



Elections Canada

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	June 6, 2024
Office of the Chief Electoral Officer File No.	
ECFT-RFP-2024-3008	
Title:	
Usability Testing on Elections Canada Websites	
Request for Proposal Closing Date:	
June 27, 2024 at 2:00 p.m. (Gatineau 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.
Francine Touchette	873-416-0811

Part 1. Interpretation

- 1.1** Elections Canada hereby amends in accordance with this amendment the Request for Proposal for Usability Testing on Elections Canada Websites bearing number ECFT-RFP-2024-3008 and dated May 27, 2024 (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. 1

Referring to Part 8 – Technical Evaluation Criteria:

Please confirm that, in all requirements, The Crown is seeking the experience of the resource. For example, the phrase “the bidder must demonstrate” asks for the experience of the resource.

Answer:

For M1, M2, M3, M4, R1, R2 and R3 please demonstrate experience in line with the details requested for each criteria. For M5 and M6 experience is not a criteria.

2.2 Question No. 2

Given the large number of RFPs released by the Government of Canada currently, would Elections Canada consider extending the closing date by two weeks?

Answer:

EC agrees to extend solicitation period to June 27, 2024.

2.3 Question No. 3

Provide the list of websites to be evaluated so we can review.

Answer:

Please refer to section 4. Project Background in the Statement of Work for a listing of the websites that might require usability testing during this contract, in addition to elections.ca. Note that we have recoded a new look and feel for our main website (not yet online) and the first task will be to evaluate it for usability.

2.4 Question No. 4

How many websites or web applications are included in this project?

Answer:

Please refer to Section 4. Project Background in the Statement of Work for a listing of the websites that might require usability testing during this contract, in addition to elections.ca.

2.5 Question No. 5

What is the target audience?

Answer:

Please refer to section 3.01.02 in the Statement of Work for a listing of possible user communities that might be included in usability testing.

Answer:

Are there any specific user group preferences?

Please refer to section 3.01.02 in the Statement of Work for a listing of possible user communities that might be included in usability testing.

Any device/browser/platform preferences and are there any existing analytical stats for the same?

Answer:

EC supports all main browsers. In term of IE, we support Edge and up (so not IE 11 anymore). Our target audience is all Canadians of voting age (so around 24 million people or more). We have stats on browser used and versions. This can be provided on request.

As stated in Section 4 Project Background in the Statement of Work, “EC has conducted user testing in the past and reports/results are available once the contract is issued.” Analytics are gathered regularly, and will also be made available.

2.6 Question No. 6

Are there specific websites/modules/sections or pages that should be prioritized?

Answer:

As stated in section 3. of the Statement of Work, the successful bidder will complete a baseline assessment as a first priority. The research focus for subsequent usability testing will be determined with the contractor before each exercise.

2.7 Question No. 7

What are the existing known pain points or areas needing improvement with a specific website?

Answer:

There are no specific pain points identified at this time. As stated in section 3. of the Statement of Work, the successful bidder will complete a baseline assessment as a first priority.

2.8 Question No. 8

What are the deliverables expected from the Usability testing?

Answer:

Please refer to section 8 of the Statement of Work for a general description of the deliverables. Specific research questions will be determined before each usability test.

2.9 Question No. 9

Are there geographical demographic requirements for the users group? Specific users from Canada to be selected for testing?

Answer:

All regions of Canada will be included in each usability test. Please refer to section 3.01.02 of the Statement of Work for a list of possible user communities that might be included for each usability test.

Part 3. Amendments

3.1 Amendment to Request for Proposal Page 1

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

Delete:

Request for Proposal Closing Date:

June 13, 2024 at 2:00PM (Eastern daylight time)

Insert:

Request for Proposal Closing Date:

June 27, 2024 at 2:00PM (Eastern daylight time)