



**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 0B2 / Noyau 0B2

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

**LETTER OF INTEREST**

**LETTRE D'INTÉRÊT**

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

<b>Title - Sujet</b> Telephone Services/Contact Centre	
<b>Solicitation No. - N° de l'invitation</b> G9292-170324/A	<b>Date</b> 2018-03-09
<b>Client Reference No. - N° de référence du client</b> G9292-17-0324	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$CY-007-74570
<b>File No. - N° de dossier</b> cy007.G9292-170324	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2018-04-05</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Westall, Susan	<b>Buyer Id - Id de l'acheteur</b> cy007
<b>Telephone No. - N° de téléphone</b> (613) 949-8350 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA NCR 300 Sparks Street Ottawa Ontario K1A0J6 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

**REQUEST FOR INFORMATION REGARDING**  
**1 800 O-Canada Contact Centre Services**  
**FOR**  
**EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA (ESDC)**

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**Annex A** – Project Information and Objectives

**Annex B** – Industry Questions and Response Template

**Annex C** – Volumetric Data (Call Volumes and Related Metrics)

# **REQUEST FOR INFORMATION REGARDING 1 800 O-Canada Contact Centre Services FOR EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA (ESDC)**

## **A. 1 Background and Purpose of this Request for Information (RFI)**

ESDC is responsible for the contact centre that delivers the Government of Canada (GoC) telephone general enquiries services Program (Tier 1) that supports Canadians through 1 800 O-Canada as well as its Customized Information Services (CIS).

1 800 O-Canada offers critical GoC public communication services in the Federal Emergency Response Plan; supports emerging and high profile GoC projects and initiatives; provides the public with general information on all GoC programs, services and initiatives; and acts as a first point of contact to access quick, up-to-date government information. This is a successful and stable contact centre service for which extensive historical operational and performance data exists.

Customized Information Services (CIS) provides support to Canadians (by phone or by email) on behalf of GoC departments that require a service delivery provider to meet their communication needs which can include long term ongoing general enquiry services, short term services, high profile GoC services and a variety of email and application assistance services. This is a very dynamic side of the contact centre operations: projects come and go, services evolve, service standards can vary and operations have to be very nimble to accommodate changes and fluctuations in demand while leveraging from agents, processes and tools from the flagship 1 800 O-Canada services. Approximately 40 CIS services are managed each year. These services are provided on a cost recovery basis.

ESDC has a third party service provider contract in place to manage and deliver all of these information services to the public and quickly adjust to new demand and expectations. The current business model is partially managed where only the human resources are contracted out. Workstations, facilities, service delivery support tools and IT are provided by ESDC. This business model has been delivering solid results since 1982. The current contract expires on November 29, 2019. In order to provide business continuity and to continue to deliver these information services to Canadians without any interruptions, ESDC must proceed with the re-tendering of its contract for contact centre services. ESDC is taking this opportunity to further improve the existing business model including consideration of implementing contact centre operation through an externally managed contact centre that will include facilities and workstations in addition to agents and capacity management. Service delivery support tools (i.e. knowledge repositories) and the contact centre platform will continue to be provided by ESDC (implying ongoing connectivity to the ESDC network) to ensure ongoing interoperability with other GoC contact centres and alignment with the ESDC/GoC service transformation agenda.

The purpose of the this Request for Information (RFI) is to obtain feedback from industry regarding best practices and common strategies employed for projects of this nature in order to execute and deliver the project in as efficient a manner as possible. Specifically, ESDC would like to ensure that:

- A) ESDC fully understands the various options available in moving forward with the a new procurement process for its contact centre services including the impact and implications of a model that would require the use of government provided systems and services (e.g. use of government provided telephony and call management systems, interfaces to government program systems and data);
- B) Industry is provided with sufficient information to provide the best possible solutions during any future bid solicitation that may occur;
- C) ESDC is properly prepared to support the Contractor during the contract transition process; and
- D) the procurement process can be conducted in the most efficient and expeditious manner possible.

The following information will be provided to interested respondents upon request:

**Annex A** – Project Information and Objectives

**Annex B** – Industry Questions and Response Template: Specific questions for which ESDC is seeking industry input

**Annex C** – Volumetric Data (Call Volumes and Related Metrics)

Requests must be submitted to:

Susan Westall  
 Susan.Westall@pwgsc-tpgsc.gc.ca  
 613-949-8350

## **A. 2 Nature of Request for Information**

This is a Request for Information (RFI) and not a bid solicitation. This RFI will not result in the award of any contract. The issuance of this RFI is not to be considered in any way a commitment by the Government of Canada, nor as authority to potential respondents to undertake any work that could be charged to Canada. 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.

There will be no short listing of firms for purposes of undertaking any future work, as a result of this request. Similarly, participation in this Industry Consultation process is not a condition or prerequisite for participation in any potential resulting Request for Proposals (RFP(s)).

The procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

## **A. 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 should explain any assumptions they make in their responses.

Requested information and a response format are provided in **Annex B**.

#### A. 4 Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

#### A. 5 Treatment of Responses

- (a) **Use of Responses:** Responses will not be formally evaluated. The written comments received by Canada will not be specifically shared or referred to in any potential solicitation document and any comments provided as a result of this RFI should not contain any restrictions of use. All written comments and questions received by Canada will not be specifically shared or referred to in any potential resulting RFP. Canada acknowledges that any information collected will be utilized by Canada in an anonymous fashion.
- (a) **Review Team:** A review team composed of representatives of the client (where applicable) and Public Services and Procurement Canada (PSPC) will review the responses. Canada 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.
- (b) **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the *Access to Information Act*.
- (c) **Follow-up Activity:** In addition to the industry consultation process as set out in Section A.12 below, Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

#### A. 6 Contents of this RFI

- (a) This RFI contains an overview of Canada's consideration to evolve its 1 800 O-Canada contact center operational model to a managed model while using a Government of Canada standard platform. This RFI also contains specific questions addressed to the industry.

#### A. 7 Question to Industry

- (a) Please refer to **Annex B**, Questions to Industry.

#### A. 8 Volumetric Data

The Call Processing Metrics are being provided to respondents purely for information purposes. Although it represents the best information currently available to PSPC, Canada does not guarantee that the data is complete or free from error. Please refer to Annex C.

#### A. 9 Format of Responses

- (a) **Cover Page:** If the response includes multiple attachments, respondents are requested to indicate on the front cover page of each attachment the title of the response, the solicitation number, the volume number and the full legal name of the respondent.

- (b) **Title Page:** The first page of each attachment of the response, after the cover page, should be the title page, which should contain:
- (i) the title of the respondent's response and the volume number;
  - (ii) the name and address of the respondent;
  - (iii) the name, address and telephone number of the respondent's contact;
  - (iv) the date; and
  - (v) the RFI number.
- (c) **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.
- (d) **Number of Copies:** Canada requests that respondents submit one hard copy and one soft copy of their responses.

#### A. 10 Enquiries

This is not a bid solicitation. Accordingly, Canada will not respond to enquiries in writing or by circulating answers to all potential suppliers. Canada will not reimburse any respondent for expenses incurred in responding to this RFI. Potential suppliers are not required to submit information under this RFI to qualify for any future bid solicitations for this requirement. Documents may be submitted in either official language of Canada.

Respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority:	Susan Westall
E-mail Address:	Susan.Westall@pwgsc-tpgsc.gc.ca
Telephone:	613-949-8350

#### A. 11 Submission of Responses

- (a) **Time and Place for Submission of Responses:** Suppliers interested in providing a response (one hard copy and one soft copy) should deliver it to the following location by the time and date indicated on page 1 of this document:

**Bid Receiving - PSPC / Réception des soumissions – SPAC**

Place du Portage, Phase III  
Core 0B2  
Gatineau, Quebec K1A 0S5

**Responses should not be sent directly to the Contracting Authority.**

- (b) **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.
- (c) **Bid Receiving Unit Address Solely for Delivery of Responses:** The above address is only for RFI response submission. No other communications are to be forwarded to this address.

- (d) **Identification of Response:** Each respondent should ensure that its name and return address, the solicitation number and the closing date appear legibly on the outside of the response.

## **A. 12 Industry Consultation**

Canada intends to hold one-on-one meetings with interested suppliers in order to further consult and discuss any aspect of this requirement.

**The One-on-one Industry Meetings** will be held in the National Capital Region during the week of April 16, 2018.

**Registration:** Interested suppliers must schedule a one-on-one session prior to RFI closing by contacting:

Susan Westall  
Supply Team Leader  
Public Works and Government Services Canada

Telephone: 613-949-8350

E-mail: [susan.westall@pwgsc-tpsgc.gc.ca](mailto:susan.westall@pwgsc-tpsgc.gc.ca)

Please indicate your preferred date and time including the names, titles contact information for all participants.

Any and all expenses incurred by Industry in participating in this Industry Consultation, including the provision of information and potential visits, are at industry's sole risk and expense.

Participation (or the inability to) in this Industry Consultation will not preclude a supplier from participating in any future consultation and/or future request for proposals for this requirement.