



**Procurement and Contracting Services**  
30 Victoria Street, Gatineau QC K1A 0M6

[Supplier@elections.ca](mailto:Supplier@elections.ca)

## REQUEST FOR INFORMATION

**Office of the Chief Electoral Officer File No.:**

ECGZ-RFI-16-0620

**Title:**

E-Registration Renewal

**Date:**

June 1, 2017

**Closing Date and Time:**

June 15, 2017

### ENQUIRIES

Address enquiries to:

[Supplier@elections.ca](mailto:Supplier@elections.ca)

**Attention:**

Galina Zhukov

**Tel No.**

819-939-1486

### RESPONSES

Submit responses to:

[Supplier@elections.ca](mailto:Supplier@elections.ca)

This Request for Information (“RFI”) contains the following information:

- PART 1. Background and Purpose
- PART 2. Nature of Request for Information
- PART 3. Nature and Format of Responses Requested
- PART 4. Response Costs
- PART 5. Treatment of Responses
- PART 6. Official Languages
- PART 7. Information Requested by Elections Canada
- PART 8. Volumetric Data
- PART 9. Format of Responses
- PART 10. Enquiries
- PART 11. Submission of Responses

**Annexes**

Annex A –RFI Questions for Vendors

## **REQUEST FOR INFORMATION**

### **E-Registration Renewal**

#### **PART 1. Background and Purpose**

##### **1.1. Purpose**

In order to assist Elections Canada (EC) in refining its requirements, EC is seeking feedback from suppliers regarding its requirement for **E-Registration Renewal**.

##### **1.2. EC Mandate**

EC, headed by the Chief Electoral Officer (CEO), an agent of Parliament, is an independent, non-partisan agency with unique organizational features that reports directly to Parliament. EC exercises general direction and supervision over the conduct of election events such as general elections, by-elections and referendums at the federal level. Its mandate is to:

- a) be prepared to conduct a federal general election, by-election or referendum;
- b) administer the political financing provisions of the Canada Elections Act (CEA);
- c) monitor compliance with electoral legislation;
- d) conduct public information campaigns on voter registration, voting and becoming a candidate;
- e) conduct education programs for students on the electoral process;
- f) provide support to the independent commissions in charge of adjusting the boundaries of federal electoral districts following each decennial census;
- g) carry out studies on alternative voting methods and, with the approval of parliamentarians, test alternative voting processes for future use during electoral events; and
- h) provide assistance and cooperation in electoral matters to electoral agencies in other countries or to international organizations.

##### **1.3. Project Description**

The Online Voter Registration Service (E-Registration) allows Elections Canada (EC) to better meet the needs and expectations of Canadians through fast, timely, secure and convenient access to the electoral process.

Elections Canada is exploring the possibility of replacing the entire E-Registration internally-built system, or acquiring one or more solutions that can integrate with the current system.

This project's goal is to provide a system that will enhance electors' ability to register to vote, confirm their registration online or update their registered information in a way that will meet performance and monitoring objectives.

## **PART 2. Nature of Request for Information**

This is not a solicitation of bids or proposals. This RFI may not lead to the launching of a procurement process, the award of any contract or the creation of a source list. As a result, suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Therefore, whether or not any supplier responds to this RFI, it will not preclude that supplier from participating in any future procurement. Also, the decision to whether or not to launch a procurement process for any of the goods or services described in this RFI is entirely at the sole discretion of EC. EC reserves the right to cancel or modify any of the preliminary requirements described herein. This RFI is simply intended to solicit feedback from industry with respect to the matters described herein and should not be considered as an authorization to undertake any work that would result in costs being charged to EC. EC reserves the right to accept or reject any or all comments received. Further respondent engagement may be conducted by EC which may include supplier engagement days, one-on-one meetings, product demonstrations, requesting additional information from respondents, etc.

## **PART 3. Nature and Format of Responses Requested**

Respondents are invited to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

## **PART 4. Response Costs**

EC will not reimburse any respondent for any expenses or costs incurred in responding to this RFI.

## **PART 5. Treatment of Responses**

### **5.1. Use of Responses**

Responses will not be formally evaluated. However, the responses received may be used by EC to develop or modify procurement strategies or any draft documents contained in this RFI. EC will review all responses received by the RFI closing date. EC may, in its discretion, review responses received after the RFI closing date.

### **5.2. Review Team**

A review team composed of representatives from EC will review the responses. EC reserves the right to hire any independent consultant, or use any government resources that it considers necessary to review any response. Not all members of the review team will necessarily review

all responses.

### **5.3. Confidentiality**

Respondents are solely responsible for marking any portions of their response that they consider proprietary or confidential. EC will handle the responses in accordance with the *Access to Information Act* and the *Privacy Act*

### **5.4. Follow-Up Activity**

EC may, at its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response or for one-on-one meetings.

## **PART 6. Official Languages**

Responses to this RFI may be submitted in either of the official languages of Canada, French or English.

## **PART 7. Information Requested by Elections Canada**

### **7.1. Comments on Preliminary Documents**

Attached to this RFI is the following document for which EC is seeking comments from industry:

- a) Annex A – RFI Questions to Vendors

These documents are currently at a preliminary stage only and new clauses or requirements may be added at EC's sole discretion to any solicitation that may ultimately be published by EC. Any of the clauses or requirements may be deleted or revised if used in any procurement process, at EC's sole discretion. Comments regarding any aspect of the draft document are welcome.

### **7.2. Responses to Questions to Industry**

EC requests responses to the questions found in Annex A – RFI Questions to Vendor in Part 2.

Additional supporting documents may be sent via the email address and by the closing date and time identified on the cover page of this document.

## **PART 8. Volumetric Data**

The data included in this RFI is being provided to respondents purely for information purposes and may not form part of, or may differ from EC's description of any future requirements. Although it represents the best information currently available, EC does not guarantee that the data is complete or free from error. Reliance by respondents on the data is at their sole

discretion. Consequently, EC is not responsible or liable in any way for the accuracy and integrity of such data.

## **PART 9. Format of Responses**

### **9.1. Cover Page**

If the response includes multiple volumes, respondents should indicate on the front cover page of the response the title of the response, the RFI number, and the number of volumes and the full legal name of the respondent.

### **9.2. Title Page**

The first page of each volume of the response should be the title page, which should contain:

- a) the title of the respondent's response and the volume number;
- b) the name and address of the respondent;
- c) the name, address, telephone number and email address of the respondent's contact;
- d) the date; and
- e) the RFI number.

### **9.3. Numbering System**

Respondents should prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.

## **PART 10. Enquiries**

This is not a solicitation, therefore EC will not necessarily respond to enquiries in writing or by circulating answers to all potential respondents. However, respondents with questions regarding this RFI may direct their enquiries to the Contracting Authority via the email address identified on the cover page of this document.

## **PART 11. Submission of Responses**

### **11.1. Time and Place for Submission of Responses**

Respondents interested in providing a response should submit it by email to the Contracting Authority via the email address and by the closing date and time identified on the cover page of this document.

**11.2. Responsibility for Timely Delivery**

Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.

**11.3. Identification of Response**

Each respondent should ensure that its name, contact person and email address, the RFI number and the closing date are included in their response in a prominent location.



# Elections Canada

---

Online Voter Registration Service (E-Registration) Renewal  
Request for Information Questions

Elections Canada

E-Registration Renewal Project

---

## Table of Contents

<b>1.0</b>	<b>REQUEST FOR INFORMATION: BACKGROUND .....</b>	<b>3</b>
1.1	OVERVIEW AND REQUIREMENTS.....	3
1.2	PROJECT GOALS .....	4
1.3	ANTICIPATED PROJECT TIMELINE .....	4
1.4	THE SOLUTION CONTEXT .....	4
1.5	THE NATIONAL REGISTER OF ELECTORS.....	7
1.6	E-REGISTRATION VOLUMES .....	7
<b>2.0</b>	<b>QUESTIONS FOR VENDORS .....</b>	<b>8</b>
2.1	GENERAL.....	9
2.2	ELECTOR EXPERIENCE .....	9
2.3	VOLUME.....	9
2.4	PRICING MODEL .....	9
2.5	TECHNICAL .....	10
<b>3.0</b>	<b>APPENDIX: TERMINOLOGY AND DEFINITIONS .....</b>	<b>10</b>

## 1.0 REQUEST FOR INFORMATION: BACKGROUND

### 1.1 OVERVIEW AND REQUIREMENTS

---

The Online Voter Registration Service (E-Registration) allows Elections Canada (EC) to better meet the needs and expectations of Canadians through fast, timely, secure and convenient access to the electoral process. It is another way for electors to:

- Confirm whether they are registered to vote;
- Update their previously registered information such as their address; or
- Be added to the National Register of Electors (the Register).

The service was created as a web application and became available in April 2012. It was used for several federal by-elections before its first national use during the 2015 general election. During that election, more than 1.7 million Canadians used the service to check if they were registered to vote.

The current E-Registration has the following capabilities:

1. Allow a person to determine if they are registered to vote by matching their name, physical address, date of birth and gender (optional) to elector information held by EC in the Register;
2. Allow a person already registered with EC to update their mailing and/or physical address, name, date of birth or gender (with an administrative capacity to turn these on or off);
3. For those people who are known to EC as a result of data sharing agreements with other provincial and federal government organizations, but are not on the Register, allow them to register to vote with a shared secret through an online process;

As part of our continual improvement agenda, we plan to renew E-Registration to provide a level of service that meets the expectations of Canadians. The next iteration of the service could include the following enhancements (in no particular order):

4. Allow a person to determine if they are registered to vote by matching their mailing address in lieu of their physical address;
5. Provide the electors with an intuitive typeahead search (also known as autocomplete) feature when entering addresses;
6. For electors with non-standard physical addresses, provide the ability to pinpoint their address on a map using visual geolocation functionality;
7. For electors without a driver's licence that has been shared with EC by a provincial or territorial government:
  - a. Provide a secure online submission method for documents to substantiate an application to register to vote,
  - b. Provide another secure method for electors to apply and be identified;
8. Allow an elector to choose to obtain their voter information card (VIC) electronically.

EC is exploring the possibility of replacing the entire E-Registration internally-built system, or acquiring one or more solutions for items 4 to 8 that can be integrated with the current system. Vendors are invited to describe solutions to any or all of the above service descriptions.

## 1.2 PROJECT GOALS

This project's goal is to provide a system that will enhance electors' ability to register to vote, confirm their registration online or update their registered information in a way that will meet performance and monitoring objectives.

## 1.3 ANTICIPATED PROJECT TIMELINE

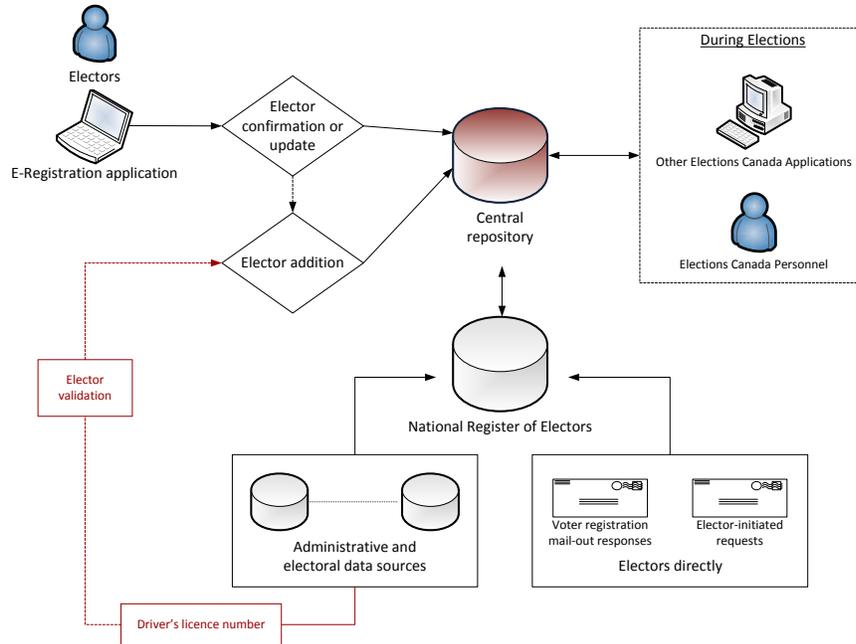
The following project timeline summary reflects a March 2019 target date to have any chosen product installed, tested, configured as per EC's requirements, rolled out into the production environment and subject to a general election simulation in time for a fall election.

Activity	Target to complete
Business requirements signed off	May 2017
Procurement of product/solution (to address part or all business requirements) – solicitation, evaluation and contract award if a Request for Proposal is required.  <b>Note:</b> Depending on outcome of RFI, any procurement activity may be moved to a later date to support subsequent general elections (after October 2019).	December 2017 (TBD)
Event system integration testing	September 2018
General election simulation	March 2019

## 1.4 THE SOLUTION CONTEXT

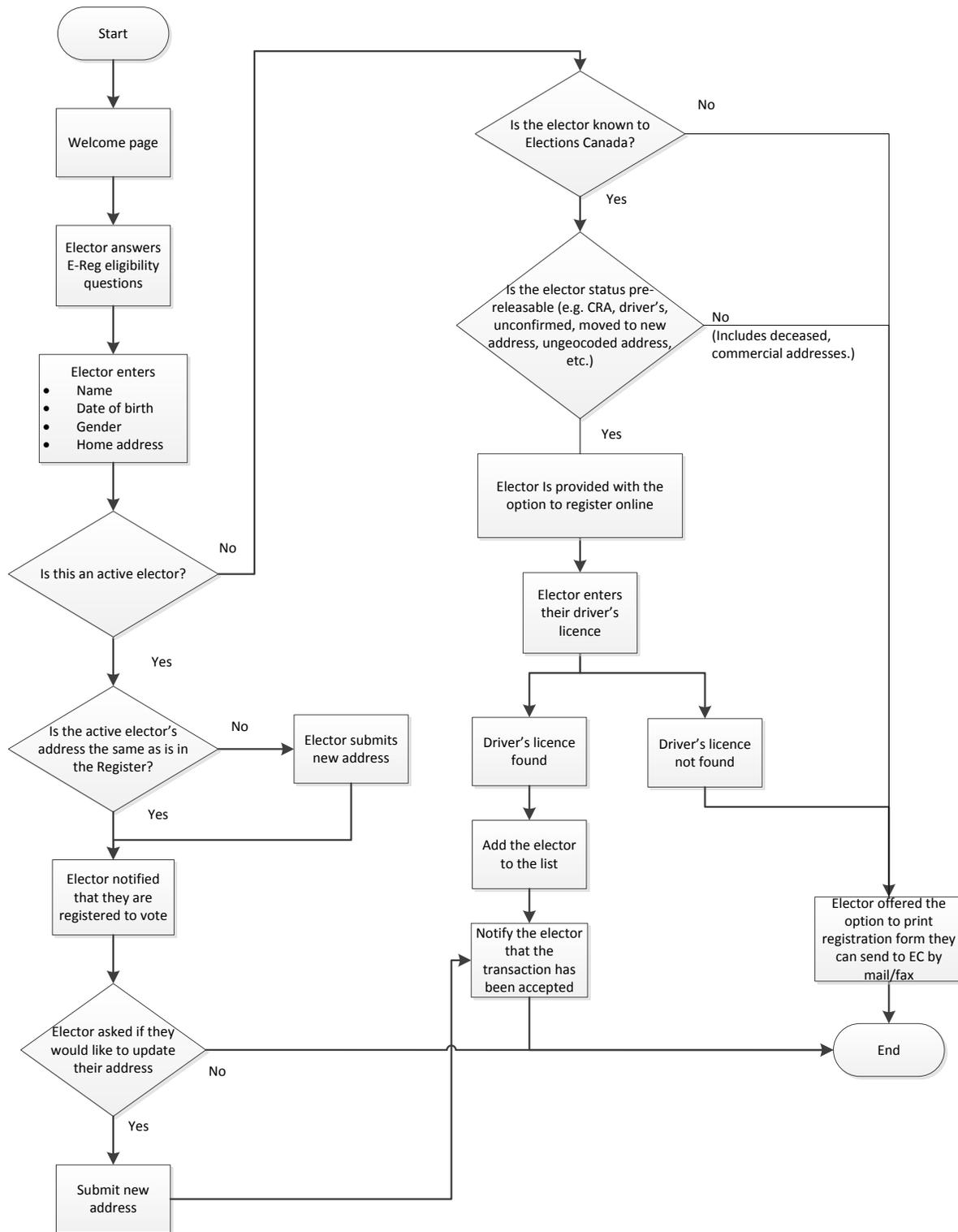
The product(s)/solution(s) will fit into the EC technology landscape through a central repository. The central repository is a common source of data for elector and address information that is used by E-Registration and other EC applications.

The central repository consolidates the common information used by all EC business systems. It is the primary information source for updates.



The current E-Registration process flow is given below.

### Current E-Registration Process Flow



## 1.5 THE NATIONAL REGISTER OF ELECTORS

Created in 1997, the Register is a permanent, continually-updated database of Canadians who are qualified to vote in federal elections and referendums. It contains the name, address, gender and date of birth of each elector, as well as a unique identifier to help track changes to the elector’s record.

EC uses the information in the Register to create lists of electors (voters lists) at the beginning of federal elections and referendums. An accurate list of electors is the cornerstone of any democracy, and the Register helps provide this. If they choose, Canadian electors may opt out of the Register and retain their right to vote.

The Register contains records for approximately 25 million Canadians aged 18 and older who are qualified to vote.

Approximately 14 percent of elector information changes every year – those turning 18 and new Canadian citizens are added to the Register, the names of deceased electors are removed and electors who move have their address updated.

## 1.6 E-REGISTRATION VOLUMES

The E-Registration services solution must be scalable for higher volumes during general elections.

### 2014–2016 Online Voter Registration Service Transactions

Year	Confirmation attempts	Updates	Adds (New registrations using driver’s licence matching)
2014*	62,100	5,500	7,000
2015 Outside of the general election	136,100	13,000	25,000
2015 During the general election	2,599,600	208,000	107,000
2016*	17,800	3,500	1,600
* Includes by-elections. There were six by-elections in 2014.			

**Expected Volume of Transactions for the 2019 General Election**

Population	Potential 2019 GE Electors Not Registered	Assumption We foresee approximately 10 percent using the service to add themselves in the 2019 general election, based on figures from 2015 general election.	Assumption We foresee approximately 17 percent who could use the Online Submission Method to add themselves in the 2019 general election, based on Registration Certificate figures from 2015 general election.
The estimate of potential electors known to EC and for whom we have driver's licence information.	1,320,000	132,000	/
The estimate of potential electors known to EC and for whom we do not have driver's licence information.	480,000	/	80,000

**2.0 QUESTIONS FOR VENDORS**

Please provide a high-level overview of your solution(s) capable of meeting any or all of EC's business requirements as given in [section 1.1](#). Your solution can be composed of one or multiple sub-components or products. Please make it clear what the proposed solution is.

Respondents are invited to provide the information by answering the following questions. Respondents are not obligated to answer all of the questions.

Other considerations are:

- Security and Privacy: The solution must meet the certification and accreditation required by [ITSG-33](#). The solution must meet the confidentiality, integrity and availability requirements set by the Government of Canada.
- Language: The solution must be bilingual, and the elector must be able to toggle between French and English.
- Accessibility: The solution must meet the [Government of Canada Standard on Web Accessibility](#) and Web Content Accessibility Guidelines 2.0, which is part of the Web Accessibility Initiative (WAI), administered by the World Wide Web Consortium (W3C).

---

## 2.1 GENERAL

---

1. What electronic registration products and services do you offer? Which of the requirements in [section 1.1](#) are you responding to?
2. Do you offer a hosted service? If so, in what country is it hosted? Are you flexible in choosing the country in which the service and data is hosted? Can it be hosted in Canada? Can you provide a document outlining the security policies that you use for the Web and database?
3. Has your registration service been used for voter registration? Which jurisdictions currently use your product and/or services?
4. Can you provide a sample of your electronic registration service? (e.g. screenshots, demonstration software, etc.)
5. Would you be interested in coming to EC headquarters to provide a free demonstration of your products or provide a video conference to talk about your services and capabilities?

---

## 2.2 ELECTOR EXPERIENCE

---

6. Please describe the process as to how a new elector may register online (portal, email, etc.).
7. Are on-screen help or instructions available to the elector?
8. Which adaptive technologies used by electors with disabilities can be leveraged with your solution? Please provide examples.
9. Is your solution compliant with the W3C—WCAG 2.0 accessibility standard? Please indicate which other accessibility standards your solution may be compliant with and provide references demonstrating that compliance.
10. What is the process for verifying/authenticating users in your electronic registration solution?
11. What support services are available to electors for your products and/or services? Can you provide examples of the different levels of support available? Can you provide this support to the electors? How would this support be provided to the electors?

---

## 2.3 VOLUME

---

12. What is the largest number of users that have used your electronic registration solution? Please state the time period in which this occurred. Can you provide examples of any particular groups of users that were targeted? (e.g. users with certain types of identification documents, domestic vs. overseas users, etc.)
13. Can your system scale up to meet increased demand? Can your system scale down for off-peak periods? Please provide an example of each.

---

## 2.4 PRICING MODEL

---

14. How are your products and services costed?
15. What maintenance and support models are available for what's offered in question 14? How are these costed?

## 2.5 TECHNICAL

16. What are your systems/products' traceability, audit and reporting capabilities?
17. Do you offer professional implementation services? If so, what is typically provided?
18. What are the technology requirements (capacity, software, IT infrastructure elements/versions) to operate your product/solution?
  - a. Regarding service requirement number 7 in [section 1.1](#), what solution would you propose for the storage of document images?
  - b. Can your solution meet the records retention policies set by the Government of Canada?
19. What Identity and Access Management (IAM) mechanism does your product use to authenticate external users (electors)? Can it be integrated with an existing IAM mechanism?
20. Can your product meet the security and privacy standard set in [ITSG-33](#)? What types of security and privacy controls (technical, operational and management) do you have in place to ensure the confidentiality, integrity and availability of your product are maintained?
21. What kind of organizational security clearance does your firm possess?
22. What data exchange standards and methods does your product support?
23. Can the following items be integrated without customization or with limited customization?
  - a. External interfaces/environments
  - b. Other EC applications or interfaces
24. Regarding service requirement number 7 in [section 1.1](#), does the product have capabilities for automatic data matching/verification from various sources? If so briefly describe how this is accomplished (in technical and non-technical terms).

## 3.0 APPENDIX: TERMINOLOGY AND DEFINITIONS

Term	Definition
active elector	An elector who is in the Register.
elector	A person who is a Canadian citizen and at least 18 years old, and therefore eligible to vote.
E-Registration	The term used for the Online Voter Registration Service which offers Canadians an additional and convenient way to check if they are registered to vote, update their voter registration or be added as a new elector.
electoral district	A geographical area represented by a member of the House of Commons; often called a riding or constituency. There are 338 federal electoral districts in Canada (as of the 2015 general election).
event	A generic term used to describe a general election, by-election or referendum.
general election	An election held simultaneously in every electoral district in Canada.
list of electors	The list of names and addresses of all registered electors that is used at a polling station when people vote. Also known as the <i>voters list</i> .
non-event	The period during which no electoral events are being held.

Term	Definition
National Register of Electors (the Register)	A computerized database of Canadian citizens who are eligible to vote. It is used to produce preliminary lists of electors for federal elections, by-elections and referendums. Data from the Register can also be shared with provincial, territorial and municipal electoral agencies to produce lists of electors. Canadians may choose whether to have their names listed in the Register. It is updated with information from federal, provincial and territorial administrative databases and voters lists between elections, and by electors themselves during elections.
voter information card (VIC)	The VIC is a card that EC sends during an election campaign to every elector whose name appears on the preliminary lists of electors. It tells electors when and where to vote. They are mailed out between 26 and 24 days prior to election day.