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K1A 0S5

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> 2019-12-12
<b>Client Reference No. - N° de référence du client</b> M7594-18-4225	<b>Amendment No. - N° modif.</b> 002
<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 2019-12-23</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST	
<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 and to make revisions to the solicitation

Q13. Request for a Standing Offer, Section 4.1: It seems possible that extensive effort by an Offeror would be rendered void if two or more other offerors with a valid Canadian Content certification submit a responsive bid. For an offeror without a valid Canadian Content certification, the expense of preparing an offer that would not even be reviewed in this scenario represents a very high risk. Is Canada willing to waive this requirement to ensure that all offers are considered regardless of possession of a Canadian Content certification?

A13. No. The Canadian Content Policy is a Cabinet-mandated policy: The bid solicitation or request for standing offers will be conditionally limited when the contracting officer is uncertain whether two or more suppliers of Canadian goods and/or services exist.

Q14. Request for a Standing Offer, Section 4.1.2.1: Providing screen shots or a video to demonstrate all mandatory criteria is an onerous requirement. Furthermore, the content of screenshots or a video is highly proprietary and, as such, represents a risk to the offeror should a portion or the entirety of the response be eligible for public disclosure. Is Canada willing to waive or substantially limit the requirement for screenshots or a video for all mandatory technical criteria?

A14. The content within an Offer is confidential and not publicly disclosed. Canada is not willing to waive the requirement for screenshots or video where a mandatory requirement requires 'demonstration'. There are only 12 mandatory criteria where the offeror must demonstrate. Canada can reduce this to six. See modifications below.

Q15. Request for a Standing Offer, Section 4.1.2.1: With respect to the requirement to "demonstrate" their platform meets the functions/specifications via screen shots of their platform, and considering the 100+ distinct specifications and the limitation on file size submission per Request for a Standing Offer Section 3.1, is Canada willing to waive or substantially limit the requirement for screenshots or a video for all mandatory technical criteria and instead consider the submission of a simple declaration of capabilities for Phase II of the Evaluation to be followed by a live (or virtual) demonstration in Phase III to assess veracity of declarations?

A15. No. Canada is not willing to waive the requirement for screenshots or video where required for demonstration. There are only now six mandatory criteria where the offeror must demonstrate. All other mandatory criteria require confirmation and all rated criteria are yes/no responses.

Q16. Request for a Standing Offer, Section 4.1.2.1, requirement M14: With respect to the mandatory requirement to export social media, it should be noted that limitations to this capability are highly subject to the terms and conditions of various data sources that, in many cases, prohibit this practice. Is Canada willing to waive or alter this mandatory requirement to ensure that offerors who limit this capability, for the purpose of compliance with data providers' terms and conditions, are not adversely impacted?

A16. Canada has added a disclaimer: subject to data provider terms of service. See revision to M14 below.

Q17. Request for a Standing Offer, Section 7.11: With respect to the reference to "Higher Complexity," is Canada willing to change this to "Medium Complexity"? Many Canadian Government customers, including RCMP, have agreed to "Medium Complexity" in the past, and the appropriate designation for the software is quite consequential for the offeror.

A17. After review, Canada has changed this to Medium Complexity. The solicitation document has been revised accordingly. See modification below.

Q18. Is Canada willing to agree to End User Subscription Terms as part of a subsequent award? Many Canadian Government customers have previously agreed to End User Subscription Terms modified to

work with the standard Canadian Government contracting template. The inclusion of End User Subscription terms is an important compliance matter for both offeror and customers.

A18. Canada may consider the inclusion of an End User Subscription Terms, but it will be subject to review and approval by Canada's legal.

Q19. It appears that the scoring of some evaluation criteria is binary. For example, does the tool provide access to dark web data would be scored yes or no. This methodology does not take into consideration that one tool may provide a single TOR site while another tool provides access to a wide range of dark web sources. In order for the government to receive the best value, can the scoring be altered?

A19. After further review of the applicable mandatory criteria, it was determined that a revision is required to M8. See modification below.

**REVISIONS TO SOLICITATION:**

**R1: B. RESULTING CONTRACT CLAUSES – 7.2.1 – General Conditions:**

DELETE:

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

REPLACE with:

2010C (2018-06-21), General Conditions – Medium Complexity – Services, apply to and form part of the Contract.

**R2: B. RESULTING CONTRACT CLAUSES – 7.11 – Priority of Documents:**

DELETE:

d) the general conditions 2035 (2018-06-21), General Conditions – Higher Complexity – Services

REPLACE with:

d) the general conditions 2010C (2018-06-21), General Conditions – Medium Complexity – Services

**R3: PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION – 4.1.2.1 – Mandatory Technical Criteria:**

DELETE M8 and REPLACE with:

<b>M8</b>	Offerors must <b>demonstrate</b> that their platform, either through a minimum of two (2) third party data sources Eg.: DarkOwl & Flashpoint, or through a proprietary algorithm which will harvest and structure data into datasets to include the page content as well as page headers available to the RCMP:: 1) accesses dark web (DarkNet) data sources; and 2) searches these data sources automatically, anonymously, and continuously collects and indexes data from the dark web.	
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DELETE M3, M4, M5, M6, M13, M14 and REPLACE with:

<b>M3</b>	Offerors must confirm that their platform protects the confidentiality and integrity of transmitted information over the Internet for RCMP access to the platform.	
<b>M4</b>	Offerors must confirm that their platform separates multiple users and teams for segregation of platform features, functions and content access.	
<b>M5</b>	Offerors must confirm that their platform allows users to independently fully customize and create, modify and analyze projects.	
<b>M6</b>	Offerors must confirm that their platform has a minimum five (5) data sources E.g.: Twitter, Reddit, & YouTube, News etc.	
<b>M13</b>	Offerors must confirm that their platform creates custom alerts and sends SMS text messages or emails containing the content of the post (excluding the trigger criteria) that generated the custom alert.	
<b>M14</b>	Offerors must confirm that their platform has the capacity to export social media and open source data and visualizations into common formats (e.g. Microsoft Excel, Adobe PDF), subject to data provider terms and conditions.	