

## **PROFESSIONAL SERVICES ARE REQUIRED TO OPERATE A TIPSTER LINE FOR THE REPORTING OF ILLEGAL FISHING ACTIVITY**

### **1. Advance Contract Award Notice**

Fisheries and Oceans Canada (DFO) is seeking the services required to operate an anonymous tipster line. The tipster line will provide a toll free telephone service where the general public can make contact to report any inappropriate fishing activity they may observe.

The purpose of this Advance Contract Award Notice (ACAN) is to signal the government's intention to award a contract for these services to *Crime Stoppers, NL*. Before awarding a contract the government would like to provide other suppliers with the opportunity to demonstrate that they are capable of satisfying the requirements set out in this Notice, by submitting a statement of capabilities during the ACAN posting period.

If other potential suppliers submit a statement of capabilities during this ACAN posting period that meets the requirements set out in the ACAN, the government will proceed to a full tendering process on either GETS or through traditional means in order to award the contract.

If no other supplier submits on or before the closing date, a statement of capabilities meeting the requirements set out in the ACAN, a contract will be awarded to the pre-selected supplier.

### **2. Requirements or Expected Results**

All work will be in consultation with DFO, Departmental Coordinator.

Professional services are required to operate an anonymous tipster line. The tipster line will provide a toll free telephone service where the general public can make contact to report any inappropriate fishing activity they may observe.

Service provider is responsible for reporting information received to the Department for further action.

#### **Requirement for Service Delivery:**

1. Tipster Line is to be a "Toll Free" service.
2. Operators of the tipster line will be required to receive anonymous calls from individuals reporting any illegal fishing activity.
3. The Service Provider must ensure that all Operators are trained and scripted in answering the tipster line to obtain required information.
4. A specific set of scripted questions (attached as Appendix A) will be used to obtain information for callers reporting to the tipster line.
5. The Service Provider/Operator will be required to contact DFO within two hours after receiving a tip. DFO is to be contacted at telephone number (709) 772-3125 (this line is forwarded to the On-Call supervisor)
6. The Service Provider/Operator will also be required to email a copy of the tipster report to On-Call Supervisor in addition to the email addresses provided by the Departmental Representative.

### Reporting Requirements:

The Service Provider will be required to monitor the number of incoming calls on the tipster line and provide DFO with statistical summary reports as and when required. The report should include the following information:

- Report Number
- Alt ID Number
- Date & Time Tip Received
- Offense Type
- Status of the File

### Hours of Delivery and Location of Delivery:

Service Provider is required to provide service seven days a week, 24 hours per day.

Monday to Friday, 8:00 am to 4:00 pm the tipster line is to be staffed by the Local Office, which is located in St. John's, NL.

For calls outside that period, Monday to Friday, 4:00 pm to 8:00 am, Saturday, Sunday and holiday period(s) the service provider can use an outside agency. Agency may be located outside the province.

Should an outside agency be required to provide part of the contract, it is to be disclosed to the Department's Representative. The Department has the right to reject any agency deemed not acceptable.

All agencies will be required to complete a statement of work as outlined under "Requirements for Service Delivery".

### 3. Minimum Essential Requirements

Mandatory Criteria	
<b>M1</b>	The Service Provider <b>must</b> have at least 3 years of recent experience in providing anonymous tip line services. Service Provider must demonstrate this by providing samples of contracts, documentation or a signed written statement. Recent is defined as within the last 5 years.
<b>M2</b>	The Service Provider <b>must</b> be operational M-F from 8:00am-4:00pm Newfoundland Standard Time. Service Provider can demonstrate this with a signed written statement with their office hours and description of services (with support of webpage/webpage/ or other advertising as applicable).
<b>M3</b>	The Service Provider <b>must</b> have sufficient coverage to provide service after hours and on weekends. Service Provider can demonstrate this with documentation proving they have staff available for after-hours and weekend coverage, or provide documentation of agreement with call center.
<b>M4</b>	All Operators <b>must</b> be trained and scripted in answering the tipster line to obtain required information. Service Provider can demonstrate this by providing copy of training manual and script used by operators.
<b>M5</b>	The Service Provider <b>must</b> be able to produce statistical summary reports as and when required. Service Provider can demonstrate this by providing a sample statistical summary report.

**4. Trade Agreement Applicability or Other Obligations**

The requirement is subject to the provisions of the North American Free Trade Agreement (NAFTA), and the Canadian Free Trade Agreement (CFTA).

**5. Government Contracts Regulations Exception and Limited Tendering Reasons**

Exception 6.(d) of the Government Contracts Regulations (GCRs) where only one person is capable of performing the contract.

Because the supplier is a not-for-profit organization, they are able to offer quality service at the best economic value to the crown for the provision of this service.

**6. Contract Period**

June 1, 2018 to May 31, 2019.

There will be four (4) option periods of one (1) year in duration each.

**7. Cost Estimate**

The value of this project is estimated at \$ 20,000.00 annually.

**8. Supplier's Right to Submit a Statement of Capabilities**

Suppliers who consider themselves fully qualified and available to provide the services and / or goods described herein, may submit a statement of capabilities in writing to the contact person identified in this notice on or before the closing date of this notice. The statement of capabilities must clearly demonstrate how the supplier meets the advertised requirements.

**9. Closing Date for Submitting Statement of Capabilities**

May 24, 2018, 2PM Atlantic Daylight Time.

**10. Inquiries and Submission of Statement of Capabilities**

Inquiries or submissions of a statement of capabilities can be directed to Morgan Marchand at [DFOtenders-soumissionsMPO@dfo-mpo.gc.ca](mailto:DFOtenders-soumissionsMPO@dfo-mpo.gc.ca) .