

[EXPRESSION OF INTEREST]

Provision of Call-centre and Emergency Notification services

SECTION 1: BACKGROUND AND OVERVIEW

The Department of Community Services is requesting information for future procurement planning purposes from interested parties for the provision of after-hours Call-centre services and Emergency Notification services for the Yukon Emergency Measures Organization.

This EOI is intended to gather information that could assist the Government of Yukon (“GY”) in the development of a future procurement process. In the event that sufficient information is received, the “GY” may, but is not obligated to, initiate a competitive bidding opportunity.

The Vision of Community Services is “Vibrant, healthy and sustainable Yukon communities.” Yukon Emergency Measures Organization (EMO) works with other governments, other departments, response agencies and the public to promote preparedness for and the effective response to, and recovery from emergency situations that may threaten Yukon lives, property and environment.

Yukon EMO works to promote and foster emergency preparedness (in conjunction with other levels of government, community emergency coordinators and volunteer organizations) through the provision of guidance, coordination and support for the safety of people, mitigation of risk, protection of property, provision of public information, and the continuity of government in the event of disaster or major emergencies with the service standard of ensuring that current and up-to-date public information is available regarding emergency planning, preparedness and protection.

In order for Yukon EMO Officials to be notified in a reliable and timely fashion in the event of a real or imminent emergency, the Yukon EMO needs to maintain a twenty-four/seven (24/7) emergency reporting service. However, Yukon EMO does not have the staff complement to staff a facility 24/7 therefore must rely on a Call-centre to provide after-hours call answer and re-direction services. Additionally Yukon EMO is looking to include an Emergency Notification system as part of its 24/7 service.

Yukon EMO is looking to determine if there are companies that can provide the required combined services.

The services Yukon EMO is requiring are:

- Provision of Call Centre services that:
 - o Provide “personalized” interception of any prescribed phone numbers by trained operators;
 - o Provide call-answer service in French and English;
 - o Gather information as prescribed by EMO
 - o Re-direct information to on-call staff via telephone, facsimile, pager and email
 - o Manage multiple-calls
 - o Answer calls during EMO after-hours periods – i.e. Weekends, statutory holidays in Yukon, strikes and or lock-outs, weekday evenings/ nights, other periods where the office is not staffed.

- Provision of an Emergency Notification System that:
 - Can simultaneously notify registered personnel/contacts via:
 - Multiple landline telephones – work, home etc.
 - Multiple wireless/Cellular phones – work, personal, etc.
 - SMS Texts to enabled wireless/cellular phones
 - Facsimile
 - Pager
 - Multiple Email accounts – work personal, etc.
 - Has the ability to provide notifications in both Official Languages
 - Is accessible by EMO staff or other authorized personnel for the issuance of emergency notifications
 - Options to push notifications to social media and or desktop/wireless device apps

Interested parties are invited to respond to this EOI by submitting a response to “GY”. Responses should include ideas, information and recommendations, identification of potential problems and clarification of the requirements.

All responses to this EOI become the property of ‘GY’ and will be held in confidence, subject to Yukon’s Access to Information and Protection of Privacy Act (“ATIPP”). If a response contains information, in whole or in part, that may be considered trade secret, scientific, or technical information, commercial or financial information, those portions should be clearly labelled or noted as “confidential” in the response.

Respondents are requested to provide responses to the EOI in the following format:

- Company Profile(brief)
- Name of contact person, telephone, e-mail, fax number
- Information advice and recommendations are organized as requested in the EOI
- Identification and discussion of key factors that the respondent recommends Yukon Government consider when developing its future business requirements, and or;
- Other required information specific to the nature of this EOI and deemed important by the respondent.

Respondents should not submit price information (other than high-level cost estimates for budget purposes) or provide information about the qualifications or experience of their business or individuals in their firm. This EOI will not be used to evaluate, rank or select vendors, nor will it be used to pre-qualify or screen vendors for a subsequent competitive procurement process, if any.

This EOI process is not a tender and is not intended to create and shall not create a formal legally binding bidding process. For greater certainty and without limitation: (a) the EOI shall not give rise to any contract A –based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and (b) neither the Respondent nor ‘GY’ shall have the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of the contract, failure to award a contract or failure to honour a response to the EOI.

Furthermore, if subsequent competitive procurement opportunities are issued, “GY” is under no obligation to advise any vendor who responded to this EOI. Vendors are advised to register on ‘GY’s Tender Management System for any such opportunities, which may be open to all vendors regardless if they responded to this EOI.

Respondents to this EOI consent to “GY” incorporating any submitted ideas, concepts, approaches, or strategies into any planning, design, procurement or contractual activities conducted by ‘GY’. ‘GY’ will not be responsible for any costs incurred by any vendor in responding to this EOI.

Direct all questions in reference to this EOI to:

Michael Templeton – Manager, Emergency Measures Organization
Community Services – Emergency Measures Organization
Phone Number: (867) 667-5220
Email: Michael.Templeton@gov.yk.ca

Information obtained from any other source is not official and may be inaccurate

SECTION 2: SUBMISSION OF RESPONSES

Respondents should submit their responses by email or by mail/courier to:

Michael Templeton – Manager, Emergency Measures Organization

PO Box 2703, Whitehorse, Yukon Y1A 2C6 Mail Code EMO

(Courier address only – 60 Norseman Road Y1A 6E6)

Email: Michael.Templeton@gov.yk.ca

before **December 9, 2015** and should include the EOI title clearly in the subject bar of the email, or on the envelope if sent by mail/courier.

Late responses may not be accepted or considered and therefore may not be included in future procurement planning of the anticipated project.

If a respondent wishes to verify that their response has been received prior to the submission closing time, email or telephone Michael Templeton – Manager, Emergency Measures Organization at (867) 667-5220 or Email: Michael.Templeton@gov.yk.ca

No information concerning other responses will be released.