



**Alberta One-Call Corporation**

**Process Review**

**R E Q U E S T   F O R   P R O P O S A L**

Prepared January 11, 2013

Proprietary and confidential

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## **INTRODUCTION AND BACKGROUND**

### **PURPOSE OF THE REQUEST FOR PROPOSAL**

Alberta One-Call Corporation is interested in conducting a formal review and assessment of its processes and procedures that will allow it to:

- Identify gaps and inefficiencies in current procedures.
- Recommend revisions and improvements to current procedures.
- Create a searchable electronic procedure database, in which each procedure is outlined in detail and is linked to related procedures in the process chain.

Alberta One-Call Corporation is seeking to identify and select an outside independent organization to perform the activities listed above. The remainder of this document provides additional information that will allow a service provider to understand the scope of the effort and develop a proposal in the format desired by Alberta One-Call Corporation.

### **ALBERTA ONE-CALL CORPORATION CORPORATE PROFILE**

#### **Mission**

The mission of Alberta One-Call Corporation is to prevent damage to buried facilities through education, advocacy, public awareness and dependable, cost-effective communication and exchange of information between members and those intending to disturb the ground.

#### **About Alberta One-Call**

Alberta One-Call is a private, not-for-profit corporation providing a communications service between people who intend to disturb the ground in Alberta and the utility operators who register their buried facilities (Members of Alberta One-Call).

Alberta One-Call is primarily concerned with safety and the prevention of damage to underground utilities.

Alberta One-Call is working in three distinct areas toward the prevention of damage to buried facilities.

- promoting membership in the Corporation
- promoting the use of the Corporation's service to the digging community
- promoting public awareness of:
  - the inherent dangers of disturbing the ground
  - the need to "Call or Click Before You Dig"
  - the need to hand expose when working near buried utilities
  - the need to "Dig Safely"

Alberta One-Call is the largest and longest-serving one-call service in Canada, with over 700 registered member companies. The contact centre transmits close to two million notifications of excavations out to those members each year.

For more information about Alberta One-Call, view our full Corporate Profile at our company web site at [alberta1call.com](http://alberta1call.com).

## **ADMINISTRATIVE**

### **TECHNICAL CONTACT**

Any questions concerning technical specifications or Statement of Work (SOW) requirements must be directed to:

Sher Kirk, Assistant Operations Manager  
Direct (403) 531-3785  
Email [slkirk@alberta1call.com](mailto:slkirk@alberta1call.com)

### **CONTRACTUAL CONTACT**

Any questions regarding contractual terms and conditions or proposal format must be directed to:

Mike Sullivan, President  
Direct (403) 531-3712  
Email [msullivan@alberta1call.com](mailto:msullivan@alberta1call.com)

### **DUE DATES**

A written confirmation of the Vendor's intent to respond to this RFP is required by February 27, 2013. All proposals are due by March 29, 2013. Any proposal received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late proposals will not be evaluated for award.

## **GUIDELINES FOR PROPOSAL PREPARATION**

### **PROPOSAL SUBMISSION**

Award of the contract resulting from this RFP will be based upon the most responsive Vendor whose offer will be the most advantageous to Alberta One-Call Corporation in terms of cost, functionality, and other factors as specified elsewhere in this RFP.

Alberta One-Call Corporation reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor,
- Accept other than the lowest priced offer,
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Award more than one contract.

Vendor's proposal shall be submitted in several parts as set forth below. The Vendor will confine its submission to those matters sufficient to define its proposal and to provide an adequate basis for Alberta One-Call Corporation's evaluation of the Vendor's proposal.

Vendor's proposal in response to this RFP will be incorporated into the final agreement between Alberta One-Call Corporation and the selected Vendor(s). The submitted proposals are suggested to include each of the following sections:

1. Executive Summary
2. Approach and Methodology
3. Project Deliverables
4. Project Management Approach
5. Detailed and Itemized Pricing
6. Appendix: References
7. Appendix: Project Team Staffing
8. Appendix: Company Overview

The detailed requirements for each of the above-mentioned sections are outlined below.

## DETAILED RESPONSE REQUIREMENTS

### EXECUTIVE SUMMARY

This section will present a high-level synopsis of the Vendor's responses to the RFP. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of the proposed work.

### SCOPE, APPROACH, AND METHODOLOGY

Include detailed procedures and technical expertise by phase. All information that is provided will be held in strict confidence. The proposal should reflect analysis of procedures listed below:

- Operations - General:
  - Hiring and Training Procedures
  - Human Resources Policy and Procedures
  - Reporting and Documentation
  - Procedures Audit and Review Process
  - Strategic Planning Process
  - Vendor Selection Process
  
- Operations - Contact Centre:
  - Customer Services:
    - ticket processing procedures
    - inquiry handling procedures
    - complaint resolutions/escalations
    - customer satisfaction survey
  - Performance Management
    - Monitoring procedures
    - Score carding procedures
    - Coaching and Ongoing training procedures
  - Team Leader Procedures
    - Contact Centre KPI Management
    - Managing by Walking Around
  - Reporting and Documentation
  - Investigation of claim procedures
  - Employee Scheduling procedures
  - System Management: telecommunications, IVR, network, hardware, software
  - System Down procedures
  - Working Remotely procedures
  
- Administration - Member Services:
  - Member Registration and Recruitment
  - Member Database Management
  - Reporting and Documentation
  - Education and Promotion: Social Media, Web Site, Promotional Items, Trade Shows/Events
  - Media Communications
  - Complaint Resolutions / Escalations
  - Billing Credits

## **DELIVERABLES**

### **Analysis of Current Procedures**

Include descriptions of the types of reports used to summarize and provide detailed information on current procedures, gap analysis and recommended corrective actions. Include sample reports as attachments to the proposal to provide an example of the types of reports that will be provided for this engagement.

### **Online Procedure Manual**

Include a description of the functionality of a proposed online resource manual to contain all procedures, linked logically and appropriately to other procedures. Provide a sample of a user interface and wireframes (site map) of the electronic manual's structure.

## **PROJECT MANAGEMENT APPROACH**

Include the method and approach used to manage the overall project and client correspondence. Briefly describe how the engagement proceeds from beginning to end.

## **DETAILED AND ITEMIZED PRICING**

Include a fee breakdown by project phase and estimates of travel expenses.

## **APPENDIX: REFERENCES**

Provide three current corporate references for which you have performed similar work.

## **APPENDIX: PROJECT TEAM STAFFING**

Include biographies and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of staff that would be assigned to this project by providing biographies for those staff members. Describe bonding process and coverage levels of employees. Affirm that no employees working on the engagement have ever been convicted of a felony.

## **APPENDIX: COMPANY OVERVIEW**

Provide the following for your company:

- Official registered name (Corporate, D.B.A., Partnership, etc.), Dun & Bradstreet Number, Primary and secondary SIC numbers, address, main telephone number, toll-free numbers, and facsimile numbers.
- Key contact name, title, address (if different from above address), direct telephone and fax numbers.
- Person authorized to contractually bind the organization for any proposal against this RFP.
- Brief history, including year established and number of years your company has been offering Information Security Testing.



## **EVALUATION FACTORS FOR AWARD**

### **CRITERIA**

Any award to be made pursuant to this RFP will be based upon the proposal with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Vendor's responsiveness to the RFP and the total price quoted for all items covered by the RFP.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Vendor or Vendors:

1. Completion of all required responses in the correct format.
2. The extent to which Vendor's proposed solution fulfills Alberta One-Call Corporation's stated requirements as set out in this RFP.
3. An assessment of the Vendor's ability to deliver the indicated service in accordance with the specifications set out in this RFP.
4. The Vendor's stability, experiences, and record of past performance in delivering such services.
5. Availability of sufficient high quality Vendor personnel with the required skills and experience for the specific approach proposed.
6. Overall cost of Vendor's proposal.

Alberta One-Call Corporation may, at their discretion and without explanation to the prospective Vendors, at any time choose to discontinue this RFP without obligation to such prospective Vendors.

## **SCOPE OF WORK**

### **REQUIREMENTS**

The following information should be used to determine the scope of this project and provide pricing for this engagement:

Number of Operational Areas to be assessed: 3

- Observation

- Evaluation

- Recommendation

Creation of electronic procedure database

- Data gathering

- Database development

- Data entry

- Supporting documentation

Summary Reports

### **DELIVERABLES**

At the conclusion of the assessment, Alberta One-Call Corporation requires written documentation of the approach, findings, and recommendations associated with this project. A formal presentation of the findings and recommendations to senior management will also be required. The documentation should consist of the following:

#### **DETAILED ASSESSMENT REPORT**

A document developed for the use of Alberta One-Call Corporation which discusses: the methodology employed, positive aspects identified, detailed gap analysis findings, an assignment of a risk rating for each gap, supporting detailed exhibits for findings when appropriate, and detailed recommendations to eliminate or improve procedural gaps.

#### **EXECUTIVE SUMMARY REPORT**

A document developed to summarize the scope, approach, findings and recommendations, in a manner suitable for senior management.