

**REQUEST FOR INFORMATION  
(RFI)**

NO. 1000374870

CONTACT CENTRE QUALITY ASSURANCE TOOL  
FOR  
THE CANADA REVENUE AGENCY

Closing date and time: 2:00PM (EST), January 21, 2022

## **DISCLAIMER**

Responding to this Request for Information (RFI) is not a prerequisite to receiving or being eligible to bid on any Request for Proposal (RFP) for this requirement. Any RFP will be advertised on the Government Electronic Tendering Service (GETS) commonly referred to as Buy and Sell (<https://buyandsell.gc.ca/>).

This RFI is not to be construed as a solicitation for tenders or proposals. No contract or other form of commitment will be entered into based on responses to this RFI. This RFI is not considered as authorization by the Canada Revenue Agency (CRA) to undertake any work that would result in costs to CRA.

Nothing in this RFI shall be construed as a commitment from CRA to issue an RFP for this program. CRA may use non-proprietary information provided in its review and/or in the preparation of any formal RFP. All responses will be held by CRA on a confidential basis (subject to applicable federal legislation) and remain the property of CRA once they have been received.

CRA may reproduce or photocopy or transcribe the response and any non-proprietary supporting documentation for the purpose of its review and/or inclusion in any resulting RFP document. Vendors responding to this RFI are advised to clearly identify which (if any) portions of their responses are proprietary and may be invited to a meeting to further clarify their responses to questions provided in Appendix A herein. The confidentiality of each vendor's response will be maintained.

CRA shall not be bound by anything stated herein. CRA reserves the right to change, at any time, any or all parts of the requirements, as it deems necessary. CRA also reserves the right to revise its procurement approach, as it considers appropriate, either based upon information submitted in response to this RFI or for any other reason it deems appropriate.

This RFI remains the property of CRA at all times and must be returned by the Vendor upon request. Vendors not submitting a response must immediately return all printed, graphic and electronic documentation to the point of contact.

### **Interactive Demonstration Sessions**

CRA may at its sole discretion entertain presentations/demonstrations with interested respondents to provide them with the opportunity for a follow-up to their written response to present their capabilities in relation to this RFI.

Respondents that have expressed such interest and have demonstrated via their response to the RFI that their products(s) correspond sufficiently to the product questions as stated herein may be contacted within 20 business days of the RFI closing date to schedule the demonstration.

The demonstration will be virtual utilizing desktop audio video conferencing tools such as WebEx or MS Team. The time frame for each session will be a maximum of 2 hours.

Respondents must be familiar with the services capabilities to respond to questions at the demonstration session.

## Responses and Enquiries

Responses for questions must be submitted complete and in writing in the order shown. All requests for information in all sections of this document must be answered as concisely as possible while providing all information necessary to understand the proposed solution. Any deviation from the question or requirements that cannot be satisfied by the vendor, must be clearly identified.

Any information of a confidential or proprietary nature contained in a Vendor's response should be clearly marked 'PROPRIETARY' or 'CONFIDENTIAL' by item or at the top of each page.

Responses to this RFI will not be used to pre-qualify or otherwise restrict participation in any future procurement process (e.g. an RFP). Responses will not be formally evaluated.

CRA will not reimburse any expenditure incurred in preparing responses and participating in the presentation sessions related to this RFI.

The Vendor must provide a contact name, email address and telephone number when submitting their response.

Respondents are requested to submit responses by 2:00PM Eastern Standard Time (EST), January 21, 2022. Responses received after this date/time will not be reviewed.

***Electronic submissions are mandatory and should be submitted as one complete package.***

Vendors are requested to submit responses to this RFI using the following e-mail

E-mail: [alastair.webb@cra-arc.gc.ca](mailto:alastair.webb@cra-arc.gc.ca)

All enquiries must be submitted via email to the attention of Alastair Webb at [alastair.webb@cra-arc.gc.ca](mailto:alastair.webb@cra-arc.gc.ca).

## CONTEXT

### Introduction

The Canada Revenue Agency manages a variety of contacts centres to support the delivery of key programs for the Government of Canada (GoC). In the spirit of continued improvement and cloud first interests, the Information Technology (IT) branch of the Agency is seeking information from the industry on the availability of quality assurance tools offered through a Software as a Service (SaaS).

The sought after quality assurance tools would support the activities in all phases of the contact centre solution development cycle:

- Development (i.e. software modules/components)
- Testing (i.e. User acceptance testing, integration testing, load test...)
- Implementation (i.e. production verification testing)
- Production (i.e. monitoring)

### CRA Requirement Overview

The CRA IT branch supports a variety of call flows that can be categorized as self-service, agent assisted or a combination of both. The depth and complexity of menu navigation, personalized transactions and agent assisted routing also varies greatly depending on the line of business and the underlying technology that is being used. In most cases, each line of business is accessible through a toll free number or a local number for international callers.

As mentioned previously, CRA participates in all phases of the contact centre solution development from creating/customizing contact centre solution to post-production management and monitoring.

In order to improve and expedite our quality assurance activities, we would be looking for a solution that provides the following, but not limited to:

- Automated discovery and documentation of existing call paths
- Automated test case generation
- Automated functional and regression testing
- Sound quality assessment
- Load testing
- Production monitoring
- Integration with ticket tracking system

The requirement overview is intended to provide a broad scope of our intent. As part of the questions/answers section of this RFI, please indicate some of the details that your organization would be seeking to further the analysis of requirements.

## **RFI Purpose**

1. Determine vendor capabilities in providing a full suite of contact centre automated quality assurance cloud services
2. Provide an opportunity for industry to demonstrate and discuss their offerings
3. Solicit feedback on the costing model and technical architecture.

## **RFI Questions**

See Appendix A for RFI questions.

## APPENDIX A

The following questions are representative of the type of information the CRA is seeking.

Respondents must note that this list of questions is not exhaustive, and respondents are invited to provide any additional information that might prove useful and/or beneficial to the CRA.

Suppliers that provide written feedback may be invited to a one-on-one virtual consultation session with CRA representatives. This session would allow suppliers to provide additional feedback pertaining to this RFI as well as to explain comments made in their written submission.

| Questions |  |
|-----------|--|
| 1.0       | As part of your service offering, please list and describe each service/product that would support CRA in achieving their objectives.  |
| 1.1       | Are those services fully integrated, stand alone or a combination of both?   |
| 1.2       | Please describe the costing model of your services and provide an typical example.   |
| 1.3       | Please describe the support model and associated costs for the cloud services.   |
| 2.0       | CRA is primarily seeking a suite of cloud services but does your offering have an on-premise option?   |
| 2.1       | Is there a difference in functionality/features between the cloud service and the on-premise offering?   |
| 2.2       | Please describe the costing model of the on-premise offering and provide a typical example.  |
| 2.3       | Please describe the support models and associated costs for the on-premise offering.   |
| 3.0       | Are the user interfaces of the service offering fully available in English (Canada) and French (Canada)?   |
| 3.1       | Are the user interfaces of the service offering built in compliance with accessibility standards? If so, please indicate which standard and which version and describe your organization intent moving forward with the accessibility compatibility. |
| 4.0       | Does your service offering able to process, transcribe and document voice messages in both English and French automatically during the call flow discovery process?  |
| 5.0       | Please describe the process and the configuration efforts required to setup a functional test within your service offering?  |
| 6.0       | How does your service offering assess sound quality and what criteria/measurements does it focus on?   |
| 7.0       | How flexible is the service offering when it comes to scalability in the context of load testing?  |
| 8.0       | In the context of functional or load testing, does your service offering able to simulate calls originating from different regions in Canada and the USA?  |
| 8.1       | Can it simulates calls from different originating devices? (i.e. land line, cell phone, VoIP service...)   |
| 9.0       | Can your service offerings perform the same type of functionality on other channels? (i.e. Web Chat, Mobile Chat, SMS...)  |
| 9.1       | Are there limitations on the channels other than voice as far as similar functionality is concerned?   |

|      |  |
|------|--|
| 10.0 | Does your service offering have ticket management system?  |
| 10.1 | Does your service offering integrate with third party ticket management systems? ? If so, please list them and describe the scope of integration.              |
|      |  |
| 11.0 | Does your organization provide training on how to use the services? If so, please provide an example of a training plan that would be recommended to a client. |
|      |  |
| 12.0 | In the context of a production monitoring tools, please describe the functionality including the alert process, if any.  |
|      |  |
| 13.0 | Does your service offering operate out of a Canadian data centre? (i.e. data storage and processing)   |
|      |  |
| 14.0 | How does your service offering differentiate from others in this segment of the industry?  |