



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.

ITQ Amendment No.	ITQ Amendment Date:
4	January 29, 2024

Office of the Chief Electoral Officer File No.
ECNF-RFP-2023-2372

Title:
User Experience for Elections Canada Website

Invitation to Qualify Closing Date:
February 06, 2024 at 2:00PM (Eastern daylight time)

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:	Tel No.
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. 39

Question:

Can Elections Canada please confirm that for **M3 - Heuristic Usability Evaluation**, is it sufficient to provide only 1 project example?

Answer:

Yes.

2.2 Question No. 40

Question:

Can Elections Canada please confirm if the bidder is required to make any design updates based on the research findings?

Answer:

The bidder may be called upon to recommend design updates based on research findings but will not complete the work.

2.3 Question No. 41

Question:

Can Elections Canada please provide the design applications and testing platforms they are using?

Answer:

We use Adobe Target for micro-usability testing. We do not use any other specific platforms at the present time.

2.4 Question No. 42

Question:

Can Elections Canada please confirm if they have a design system or a style guide?

Answer:

Elections Canada has a style guide for the web site. We are building a design system for the web site. This will be provided once the contract is awarded.

2.5 Question No. 43

Question:

Part 8 Technical Evaluation Criteria SECTION A – INSTRUCTIONS TO BIDDERS, instruction 6 states "The client contact for any project must be an employee of the originating client organization". Can Elections Canada confirm if the contact provided can be a former employee of the client?

Answer:

Yes, the contact provided can be a former employee of the client.

2.6 Question No. 44

Question:

Can Elections Canada please confirm the scope of usability testing that would be required for the bidder to design and conduct, involves both quantitative and qualitative testing?

Answer:

Depending on the specifications for the evaluation, the work might require both quantitative and qualitative testing. Please refer to past answers for scope:

- EC maintains several internal- and external-facing websites/applications/presences/assets. In addition to elections.ca, examples include general election website (temporary), website program areas, Civic Education, and Inspire Democracy websites; and internal Intranets for employees and for returning officers. There might be a requirement for usability testing on any of them during the contract period.
- We are seeking a supplier to conduct testing on a variety of websites, applications, etc. There is no set number of rounds of usability testing.
- We estimate 2 rounds of user testing per year.

2.7 Question No. 45

Question:

The Pricing Table under the column 'Firm All Inclusive Price', and 'TO A MAXIMUM OF', say [insert at contract award]. Please confirm this is the table we are to use to submit pricing.

Answer:

Yes, this is the table to be used.

2.8 Question No. 46

Question:

Your answer to Q.12 requires pricing for both moderated and unmoderated testing, and to indicate how your price would increase or decrease, (e.g., number of targets, number of tasks, etc.). How is this to be included in the table? Does the 'Firm All Inclusive Price' include testing, or is the price of testing excluded from the total?

Answer:

Please refer to the revised Annex B – Pricing Table with a breakdown for different services.

2.9 Question No. 47

Question:

Your answer to Q.14 requires a price per hour/per diem for both Heuristics analysis and comparative analysis. How is this to be shown in the table? Does the 'Firm All Inclusive Price' include these analyses, or are they excluded from the total?

Answer:

Please refer to the revised Annex B – Pricing Table with a breakdown for different services.

2.10 Question No. 48

Question:

Your answer to Q.15 requires a price per hour/per diem for design services. How is this to be shown in the table? Does the 'Firm All Inclusive Price' include these services, or are they excluded from the total?

Answer:

Please refer to the revised Annex B – Pricing Table with a breakdown for different services.

2.11 Question No. 49

Question:

Could you issue a new pricing table showing these submission requirements, to help ensure we provide an accurate and complete response?

Answer:

Please refer to the revised Annex B – Pricing Table with a breakdown for different services.

Part 3. Amendments

3.1 Amendment to Request for Proposal of Page 1

Page 1 of the Request for Proposal is hereby amended as follows:

Delete:

Invitation to Qualify Closing Date:

 January 31, 2024 at 2:00PM (Eastern daylight time)

Insert:

Invitation to Qualify Closing Date:

 February 06, 2024 at 2:00PM (Eastern daylight time)

3.2 Amendment to Request for Proposal of Annex B – Pricing Table

Annex B – Pricing Table of the Request for Proposal is hereby revised as of January 29, 2024:

Pricing Table (Revised January 29, 2024)

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	Moderated Testing	Unmoderated Testing	Heuristic Analysis	Comparative Website Analysis	Design 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]
	All professional services and deliverables as specified in the Statement of Work (Option Period 2 - 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.