



Procurement and Contracting Services
30 Victoria Street
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REQUEST FOR INFORMATION

Office of the Chief Electoral Officer File No.:

ECTD-RFI-16-0192

Title:

Managed Services Contact
Centre

Date:

March 30, 2017

Closing Date and Time:

April 14, 2017 – 2:00 p.m. (Gatineau time)

Enquiries – address enquiries to:

Office of the Chief Electoral Officer of Canada
30 Victoria Street
Gatineau QC K1A 0M6
Canada

Supplier@elections.ca

Attention:

Tiffany Denny
Advisor
Procurement and Contracting
Services

Tel No.:

819-939-1481

SUBMIT RESPONSE VIA RFI ONLINE QUESTIONNAIRE:

[http://electionscanada.sondages-
surveys.ca/s/contactcentre/langeng/](http://electionscanada.sondages-surveys.ca/s/contactcentre/langeng/)

Additional and supporting material may be
submitted to:

Supplier@elections.ca

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

Part 1 – Background and Purpose

Part 2 – Nature of Request for Information

Part 3 – Nature and Format of Responses Requested

Part 4 – Response Costs

Part 5 – Treatment of Responses

Part 6 – Official Languages

Part 7 – Information Requested by Elections Canada

Part 8 – Volumetric Data

Part 9 – Format of Responses

Part 10 – Enquiries

Part 11 – Submission of Responses

Annexes

Annex A – Questions to Suppliers – Request for Information Online Questionnaire;

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

Annex B – 41st General Election Call Volumes Graph

REQUEST FOR INFORMATION

Managed Services Contact Centre

Part 1. Background and Purpose

1.1. Background

Elections Canada (EC) has identified the EC Contact Centre (EC3) initiative as one of its corporate business priorities. To be realized by 2019, the EC3 project will provide the Canadian public with seamless, accurate and timely responses using the communication channel of their choice, such as online self-service, phone, an enhanced structured webform, social media and in-person service.

In support of the EC3 initiative, EC is looking to procure the services of Managed Services Contact Centre (MSCC) providers to increase and improve current and future service offerings to EC clients including the general public. It is expected that MSCC providers will be responsible and accountable for all aspects of the contracted service including recruitment and training of the necessary human resources to provide MSCC services to electors for the next and subsequent general elections.

1.2. Purpose

In order to assist Elections Canada (EC) in refining its requirements, EC is seeking input and feedback from possible MSCC providers to assist in defining the business requirement.

During the 42nd general election, EC's Public Enquiries Unit answered about 254,500 calls in total, with over 21,000 calls on polling day. Typically a general election covers a 37-day period. As can be seen in Annex B - 41st General Election Call Volumes Graph, a typical general election requires the rapid hiring of agents over a short period, and minimal time for necessary quality control processes to be fully realized.

EC wishes to identify the possible suppliers and solutions available in the marketplace that could contribute to successfully responding to this challenge. EC is interested in determining the number of MSCC providers that would be interested in bidding on a possible Request for Proposal (RFP) for MSCC services and obtaining information about these MSCC providers.

1.3. Objective

EC wishes to outsource recruitment, training and contact centre services to be provided to electors during future electoral events. Services must be provided within appropriate service levels, in a professional and accurate manner, in the electors' language of choice and with zero service complaints.

Strategic and operational goals

- To reassure Canadians that EC is a knowledgeable and trustworthy steward/administrator of the electoral system;
- To enhance the client experience by being responsive, consistent and transparent in service delivery; and
- To implement a continual improvement model by learning from and adopting best practices.

Operational outcomes of interactions that lead to the above strategic goals

- Build on EC's reputation and instil public trust by deploying a knowledgeable and professional workforce;
- Improve client service to electors and returning officers;
- Improve the client journey, increasing the likelihood of first contact resolution and eliminating touch points in the event escalation; and
- Deliver high-quality service and support for agent development by leveraging quality assurance program and customer satisfaction metrics.

1.4. Anticipated Procurement Timeline

This RFI is a first step in the procurement process for the MSCC project and is expected to follow an ambitious timeline resulting in contract award in November 2017. The following key activities are expected to be undertaken as part of the procurement process:

Procurement Activities	Estimated Timeline
RFI	March 2017 to May 2017
RFI Response Analysis, Requirement Definition, and RFP Development	June 2017 to July 2017
RFP Solicitation period	July 2017 to September 2017
RFP Evaluation	September 2017 to October 2017
Possible Contract Award	November 2017

1.5. EC Mandate

EC, headed by the 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 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;
- 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.

Part 2. Nature of Request for Information

This is not a solicitation. This RFI will not result in the award of any contract and no source list will be created. As a result, potential 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, a response to this RFI by a potential supplier will not preclude that supplier from participating in any future procurement. Also, the decision as to whether to launch a procurement process for any of the goods or services described in this RFI is 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 suppliers 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 Elections Canada.

Part 3. Nature and Format of Responses Requested

Respondents are requested 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

Elections Canada 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 sole 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 should mark any portions of their response that they consider proprietary or confidential. EC will handle the responses in accordance with the Access to Information Act.

5.4 Follow-up Activity and One-on-One Meetings

EC may, in its sole 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, English or French.

Part 7. Information Requested by Elections Canada

7.1 Responses to Questions from Suppliers

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

Additional or supporting documents may be sent by email to supplier@elections.ca by the closing date and time identified on the cover page of this document.

The content of this RFI is at a preliminary stage and respondents should not assume that new clauses or requirements will not be added to any solicitation that may ultimately be published by EC. Nor should respondents assume that none of the clauses or requirements will be deleted or revised.

Part 8. Volumetric Data

The data 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 requested 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 are requested to indicate on the front cover page of the response the title of the response, the RFI number, 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 are requested to 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 Request for Information Online Questionnaire

Respondents interested in providing responses and comments can access the RFI online questionnaire at the following link:

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

- (a) You must fill out the supplier information (five first fields: Company, Address, Contact E-mail, Respondent's Name, Contact Phone) in order to continue with the online questionnaire.
- (b) Please fill out the online questionnaire by following the instructions on each question (some are multiple choice, yes/no, or require a written response, etc.).
- (c) At any time during the completion of the online questionnaire, you may choose to save your 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 automatically sent for you to continue later.
- (d) Once you have completed and answered all the questions, please save your online questionnaire for your records by downloading/printing the responses, in PDF or Microsoft Word format, after clicking the SUBMIT button.
- (e) If you experience any issues in accessing the online questionnaire or any other interruptions please contact the EC Contracting Authority via the contact information identified on the cover page.
- (f) 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 downloading/printing the RFI online questionnaire. EC will be responsible for retrieving the responses from the RFI online questionnaire and making its own copies. EC will not provide copies of the RFI online questionnaire responses to respondents.