



## RETURN BIDS TO:

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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

## 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> 2019-12-18
<b>Client Reference No. - N° de référence du client</b> M7594-18-4225	<b>Amendment No. - N° modif.</b> 004
<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>Accusé de réception requis</b>	<b>Yes - Oui</b> <input type="checkbox"/>	<b>No - Non</b> <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

Q23. Can you please confirm the number of concurrent users? Given that a previous amendment indicated that the user name could be a generic user e.g. User1, and that user name would be used by multiple individuals.

A23. This is a request for standing offer solicitation that will result in the issuance of a standing offer, not a contract. If and when Canada issues a call-up against the awarded standing offer, only then will there be a contract for the amount indicated on the call-up. We are not committing to a certain number of users, so it may change throughout the life of the standing offer, but it will always be one account per user (One account = One User).

Q24. For all dark net sources, the pricing is dependent on use, not users. Can you please confirm that we would place the source and details of per usage pricing in this table under here: PAGE 54 - Premium Data Sources not included in Tier 1, 2 and 3 above but that can be requested on an as and when required basis.

A24. As indicated in the Statement of Work at Annex A, Section E – Data Sources: The Contractor must provide a minimum of five data sources as well as Darknet, and should provide comprehensive access to data source types to include but not limited to the following categories and example sources. The all-inclusive price to be provided by the Offeror in Annex B – Basis of Payment, for all user Tiers must include a minimum of five data sources as well as Darknet inclusive of data use. Additional Premium Data Sources and any applicable data use associated with those premium data sources can be provided by the Offeror in the table entitled “Premium Data Sources not included in Tier 1, 2 and 3 above but that can be requested on an as and when required basis.

Q25. Can you please clarify the meaning of this statement:

50% (6) des caractéristiques et des fonctionnalités souhaitées dans l'énoncé des travaux figurant à l'annexe A, section D, paragraphe 2; 50% des caractéristiques et fonctionnalités requises (11) dans la section F – Exigences en matière d'analyse.

A25. The Tier 3 user must have access within the platform, to a minimum 50% (or 6 out of the 12) of the desired features and functionalities outlined in the Statement of Work at Annex A – Section D. Subsection 2 – Additional Desired Features and Functionality and a minimum 50% (11 out of the 22) of the required features and functionalities outlined in the Statement of Work – Section F – Analytical Requirements. Pricing for the Tier 3 users must be inclusive of these features and functionalities.