



July 31, 2019

Re: BC ONE CALL Limited Request for Proposal – RFP 2019.1

You are invited to submit your proposal to the attached RFP by September 11, 2019.

Your proposal is to be prepared in accordance with the instructions outlined in the accompanying documents. The following pages must be filled in and returned:

1. The Reply Signature Sheet from Section C; and
2. RFP Response Sheet.

Any questions regarding this proposal should be directed via email to Mr. Mike Ippen, Executive Director of BC 1 Call at mippen@bc1c.ca.

Yours Truly,

A handwritten signature in black ink, appearing to read "CHYLAND", with a large, stylized flourish at the end.

Chris Hyland
President & CEO,
BC ONE Call Limited



BC ONE CALL LIMITED

REQUEST FOR PROPOSAL

FOR

CONTACT CENTRE SERVICES

RFP #2019.1 July 31, 2019

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SECTION A - INSTRUCTIONS TO RESPONDERS

A.1 INTRODUCTION

A.1.1 Introduction to BC1Call

BC One Call Limited (“BC1Call”) is a not-for-profit corporation established for the purposes of reducing damage to underground infrastructure within the province of British Columbia. Contractors, member utilities and the general public submit requests for notification of the location of underground facilities prior to ground disturbance to BC1Call’s contact centre via website or phone. BC1Call performs a primary screening to identify which members may have underground infrastructure in the area of the ground disturbance and forwards a request to the applicable members. Each member then responds directly to the requestor with a clearance to dig or information on the location of its infrastructure via drawings, maps or site markings. Members are billed monthly for the volume of locate tickets initiated.

For more information about BC1Call, visit our website: www.bc1c.ca

A.1.2 RFP Purpose and Scope

BC1Call is issuing this Request for Proposal (RFP) to obtain the services of a contact centre operator (“Subcontractor”), that will be the primary delivery channel for BC1Call’s services to its members. The scope of work is defined in Section B- STATEMENT OF REQUIREMENTS and in Appendix A – CURRENT MEMBER AGREEMENT. BC1Call reserves that any agreement made as a result of this RFP may not include all of the services requested as part of this RFP.

The contract with the current service provider will expire on March 31, 2020, unless extended by agreement to accommodate transitioning services. The successful applicant will be required to be fully operational by March 1, 2020 to ensure a smooth transition.

The incumbent provider is being invited to respond to this RFP.

A.1.3 Key Deliverables

The following are key deliverables that BC1Call is seeking through an agreement that may result from this Request for Proposal:

1. A smooth transition from the current service provider with no loss of service upon cutover date of March 1, 2020, and performance to service levels as described in Section B7 immediately upon and from cutover.
2. Financial sustainability through a fully loaded pricing model (excluding taxes) with cost savings realized from the implementation of PelicanCorp software being shared between BC1Call and the Subcontractor.
3. Subcontractor accountability for complying with all agreed upon service level metrics, and a culture of zero tolerance for errors, omissions and substandard performance, including, but not limited to, excessive wait/hold times on inbound calls, abandoned calls due to a shortage of contact centre personnel, and unanswered emergency calls.
4. A professional subcontractor with well trained and motivated staff with a desire to promote and build the BC1Call brand in a respectful workplace and at every opportunity when dealing with members and people placing location requests.
5. Overall adherence to current and future BRAG (Business Rules Alignment Group) Guidelines as BC1Call may direct from time to time in writing (See **SECTION D – RFP Response Sheet, with the critical exceptions** to the BRAG Guidelines for BC).

A.2 REPLY GUIDELINES

A.2.1 Submission of Reply

Proponents must indicate their intent to submit a proposal via e-mail by 14:00 hours PT, August 16, 2019 to mippen@bc1c.ca

Proponents may submit questions via e-mail until 14:00 hours PT, August 30, 2019.

Proponents should submit proposals via e-mail by the closing date and time (“Closing Time”) of 14:00 hours PT, September 11, 2019.

Proposals are stored in an electronically secure and restricted environment. Proposals will not be opened until after the Closing Time has passed.

This RFP is a request for proposal only. Neither the provision of this RFP to a Responder nor acceptance or receipt of the Reply by BC1Call will imply any obligation or commitment on the part of BC1Call to enter into a contract or agreement of any kind in respect of any or all of the contents of this RFP.

It is the responsibility of the Responder to ensure that it is in possession of a complete set of RFP documents. The Responder will check with the contact person listed under Section A.2.3, Inquiries, concerning any discrepancies, omissions or additional information required. Each Responder acknowledges and agrees that, after submission of its Reply, it cannot claim that there was any misunderstanding with respect to the conditions imposed by the RFP.

BC1Call is not obligated in any way to pay for costs of any kind or nature whatsoever that may be incurred by a Responder, or any associated third parties, in the preparation of Replies, making of presentations, demonstrations, samples, or benchmark testing before or after the Closing Time. All such associated costs shall be the Responder's sole responsibility. All Replies and support documentation will become the property of BC1Call, subject to claims of confidentiality in respect of the Reply and support documentation.

A.2.2 Responder's Qualifications

The Responder will submit a completed RFP Response Sheet, attached as Section D. If the Reply is a joint submission, all information required by the RFP Response Sheet will be submitted for each participant in the joint submission.

A.2.3 Inquiries

All questions are to be e-mailed to Mike Ippen, Executive Director, BC1Call Limited at mippen@bc1c.ca and reference "RFP 2019.1" in the subject line.

Include the following information with the inquiry:

- Company name
- Name and title of contact person
- Phone, mobile phone, and e-mail of contact person
- Reference to the corresponding RFP section(s) if applicable

BC1Call will not be bound by, and the Responder agrees not to rely upon, any information given or statements made by persons other than the above authorized BC1Call representative.

A.2.4 Format of Reply

The Responder shall complete the following:

- Section C – Reply Signature Sheet
- Section D – RFP Response Sheet

Replies should be prepared concisely, providing a clear description of the Responder's capability to satisfy the requirements of this RFP.

In addition, for each section and sub-section of Appendix A – CURRENT MEMBER AGREEMENT, Responders are to indicate their understanding and agreement with the section. The Responder shall provide the rationale for any exceptions or non-compliance taken, and propose alternative conditions that meet the intent of the requirements stated. If the Responder indicates that it will comply with the requirement, no further information is required, unless specifically requested.

A.2.5 Alternative Replies

In addition to the basic Reply that each Responder must submit in strict conformance with the requirements of Section B, Responders are free to offer any alternatives to the basic Reply, which are in the Responder's view superior or less costly. Each alternative will be submitted as an appendix to the basic Reply. This appendix will include a description of each alternative in detail and will clearly indicate all the advantages and the price variation for each alternative. The price for each alternative will also be clearly identified. BC1Call reserves the right not to evaluate any alternative replies submitted. Evaluation of alternative replies, if any, will be based on the same criteria as the basic Reply, as listed in *Section A.4.2, Evaluation Criteria*. Additional services to those identified in the Specifications should be listed and responded to in the same manner as any alternatives.

A.2.6 Promotional Material / Presentations

Should the Responder wish BC1Call to consider any or all promotional or advertising material as part of its Reply, such material will be labeled and included as an appendix to the Responder's Reply. Statements made in such material will be taken literally and form part of any agreement which may result from this RFP. In the event that a Responder(s) is requested to make a presentation as part of this RFP process, all statements made in the presentations will be taken literally and the Responder agrees to guarantee any such statements and have them included in and form part of any agreement that may result from this RFP.

A.2.7 Quantities and Estimates

Any quantities or estimated requirements supplied by BC1Call in and attached to this RFP are estimates only and are used by BC1Call for the purpose of evaluating Replies. BC1Call does not warrant, represent or guarantee that these estimated quantities will constitute the actual quantity of services to be performed. Replies should address variations in quantity and the resulting change in quoted prices, if any.

A.2.8 Price Quotations

All prices quoted must:

- a. be in Canadian dollars,
- b. be exclusive of the goods and services tax, and federal or provincial taxes or other similar tax;
- c. be inclusive of all customs, duties or tariffs; and
- d. be irrevocable until December 31, 2023, unless otherwise specified by BC1Call .

The Responder, relying upon its own investigations, skills and resources, will represent and warrant that the prices quoted will be sufficient and adequate and that it will not be entitled to any additional compensation whatsoever.

A.2.9 Permits, Licenses, Authorizations and Approvals

The successful Responder, if any, will obtain all necessary permits, insurance coverage, licenses and approvals required in connection with the services pursuant to this RFP, and the cost of obtaining these will be separately stated in each Reply. This shall

include verification, in writing from any applicable distributor(s) pursuant to this RFP, that the Responder is an approved distributor or user of their products.

A.2.10 Amendments, Modifications to RFP

BC1Call reserves the right to amend or revise this RFP in writing prior to the Closing Time. All Responders will be informed of any such change by numbered addenda. No amendment or revision will be effective unless received in writing from BC1Call's Executive Director. However, BC1Call reserves the right to provide oral interpretations to any Responder requesting interpretations and these oral interpretations will not affect or modify the RFP. BC1Call, at its sole discretion, will decide if any such oral interpretation requires subsequent written addenda. Any amendments or written addendum issued by BC1Call will form part of this RFP.

A.2.11 Irregularities, Rejection of Replies

BC1Call reserves the right to waive any irregularities in a Reply, to reject all or any, including incomplete or conditional, Replies, as well as Replies containing a conflict of interest, as determined by BC1Call, or to accept any part of a Reply deemed most favourable to BC1Call, in BC1Call's sole discretion. BC1Call is not obliged to provide reasons for the rejection or acceptance of any Reply.

A.2.12 Sustainability

BC1Call has a commitment to being a partner in the protection, enhancement and steward of the environment, including the use of environmentally friendly products and services that may be available in the industry. Responders shall clearly identify which products and services being offered in their Reply are considered to be environmentally friendly, and which promote and strengthen sustainable practices.

A.2.13 Cancellation of RFP

BC1Call reserves the right to cancel this RFP, at BC1Call's sole discretion, any time prior to the Closing Date and BC1Call shall not be obligated to provide reasons for the cancellation.

A.2.14 Confidentiality

Information contained in this RFP, or information obtained by a Responder in related discussions with BC1Call, either in writing, verbally or through observation, is confidential and must not be disclosed by a Responder except as authorized in this RFP or by BC1Call in writing.

Responders will identify those parts of its Replies and all related materials are confidential, and BC1Call will take reasonable precautions to maintain the confidential nature of any such identified material.

Responders declining to submit a Reply to this RFP shall return all RFP documents to BC1Call, accompanied by a letter stating its decision not to respond.

A.3 TIMELINE

A.3.1 Timeline

It is anticipated that the evaluation of the Replies and selection of the successful Responder, if any, will be completed on or about October 4, 2019 and that the Subcontract Agreement with the successful Responder will become effective March 1, 2020. The Agreement with the successful Responder will be until December 31, 2023 with an optional extension of up to two years.

	Event	Date / End Date
1	Issue RFP to Responders	July 31, 2019
2	Closing Time, 2PM PT	September 11, 2019
3	Presentation (if required by BC1 Call)	September 16-25, 2019
4	Negotiations, including finalizing fee structure	Sept 30, 2019
5	Award	October 4, 2019
6	Contract start date	March 1, 2020

The above dates are subject to change at the sole discretion of BC1Call. In the event a change is made to these dates Responders will be informed by written addenda.

A.4. REPLY EVALUATION

A.4.1 References

Each Reply will include a minimum of three (3) references including contact names, phone numbers and locations where the Responder is currently performing, or has performed within the last two years, services similar to those outlined in this RFP. BC1Call reserves the right to contact these references or others, without the prior approval of the Responder.

A.4.2 Evaluation Criteria

The evaluation and assessment of Replies will be based on numerous factors. Criteria will include but not necessarily be limited to:

1. Compliance with the requirements of the Specifications; including critical deliverables defined in A.1.3 above;
2. Price;
3. Financial credibility and stability of Responder;
4. Directly related experience, including responsiveness to members, prospective members, users and staff;
5. Value-added services, especially potential services that enhance the BC1Call brand and reputation.
6. Incentives that provide potential revenue to BC1Call.
7. Sustainability .

A.5. ACCEPTANCE

A.5.1 Negotiation/Clarification with Responders

BC1Call reserves the right to discuss and clarify with any or all Responders their Reply. BC1Call also reserves the right to enter into negotiations with Responders in regard to their Reply.

A.5.2 Award

BC1Call, in its sole discretion, reserves the right not to award this RFP or to award all or any portion of a Reply that is deemed most favourable to the interests of BC1Call to one Responder or a combination of Responders. The lowest priced, or any Reply, will not necessarily be accepted. BC1Call will evaluate each Reply on the basis of the criteria contained under the heading "Evaluation Criteria". BC1Call reserves the right to not award this RFP. BC1Call will not be obligated to provide reasons for the acceptance or rejection of any Reply.

A.5.3 Execution of Agreement

The successful Responder(s) will be required to execute an agreement that shall incorporate the terms and conditions of this RFP and the successful Responder's Reply, except to the extent the terms and conditions of this RFP and the successful Responder's Reply have been expressly superseded by the terms and conditions of any written agreement executed by the parties.

A.5.4 Timing of Agreement

In the event that a mutually satisfactory agreement cannot be reached, BC1Call reserves the right to exclude that Responder's Reply from further consideration and to negotiate a final agreement with another Responder.

SECTION B- STATEMENT OF REQUIREMENTS

B.1 Scope of Work

As further defined below, the Subcontractor will have the following responsibilities:

- During Operating Hours (BC operates between 0700-1700 M-F):
 - Answer online requests for locates from potential ground disturbers utilizing PelicanCorp One Call SaaS;
 - Answer in-bound phone calls;
 - Provide Chat and Support to inquiries;
 - Provide follow up support to locate requests in process; and
 - 24/7/365 Emergency phone calls;
- Provide auto-processing of tickets with quality assurance controls to maximize accuracy when forwarding locate requests to applicable member utilities;
- Ensure that mapping provided by member utilities is kept up-to-date on an annual or as-needed basis;
- Provide all necessary technology to deliver required functions (except as noted in Section B.6.1);
- Provide education to members, contractors and other users on locate request processes;
- Develop strong working relationships with the BC1Call Board, staff, and members, excavation contractors, ground disturbers and other organizations (e.g., B.C. Common Ground Alliance) to support the education of the contracting community of the need for locate requests;
- Meet all agreed upon service level agreements and BRAG guidelines adopted by BC1Call;
- Provide monthly reporting to BC1Call's management and Board of Directors for management purposes;
- Ensure the sufficient availability and training of staff to deliver required functions in accordance with defined service levels, maintaining high quality standards that minimize damage to underground utilities in BC;
- Ensure robust cyber security systems are in place and maintained to protect information and applications used and;
- Implement disaster response and business continuity processes to ensure continuous operations in all environments.

In addition to the requirements described in this SECTION B, the Responder's service delivery must also meet the requirements of Appendix A - CURRENT MEMBER AGREEMENT. In the event of discrepancies, the service requirements of this Section B will prevail when they are

more stringent than as described in Appendix A - CURRENT MEMBER AGREEMENT; otherwise, the terms of Appendix A – CURRENT MEMBER AGREEMENT will prevail.

B.2 Term of Contract

- Services will be provided effective March 1, 2020 to December 31, 2023.
- At the sole right of BC1Call, the contract may be extended for up to an additional two years, with a minimum notice period of six months.
- Thereafter, upon mutual agreement of BC1Call and the Subcontractor, the contract may be extended annually.

B.3 Request Volumes

Ticket volumes from 2016-2019 YTD are available on the BC1 Call website

B.4 Location and Hours of Operation

- The Subcontractor must enable the continual intake of requests for locates (i.e., 24/7/365 operations).
- Operating Hours are 0700- 1700 hours Monday through Friday, except for Statutory Holidays observed in British Columbia.
- The Subcontractor shall provide and be responsible for all costs of facilities and furniture necessary to deliver the Services.
- Data stored as a result of contact centre services shall be stored in compliance with British Columbia Personal Information and Protection Act (PIPA) regulations.

B.5 Staffing

The Subcontractor shall provide all staffing necessary to deliver contact centre services. Should a new provider be selected, the Subcontractor is encouraged to offer employment to staff employed by BC1Call's current provider.

B.6 Technology and Telephony

B.6.1 PelicanCorp/BeforeYouDigPartners

- BC1Call is a licensee with Alberta One Call and Manitoba Common Ground Alliance as "Western Canada" under a contract with PelicanCorp(CA) Inc. giving it rights to access PelicanCorp One Call SaaS suite of applications. This agreement is in effect through 2023. BC1Call will continue to be responsible for costs of licensing, maintenance and upgrades to this software under terms of the license.

- This software is and is expected to remain the core operational software, subject to the Responder convincing BC1Call to use another operating software at the Responder's costs.

B.6.2 Telephony

- The Subcontractor shall provide the telephone system necessary to support in-bound requests at the service levels required.
- The Subcontractor shall be responsible for providing all functionality and enhancements necessary to support the efficient provision of services with a high level of customer experience. Without being prescriptive, these features could include:
 - integration with agent screens;
 - ability to code calls to enable standard and ad hoc reporting;
 - predictive wait times;
 - voicemail &/or virtual call-backs;
 - support for quality assurance, such as call recording and measurement of agent occupancy.
- The Subcontractor shall be responsible for the following costs:
 - Installing, licensing, operating, maintaining and upgrading telephony, except for costs incurred as a result of required upgrades to the BeforeYouDigPartners system (PelicanCorpSaaS).
 - All hardware and software associated with the telephony systems, including phone hardware and handsets.
 - Costs paid to telephone service providers for voice and data communications, including the provision of a toll-free telephone line (number provided by BC1Call).
 - All enhancements, and subsequent upgrades to those enhancements, implemented by the Subcontractor when those enhancements are intended to increase the efficiency or productivity of its contact centre staff and the benefits are retained by the Subcontractor.

B.6.3 Other IT

- The Subcontractor shall provide all other necessary hardware, software and peripherals necessary to provide its Services (e.g., desktop/notebook computers, office WAN, printers, Microsoft Office and other desktop software)
- The Subcontractor shall ensure that it follows industry-standard practices for cyber-security and business recovery and continuity.

B.7 Service and Service Levels

Key Performance Indicators (KPI's) are described in Appendix B - BRAG GUIDELINES, Section 8. The Responder shall provide monthly reports on the KPI's to BC1Call, that include (but are not limited to) the following:

Locate Request Volumes:

- Total volume of requests by month
 - By channel (i.e., online vs. telephone)
 - By region
 - By requestor type (i.e., contractor, member, homeowner)
 - By request time (i.e., within regular business hours vs. after-hours)
 - Number of online requests that require out-bound follow-up contact
 - Number of Emergency requests
- Total notifications to each Member by month, upon request
 - By requestor type
 - By channel
 - Number of Regular vs. Emergency requests
 - Number of Repeat requests
- Contact Centre Performance (relative to target)
 - Per cent of calls answered in 30 seconds
 - Average wait time
 - Per cent of calls abandoned
 - Maximum wait time
 - Segmented by regular business hours and after-hours
 - Per cent of online requests processed same-day
 - Per cent of online requests processed next day
- Mapping Updates
 - Number of requests for mapping updates by members
 - Average turn-around time for mapping validation
 - Time in days for new members to receive locate requests
- Member performance
 - Number of contacts from requestors inquiring about delayed responses (Segmented by member)
 - Percent of notifications responded within BRAG time limits
 - Average time in days for members to validate mapping

The following describes the Services to be provided by the Subcontractor:

7.1 In-bound Calls

- Operational KPI's:
 - 90 per cent of calls answered within 30 seconds.
 - 100 per cent First Contact success rate for recording of the customer's request.

- 100 per cent accuracy for recording of locate request information and notification to members.

7.2 Online Requests

- Operational objectives:
 - 100 per cent accuracy for recording of locate request information and notification to members.
 - 90 per cent of online requests received processed same business day
 - 100 per cent of unprocessed or after-hour online requests processed the next day

7.3 Emergency Locates

- On occasion, the Subcontractor will receive Emergency requests from the excavating community or other parties. This is currently achieved via phone.
- Emergency requests will receive priority screening and notification:
 - In its IVR system, the Subcontractor shall provide an option to identify an Emergency request and send the call to a specific queue for immediate answering;
- Immediately following the processing of an Emergency request, the Subcontractor shall make a follow-up phone call to the applicable members advising an emergency request has been transmitted. Other channels may be implemented during the contract term.

7.4 Member Infrastructure Mapping and DataBase Management

- Member utilities provide mapping of underground infrastructure, in most cases in computerized format when joining as new members and by way of mapping updates.
- The Subcontractor shall be responsible for creating mapping for new members and updating BC1Call's mapping following submission of updates by an existing member utility.
- Mapping for new members shall be processed within 14 business days, in order to initiate service as soon as possible.
- The mapping process requires the creation of a mapping database for new members as well as updates to existing member databases as requested
- All members are required to validate the accuracy of their mapping data prior to commencement of service, and thereafter, annually.

The Subcontractor will meet the following operational KPIs relative to ensuring that the BC1 Call infrastructure mapping database(s) are as current and accurate as possible:

- 100 per cent accuracy of the representation of member infrastructure as provided by members in BC1Call's systems
- Comply with the turn-around time specified in the Members Agreement for the incorporation of member updates into BC1Call's systems, being 10 days to enter data into the system and an additional 4 days to post to the online validation site.

B.8 Member Billing

On a monthly basis, the Subcontractor will send reports to BC1Call summarizing ticket volumes for each Member. Reports will be of a sufficient level of detail to enable BC1 Call to provide monthly billing for members with more than 500 notifications per month, and quarterly and annual invoicing of remaining members for notification fees.

SECTION C- REPLY SIGNATURE SHEET

I/We hereby affirm that we have read this RFP and fully understand its intent, and that we have adequate personnel, equipment, facilities and resources to fulfill the requirements of this RFP.

I/We represent and warrant that with respect to any and all Personal Information that the Responder may disclose to BC1Call under this RFP, the Responder has obtained informed consent to such disclosure from the individual(s) whose Personal Information is being disclosed. For the purposes of this RFP, "Personal Information" has the meaning given to it in Part 1 of the Personal Information Protection and Electronic Documents Act (Canada), but does not include personal information that is publicly available and specified by regulation pursuant to this Act."

I/We hereby offer to BC1Call the goods and/or services requested as detailed in our Reply in accordance with the terms and conditions set out and/or referred to in this RFP.

COMPANY NAME: _____

**SIGNING REPRESENTATIVE/
OFFICIAL (PRINTED OR TYPED NAME):** _____

TITLE: _____

PHONE NUMBER: _____

EMAIL: _____

DATE: _____

**SIGNATURE OF DULY
AUTHORIZED REPRESENTATIVE/
OFFICIAL:** _____

SECTION D- RFP RESPONSE SHEET

The following spreadsheet will provide BC1Call with the necessary information to evaluate proponent responses. Please provide as much relevant information as necessary. Please sign and date in the spaces provided.

[Click here to download spreadsheet.](#)

Appendix A– CURRENT MEMBERS AGREEMENT

[Click here to download Members Agreement.](#)

Appendix B- BRAG GUIDELINES

[Click here to download the BRAG Guidelines.](#)

Appendix C- CALL VOLUMES 2016-2019 YTD

[Click here to download the Call Volumes Report.](#)