



Procurement and Contracting Services
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REQUEST FOR INFORMATION

Office of the Chief Electoral Officer File No.:

ECBR-RFI-16-0256

Title:

Elections Canada Contact
Centers Project (EC3)

Date:

September 14, 2016

Closing Date and Time:

October 4, 2016 at 2:00 p.m. (Gatineau Time)

ENQUIRIES

Address enquiries to:

Supplier@elections.ca

Attention:

Barbara Robertson

Tel No.

819-939-1493

RESPONSES

Submit responses via the RFI online questionnaire

<http://electionscanada.sondages-surveys.ca/s/RFIEC3/langeng/>

Additional and supporting material may be submitted to:

Supplier@elections.ca

This Request for Information (“RFI”) contains the following information:

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REQUEST FOR INFORMATION

Elections Canada Contact Centers Project (EC3)

PART 1. Background and Purpose

1.1. Purpose

In order to assist Elections Canada (EC) in refining its requirements, EC is seeking feedback from suppliers regarding its requirement for the Elections Canada Contact Centers Project (EC3).

1.2. EC Mandate

EC, headed by the Chief Electoral Officer (CEO), an agent of Parliament, is an independent, non-partisan agency with unique organizational features that reports directly to Parliament. EC exercises general direction and supervision over the conduct of election events such as general elections, by-elections and referendums at the federal level. Its mandate is to:

- a) be prepared to conduct a federal general election, by-election or referendum;
- b) administer the political financing provisions of the Canada Elections Act (CEA);
- c) monitor compliance with electoral legislation;
- d) conduct public information campaigns on voter registration, voting and becoming a candidate;
- e) conduct education programs for students on the electoral process;
- f) provide support to the independent commissions in charge of adjusting the boundaries of federal electoral districts following each decennial census;
- g) carry out studies on alternative voting methods and, with the approval of parliamentarians, test alternative voting processes for future use during electoral events; and
- h) provide assistance and cooperation in electoral matters to electoral agencies in other countries or to international organizations.

1.3. Project Overview

Elections Canada (EC) has a need to replace and modernize aging systems and practices in support of call centers at EC Headquarters located in Gatineau (ECHQ), field offices and third-party call centres. EC plans to redesign, centralize and standardize the 'client journey'¹ with

¹ The 'client journey' is the client's interaction with Election's Canada to request a response, ask a question, make a complaint or issue a service request through our website (web forms), by email or by telephone". Clients include electors, polling day workers, contractors, landlords, returning officers and their office staff, candidates and political party entities and media.

EC's clients. The client journey will be enhanced by the implementation of the new case management system (CMS) in order to:

- a) replace redundant legacy applications and knowledge bases with a sustainable and scalable solution; and
- b) develop agency-wide practices and tools linked to a renewed infrastructure that will enable business lines to maximize the efficiency of their resources for the purposes of providing timely, accurate and simplified resolutions of client inquiries in and out of Events.

1.4. Project Goals

The EC3 project will redesign, centralize and standardize the "client journey" for EC clients managed by ECHQ contact centres and the local EC offices who handle the bulk of public interactions and cases.

The project is driven by the need to replace an aging case management system and to ensure its integration with EC's contact center infrastructure which will also be renewed.

The introduction of new technology will require that EC review and harmonize its business processes to leverage the opportunities presented by off-the-shelf solutions and will result in improvements to the client journey.

A standard, consistent and centralized approach to contact centre operations is the preferred approach to managing client service. The goal is to provide an enterprise-wide, harmonized, coherent and consistent approach to providing clients with accurate and complete responses upon first contact. EC must work towards this goal by following a corporate approach to ensure success. This project will explore the desired end state for the affected business units.

The full implementation of the project would result in these outcomes:

- a) clients are able to get consistent and accurate responses from EC in an effective and timely manner across multiple channels and are presented self-serve options first;
- b) for clients who are unable to self-serve or who wish to speak to a person, EC is able to effectively route clients to the right place with minimal delay and escalations;
- c) EC is able to monitor and report on client interactions, service metrics and systems performance metrics for the organization as a whole providing actionable data on a timely basis;
- d) subject matter experts are able to access case management data (their own contributions and those of others) within a single system access point that contains the end-to-end view of all case interactions.

1.5. Anticipated Project Timeline

EC is at the preliminary stage of the procurement process. The high-level project timeline will follow a multi-phase process that will likely include the following key activities:

Activity	Estimated Timeline
Business requirements signed-off	November 2016
Procurement – solicitation, evaluation and contract award	June 2017
Solution set-up, system testing	August 2017

PART 2. Nature of Request for Information

This is not a solicitation of bids or proposals. This RFI may not lead to the launching of a procurement process, the award of any contract or the creation of a source list. As a result, suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Therefore, whether or not any supplier responds to this RFI, it will not preclude that supplier from participating in any future procurement. Also, the decision to whether or not to launch a procurement process for any of the goods or services described in this RFI is entirely at the sole discretion of EC. EC reserves the right to cancel or modify any of the preliminary requirements described herein. This RFI is simply intended to solicit feedback from industry with respect to the matters described herein and should not be considered as an authorization to undertake any work that would result in costs being charged to EC. EC reserves the right to accept or reject any or all comments received. Further respondent engagement may be conducted by EC which may include supplier engagement days, one-on-one meetings, product demonstrations, requesting additional information from respondents, etc.

PART 3. Nature and Format of Responses Requested

Respondents are invited to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

PART 4. Response Costs

EC will not reimburse any respondent for any expenses or costs incurred in responding to this RFI.

PART 5. Treatment of Responses

5.1. Use of Responses

Responses will not be formally evaluated. However, the responses received may be used by EC to develop or modify procurement strategies or any draft documents contained in this RFI. EC will review all responses received by the RFI closing date. EC may, in its discretion, review responses received after the RFI closing date.

5.2. Review Team

A review team composed of representatives from EC will review the responses. EC reserves the right to hire any independent consultant, or use any government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

5.3. Confidentiality

Respondents are solely responsible for marking any portions of their response that they consider proprietary or confidential. EC will handle the responses in accordance with the *Access to Information Act* and the *Privacy Act*.

5.4. Follow-Up Activity

EC may, at its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response or for one-on-one meetings.

PART 6. Official Languages

Responses to this RFI may be submitted in either of the official languages of Canada, French or English.

PART 7. Information Requested by Elections Canada

7.1. Responses to Questions to Industry

This RFI includes an online questionnaire that consists of specific questions which respondents are invited to respond to.

Additional supporting documents may be sent via the email address and by the closing date and time identified on the cover page of this document.

PART 8. Volumetric Data

The data included in this RFI and RFI online questionnaire is being provided to respondents purely for information purposes and may not form part of, or may differ from EC's description of any future requirements. Although it represents the best information currently available, EC does not guarantee that the data is complete or free from error. Reliance by respondents on

the data is at their sole discretion. Consequently, EC is not responsible or liable in any way for the accuracy and integrity of such data.

PART 9. Format of Responses

Respondents are invited to complete the RFI online questionnaire. For additional or supporting documents sent by email, please respond as follows:

9.1. Cover Page

If the response includes multiple volumes, respondents should indicate on the front cover page of the response the title of the response, the RFI number, and the number of volumes and the full legal name of the respondent.

9.2. Title Page

The first page of each volume of the response should be the title page, which should contain:

- a) the title of the respondent's response and the volume number;
- b) the name and address of the respondent;
- c) the name, address, telephone number and email address of the respondent's contact;
- d) the date; and
- e) the RFI number.

9.3. Numbering System

Respondents should prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.

PART 10. Enquiries

This is not a solicitation, therefore EC will not necessarily respond to enquiries in writing or by circulating answers to all potential respondents. However, respondents with questions regarding this RFI may direct their enquiries to the Contracting Authority via the email address identified on the cover page of this document.

PART 11. Submission of Responses

11.1. Time and Place for Submission of Responses

Respondents interested in providing a response should complete the RFI online questionnaire and submit any additional or supporting documents to the Contracting Authority via the email address and by the closing date and time identified on the cover page of this document.

11.2. Responsibility for Timely Delivery

Each respondent is solely responsible for ensuring its response is delivered on time to the correct location, through the online questionnaire and the correct email address, if applicable.

11.3. Identification of Response

Each respondent should ensure that its name, contact person and email address, the RFI number and the closing date are included in their response in a prominent location.

11.4. Use of Online Questionnaire

- a) Respondents interested in providing responses and comments can access the RFI online questionnaire at the link identified on the cover page of this document.
- b) Respondents must fill out the supplier information in order to continue with the questionnaire.
- c) Respondents should fill out the questionnaire by following the instructions on each question (multiple choice, yes/no, written response etc.).
- d) At any time during the completion of the questionnaire, respondents may choose to save their answers and continue later by:
 - i. Clicking on the “Save and continue later” button at the bottom of any page; or
 - ii. Providing an email address to which a link will be sent for respondents to continue later.
- e) Once respondents have completed and answered all of the questions, respondents should save the questionnaire for their records by downloading/printing the responses, in PDF or Word format, after clicking the “submit” button.
- f) Respondents should contact EC at the email address identified on the cover page of this document if they experience any issues in accessing the questionnaire or any other interruptions.
- g) The RFI online questionnaire will only be available to respondents until the closing date and time identified on the cover page of this document. Respondents must ensure that they keep a record of their responses by printing the RFI online questionnaire. EC will not provide copies of the RFI online questionnaire responses to respondents.