



**Procurement and Contracting Services**  
30 Victoria Street  
Gatineau, Quebec K1A 0M6  
supplier@elections.ca

## 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.

<b>RFI Amendment No.</b>	<b>RFI Amendment Date:</b>
2	September 26, 2016

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

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

<b>RESPONSES</b>
Submit responses via the RFI online questionnaire  <a href="http://electionscanada.sondages-surveys.ca/s/RFIEC3/langeng/">http://electionscanada.sondages-surveys.ca/s/RFIEC3/langeng/</a>  Additional and supporting material may be submitted to:  <a href="mailto:Supplier@elections.ca">Supplier@elections.ca</a>

## **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. 6**

Question: To aid EC in evaluating a respondent's content, may a respondent answer the requirements in narrative form via the RFI online questionnaire and also include links that direct EC to further information (e.g., online product demonstration videos, online functional and technical documentation, etc.) instead of including additional information as a separate volume that must be sent via email as an attachment?

Answer: Yes, in addition to answering the requirements in narrative form via the RFI online questionnaire, respondents may include links that direct EC to further information instead of including additional information as a separate volume that must be sent via email as an attachment.

### **2.2 Question No. 7**

Question: With respects to question 10 'What are the boundaries of your services?', will EC please define, further elaborate, and give an example of what you are seeking as a response to “boundaries of services”? For example, are you seeking an explanation of product limitations, if any?

Answer: Elections Canada hereby modifies Question 10 to read as follows: *What are the generic services that you provide as a vendor?* The RFI online questionnaire has been modified as such.