



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>  4	<b>RFP Amendment Date:</b>  April 27, 2022
<b>Office of the Chief Electoral Officer File No.</b>  ECSM-RFP-2021-0649	
<b>Title:</b>  Virtual Engagement Platform	
<b>Request for Proposal Closing Date:</b>  May 3, 2022 at 2:00PM (Gatineau time)	
<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>  Stefania Menasce	<b>Tel No.</b>  873-416-1578

## **Part 1. Interpretation**

- 1.1** Elections Canada hereby amends in accordance with this amendment the Request for Proposal for Virtual Engagement Platform bearing number ECSM-RFP-2021-0649 and dated March 23, 2022 (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. 21**

Question: It is noticeable that there are no requirements for either data residency or Protected B / Medium Integrity / Medium Availability or resources that are operating within Canada. Has Elections Canada considered the ramifications of the security risks and would Elections Canada consider making mandatory these technical requirements to ensure cybersecurity standards are upheld?

Answer: Thanks for your question. This is an absolutely important point. As outlined in the SOW, the supplier and the platform must adhere to the security requirements outlined by the Treasury Board Secretariat of Canada, these outline security requirements that governmental organizations must adhere to. The links are provided in the SOW 6.02. d), e) and i).

### **2.2 Question No. 22**

Question: Elections Canada has outlined a number of services and support that are difficult to estimate and given that they are difficult to estimate it is in turn difficult with any accuracy to price. According to your RFP, this includes:

- 24/7 moderation
- communication advice
- options and approach for EC public engagement initiatives
- research and create public engagement strategies, among other services

This is for, as per your RFP, "an unlimited number of consultations projects". However, in the Pricing Table, although referring to Part III Scope of Work,

what is listed only pertains to the platform, training, and support of the platform on a fixed price basis. As a company that has successfully supported hundreds of federal government consultations we know that the expert services that you are expecting is extremely important to a successful project and can be extensive in the hours and breadth of engagement services required. So, how is Elections Canada planning to remunerate the supplier for this unknown amount of effort?

Answer: The pricing table indicates a segment pertaining to 24/7 moderation and support. Please review Table 1. We're anticipating that most of the 24/7 moderation could be offered through automation on the site searching for keywords and suspect behaviours. It is up to the vendor to provide a price for this service.

Regarding support on engagement strategies, Elections Canada is not anticipating an intense requirement for this as the organization does benefit from having strategic communications advisors and a consultation services team. Vendors can therefore offer an ad hoc rate for this type of service, or simply offer general guidelines.

Finally, though we've indicated an unlimited number of consultation projects, Elections Canada is not anticipating requiring experiencing periods where more than 5 projects are being managed at a time, but would like to have a reference between bidders on price structures associated with different packages.

### **2.3 Question No. 23**

Question: Would it be appealing to use Google Maps and drone imagery as a core method for navigation within the system? We find that visuals help drive engagement, and these visuals can be Canada-wide as well. I see there is a connection to "maps" for the system. I wonder if we can bring mapping to the forefront

Answer: Thanks for your question. This is an absolutely important point. As outlined in the SOW, the supplier and the platform must adhere to the security requirements outlined by the Treasury Board Secretariat of Canada, these outline security requirements that governmental organizations must adhere to. The links are provided in the SOW 6.02. d), e) and I).