



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.

RFP Amendment No.	RFP Amendment Date:
2	July 13, 2022

Office of the Chief Electoral Officer File No.
ECSM-RFP-2022-1387
Title:
Virtual Engagement Platform
Request for Proposal Closing Date:
July 19, 2022

ENQUIRIES – address enquiries to the Contracting Authority:	
Office of the Chief Electoral Officer of Canada Procurement and Contracting Services 30 Victoria Street Gatineau, Quebec K1A 0M6 proposition-proposal@elections.ca	
Attention:	Email
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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-2022-1387 and dated 21 June, 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 questions have been asked in response to the Request for Proposal and Elections Canada hereby answers as follows:

2.1 Question No. 2

Question: Would Elections Canada allow for a 2-week extension to enable us to put together a more comprehensive response?

Answer: The Request for Proposal closing date has been extended until July 19, 2022 at 2:00PM (Gatineau Time)

2.2 Question No. 3

Question: Is Elections Canada looking for a cloud-based SaaS solution that is hosted in Government (CCCS) approved PB cloud or an on-premises based solution that could be hosted on IaaS or within an existing Elections datacenter on existing hardware or at a third party / Kyndryl? (The RFP refers to the use of Perpetual licenses (example section 4.01.02). In the software industry, “perpetual” licenses are for on-premises CPU based licensing solutions. Section 10.01 however states that Elections will be asking for “SaaS” administrator accounts which is for a cloud-based solution.)

Answer: Likely, EC will be looking for a SaaS solution, although we are open to vendor’s proposals.

2.3 Question No. 4

Question: Part 8 refers to a “Mandatory Technical Evaluation”, however, we do not see any specific detailed technical requirements. Is Elections Canada looking for respondents to provide our overall solution that we feel would address the needs related to Stakeholder management?

Answer: Part 8 - Technical Evaluation Criteria segment states what will be evaluated. Please follow the instructions in this section of the RFP.

2.4 Question No. 5

Question: TABLE B – RATED TECHNICAL EVALUATION CRITERIA / R5 Proposed project team: The numeric numbering, in the 4 subpoints, (as referenced:6.01.01 to 04) are not relatable to any numbering in the SOW, which has an alphabetical numbering system. Please clarify.

Answer: The bidder must provide a list of the main personnel (i.e. project leaders, supervisors) who would be in charge of the following requirements, as set out in the SOW Part III – Scope of Work.

2.5 Question No. 6

Question: Is EC looking for a “Commercial of the Shelf” or a “Custom Built” application?

Answer: We do not want to limit ourselves in terms of functionality. However, ultimately, EC is looking for proposals that would answer its business requirements as set out in the Statement of Work Likely, an off-the-shelf solution would be more cost-effective and quicker to deploy.

2.6 Question No. 7

Question: Would you please consider an extension given the time of year, holidays and also the fact that even without those issues two weeks is a short period of time to form a response.

Answer: This question has already been answered. Please refer to answer 1.

2.7 Question No. 8

Question: Could Elections Canada please clarify the amount of strategic engagement and engagement outreach/communications services that they will require on a monthly or annual basis such that it can be costed into responses that you received.

Answer: EC will conduct engagements through the proposed platform. These can vary depending on the month.

2.8 Question No. 9

Question: Could Elections Canada please clarify the amount of strategic engagement and engagement outreach/communications services that they will require on a monthly or annual basis such that it can be costed into responses that you received.

Answer: EC will conduct engagements through the proposed platform. These can vary depending on the month.

2.9 Question No. 10

Question: The RFP refers to the use of Perpetual licenses (example section 4.01.02). In the software industry, “perpetual” licenses is for on-premise CPU based licensing solutions. Section 10.01 however states that Elections will be asking for “SaaS” administrator accounts which is for a cloud based solution. Is Elections Canada looking for a cloud based SaaS solution that is hosted in Government (CCCS) approved PB cloud or an on-premise based solution that could be hosted on IaaS or within an existing Elections datacenter on existing hardware?

Answer: EC is open to vendor’s proposals; however, we expect that SaaS will be the most effective solution.

2.10 Question No. 11

Question: Which technologies does Elections Canada's currently use?

Answer: Question is too vague to answer.

2.11 Question No. 12

Question: Has Elections Canada conducted any evaluation of user needs in relation to the virtual engagement platform?

Answer: Yes. One of the most important points is regarding Accessibility standards, as outlined in the RFP.

2.12 Question No. 13

Question: Has Elections Canada conducted any evaluation or does it have any preference regarding technology solutions for the virtual engagement platform?

Answer: No preference, however, it does need to answer the business requirements.

2.13 Question No. 14

Question: Has Elections Canada previously worked with any vendors in relation to the proposed work? Are there any incumbents currently working with Elections Canada to build or maintain its public facing engagement solutions?

Answer: This is the first time we are soliciting for this type of requirement. We did however run a pilot in 2021 to see how this type of service could complement Elections Canada's various consultation methods and to help us fulfill consultation requirements during the pandemic. The pilot proved that there would-be long-term benefit to having a consultation platform to complement even regular in person or live virtual consultations.

2.14 Question No. 15

Question: Would Elections Canada be open to the use of offshore resources for portions of this engagement (e.g., the managed services portion)?

Answer: Servers and data need to be stored securely within Canada.

2.15 Question No. 16

Question: Would Elections Canada consider adjusting their pricing grid to include hourly rates for the important and often time-consuming services that are not directly mentioned in the current pricing structure?

Answer: Outreach, strategy, and planning are generally the business of the Consultations Services team at Elections Canada. The team's capacity is growing, so there shouldn't be significant work on this front.