



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

**Bid Receiving - PWGSC / Réception des soumissions
- TPSGC**

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT

MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Communication Procurement Directorate/Direction de
l'approvisionnement en communication
360 Albert St./ 360, rue Albert
12th Floor / 12ième étage
Ottawa
Ontario
K1A 0S5

| | |
|--|--|
| Title - Sujet Social Media Monitoring | |
| Solicitation No. - N° de l'invitation W8484-168492/A | Amendment No. - N° modif. 006 |
| Client Reference No. - N° de référence du client W8484-16-8492 | Date 2016-01-27 |
| GETS Reference No. - N° de référence de SEAG PW-\$\$CY-007-68761 | |
| File No. - N° de dossier cy007.W8484-168492 | CCC No./N° CCC - FMS No./N° VME |
| Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-02-02 | Time Zone Fuseau horaire Eastern Standard Time EST |
| F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/> | |
| Address Enquiries to: - Adresser toutes questions à: Westall, Susan | Buyer Id - Id de l'acheteur cy007 |
| Telephone No. - N° de téléphone (613) 949-8350 () | FAX No. - N° de FAX () - |
| Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: | |

Instructions: See Herein

Instructions: Voir aux présentes

| | |
|--|--|
| Delivery Required - Livraison exigée | Delivery Offered - Livraison proposée |
| Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur | |
| Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur | |
| Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie) | |
| Signature | Date |

1) Financial Evaluation (1.3, p.13) - Unlimited Queries: Does the price for unlimited queries imply that we must provide an unlimited number of queries for data, in addition to an unlimited number of resulting data, for both real-time and historical and for all the data sources listed in 5b) of Annex A (p.26), excluding Twitter?

Yes. We do not want to pay on a per query basis, nor for data that is available for free, such as tweets currently provided by the Twitter API. Twitter data that is obtained through a data provider is to be billed separately.

2) Twitter Data Usage: According to AMD 02, Q02, the price for Twitter Data Usage must include real-time and historical data. Can you confirm you want a fixed cost for 1000 hits which could be Real-time or historical Twitter data dating 5 years from the current date?

Yes.

3) Is it possible to split the monthly platform access fee between a base fee that respects the RFP requirements and optional fees that provide added-value?

No

4) Mandatory Technical Criteria (1.1.1, p.9) - M5: Which Microsoft Office formats do you require? Is it a format that can be loaded in a Microsoft Office product or one or many specific file extension(s)?

CSV and excel as a minimum for data, PowerPoint and Word for reports.

5) Platform/Bidder Capability (Annex C, p. 32) - (#2) Do you need an auto-capture capability for all sources (from a to k) listed in 1?

Yes – within the legal limits of the site.

6) Does this auto-capture capability need to receive each update (new or modified data) made on this particular source in real-time?

No – it should offer an ability to set a time period for updates – i.e. every 1,2,4,6,24 hours for example.

7) Does "Unlimited queries" (#4) refer to the client's query to our platform or to the queries made to the data source provider (e.g. GNIP)?

Unlimited queries refers to the client's queries to the bidders platform.

8) Statement of Work (Annex A, p.27) - The Annex A of the RFP states that "GNIP data access" is required (5.n) and access to SM data via GNIP provider "in a manner not directly attributable to DND / DRDC" (2.e). Twitter's license terms used by GNIP indicates that all use cases must be approved by Twitter, which means that the demanded Twitter data service can only be provided if Twitter accepts DND/DRDC's intended use of the data. Through these terms, Twitter and GNIP expressly do not allow a use case which pertains to the conduct of surveillance or any other use which would be inconsistent with Twitter users' reasonable expectations of privacy. It is also possible that other social media platforms and data providers will have similar terms. Would it be possible to include a caveat stating that Canada will be responsible to submit and abide by use cases acceptable to GNIP and/or any other social media platform or data distributors/suppliers as necessary?

Any contract resulting from this RFP will be with the Contractor. It is the responsibility of the Contractor to obtain and maintain at its own cost all permits, licenses, regulatory approvals and certificates required to

perform the Work. It is up to the Contractor to ensure all their terms and conditions they have agreed to with their data providers are being adhered to.

8) Some suppliers may have agreements with GNIP which would put them at a strategic advantage with regards to the use they are allowed to make of the Twitter data. Can a clause be added stating that all bidders will be evaluated equally in their ability to provide Twitter data from GNIP, based on GNIP's approvals of DND/DRDC use cases?

No. See answer above.