



**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC**

**11 Laurier St. / 11, rue Laurier**

**Place du Portage, Phase III**

**Core 0B2 / Noyau 0B2**

**Gatineau**

**Québec**

**K1A 0S5**

**Bid Fax: (819) 997-9776**

**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government  
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services  
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Comments - Commentaires**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du**

**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Communication Procurement Directorate/Direction de  
l'approvisionnement en communication

360 Albert St./ 360, rue Albert

12th Floor / 12ième étage

Ottawa

Ontario

K1A 0S5

<b>Title - Sujet</b> Social Media Monitoring	
<b>Solicitation No. - N° de l'invitation</b> W8484-209504/A	<b>Date</b> 2019-07-10
<b>Client Reference No. - N° de référence du client</b> W8484-20-9504	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$CY-025-77463	
<b>File No. - N° de dossier</b> cy025.W8484-209504	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2019-08-15</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Kamal, Mostafa	<b>Buyer Id - Id de l'acheteur</b> cy007
<b>Telephone No. - N° de téléphone</b> (613) 949-8350 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF NATIONAL DEFENCE 101 COLONEL BY DR. OTTAWA Ontario K1A0K2 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b> See Herein	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>



Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Unit Price/Prix unitaire FOB/FAM Destination	Plant/Usine	Delivery Req. Livraison Req.	Del. Offered Liv. offerte
1	Social Media Monitoring	W8484	W8484	1	Each	\$	\$	See Herein	

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Electronic Payment Instruments, and any other annexes.

### **1.2 Summary**

- 1.2.1 The Canadian Armed Forces (CAF) and the Department of National Defence (DND) require a Social Media Monitoring Tool (SMMT) to collect, track, and understand the broader context of mandate through conversations on social media.

The period of contract is from the date of contract award to March 31, 2020 with five (5) additional one (1) year option periods.

- 1.2.2 The requirement is subject to the provisions the Canadian Free Trade Agreement (CFTA)
- 1.2.3 The requirement is limited to Canadian services
- 1.2.4 This bid solicitation allows bidders to use the epost Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled Bidder Instructions, and Part 3 entitled Bid Preparation Instructions, of the bid solicitation, for further information

### **1.3 Debriefings**

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

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## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The [2003](#) (2019-03-04) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days  
Insert: 90 days

### 2.2 Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated in the bid solicitation.

Note: For bidders choosing to submit using epost Connect for bids closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

[tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca)

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2003](#), or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

### 2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

### Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

#### Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes ( ) No ( )**

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

#### Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes ( ) No ( )**

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;

- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

## **2.4 Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

## **2.5 Applicable Laws**

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

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## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

The bid must be gathered per section and separated as follows:

Section I: Technical Bid  
Section II: Financial Bid  
Section III: Certifications  
Section IV: Additional Information

If the Bidder chooses to submit its bid in hard copies, Canada requests that the Bidder submits its bid in separately bound sections as follows:

Section I: Technical Bid - 3 hard copies *and 1 soft copy on USB key*

Section II: Financial Bid - 1 hard copy *and 1 soft copy on USB key*

Section III: Certifications - 1 hard copy *and 1 soft copy on USB key*

If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

If the Bidder is simultaneously providing copies of its bid using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of hard copy of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.



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## **Section I: Technical Bid**

In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

## **Section II: Financial Bid**

**3.1.1** Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B"

### **3.1.2 Electronic Payment of Invoices – Bid**

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "D" Electronic Payment Instruments, to identify which ones are accepted.

If Annex "D" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

## **Section III: Certifications**

Bidders must submit the certifications and additional information required under Part 5.

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and the financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.
- (c) The evaluation team will determine first if there are two or more bids with a valid Canadian Content certification. In that event, the evaluation process will be limited to the bids with the certification; otherwise, all bids will be evaluated. If some of the bids with a valid certification are declared non-responsive, or are withdrawn, and less than two responsive bids with a valid certification remain, the evaluation will continue among those bids with a valid certification. If all bids with a valid certification are subsequently declared non-responsive, or are withdrawn, then all the other bids received will be evaluated.

#### 4.1.1 Technical Evaluation

##### 4.1.1.1 Mandatory Technical Criteria

###### Mandatory Criteria:

ID		Mandatory Technical Criterion	Required Supporting Information	Pass	Fail
<b>Alignment to Statement of Work</b>					
M1	Mandatory	The Bidder must be able to complete, fully integrate deliver, and support the Social Media Monitoring Tool (SMMT) as per all requirements within the Statement of Work at Annex A.	To demonstrate compliance with this criterion, at bid submission, the Bidder must provide a letter, signed by authorized representative of the Bidder, certifying that they can meet this criterion.		
<b>Solution Experience</b>					
M2	Mandatory	The Bidder must have developed, implemented and supported their Social Media Monitoring Tool that meets the requirements in the Statement of Work at Annex A, to a minimum of three clients.	To demonstrate this experience, the Bidder must submit detailed client summaries of three previous projects that were completed or ongoing in the last five years from the closing date of this RFP that clearly demonstrate previous experience in providing their Social Media Monitoring Tool, that meets the requirements in the Statement of Work at Annex A.		

			<p>The Project Summaries must include at a minimum:</p> <ul style="list-style-type: none"> <li>- The client for whom the work was conducted</li> <li>- Project or Work description</li> <li>- Objective and Scope</li> <li>- Date of projects</li> <li>- Social Media Monitored</li> </ul>		
<b>Platform Features</b>					
M3	Mandatory	The Bidder's Social Media Monitoring Tool must allow the client to export all data within a dashboard to a csv format for further analysis	To demonstrate compliance with this criterion the Bidder must submit screen shots demonstrating the process within the Bidder's tool that clearly demonstrates the ability for the user to export all data within a dashboard to a csv format		
M4		The Bidder's tool must have the ability to translate mentions or posts within the platform from a minimum of 30 languages into English	The Bidder must provide a list of a minimum of 30 languages that their tool has the ability to automatically translate within the platform to English.		
		<p>a) The Bidder's tool must allow the sentiment of any post to be manually adjusted at the discretion of DND/CAF and;</p> <p>b) The tool must have smart, learning software that learns from human interventions.</p>	<p>a) The Bidder must demonstrate this ability by submitting screen shots that clearly demonstrates how the Bidder's tool meets this requirement.</p> <p>b) The Bidder must clearly detail how their tool meets this requirement</p>		
M5		The Bidder's tool must provide the client with access for a minimum of 30 users	The Bidder must confirm that their tool is capable of having multiple users access the tool concurrently. The minimum requirement is 30 concurrent user logins.		

#### 4.1.1.2 Point Rated Technical Criteria

Experience				
R1	Rated	<p>The Bidder should indicate how many years of experience they have in the development, implementation and support of their Social Media Monitoring Tool that meets the requirements in the Statement of Work at Annex A, within the last 5 years from the closing date of this RFP.</p> <p>0 points – project summaries to not include client name, description, object and scope, start and end dates and social media monitored; or none of the project summaries demonstrate that the Bidder can meet the requirements of the Statement of Work at Annex A</p> <p>1 point The Bidder has less than 1 year of experience with this tool</p> <p>2 points The Bidder has 1-2 years of experience with this tool.</p> <p>3 points The Bidder has 2-3 years of experience with this tool.</p> <p>4 points The Bidder has 3-4 years of experience with this tool.</p> <p>5 points The Bidder has 4 or more years of experience with this tool.</p>	<p>To demonstrate their experience, the Bidder should submit detailed client summaries that clearly demonstrate this previous experience</p> <p>The Project Summaries must include at a minimum:</p> <ul style="list-style-type: none"> <li>- The client for whom the work was conducted</li> <li>- Project or Work description</li> <li>- Objective and Scope</li> <li>- Start and end date of projects</li> <li>- Social Media Monitored</li> </ul>	0-5
R2		<p>The Bidder's tool should provide the user with the ability to perform historical searches on retroactive online news and social media data on keywords that have not yet been monitored. The online sources must include Tumblr, Facebook, Twitter, Instagram, as well as forums such as Reddit and News.</p> <p>1 point The Bidder can provide retroactive news and social media data for 1 year.</p> <p>2 points</p>	<p>The Bidder must demonstrate this ability by submitting screen shots the clearly demonstrates how the Bidder's tool meets this requirement.</p>	0-5

		<p>The Bidder can provide retroactive news and social media data for 2 years.</p> <p>3 points The Bidder can provide retroactive news and social media data for 2-4 years.</p> <p>4 points The Bidder can provide retroactive news and social media data for 5-10 years.</p> <p>5 points The Bidder can provide retroactive news and social media data for 10+ years.</p>		
R3		<p>The Bidder's tool should allow the user to create multiple dashboards, each dashboard featuring unique search parameters, without increasing cost of the solution.</p> <p>1 point The Bidder can provide 2 dashboards</p> <p>2 points The Bidder can provide 3 dashboards</p> <p>3 points The Bidder can provide 4 dashboards</p> <p>5 points The Bidder can provide 5+ dashboards</p>	<p>The Bidder should demonstrate this requirement by providing screenshots and/or documentation that clearly demonstrates they meet this criteria.</p>	0-5
R4		<p>The Bidder's tool should allow machine translation and sentiment analysis capability for at least 10 languages (must include English, French, Spanish, Russian and Mandarin).</p> <p>0 points – The languages do not include English, French, Spanish, Russian and Mandarin</p> <p>1 point The Bidder can provide 5 languages</p> <p>2 points The Bidder can provide 6-7 languages</p> <p>3 points The Bidder can provide 8-10 languages</p> <p>4 points The Bidder can provide 10 -15 languages</p>	<p>The Bidder should detail which languages for which their tool can provide machine translation and sentiment analysis. Bidders should demonstrate this requirement by providing screen shots and/or documentation that clearly demonstrates they meet this requirement</p>	0-5

		5 points The Bidder can provide 15+ languages		
R5 Asset Requirement		<p>The Bidder should allow data to be imported within the software (through csv files).</p> <p>0 points The Bidder does not allow data to be imported within the platform</p> <p>3 points The Bidder does allow data to be imported within the platform.</p>	Bidders should demonstrate this requirement by providing screen shots and/or documentation that clearly demonstrates they meet this requirement	0-3
R6 Asset Requirement		<p>The Bidder should allow unlimited logins and unlimited users to search independently at no additional cost</p> <p>0 points The Bidder does not allow unlimited users to search independently at no additional cost</p> <p>3 points The Bidder does allow unlimited users to search independently at no additional cost.</p>	Bidders should confirm if they meet this requirement	0-3
R7 Asset Requirement		<p>The Bidder should provide a content management tool that allows users to schedule posts and offers social media account management tools.</p> <p>3 points The Bidder does allow content management tool.</p>	Bidders should clearly detail how they meet this requirement	0-3
R8 Asset Requirement		<p>The Bidder should recognize and analyze imagery data.</p> <p>3 points The Bidder does recognize and analyze imagery data.</p>	Bidders should demonstrate this requirement by providing screen shots and/or documentation that clearly demonstrates they meet this requirement	0-3
<b>Rated Total</b>				/32(22.4 points min.)

#### 4.1.1.3 Demonstration

Prior to contract award, Bidders may be requested to provide a live demonstration to demonstrate that their system is able to meet all the requirements as described in the Annex A Statement of Work and Annex C - Demonstration Checklist Form.

Canada reserves the right to declare a bid non-responsive, in the event that the Bid Evaluation Team determines that the Bidder has not successfully demonstrated their technical ability to meet the requirement.

The demonstration must be conducted at no cost to Canada.

Canada will provide no fewer than five working days of notice before the scheduled date for the demonstration.

#### 4.1.2 Financial Evaluation

##### 4.1.2.1 Mandatory Financial Criteria

SACC Manual Clause [A0220T](#) (2014-06-26), Evaluation of Price-Bid

#### 4.2 Basis of Selection

4.2.1 SACC Manual Clause [A0027T](#), Basis of Selection – Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory criteria; and
  - c. obtain the required minimum of 22.4 (out of 32) points overall for the technical evaluation criteria which are subject to point rating; and
  - d. Meet all demonstration criteria (if requested to a demonstration)
2. Bids not meeting (a) or (b) or (c) or (d)) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40 % for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

Solicitation No. - N° de l'invitation  
W8484-209504/A  
Client Ref. No. - N° de réf. du client  
W8484-209504

Amd. No. - N° de la modif.  
File No. - N° du dossier  
cy025. W8484-209504

Buyer ID - Id de l'acheteur  
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**Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)**

	Bidder 1	Bidder 2	Bidder 3
Overall Technical Score	115/135	89/135	92/135
Bid Evaluated Price	\$55,000.00	\$50,000.00	\$45,000.00
Technical Merit Score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
Pricing Score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
Combined Rating	83.84	75.56	80.89
Overall Rating	1st	3rd	2nd



## PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

### 5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

#### 5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

#### 5.1.2 Additional Certifications Required with the Bid

##### 5.1.2.1 Canadian Content Certification

This procurement is conditionally limited to Canadian services.

Subject to the evaluation procedures contained in the bid solicitation, bidders acknowledge that only bids with a certification that the services(s) offered are Canadian services, as defined in SACC Manual clause [A3050T](#) (2018-12-06), may be considered.

Failure to provide this certification completed with the bid will result in the services offered being treated as non-Canadian services.

The Bidder certifies that:

( ) the services offered are Canadian services as defined in paragraph 1 of clause [A3050T](#).

### 5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

#### 5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](#) (<http://www.tpsgc-pwgsc.gc.ca/ci->

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if/politique-policy-eng.html), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

### **5.2.2 Federal Contractors Program for Employment Equity - Bid Certification**

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid list at the time of contract award.

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## PART 6 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

### 6.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

### 6.2 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

#### 6.2.1 General Conditions

[2035](#) (2018-06-21), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

### 6.3 Security Requirements

6.3.1 There is no security requirement applicable to the Contract.

### 6.4 Term of Contract

#### 6.4.1 Period of the Contract

The period of the Contract is from the date of contract award to March 31, 2020, inclusive

#### 6.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to five (5) additional one (1) year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least seven (7) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

### 6.5 Authorities

#### 6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Public Works and Government Services Canada

Acquisitions Branch

Directorate: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_

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Facsimile: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
E-mail address: \_\_\_\_\_

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

### 6.5.2 Project Authority

The Project Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
Facsimile: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
E-mail address: \_\_\_\_\_

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

### 6.5.3 Contractor's Representative

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
Facsimile: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
E-mail address: \_\_\_\_\_

## 6.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

## 6.7 Payment

### 6.7.1 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not

perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75% committed, or
- b. four months before the contract expiry date, or
- c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

## **6.7.2 Monthly Payment**

### **6.7.2.1 SACC Manual clause H1008C (2008-05-12) Monthly Payment**

## **6.7.3 Electronic Payment of Invoices – Contract**

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International)

## **6.8 Invoicing Instructions**

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices must be distributed as follows:
  - a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
  - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

## **6.9 Certifications and Additional Information**

### **6.9.1 Compliance**

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

## **6.10 Applicable Laws**

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

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### **6.11 Priority of Documents**

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the general conditions 2035 (2018-06-21);
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment

### **6.12 Foreign Nationals (Canadian Contractor)**

*SACC Manual* clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)

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## ANNEX "A"

### STATEMENT OF WORK

#### Objective

The Canadian Armed Forces (CAF) and the Department of National Defence (DND) require a Social Media Monitoring Tool (SMMT) to collect, track, and understand the broader context of mandate through conversations on social media. Defence requires a SMMT to contribute to information environment analysis efforts. These efforts support CAF social media content and activities; inform overall communications planning and messaging; and provide actionable insight **to enhance future social media efforts**. The data and analysis provided by the SMMT would address the following informational needs:

- Track and assess the sentiment of online discussion relevant to Defence and its issues.
- Analyze and synthesize online commentary to provide recent and relevant information regarding campaigns, defence-related topics, audience and stakeholder participation and reactions, and domestic and international missions and exercises. These insights will help Defence better reach out, interact, and tailor message to/with its social media audiences as well as better understand the current online landscape.
- Identifying influencers (social media users with a significant audience and a position of official or unofficial authority) around an issue to monitor information; and
- Analyze/filter information based on demographic factors, sentiment, key message, event or individual/organization, or location (e.g. specific social media channels) in order to learn more about our audiences and understand who we are reaching.

#### Scope and Tasks

The Contractor must provide access and use of a single tool, for a minimum of 30 user accounts, accessible from a single web platform available seven days a week, 24 hours a day, and 365 days a year, that must provide users with the social media monitoring capabilities, the search capabilities, the reporting capabilities and the archiving capabilities described herein. The tool must allow the user to setup unique login credentials for their user account.

\*"Real-time" is defined and used herein as having a maximum delay of 10 minutes.

The tool must provide the following:

1. Accessibility to use the tool 99.9% of the time
2. User-friendly interface
3. At least 30 logins/users/user profiles/seats/licenses that can operate independently, or as groups on projects.
4. Allow at least 30 unique users to search content continuously and in real-time, without restrictions on the number of search terms or the volume of results returned (no data cap)
5. Delivery of text from the actual post along with links to the original content.
6. The ability to create unique and independent workspaces within the same login
7. Alerts based on:
  - a. Volume
  - b. Keywords
  - c. Date and time

- 
- d. New information (e.g. duplicate articles/spam account exempt, if possible)
8. Real-time monitoring and analysis of social media content including, but not limited to:
- a. Forums
  - b. Blogs
  - c. Video and Photo Sharing Sites (e.g. YouTube)
  - d. All major social networks (must include Twitter, Facebook, and Instagram) that are publically accessible.
  - e. International and Domestic Online News
  - f. General News (TV, radio media coverage)
  - g. Wikis
  - h. Comment sections and threads from all of the above mention sources
9. Allow users to perform historical searches on keywords that have not yet been monitored and analyses of *at least* one (1) year prior to SMMT contract award. The online sources must include Tumblr, Facebook, Twitter, Instagram, as well as forums such as Reddit and News.
10. Allow users to perform historical searches on all social media monitoring results that have been monitored since the start of the Contract
11. Unlimited social media results at no additional charge.
12. Information be sorted by:
- a. Engagement
  - b. Influence
  - c. Reach
  - d. Time and date
  - e. Keyword(s)
  - f. Language
  - g. Geography
13. Advanced search capability that allows user(s) to filter all incoming data/search results by multiple categories, including the following:
- a. Media type
  - b. Keyword(s)
  - c. Date
  - d. Key messages or topics created using further Boolean query.
  - e. Sentiment
  - f. Geography (City, Province/State, Country)
  - g. Emerging trends/issues based on geographic location
  - h. Language(s)
  - i. Influencers
14. Identification of top influencers within relevant field of search.
15. Identification of engagement levels on posts within relevant field of search.
16. Tool must have the ability to monitor and compile data and analytics for social media channels upon request from the user. Customized reports must enable personnel to determine benchmarks; measure progress and impact of media outputs; and conduct comparative analysis against future results. Such information / data must be displayed in:
- a. Graphics (e.g. pie charts, graphs, line charts)
  - b. Word Clouds
  - c. Keyword prominence
  - d. Geography/regional mapping



- 
- e. Other customizable charts and graphics (e.g. coverage by media type, top hashtags, highlights, trendlines, latest activity, mentions)
17. Access to online support to troubleshoot issues as well as assistance with the design of custom queries, visualizations, and reports.
  18. Machine translation and sentiment analysis capability for at least 10 languages (must include English, French, Spanish, Russian and Mandarin).
  19. Search, analysis, and sentiment of any post must be able to be manually adjusted at the discretion of DND/CAF. Must be smart, learning software that learns from human interventions.
  20. Ability to export all data and reports to .csv and other formats including (.xml, PDF, .RTF, jpg and .json) containing all metadata, for example:
    - a. Title
    - b. Source
    - c. URL/Link
    - d. Author
    - e. Date
    - f. Reach/Influence
    - g. Sentiment
    - h. Media Type
    - i. Location
  21. Should allow data to be imported within the software (through csv files).
  22. Ability to export and locally store historical search results and data with no additional costs or restrictions on our own systems. The information must be exported in a way that will allow the ability to search and analyze locally stored data on an ongoing basis.
  23. Allow users to classify and archive content including social media posts, news articles, and reports by project, file or topic.
  24. The Contractor must provide remote training to users on the tool and its functionality. The training from the Contractor must cover, at a minimum:
    - a. Accessing the tool
    - b. Using the tool to monitor and analyze social media and other media content (e.g. General News, blogs)
    - c. Refining and searching all media content using keywords or search terms
    - d. Customizing the tool's dashboard
    - e. Identifying and visualizing the geographical regions from which the historical and real-time media and social media coverage and activity originates
    - f. Identifying, visualizing, and quantifying the social media platforms from which historical and real-time social data originates (e.g. Twitter)
    - g. Identifying individual users and organizations engaging with the department or its chosen search terms over social media
    - h. Identifying, quantifying, and visualizing key influencers engaging with the department or its chosen search terms over social media, and organizing this data by order of magnitude
    - i. Identifying and visualizing sentiment of content (i.e. neutral, positive, negative)
    - j. Storing, searching, and analyzing historical media and social media coverage
    - k. Exporting media and social media analytics and reports to common Microsoft Office formats

25. The Contractor must have a backup procedure in place in the event that the normal method of delivery or access of media material is not available. Backup procedures must include automatic notification describing the nature of the problem, corrective action being taken, and an estimate of the time at which service will resume.

Upon request, the Contractor must provide the authorized representative with a current list of sources monitored. From the Contractor's list of sources, the Project Authority as required may add or remove resources to be monitored. Sources must be added or removed within 24 hours of request.

26. For customer support, the Contractor must:

- Provide comprehensive support with implementing and setting up the tool and user accounts, and training users to use the tool properly, at no additional cost
- Provide one-time onboarding training remotely to users, at no extra charge, from Monday to Friday, between 8:00 a.m. and 5:00 p.m. Eastern time
- Provide ongoing technical support, at no extra charge, from Monday to Friday, between 8:00 a.m. and 5:00 p.m. Eastern time
- Be available to respond to requests from the authorized representative, at no extra charge, from Monday to Friday, between 8:00 a.m. and 5:00 p.m. Eastern time
- Work with the authorized representative on an ongoing basis to ensure relevant media material is being delivered
- Deliver all of the above customer support. Customer support must be provided in both official languages of Canada, English and French

**Assets of the tool must include:**

- Allow the option for unlimited logins and unlimited users to search independently.
- Content management tool that allows users to schedule posts and offers social media account management tools.
- Ability to recognize and analyze imagery data.
- Allow data to be imported within the software (through csv files).

**Terminology**

<b>User</b>	A user that works for the DND/CAF who will use and retrieve information from the SMMT.
<b>Engagement Metrics</b>	Measures the public shares, likes and comments on a particular post.
<b>Boolean</b>	Denoting a system of algebraic notation used to represent logical propositions, especially in computing and electronics.
<b>Influencer / Stakeholder</b>	A person or group that has the ability to influence the behaviour or opinions of others. An "influencer" typically has an engaged social media following and/or influence around topics of interests to the DND/CAF.
<b>Authorized Representative</b>	Any user authorized to contact and relay information to the company/customer support services (e.g. project holder, manager, director)

## ANNEX "B"

### BASIS OF PAYMENT

**It is mandatory that all blocks of the Basis of Payment be completed. Bidders MUST provide unit prices in the unit requested.** If the Bidder's proposal contains pricing in a unit other than the ones requested, their bid will be found non-compliant and no further evaluation will be done.

**The bidder is required to submit firm, all-inclusive unit rates, as detailed below, HST extra if applicable.** All prices are to include travel, living and direct expenses incurred in the performance of the work such as licensing fees, copyright fees, long distance calls, and any other cost reimbursable items. It is the responsibility of the Contractor to obtain and maintain at its own cost all permits, licenses, regulatory approvals and certificates required to perform the Work. Canada will not provide payment to any third party for such permits, licenses or approvals.

The Contractor will be paid its costs reasonably and properly incurred in the performance of the Work, as detailed below. Harmonized Sales Tax is extra, if applicable.

#### 1.1 For the initial contract period from the date of contract award to March 31, 2020:

A Requirement	B Description	C Unit	D Cost per unit	E Units used for evaluation purposes only
All-inclusive Social Media Monitoring Platform for up to 30 users including unlimited queries/results for all data sources	Social media monitoring Platform	Per month	\$-----	12
Additional users	Per user	Per month	\$-----	2 * 12 months
Optional: All-inclusive Social Media Monitoring Platform including unlimited users and data	Social media monitoring Platform	Per month	\$-----	N/A

**1.2 For the 1<sup>st</sup> option period from April 1, 2020 to March 31, 2021:**

<b>A Requirement</b>	<b>B Description</b>	<b>C Unit</b>	<b>D Cost per unit</b>	<b>E Units used for evaluation purposes only</b>
All-inclusive Social Media Monitoring Platform for up to 30 users including unlimited queries/results for all data sources	Social media monitoring Platform	Per month	\$-----	12
Additional users	Per user	Per month	\$-----	2 * 12 months
Optional: All-inclusive Social Media Monitoring Platform including unlimited users and data	Social media monitoring Platform	Per month	\$-----	N/A

**1.3 For the 2nd option period from April 1, 2021 to March 31, 2022:**

<b>A Requirement</b>	<b>B Description</b>	<b>C Unit</b>	<b>D Cost per unit</b>	<b>E Units used for evaluation purposes only</b>
All-inclusive Social Media Monitoring Platform for up to 30 users including unlimited queries/results for all data sources	Social media monitoring Platform	Per month	\$-----	12
Additional users	Per user	Per month	\$-----	2 * 12 months
Optional: All-inclusive Social Media Monitoring Platform including unlimited users and data	Social media monitoring Platform	Per month	\$-----	N/A

**1.4 For the 3rd option period from April 1, 2022 to March 31, 2023:**

<b>A Requirement</b>	<b>B Description</b>	<b>C Unit</b>	<b>D Cost per unit</b>	<b>E Units used for evaluation purposes only</b>
All-inclusive Social Media Monitoring Platform for up to 30 users including unlimited queries/results for all data sources	Social media monitoring Platform	Per month	\$-----	12
Additional users	Per user	Per month	\$-----	2 * 12 months
Optional: All-inclusive Social Media Monitoring Platform including unlimited users and data	Social media monitoring Platform	Per month	\$-----	N/A

**1.5 For the 4th option period from April 1, 2023 to March 31, 2024:**

<b>A Requirement</b>	<b>B Description</b>	<b>C Unit</b>	<b>D Cost per unit</b>	<b>E Units used for evaluation purposes only</b>
All-inclusive Social Media Monitoring Platform for up to 30 users including unlimited queries/results for all data sources	Social media monitoring Platform	Per month	\$-----	12
Additional users	Per user	Per month	\$-----	2 * 12 months
Optional: All-inclusive Social Media Monitoring Platform including unlimited users and data	Social media monitoring Platform	Per month	\$-----	N/A

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**1.6 For the 5th option period from April 1, 2024 to March 31, 2025:**

<b>A Requirement</b>	<b>B Description</b>	<b>C Unit</b>	<b>D Cost per unit</b>	<b>E Units used for evaluation purposes only</b>
All-inclusive Social Media Monitoring Platform for up to 30 users including unlimited queries/results for all data sources	Social media monitoring Platform	Per month	\$-----	12
Additional users	Per user	Per month	\$-----	2 * 12 months
Optional: All-inclusive Social Media Monitoring Platform including unlimited users and data	Social media monitoring Platform	Per month	\$-----	N/A

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## ANNEX "C"

### Demonstration Checklist

	Requirement	Confirm Capability		Comments
		Yes	No	
1	Must demonstrate how platform allows multiple users accounts to simultaneously access the system			
2	The Bidder's tool must allow the sentiment of any post to be manually adjusted at the discretion of DND/CAF. The tool must have smart, learning software that learns from human interventions.			
3	The Bidder's tool should allow the client to create multiple dashboards, each dashboard featuring unique search parameters, without increasing cost of the solution.			
4	The Bidder's tool should allow machine translation and sentiment analysis capability for at least 10 languages (must include English, French, Spanish, Russian and Mandarin).			
5	The tool must allow Boolean searches			

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## **ANNEX "D" to PART 3 OF THE BID SOLICITATION**

### **ELECTRONIC PAYMENT INSTRUMENTS**

The Bidder accepts to be paid by any of the following Electronic Payment Instrument(s):

- ☐ VISA Acquisition Card;
- ☐ MasterCard Acquisition Card;
- ☐ Direct Deposit (Domestic and International)