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Bid Fax: (819) 997-9776

**Revision to a Request for a Standing Offer**

**Révision à une demande d'offre à commandes**

National Master Standing Offer (NMSO)

Offre à commandes principale et nationale (OCPN)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

**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> M7594-184225/A	<b>Date</b> 2019-12-04
<b>Client Reference No. - N° de référence du client</b> M7594-18-4225	<b>Amendment No. - N° modif.</b> 001
<b>File No. - N° de dossier</b> cy007.M7594-184225	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$CY-007-78124	
<b>Date of Original Request for Standing Offer</b> Date de la demande de l'offre à commandes originale 2019-11-28	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2019-12-20</b>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Westall, Susan	<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>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	
<b>Security - Sécurité</b> This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Acknowledgement copy required</b>	<b>Yes - Oui</b>	<b>No - Non</b>
<b>Accusé de réception requis</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

This amendment is raised to answer questions from Industry:

Q1: Is there an incumbent ?

A1: No

Q2: Is there someone currently, or has there been someone in the past providing similar or relevant services? If yes, who has been providing these services, what is (or was) the contract value and what is (or was) the duration of the contract (including any extensions), and are they allowed to bid on this opportunity?

A2: Details on previous contracts can be found on [buyandsell.gc.ca](http://buyandsell.gc.ca). This solicitation is open to any organization, subject to a preference for Canadian services.

Q3: Does the RCMP have current access to "Darknet Searching" or is this a feature they like to extend. –

A3: This is a data source that the RCMP currently does not have access to with a social media analytical platform.

Q4: Instagram is no longer available for search as per updated rules. Facebook doesn't allow for downloading of content either.

A4: Acknowledged.

Q5: Platforms have rules against exporting and saving data in perpetuity, what is the RCMP need for downloading the data.

A5: The RCMP is subject to the Access to Information Act and the Privacy Act. Only information resources of business value are retained by the RCMP until it no longer has business value. At that point, it will be destroyed. Retention periods are standardized across the Government of Canada. The Access to Information Act and the Privacy Act assign overall responsibility to the President of Treasury Board.

Q6: How long will the RCMP need to store the downloaded data.

A6: The RCMP is subject to the Access to Information Act and the Privacy Act. Only information resources of business value are retained by the RCMP until it no longer has business value. At that point, it will be destroyed. Retention periods are standardized across the Government of Canada. The Access to Information Act and the Privacy Act assign overall responsibility to the President of Treasury Board.

Q7: RE: M-5 - states: *Offerors must demonstrate that their platform allows users to independently fully customize and create, modify and analyze **projects**.* What is meant by Project? Is it a query, set of queries, or a group of individuals?

A7: A project enables an RCMP resource to use the platform to independently create their own search criteria for the social media analytical tool to return results within the platform in near real-time. There is no intervention/assistance required on behalf of the vendor.

Q8a: RE: M-7- states: *Geo designations must not be just a circle, as users must be able to customize the boundaries of the area for geo collection by either using a circle, rectangle or polygon.* This assumes that the user is going to draw an object on screen whereas about 1% of tweets have geo location

A8a: Acknowledged

Q8b: Can this be modified to either of: zooming in and panning functionality, location based on political/Postal zones, providing actual long/lat coordinates

A8b: No

Q9: How many years of historical access is required, e.g. twitter 10 years, etc.

A9: Not defined as a requirement

Q10: What is the approximate minimum or maximum number of licenses per tier.

A10: 1 for each Tier

Q11: Are you interested in unlimited licenses.

A11: No

Q12: Are the user(s) named aliases or generic users. For example: John Doe@rcmp or user1@rcmp.

A12: Username: User1 Password: Password. (Ability to not use e-mails that are part of the RCMP domain as the userid or gmail etc.)