

Amendment 002

This Amendment 002 is raised to answer questions from industry to Solicitation 84084-17-0211**Questions and Answers****Question#1**

While we acknowledge the terms and conditions set forth in the RFP, it is unclear from our reading of the RFP whether NEB is looking to license the required software tool for its own use (including training and ongoing support), or that it assumes the successful Proponent will manage the software tool for its own internal use in providing the services under the subsequent Contract. We ask NEB to clarify whether the requirement is intended to be a services only bid, or if NEB intends to procure license(s) to social listening platform & self-manage tool from the start.

If NEB does in fact require the licensed use of the software tool, then our offer would include a third party Software as a Service (SaaS) license which is commercially available and based on the licensor's software license terms and conditions included with the SaaS subscription customarily accompanied with the solution. If this is the case, we have identified an overall inconsistent alignment of the SACC Manual 2010C – General Conditions - Services (Medium Complexity) terms and conditions with the nature of the solution and proposed scope of services to be provided under this RFP, and ask whether NEB would accept supplemental license terms of the third party SaaS solution in addition to SACC Manual 2010C.

Answer#1

The NEB is looking for a subscription based service.

No software to be installed.

Question#2

Annex C, 2.1 M12 – The requirement specifies unlimited training, support, consultation and help. It also requests a dedicated account manager.

Is the dedicated account manager expected to provide these services, or is the request to have a dedicated account manager and the successful Bidder is also to provide these services?

Answer#2

The account manager would be expected to be the primary point of contact for training, support and consultation.

Question#3

What type and level of support and training is being requested? Similarly, what type and level of "consultation" (on best practices) and "help" (with reporting) is being requested?

Answer#3

Please describe what you can offer.

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Question#4

Further, it is understood that NEB is seeking training and support for the proposed solution, as well as the ability to consult with the successful Bidder regarding best practices and assistance with reporting; however, it is requested that the requirement be revised to remove the term “unlimited” from the requirement.

Answer#4

No.

Question#5

PART 6 - In our review of the SACC Manual 2010C provisions, we note only general indemnity and liability provisions. As we have seen in other previous Canada procurements, Canada has routinely included SACC Manual N0000C (2013-04-25) Limitation of Liability – Information Management/Information Technology provisions. We therefore ask whether NEB would include N0000C (2013-04-25) in the terms and conditions governing the Contract.

Answer#5

NA

Question#6

It is requested that the closing date of the solicitation be extended 2 weeks.

Answer#6

Closing date has been extended to Feb 22, 2018.

Question#7

With regard to the solicitation, pricing of the media monitoring service depends on the anticipated number of mentions per year that the system and the team is expected to deal with. Therefore, what are the anticipated number of annual NEB and associated media mentions that the service provider is expected to track, analyze and process for reporting purposes?

Answer#7

The number of mentions across media types (i.e., broadcast, online, print and social media) is highly dependent on the projects under review by the Board, the level of controversy surrounding projects and activities, government initiatives, and incidents at NEB-regulated facilities (e.g., environmental releases).

We would expect a bidder with expertise to be able to estimate the number of mentions using their systems. Key terms of most relevance to the NEB include, but re not limited to:

- National Energy Board
- Office national de l'énergie
- Trans Mountain
- Line 3 AND Enbridge

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Below is a report for January 2018 for Broadcast and print as reference.

	Broadcast # reports	Print # reports
NEB - ONÉ	168	180
Trans Mountain pipeline	1,252	308
Enbridge Line 3	17	60