



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

## REQUEST FOR PROPOSAL AMENDMENT

The Request for Proposal is hereby amended; unless otherwise indicated, all other terms and conditions of the Request for Proposal remain the same.

<b>RFP Amendment No.</b>  1	<b>RFP Amendment Date:</b>  September 27, 2018
<b>Office of the Chief Electoral Officer File No.</b>  ECGZ-RFP-17-0692	
<b>Title:</b>  Social Media Analytics Tool and Services	
<b>Request for Proposal Closing Date:</b>  October 30, 2018 @ 2:00 pm (ET)	
<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  proposition-proposal@elections.ca	
<b>Attention:</b>  Galina Zhukov Senior Advisor, Procurement and Contracting Services	<b>Tel No.</b>  819-939-1486

## **Part 1. Interpretation**

- 1.1** Elections Canada hereby amends in accordance with this amendment the Request for Proposal for Social Media Analytics Tool and Services bearing number ECGZ-RFP-17-0692 and dated September 18, 2018 (the “RFP”). This amendment hereby forms part of the RFP.
- 1.2** Unless defined herein or unless the context otherwise requires, all of the words and phrases defined in the RFP and used in this amendment shall have the same meanings assigned to them in the RFP.

## **Part 2. Questions and Answers**

The following question(s) have been asked in response to the Request for Proposal and Elections Canada hereby answers as follows:

### **2.1 Question No. 1**

Question:

Is there a known budget for this project?

Answer:

The estimated budget for this project is \$70,000.00 for initial contract period.

### **2.2 Question No. 2**

Question:

Do you have an incumbent or a company offering the services?

Answer:

Elections Canada currently uses the services of Hootsuite Enterprise for its social media management through the official Elections Canada social media accounts. Elections Canada will continue to use Hootsuite Enterprise for its social management and is looking for a tool that will be used specifically for monitoring, analysis and reporting. There is currently no other incumbent or company offering these services.

### **2.3 Question No. 3**

Question:

What are the security requirements for the individuals/corporation? Can you provide us with the corporate clearance information?

Answer:

As the individuals and corporation are not accessing any classified or protected information, there is no security clearance required.

#### **2.4 Question No. 4**

Question:

The RFP mentions several resources are these expected to be full time?

Answer:

The resources required are not expected to be full time for the whole duration of the contract. The Social Media Trainer is expected to be available for a minimum of two days for staff training within the first five weeks of the Contract's award date. From that point, resources should be available on an as-and-when-required basis before and during an Electoral Period. The social media Analyst is expected to be available as required during business hours for the duration of the contract for support, and during extended hours for the Electoral Period. However, the needs for support and services will most likely require a near full-time resource during the Electoral Period.

#### **2.5 Question No. 5**

Question:

The requirement asks for 15 users / are these named users?

Answer:

No, Elections Canada requires generic accounts that can be used by up to 15 users at a time.

#### **2.6 Question No. 6**

Question:

The requirement asks for unlimited queries – are these real-time queries?

Answer:

Elections Canada confirms that the answer is yes.

#### **2.7 Question No. 7**

Question:

How many days of training does elections Canada expect?

Answer:

Elections Canada expects an initial training of up to two days. Additional training may also be required.

#### **2.8 Question No. 8**

Question:

Does elections Canada want the server hosted in US/Canada?

Answer:

It is preferred if the server is hosted in Canada, however, it is not a requirement.

**2.9 Question No. 9**

Question:

Does Elections Canada have a minimum security requirement for the software?

Answer:

Elections Canada confirms that software does not get a minimum security requirement.

**2.10 Question No. 10**

Question:

Does Elections Canada have existing dashboards that they can share.

Answer:

Elections Canada does not have existing dashboards that could be shared.

**2.11 Question No. 11**

Question:

Facebook has specific policies about how governments can use their data. They did a complete restructuring of their policies this year. Will you ask vendors to comply/accept Facebook policies on government use of their data?

Answer:

The Government of Canada is bounded by the Privacy Act and has its own policies on collection, use and retention of data. Elections Canada is compliant with the Government of Canada's policies and regulations.

**2.12 Question No. 12**

Question:

Whether companies from Outside Canada can apply for this (like, from India or USA)?

Answer:

Elections Canada confirms that the requirement is open to the world.

**2.13 Question No. 13**

Question:

Whether we need to come over there for meetings?

Answer:

Yes. The need for meeting, their form, dates, times and location will be agreed on by both the Contractor and Technical Authority for the duration of the Contract. Also, there is a need to provide on-site initial training.

**2.14 Question No. 14**

Question:

Can we perform the tasks (related to RFP) outside Canada (like, from India or USA)?

Answer:

It is preferred if the tasks are performed in Canada, however, it is not a requirement.

**2.15 Question No. 15**

Question:

Can we submit the proposals via email?

Answer:

Elections Canada confirms that the answer is no.