



**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>
4	September 29, 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 7, 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. 9**

Question: We are working hard with a solution partner to answer all of the numerous questions but it will be difficult for us to respond by Oct 4. We hereby request an extension to Oct 7.

Answer: Elections Canada hereby extends the RFI closing date to October 7, 2016 at 2:00pm.

### **2.2 Question No. 10**

Question: In question 12 table, what is meant by Contact Channel?

Answer: Contact channel refers to e-mail, facsimile, web form, text messaging, instant messaging, Facebook, Twitter, or telephone based communications [Automatic Call Distribution (ACD) client, Unified Communication (UC) Client, or Voice Over IP (VOIP) Client].

Elections Canada hereby modifies the text “Contact Channel” under Question 12 to read as follows: *Supported Contact Channels (Either the contact channel is built-in, or is integrated through the use of an Application Programming Interface (API). Please specify if the contact channel is built-in or integrated).* The RFI online questionnaire has been modified as such.