



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:
5	October 3, 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 7, 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. 11

Question: With reference to Question 17 of the RFI online questionnaire, please elaborate on what type of integration to social media EC is looking for. For example, is EC looking for the solution to be able to push/pull information from social media?

Answer: Elections Canada is looking for the capability to push or pull information from social media. The capability must be either out of the box or done by integrating to a social media management application. In their answers, respondents are requested to specify if the capability of their solution is to push information, pull information, or both. In their answers, respondents are requested to specify if the capability of their solution is available out of the box or by integrating to a social media management application

2.2 Question No. 12

Question: With reference to Question 19 of the RFI online questionnaire, please elaborate on what is meant by an “integrated knowledge base”.

Answer: By integrated, we mean a built-in capability, out of the box.

By knowledge base we mean information content organized in a structured manner. The knowledge base should be searchable, and have its own user permissions to create, edit, and delete content. In their answers, respondents are requested to specify how content is created, edited, deleted, and searched.

2.3 Question No. 13

Question: With reference to Question 12 of the RFI online questionnaire, please elaborate on what is meant by a “self-serve” option.

Answer: By self-service, Elections Canada means that a client is able to resolve their own issue with the information or tools provided by the solution.

The solution can include a voice response system (VRS), a knowledge base (KB) that is accessible from the web, and/or a social media management application (SMMA) that can provide answers to simple queries. In their answers, respondents are requested to specify if their solution allows for self-serve option by accessing a VRS, a KB, and or/a SMMA.

2.4 Question No. 14

Question: With reference to Question 13 of the RFI online questionnaire, please elaborate on what type of integration to telephony products EC is looking for.

Answer: By integration to telephony products, Elections Canada means telephone based communications applications such as a Voice Response System (VRS) Client, an Automatic Call Distribution (ACD) Client, Unified Communication (UC) Client, or Voice Over IP (VOIP) Client. For example, should a client make a menu selection in the Voice Response System that pertains to particular topic, that selection should be known to the telephone agent answering the client’s call using, for example, a pop-up menu that provides the client’s VRS menu selection. In their answers, respondents are requested to specify if their solution integrates to a VRS Client, ACD Client, a UC Client, and/or a VOIP Client.

2.5 Question No. 15

Question: With reference to Question 14 of the RFI online questionnaire, please elaborate on what type of integration to fax products EC is looking for.

Answer: Fax integration can be described as the capability to convert an incoming fax from a client into a case file.

The case file should be associated with the client’s information received through the fax, when applicable. For example, if the client’s fax number is captured when a fax is transmitted, it should be transferred to the case file and used to identify the client, if that client’s contact information already exists in the solution. In their answers, respondents are requested to specify if their solution allows for capturing clients’ fax numbers, and transferring it to the case file, if the client contact information is already existing in the solution.

The converted fax could be in the following format:

A PDF or other types of files which could be readable, editable, and/or searchable. In their answers, respondents are requested to specify if their solution allows for the creation of PDFs or other types of files as a result of a fax. In their answers, respondents are requested to specify if the file type is readable, editable, and/or searchable.

The converted fax could be appended or attached to the case file. In their answers, respondents are requested to specify if their solution allows for appending and/or attaching of converted faxes to case files.