

## **Letter of Interest (LOI) / Request for Information (RFI)**

### **Managed Services Contact Centre**

The information contained in this notice is a brief description of the requirement and is for information purposes only. Suppliers must refer to the complete Request for Information (RFI) document for a full description of the requirement and the instructions for providing a response.

- a) Elections Canada File No: ECTD-RFI-16-0192
- b) Applicability of Trade Agreements: Yes
- c) Comprehensive Land Claim Agreement: No
- d) Region of delivery: Canada
- e) GSIN: T000K - Telephone Services / Contact Centre Services; S002A - Telephone Services
- f) Tender Type: Letter of Interest (LOI)/Request for Information (RFI)
- g) Tendering Procedure: Open
- h) Attachment: Yes (buyandsell.gc.ca)

#### **1. Background**

The Chief Electoral Officer of Canada ("CEOC"), an agent of Parliament, exercises general direction and supervision over the conduct of federal elections, by-elections and referendums. The CEOC heads the Office of the Chief Electoral Officer, commonly known as Elections Canada.

#### **2. Requirement**

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.

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.

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

See attached document for more details.

### **3. Important Information**

The information provided by Elections Canada in this RFI is preliminary and may change. This RFI is not a solicitation nor will it be used to pre-qualify or otherwise restrict participation in a future solicitation.

The information provided by respondent(s) may be used to refine the procurement strategy. The issuance of this RFI does not create an obligation for Elections Canada to issue a subsequent procurement, and does not bind Elections Canada legally or otherwise, to enter into any agreement or to accept any suggestions from respondent(s). However, Elections Canada reserves the right to accept or reject any or all recommendations received.

All supplier consultations will be documented and this information is subject to the Access to Information Act. Elections Canada will not reveal any designated proprietary information to third parties. Respondent(s) responding to the RFI should identify any submitted information that is to be considered as either company confidential or proprietary.

See attached document for more details.

#### **4. Responding to the Request for Information**

The RFI online questionnaire is structured to allow for respondents to complete the components and areas that they are specifically willing to share information with Elections Canada. The objective is to obtain sufficient information from respondents to ensure the required analysis may be performed to allow for recommendations to best align to the Managed Services Contact Centre.

See attached document for more details.

#### **5. Request for Information Online Questionnaire and Submission of Additional or Supporting Documents**

- a) An online questionnaire must be used by respondents to share information with Elections Canada by the deadline identified in this notice.
- b) Additional or supporting documents may be sent by email directly to the Contracting Authority at [supplier@elections.ca](mailto:supplier@elections.ca).
- c) Documents must be sent electronically. Documents sent via mail or facsimile will not be accepted.
- d) The online questionnaire may be completed in English or French and additional or supporting documents may be submitted in either official language of Canada.
- e) Elections Canada reserves the right to negotiate with suppliers on any procurement.
- f) Further information about Elections Canada may be obtained at <http://www.elections.ca>.

See attached document for more details.

## **6. Elections Canada Contracting Authority**

All enquiries and other communications related to this RFI shall be directed exclusively to the Elections Canada Contracting Authority:

Tiffany Denny  
Advisor, Procurement and Contracting Services  
[supplier@elections.ca](mailto:supplier@elections.ca)  
819-939-1481  
Elections Canada File No: ECTD-RFI-16-0192