions Branch / Communications Procurement

Directorate

Bidders Conference and Site Visit, February 5, 2013

Agenda

1. Introduction – PWGSC
2. RFP Overview
3. CEC Presentation / Applications Demonstrations – Daniel Tremblay, Executive Director, Canada Enquiry Centre
4. Site Visit Rules
5. Site Visit
6. Questions and Answers



Introduction

- This is a solicitation for telephone referral/contact centre services for the Canada Enquiry Centre
- Purpose of the Bidders Conference is to provide bidders with an understanding of the requirements with the opportunity to ask questions
- Purpose of the Site Visit is to provide an overview of the operational environment
- This Bidders Conference is being recorded
- Round table introduction, role call for teleconference attendees

RFP Overview

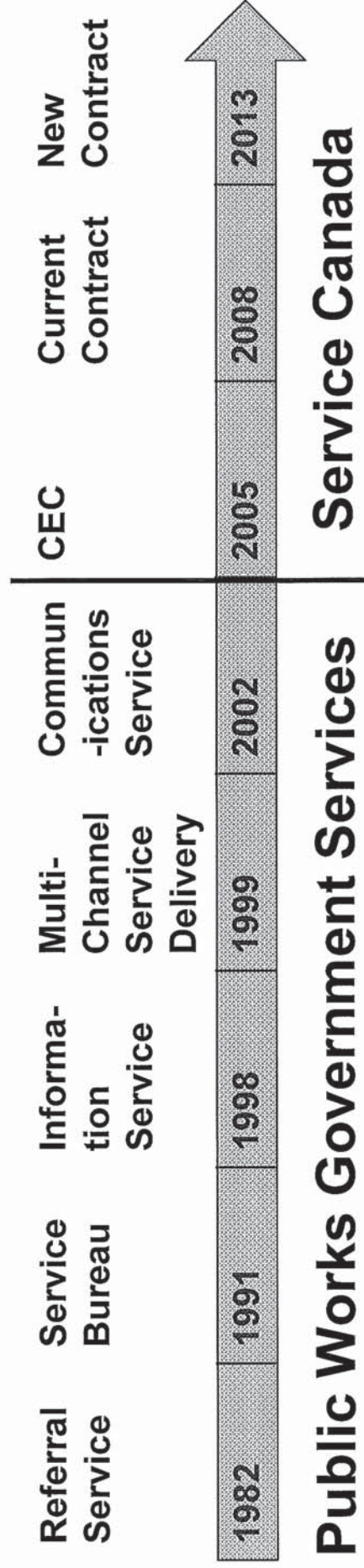
- The solicitation is currently posted on Merx, closing on March 11, 2013
- A RFIC was posted November 27 to December 14, 2012. Q&As received are posted with this solicitation
- Presentation and Q&A's from the Bidders Conference will be posted on Merx
- The solicitation documents as posted on Merx outline what is required in Bidder proposal responses. Clarifications must be sought by sending questions in writing to the Contracting Authority. Questions and answers will be posted on Merx.



Contract Situation

- Since 1982, the Canada Enquiry Centre (CEC) has been managing a private-public service delivery arrangement by following the competitive processes through PWGSC's Procurement Services. The competitive process is followed, on average, every five years to ensure best value for the crown and the appropriate service delivery standards.
- CEC's service delivery contract is a flexible mechanism used to meet fluctuating service delivery requirements on demand. There are no set thresholds or commitments against this contract.

CEC Evolution



Services

1 800 O-Canada

- Acts as the first point of contact for information on Government of Canada (GC) programs, services and initiatives
- Supports key GC advertising and communication activities
- Supports GC communication needs in crisis situations

Customized Information Services:

- Provides turnkey communication solutions for GC organizations
- Supports GC communication strategies

Information Management Centre:

- Responsible for maintaining the extensive information holdings that support the 1 800 O-Canada and CIS services, as well as the Web and In-Person channels
- Responsible for ensuring linguistic quality of material produced by the IMC and providing editing and translation services to internal clients
- Scan media on a daily basis for news items that affect information holdings and/or that may generate calls

Service Numbers

- Over **2 million** general information enquiries on government programs and services are answered annually with a service level of 85% of calls answered within 18 seconds and accessible Monday to Friday 8 a.m. to 8 p.m. (across all time zones)
- Over **20** government of Canada initiatives are supported annually
- Over **40** customized information services are delivered on a cost recovery basis on behalf of other government departments. Call volume in this dynamic service delivery environment can vary greatly from year to year, between approximately **500,000 to 1,000,000** calls.
- Over **20,000** information and navigational e-mails are answered annually. This volume is gradually reducing due to successful efforts in migrating clients to more cost-effective channels.
- Extensive knowledge repository of over **4,500** programs and services, accurate and up-to-date, used by the call information officers
- 47 Clarence is the primary location with a secondary/business continuity 'hot site' at 1550 Carling both offering capacity for **3.5 million** calls annually



1 800 O-Canada Initiatives

In 2011-2012 the 1 800 O-Canada service supported over 20 GC communication initiatives including:

- Apprenticeship Grants
- Budget 2011
- Be Aware and Declare
- Canada Education Savings Plan
- Canadian Air Transportation Security Authority
- Canadian Wheat Board
- Division of Aging and Seniors
- ecoENERGY
- Elder Abuse 2011 & 2012
- Emergency Preparedness
- Food Safety
- Growing Forward 2
- Hazardcheck
- Healthy Pregnancy
- Immigration Fraud
- Jobs & Growth
- Jobs of Tomorrow
- National Anti-Drug Strategy
- A Parent's Guide to Immunization
- Radon Campaign
- Registered Disability Savings Grant
- Secure Certificate of Indian Status
- Services for Seniors Guide
- Services to Newcomers
- Speech from the Throne
- Your Crop, Your Choice



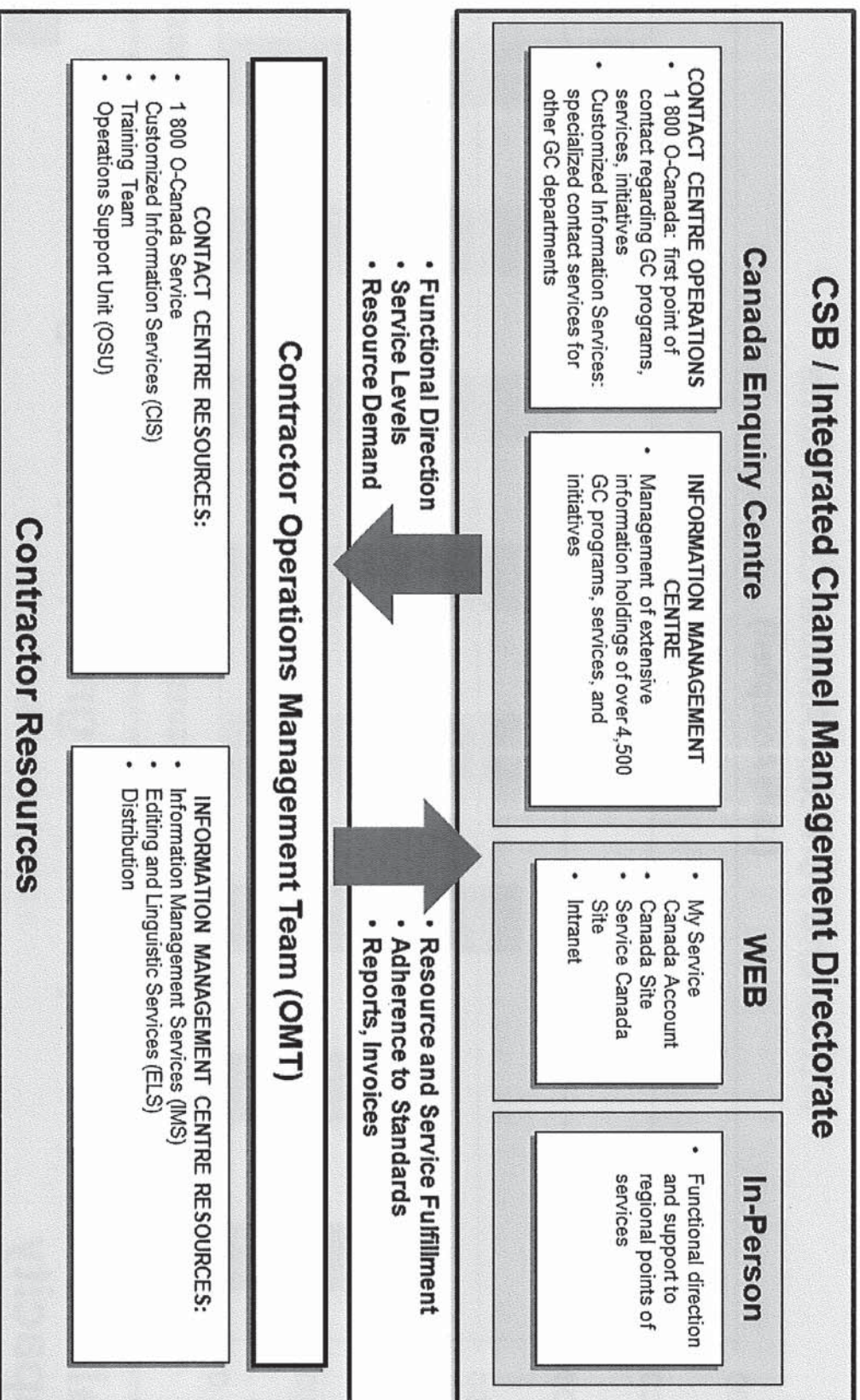
CIS Initiatives

In 2011-2012 CIS delivered more than 40 projects during the fiscal year for the following GC Organizations:

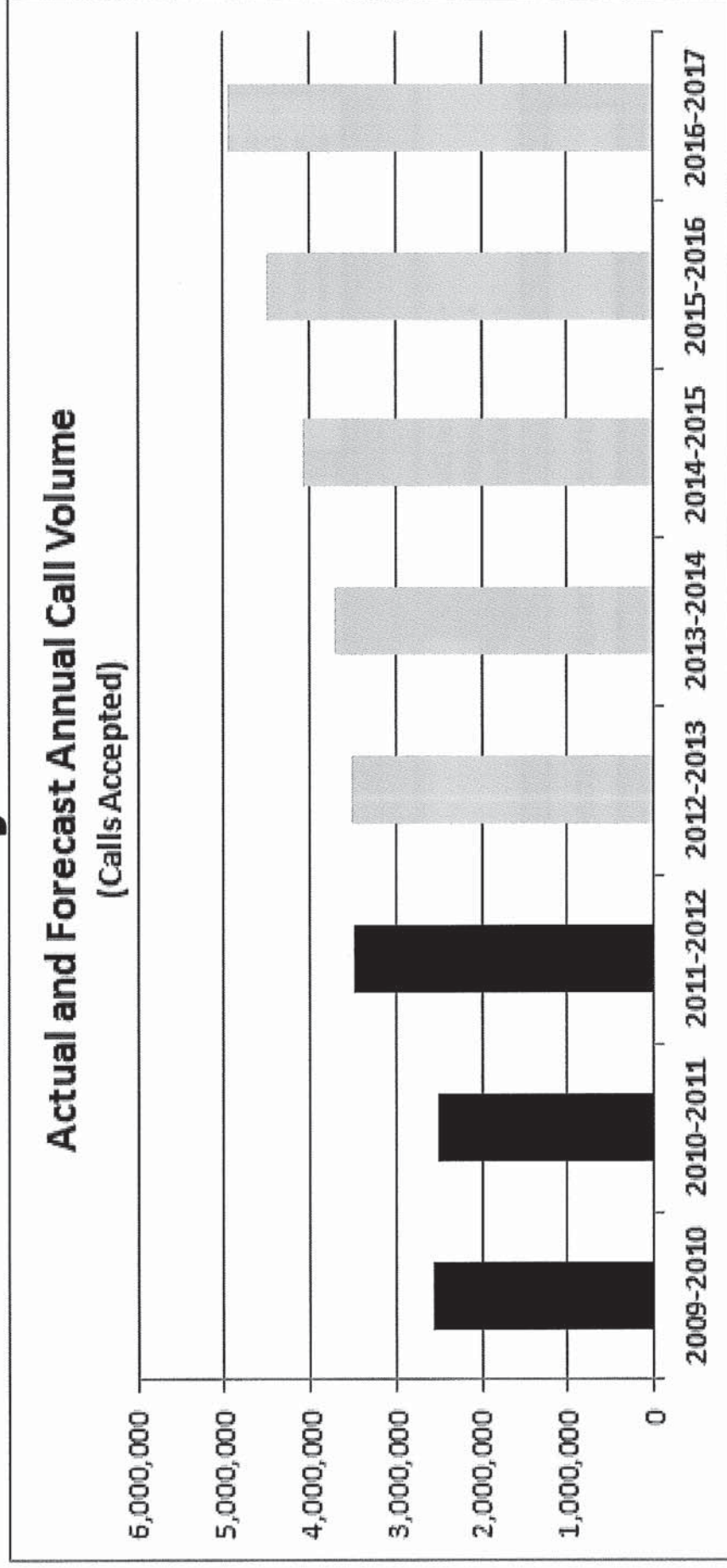
- AANDC
- Canada Revenue Agency
- Canada Border Services Agency
- Canadian Air Transport Security Authority
- Canadian Food Inspection Agency
- Canadian Heritage
- Canadian Human Rights Commission
- Canadian Transportation Agency
- Elections Canada
- Financial Transactions and Reports Analysis Centre
- Fisheries and Oceans
- Foreign Affairs
- Health
- HRSDC
- Industry
- Library and Archives
- Natural Resources
- Privy Council Office
- Public Health Agency
- Public Service Commission
- Public Works and Government Services
- Royal Canadian Mint
- Service Canada
- Transport
- Treasury Board Secretariat
- Veterans Affairs



Service Delivery Business Model



Service Delivery Business Model



Call Volume is expected to grow, impacting resource capacity

12

Service Quality Measures

1 800 / CIS Quality Measures

- Quantitative: Timeliness, Accessibility
- Qualitative: Courtesy, Responsiveness, Accuracy, Caller Satisfaction

Information Management Centre Quality Measures

- Email responses
- Yearly information update
- Call-backs
- Information maintenance
- Editing and translation
- Internet and media monitoring

Key Performance Indicators

Recruitment
Turnover Rate
Resource Availability
Timely Reporting
Qualitative Monitoring
Performance Expectations
Invoice Error Rate

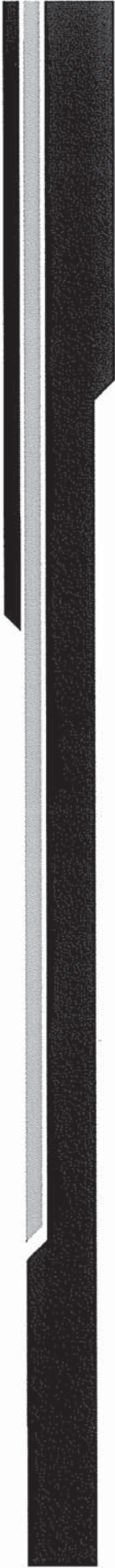
Current Technology

Tools

- Work Force Management (WFM) tools: Verent's WFM v11
- Information Retrieval tools: IMPACT, in-house developed application
- Information Management tools: IMS, in-house developed application
- Monitoring tools: Electronic Monitoring System, in-house developed application

Infrastructure

- Telecommunications: Nortel's Call Centre Management Information System v6.0
- Telephone Network: Centrex
- Teletype Writer (TTY): Nxi's NTS
- Intravision



Applications demonstrations



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

Canada

Search

Look for information containing Keyword(s):
FOOD RECALL

In this language:
☒ English ☐ French

Within this Scope:

- ☒ General
- ☐ Keyword
- ☐ Program / Organization
- ☐ MP Name
- ☐ MP Riding
- ☐ MP Responsibility
- ☐ Foreign Representative

Search Clear

FOOD RECALL

(9 in 0.265 seconds)

- Canadian Food Inspection Agency (CFIA)
 - food supply, safety, recalls, animal health, consumers rights
 - Office of Complaints and Appeals
- food, safety
 - recalls, allergies, health hazards, alerts, warnings, list, on-line notifications, Web site
 - Office of Food Safety and Recall
- recalls, allergy alerts, warnings, e-mail notifications, subscription, Web site
- recalls, warnings, reporting, on-line resources, links, Web site
- Food Safety
- health
 - safety, food, consumer products, vehicles, travel, advisories, warnings, recalls, Web site
 - Healthy Canadians
- Canadian Food Inspection Agency
 - Office of the President
 - Operations
 - Office of Food Safety and Recall
 - Office of Food Safety and Recall

Total Transactions for Today: 0

Queue Statistics - Global

File View Preferences Monitor Help



(None)



ACD GROUP	10-MINUTE SNAPSHOT							THE DAY SO FAR				
	SRVC	CALL	ANS	ABD	CALL	CALL	AVG	SERVICE LEVEL %	CALL OFFRD	CALL ANSW	CALL	ABND
Project 1	100	4	0	0	0	1	216	100	55	49	2	2
Project 2	100	2	0	0	0	1	176	77	34	28	3	3
Project 3	100	0	0	0	0	0	0	100	0	0	0	0
Project 4	100	4	0	0	0	1	89	85	36	33	0	0
Project 5	75	4	0	0	0	65	153	93	61	60	0	0
Project 6	100	2	0	0	0	1	0	86	59	49	1	1
Project 7	100	3	0	0	0	1	273	94	32	32	0	0
Project 8	100	146	0	0	0	1	257	100	1200	1198	2	2
Project 9	100	2	0	0	1	1	261	100	22	20	0	0

ACD GROUP	AGENT STATUS				SECONDARY			
	STATIONS STAFFED	WAITING	ON A CALL	NOT READY	IN CALL	OUT CALL	FORCED OUT	
Project 1	4	2	2	0	0	0	0	
Project 2	2	1	0	1	0	0	0	
Project 3	0	0	0	0	0	0	0	
Project 4	2	1	1	0	0	0	0	
Project 5	3	2	1	0	0	0	0	
Project 6	3	1	2	0	0	0	0	
Project 7	6	5	1	0	0	0	0	
Project 8	94	16	73	5	0	0	0	
Project 9	1	0	1	0	0	0	0	

27 Groups

Canada

Canada

AAA-OCAN - ACD Group Performance
Interval Report

Date: 02/05/13 Time: 10:54:40

: All Day: 02/01/13

INTUL	SRU	CALLS	CALLS	CALLS	NUM	CALLS	CALLS	CALLS	AUG	NUM	TOTAL	AUG
LVL	OFFRD	ACCP	DFLCT	CALLS	NS	ANSWD	ABAND	ACD	TALK	RCU	DN	AGT
%								TIME	SEC		CALLS	
06:15	100	0	0	0	0	0	0	0	0	0	0	2
06:30	100	1	1	0	0	1	0	0	0	0	0	3
06:45	100	0	0	0	0	0	0	0	0	0	0	4
07:00	100	15	15	0	0	15	0	146	0	0	0	6
07:15	100	11	11	0	0	11	0	138	0	0	0	6
07:30	100	19	19	0	0	19	0	202	0	0	0	8
07:45	100	20	20	0	0	20	0	160	0	0	0	9
08:00	100	77	77	0	0	77	0	164	0	0	0	34
08:15	100	103	103	0	0	103	0	216	0	0	1	40
08:30	100	106	106	0	0	106	0	237	0	0	0	44
08:45	100	139	139	0	0	139	0	238	0	0	0	50
09:00	100	146	146	0	0	146	0	260	0	0	0	67
09:15	100	151	151	0	0	150	1	309	0	0	3	69
09:30	100	178	178	0	0	178	0	268	0	0	0	76
09:45	100	191	191	0	0	191	0	275	0	0	1	74
10:00	100	206	206	0	0	205	1	283	0	0	1	80
10:15	100	209	209	0	0	209	0	260	0	0	1	84
10:30	100	206	206	0	0	206	0	269	0	0	1	91
10:45	100	207	206	0	0	204	2	275	0	0	0	87
11:00	100	255	256	0	0	252	4	280	0	0	1	99
11:15	100	251	251	0	0	251	0	236	0	0	0	104
11:30	100	274	274	0	0	274	0	249	0	0	1	110
11:45	100	227	227	0	0	226	1	287	0	0	0	110
12:00	100	272	272	0	0	271	1	243	0	0	1	105
12:15	83	305	303	0	0	300	3	252	0	44	2	95
12:30	100	238	238	0	0	238	0	233	0	0	1	89
12:45	100	211	211	0	0	210	1	276	0	0	0	96
13:00	100	239	239	0	0	238	1	278	0	0	1	103
13:15	100	254	254	0	0	254	0	261	0	0	1	103
13:30	100	252	251	0	0	250	1	279	0	0	0	105
13:45	96	285	268	0	0	265	3	261	0	9	0	100

AAA-OCAN - ACD Group Performance Interval Report

Date: 02/05/13 Time: 10:54:40

ALL Day: 02/01/13

INTVL	SRV LVL	CALLS OFFRD	CALLS ACCTD	CALLS DFLCT	NUM NS CALLS	CALLS ANSWD	CALLS ABAND	AUG ACD TALK TIME SEC	NUM RCU RAN	TOTAL DN CALLS	AUG AGT
17:30	93	82	82	82	0	82	0	299	4	1	35
17:45	100	70	70	70	0	70	0	244	0	1	35
18:00	100	62	62	62	0	62	0	274	0	0	28
18:15	100	39	39	39	0	39	0	248	0	0	27
18:30	100	41	41	41	0	40	1	255	0	0	26
18:45	100	40	39	39	0	39	0	254	0	0	24
19:00	100	41	42	40	0	40	2	242	0	0	21
19:15	100	24	24	24	0	24	0	320	0	0	21
19:30	100	18	18	18	0	18	0	340	0	0	19
19:45	100	16	16	16	0	15	1	214	0	0	16
20:00	100	6	6	6	0	5	1	198	0	0	6
20:15	100	4	4	4	0	4	0	270	0	0	6
20:30	100	4	4	4	0	4	0	252	0	0	4
20:45	100	1	1	1	0	1	0	656	0	0	6
21:00	100	1	1	1	0	1	0	267	0	0	5
21:15	100	2	2	2	0	2	0	238	0	0	6
21:30	100	0	0	0	0	0	0	0	0	0	6
21:45	100	0	0	0	0	0	0	0	0	0	5
22:00	100	0	0	0	0	0	0	0	0	0	4
22:15	100	0	0	0	0	0	0	0	0	0	3
22:30	100	1	1	1	0	1	0	59	0	0	4
22:45	100	0	0	0	0	0	0	0	0	0	3
23:00	100	0	0	0	0	0	0	0	0	0	3
999	93	8214	8195	8116	0	8116	79	265	554	26	51

93	8214	8195	8116	79	265	554	26	51
----	------	------	------	----	-----	-----	----	----

Site Visit Rules

1. **NO** talking during the tour;
 2. **NO** questions to Quantum employees or to the guide;
 3. **NO** papers, food, drinks can be taken into the work area;
 4. **NO** business cards are to be distributed; and,
 5. **NO** mobile electronics or camera usage allowed (voice, pictures, video, text)
- NO** interaction with anyone will be permitted during the tour.

Anyone not respecting the rules will be asked to leave the tour and will be escorted back to the Conference room.

Questions will be addressed back in the Conference room.

Bidders teleconferencing in are reminded to call again at xxx after the site visit for the Q&A session.

Questions and Answers

