



Procurement and Contracting Services
30 Victoria Street
Gatineau, Quebec K1A 0M6
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REQUEST FOR INFORMATION AMENDMENT

The Request for Information is hereby amended; unless otherwise indicated, all other terms and conditions of the Request for Information remain the same.

RFI Amendment No.	RFI Amendment Date:
1	September 23, 2016

Office of the Chief Electoral Officer File No.
ECBR-RFI-16-0256
Title:
Elections Canada Contact Centers Project (EC3)
Request for Information Closing Date:
October 4, 2016 at 2:00 p.m. (Gatineau Time)

ENQUIRIES – address enquiries to the Contracting Authority:	
Office of the Chief Electoral Officer of Canada Procurement and Contracting Services 30 Victoria Street Gatineau, Quebec K1A 0M6 supplier@elections.ca	
Attention:	Tel No.:
Barbara Robertson Senior Advisor Procurement and Contracting Services	819-939-1493

RESPONSES
Submit responses via the RFI online questionnaire http://electionscanada.sondages-surveys.ca/s/RFIEC3/langeng/ Additional and supporting material may be submitted to: Supplier@elections.ca

Part 1. Interpretation

- 1.1** Elections Canada hereby amends in accordance with this amendment the Request for Information for Elections Canada Contact Centers Project (EC3) bearing number ECBR-RFI-16-0256 and dated September 14, 2016 (the “RFI”). This amendment hereby forms part of the RFI.
- 1.2** Unless defined herein or unless the context otherwise requires, all of the words and phrases defined in the RFI and used in this amendment shall have the same meanings assigned to them in the RFI.

Part 2. Questions and Answers

The following question(s) have been asked in response to the Request for Information and Elections Canada hereby answers as follows:

2.1 Question No. 1

Question: In regards to the Online Form / Survey Questionnaire; would Elections Canada please provide an offline copy of the entire RFI form, so that our team members can collaborate on various sections of the form in tandem? This would also be valuable to see the entire RFI questions prior to submitting the first page of the form.

Answer: Elections Canada will provide an offline copy of the RFI online questionnaire as an attachment to the tender notice. If there is a discrepancy between the wording of the offline questionnaire copy attachment and the RFI online questionnaire, the wording of the RFI online questionnaire will have priority over the wording of the offline questionnaire copy attachment.

2.2 Question No. 2

Question: Will Elections Canada be open to Cloud Solution(s) as part of their evaluation?

Answer: Yes.

2.3 Question No. 3

Question: In the online questionnaire for the subject RFI, in question 47 it asks:

What are the native work flows and how are they defined / mapped? Briefly describe how this is accomplished (in technical and non-technical terms)

By “native work flows”, is Elections Canada asking what input modes the system can accept? Or is it asking how the system gets developed? Or does it perhaps mean the process of handling an issue for just the help desk aspect of the solution. Or does “native work flow” have a different meaning altogether here that I’m not quite grasping?

Please expand a bit on this question.

Answer: Native work flows refer to out-of-the-box work flows that come built-in to the solution. Native work flows can be used, out of the box, with minimal configuration (a couple of clicks on the solution’s Graphic User Interface (GUI) to adjust the native work flow to the business requirement). A native work workflow does not require programming in order for the client to use it.

Please note, Elections Canada has moved the question “*What are the native work flows and how are they defined / mapped? Briefly describe how this is accomplished (in technical and non-technical terms)*” to the end of Page 1 of the RFI online questionnaire. This question is now listed as “A1”.

2.4 Question No. 4

Question: To help me in answering online questionnaire section #49, can you please tell me the URL for Communications Security Establishment (CSE) ITSB 111?

Answer: ITSB-111 has been replaced on 2016-09-14 with the following: [ITSP.40.111 – EN – HTML \(https://www.cse-cst.gc.ca/en/node/1831/html/26515\)](https://www.cse-cst.gc.ca/en/node/1831/html/26515).

2.5 Question No. 5

Question: In the online questionnaire for the subject RFI, in question 86b) it asks for the cost time, and manhours for both Delivering System-Admin Technical Training Session and Delivering End-User Training.

By System-Admin technical Training, does EC mean the staff members in EC headquarters? If so, please tell me how many people likely need to be trained.

By End-User Training, does EC mean administrators out in the electoral regions? If so, how many regions, and probably how many trainees per region?

Answer: Yes, the System-Admin technical training would be provided to EC headquarters staff. The number of people to be trained is estimated to be approximately 10 people.

End-User training is targeted at EC headquarter staff, as well as electoral administrators

out in the electoral regions. This would cover 5 regions (Atlantic, Québec, Ontario, Prairies, British-Columbia), for an estimated user base of approximately 700 users.