



Procurement and Contracting Services  
30 Victoria Street  
Gatineau, Quebec K1A 0M6

## REQUEST FOR PROPOSAL AMENDMENT

The Invitation to Qualify is hereby amended; unless otherwise indicated, all other terms and conditions of the Invitation to Qualify remain the same.

<b>ITQ Amendment No.</b>	<b>ITQ Amendment Date:</b>
2	January 12, 2024
<b>Office of the Chief Electoral Officer File No.</b>	
ECNF-RFP-2023-2372	
<b>Title:</b>	
User Experience for Elections Canada Website	
<b>Invitation to Qualify Closing Date:</b>	
January 23, 2024 at 2:00PM (Eastern daylight 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	
<a href="mailto:Proposition-Proposal@elections.ca">Proposition-Proposal@elections.ca</a>	
<b>Attention:</b>	<b>Tel No.</b>
Nicole Fortin	873-416-0676

## **Part 1. Interpretation**

- 1.1** Elections Canada hereby amends in accordance with this amendment the Request for Proposal for User Experience for Elections Canada Website bearing number ECNF-RFP-2023-2372 and dated December 12, 2023 (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 has been asked in response to the Request for Proposal and Elections Canada hereby answers as follows:

### **2.1 Question No. 2**

Question:

Can the proposals be submitted by email?

Answer:

No, the proposals must be submitted through Connect or by mail to the addresses on the cover page of the RFP.

### **2.2 Question No. 3**

Question:

Can any relevant documents and additional insights be shared that would assist in crafting a comprehensive proposal aligned with the requirements outlined in the RFP?

Answer:

No additional documents or insights will be provided for this RFP.

**2.3 Question No. 4**

Question:

How do we start the process to register for or sign up to Connect?

Answer:

Please email [Proposition-Proposal@elections.ca](mailto:Proposition-Proposal@elections.ca) and ask for a conversation to be started in Connect. Please include the RFP file number and your company.

**2.4 Question No. 5**

Question:

Can companies outside Canada apply for this? (e.g., India or USA)

Answer:

Companies may bid from anywhere. However, all work must be scheduled respecting the time zones of Canada. For instance, moderated sessions must be scheduled between 7 a.m. and midnight Eastern time, accounting for the time zones in which our target audiences live. Meetings with Elections Canada must be scheduled between 8 a.m. and 8 p.m. Eastern time.

**2.5 Question No. 6**

Question:

Can the tasks (related to RFP) be performed outside Canada? (e.g., India or USA)

Answer:

See answer to Question No. 5.

**2.6 Question No. 7**

Question:

Do companies need to travel to Canada for meetings?

Answer:

Meetings can be virtual.

**2.7 Question No. 8**

Question:

Is there an incumbent providing similar work?

Answer:

No, there is no incumbent currently providing work.

**2.8 Question No. 9**

Question:

Does EC have any sense of the potential volume of work per fiscal year (number of research exercises of potential annual budget)?

Answer:

We estimate two research exercises per year.

**2.9 Question No. 10**

Question:

1.3.3 states "There is no security requirement associated with this solicitation." Later, Annex A to Part 6 indicates that with respect to security information "This information is only required if there is a security requirement listed under Part 6 of the RFP." but Part 6 does not seem to otherwise mention security. Can you please clarify how this should be understood?

Answer:

There is no security requirement.

**2.10 Question No. 11**

Question:

In PART III – SCOPE OF WORK, the wording suggests you are seeking proposals for either moderated or unmoderated usability testing. For pricing purposes, do you have a target number of users in mind?

Answer:

Bids should include a recommended number of users to include in each type of exercise, which will deliver results that consider the target audiences described in the statement of work.

**2.11 Question No. 12**

Question:

In PART III – SCOPE OF WORK, the wording suggests you are seeking proposals for either moderated or unmoderated usability testing. Given moderated and unmoderated testing can vary considerably in price, for pricing purposes, would you prefer that we price an unmoderated testing, or would you prefer moderated testing?

Answer:

Please provide pricing for both types of testing. Indicate how your price would increase or decrease, (e.g., number of targets, number of tasks, etc.)

**2.12 Question No. 13**

Question:

In PART III – SCOPE OF WORK, section 6.01.07. indicates that the vendor will call the list of potential participants and read through the recruitment script. We normally do our screening online (and don't call anyone) which reduces costs. Would you prefer we call the participants?

Answer:

Online screening is acceptable.

**2.13 Question No. 14**

Question:

In PART III – SCOPE OF WORK, there is reference to both Heuristics analysis and comparative analysis. For pricing purposes, should these activities be included in the fixed price proposal?

Answer:

Please include a price per hour/per diem for these activities.

**2.14 Question No. 15**

Question:

In PART III – SCOPE OF WORK, there is reference to design services to produce, or make recommendations on, various concepts and designs, including but not limited to information architectures, personas, journey maps, service blueprints, and wireframes. For pricing purposes, should any or all these activities be included in the fixed price proposal?

Answer:

Please include a price per hour/per diem for these activities.

**2.15 Question No. 16**

Question:

The requirements under the mandatory evaluation criteria do not always match the sections on the project description template. Is there a preference as to which information is included under which section of the project description template?

Answer:

Please answer all mandatory requirements in detail. You can modify the template to do so.

**2.16 Question No. 17**

Question:

The mandatory evaluation criteria states “Brief description of the work performed (250 words)” however, TEMPLATE B says, “Project description (max. 400 words)”. Could you please clarify the maximum word count?

Answer:

The maximum number of words should be 400.

**2.17 Question No. 18**

Question:

R2 of the Rated Technical Evaluation Criteria states “The bidder must demonstrate that one of their resources possess one of the following professional designations or certifications: UX alliance UX-PM Certification or Nielsen Norman UX Certification. Our team brings a wealth of experience in the field, with several years of practical involvement, complemented by certifications such as the Google UX Certificate and BrainStation UX Certificate. We would appreciate clarification on whether these alternative certifications would be considered as meeting the stipulated professional qualifications requirement and thus be eligible for the 10 points.

Answer:

Please include your certification(s) and they will be considered.

**2.18 Question No. 19**

Question:

Concerning section 6.01.13, which outlines the requirement to 'Compensate users as required,' could you kindly specify who is responsible for providing compensation to users? Are there any specific policies around participant compensation that should be considered?

Answer:

The supplier is responsible for the compensation. The supplier will establish the rate of compensation, based on industry standard, if that approach is deemed necessary for the evaluation.

**2.19 Question No. 20**

Question:

The Statement of Works mentions that meetings may be conducted onsite or online while the work is designated as remote, could you please provide further clarification on the nature and frequency of onsite meetings? Specifically, we would like to understand if there are any mandatory onsite requirements or if the option for remote participation in all meetings is available.

Answer:

Remote participation is always an option. Meetings must be scheduled to respect working hours in the time zones of Canada. See previous answer to Question No. 5.

**2.20 Question No. 21**

Question:

Could you please clarify if the vendor would be permitted to leverage Election Canada's networks and social media accounts for recruitment purposes?

Answer:

It might be possible for Elections Canada to provide contacts from its established networks, depending on the context of the evaluation, and whether an election is ongoing.

**2.21 Question No. 22**

Question:

Could a copy of the TEMPLATE B – PROJECT DESCRIPTION TEMPLATE be provided separately for easier completion? Once completed should the project description template be referenced under the evaluation criteria or as an appendix to those requirements?

Answer:

We have provided a Word version of the Template, separately, for your convenience. Please reference the project description template under the evaluation criteria.



### **Part 3. Amendments**

#### **3.1 Amendment to Section 2.14.1 of Part 2**

Section 2.14.1 of the Request for Proposal is hereby amended to read in its entirety as follows:

2.14.1 All questions must be submitted in writing to the Contracting Authority by January 12, 2024 at 2:00PM (Eastern daylight time). Questions received after that time may not be answered.

#### **3.2 Amendment to Section 1.3.2 of Part 1**

Section 1.3.2 of the Request for Proposal is hereby amended to read in its entirety as follows:

1.3.2 Period of the Contract

- (a) The Contract period is from the Effective Date of the Contract to March 31, 2025.
- (b) The bidder grants to Elections Canada the irrevocable option to extend the period of the Contract by three additional period(s) of one-year under the same terms and conditions.

#### **3.3 Amendment to Section 3.02 of the Articles of Agreement**

Section 3.02 of the Request for Proposal is hereby amended to read in its entirety as follows:

##### **Section 3.02 Option to Extend**

3.02.01 The Contractor grants to Elections Canada the irrevocable option to extend the period of the Contract by three additional period(s) of one-year under the same terms and conditions.

3.02.02 Elections Canada may exercise the option at any time during the Term by sending a written notice to the Contractor at least five Business Days before the Contract expiry date.

3.02.03 The option to extend the term of the Contract may be exercised only by the Contracting Authority.

**3.4 Amendment to the Pricing Table in Annex B**

**Pricing Table**

The Contractor will be paid in accordance with the firm all-inclusive price outlined below for the services outlined in Annex A – Statement of Work.

#	Professional Services	Firm All Inclusive Price
1	All professional services and deliverables as specified in the Statement of Work (initial period to March 31, 2025)	[insert at contract award]
2	All professional services and deliverables as specified in the Statement of Work (Option Period 1 - April 1, 2025 to March 31, 2026)	[insert at contract award]
3	All professional services and deliverables as specified in the Statement of Work (Option Period 2 - April 1, 2026 to March 31, 2027)	[insert at contract award]
4	All professional services and deliverables as specified in the Statement of Work (Option Period 3 - April 1, 2027 to March 31, 2028)	[insert at contract award]

**TO A MAXIMUM OF [insert at contract award] (applicable taxes excluded)**

All payments are subject to Government Audit.