



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. 3	RFP Amendment Date: June 12, 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: Francine Touchette	Tel No. 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. 10

Are the below three websites the only ones to be part of the usability testing, or are there additional website that would also be in scope?

- www.elections.ca
- www.electionsetdemocratie.ca
- www.inspirelademocratie-inspiredemocracy.ca

Answer:

They are the three main sites where we might require usability testing. There could be others but they have not been identified as requiring usability testing yet.

2.2 Question No. 11

What is the number of pages to be tested for each website? If the exact numbers are not known, can an approximate number be provided?

Answer:

The www.elections.ca is a very large website (30,000 pages in each language) but usability tests would not cover the entirety of the site. The tests would be focussed on specific tasks to accomplish. The other two websites are smaller.

2.3 Question No. 12

What are the user cases for each website that useability testing is required for? If they are not yet all documented, can the primary user cases be shared?

Answer:

The first task for the contractor will be to evaluate the usability of a new look and feel of www.elections.ca that is already coded but not yet online. The contractor will be given access at the start of the project. We are not looking for a change in the information architecture at this point.

2.4 Question No. 13

What degree of UI/UX testing, functionality testing, performance testing, and automation testing is required as part of the useability testing scope?

Answer:

Only require usability testing as outlined in the RFP. Performance testing, automation testing and such are not part of this contract. We already have a supplier in place taking care of all hosting requirements, performance testing, etc.

2.5 Question No. 14

Are there any third party integrations to be tested? If so, how many and what are they?

Answer:

No third party applications testing required.

2.6 Question No. 15

Is the use of Adobe Target mandatory, or can the winning vendor use other solutions for useability testing?

The contractor will not have access to Adobe Target. Only EC staff will have access. We can share our results testing with the contractor if appropriate. The contractor is not required to use Adobe Target.

2.7 Question No. 16

What activities are required to occur within Canada, rather than being conducted by individuals in other countries?

Answer:

All work can be conducted virtually. Vendors can be located anywhere and provide services that meet the requirement of the RFP and business hours of Canada timezones (from East to West).

2.8 Question No. 17

Is the initial term's end date of March 31st 2025 fixed, or will that change depending on when the contract is awarded? If it may change, what is the expected duration of services for the initial term?

Answer:

The initial term's end date of March 31st 2025 will remain the same.

2.9 Question No. 18

We are requesting a 2-week extension to allow us sufficient time to incorporate the answer to the above questions into our response. Can this extension be granted?

Answer:

An extension has been granted with a new closing date of June 27, 2024.

2.10 Question No. 19

Can Elections Canada confirm if there is an incumbent currently doing this work and if so, who?

Answer:

As per Notice of Proposed Procurement posted on Canadabuy.gc.ca, Election Canada confirm that there are no incumbents.

2.11 Question No. 20

Given the similarity of this RFP and ECNF-RFP-2023-2372 “User Experience for the Elections Canada Website” (cancelled), can Elections Canada highlight the differences in what they are looking for in this RFP versus the former?

Answer:

This is a new RFP, do not refer to the previous one (RFP-2023-2372) as there have been many changes in the document.

2.12 Question No. 21

RFP 3.3 (pg. 16) requests that sales tax be shown separately, if applicable, but there is no place to do this in Table A – Pricing Table Template. Should we just add a sales tax entry after each table in the pricing document?

Answer:

As stated in Part 9 – Financial Proposal Pricing Table Section A – Instructions to Bidder

All prices indicated in the Financial Table must be in Canadian dollars; include amounts representing Canadian custom duties and excise taxes, where applicable; **and exclude applicable sales taxes.**

2.13 Question No. 22

RFP 1.3.3 (pg. 3) indicates there is no security requirement for the solicitation, but there is a security form on RFP pg. 76-79 and two security-related parts to Annex A to Part 6 - Proposal Submission Form. Do we ignore those security items?

Answer:

Elections Canada confirms there is not security requirement associated with this solicitation. The two security-related parts to Annex A to Part 6 – Proposal Submission Form don't need to be completed.

2.14 Question No. 23

Please refer to ECFT-RFP-2024-3008 Amendment 2, Part 2. Questions and Answers, 2.1 Question No. 1.

Respectfully, the answer given does not answer our question, and as we have stated, we cannot proceed without an answer. Please confirm that the experience required, in the

requirements of Part 8 – Technical Evaluation Criteria, is the experience of the resource, and not that of the bidding firm?

Answer:

The bidder must demonstrate they have experience completing the technical requirements. Should the bidder find it necessary to add resource(s) to meet an individual requirement, they may include that resource's experience.

2.15 Question No. 24

7. MEETINGS

7.01. Meetings must be scheduled between 8 a.m. and 5 p.m. (Eastern time), either in person or virtually.

Can you confirm whether all contract meetings can be conducted virtually? If not, is there a set number of meetings that need to be in person?

Answer:

All meetings can be virtual. If the successful bidder is geographically able to meet in person, that is also possible.

2.16 Question No. 25

14. OTHER

14.01. Any improvements proposed by the contractor must adhere to accessibility guidelines (WCAG, version 2.1, level AA). Elections Canada is obligated to follow and adhere to those guidelines.

Question:

Are there usability tests where the target audience would be affected by accessibility issues (e.g., screen reader users)?

Answer:

Specialized usability testing is not part of this contract.

2.17 Question No. 26

3. INTRODUCTION

3.01.02. Recruit participants for a series of usability research projects, using incentives if necessary to secure/encourage participation. Participants may be EC clients or members of the general Canadian population. Specific user communities may be requested, such as age demographics; Indigenous electors; language profiles or demographic ranges; members of particular groups such as the media, political entities; internet usage, etc.). Research will primarily take place online but must include participants in regional or remote locations.

Question:

In order to help us more accurately assess recruitment costs and efforts, could you explain the distinction between EC clients and members of the general Canadian population. Are there differences between the two groups?

Answer:

Elections Canada maintains partnerships with groups representing various clienteles, who may be called upon to participate in usability testing. These tests will be in addition to members of the general public.

2.18 Question No. 27

TABLE A – PRICING TABLE (p. 101)

Usability testing, Short-term needs, Additional days for increased needs

To ensure the table is filled in with the proper figures, could you provide more information about where to put each expertise (moderated usability testing, unmoderated usability testing, comparative analysis, heuristics evaluation)? From what we understand, monitored and unmonitored testing would be included under Usability Testing and comparative analysis and heuristics evaluations would fall under Short-Term needs? Is that correct?

Answer:

EC will amend Annex B of the pricing table and Part 9 – Financial Proposal Pricing Table according to the original bid solicitation.

This Request for Proposal is therefore amended under section 3.1 of this amendment.

Part 3. Amendments

3.1 Amendment to Annex B – Pricing Table

The Request for Proposal is hereby amended by deleting in its entirety Annex B - Pricing Table and replacing it with the attached Annex B – Pricing Table (Revised June 12, 2024).

3.2 Amendment to Part 9 – Financial Proposal Pricing Table

The Request for Proposal is hereby amended by deleting in its entirety Part 9 – Financial Proposal Pricing Table and replacing it with the attached Part 9 – Financial Proposal Pricing Table (Revised on June 12, 2024)



User Experience for Elections Canada Website

Pricing Table

(Revised June 12, 2024)

Annex B – Pricing Table

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

Table A – Pricing Table Template

TABLE 1

Initial Term – Effective date to March 31, 2025	
	Per Diem Rate
Usability Testing (moderated usability testing and unmoderated)	\$(insert at contract award)
Ad hoc Requirements (comparative analysis and heuristic evaluation)	\$(insert at contract award)
Contingency days for potential expanding requirements	\$(insert at contract award)

Table 2

Option year 1 - April 1, 2025 to March 31, 2026	
	Per Diem Rate
Usability Testing (moderated usability testing and unmoderated)	\$(insert at contract award)
Ad hoc Requirements (comparative analysis and heuristic evaluation)	\$(insert at contract award)
Contingency days for potential expanding requirements	\$(insert at contract award)

Table 3

Option year 2 - April 1, 2026 to March 31, 2027	
	Per Diem Rate
Usability Testing (moderated usability testing and unmoderated)	\$(insert at contract award)
Ad hoc Requirements (comparative analysis and heuristic evaluation)	\$(insert at contract award)
Contingency days for potential expanding requirements	\$(insert at contract award)

TO A MAXIMUM OF \$ insert at contract award (applicable taxes extra)

All payments are subject to Government Audit.



User Experience for Elections Canada Website

PART 9 – Financial Proposal Pricing Table

(Revised June 12, 2024)

CONTENTS

SECTION A – INSTRUCTIONS TO BIDDERS

- **TABLE A – PRICING TABLE TEMPLATE**

SECTION A – INSTRUCTIONS TO BIDDERS

General Instructions with Respect to the Financial Proposal Pricing Table

Bidders must complete Table A Pricing Table Template .

All prices indicated in the Financial Table must be in Canadian dollars; include amounts representing Canadian custom duties and excise taxes, where applicable; and exclude applicable sales taxes.

Bidders must complete Table 1, Table 2 and Table 3 of Table A – Pricing Table Template.

The firm all-inclusive prices and per diem rates indicated in the Financial Table must:

- a. include all costs to provide the Work outlined in Annex A – Statement of Work for the Initial Term and the option periods set out in the Contract;
- b. be in Canadian Dollars;
- c. be all-inclusive and include all necessary labour, profit, training, travel, and Canadian custom duties and excise taxes, where applicable; and
- d. exclude applicable sales taxes.

NOTE: The estimated number of days specified in the table 1, 2 and 3 are provided for bid evaluated price determination purposes only. It is only an approximation of the requirements and is not to be considered as a contract guarantee.

Table A – Pricing Table Template

TABLE 1

Initial Term – Effective date to March 31, 2025			
	Per Diem Rate	Estimated Level of Effort (days)	<u>Firm all inclusive price</u>
Usability Testing (moderated usability testing and unmoderated	\$ [Bidder to insert]	50	\$ [Bidder to insert]
Ad hoc Requirements (comparative analysis and heuristic evaluation)	\$ [Bidder to insert]	50	\$ [Bidder to insert]
Contingency days for potential expanding requirements	\$ [Bidder to insert]	50	\$ [Bidder to insert]
Total (Sum of all-inclusive prices)			\$ [Bidder to insert]

Table 2

Option year 1 - April 1, 2025 to March 31, 2026			
	Per Diem Rate	Estimated Level of Effort (days)	<u>Firm all inclusive price</u>
Usability Testing (moderated usability testing and unmoderated	\$ [Bidder to insert]	50	\$ [Bidder to insert]
Ad hoc requirements(comparative analysis and heuristic evaluation)	\$ [Bidder to insert]	50	\$ [Bidder to insert]
Contingency days for potential expanding requirements	\$ [Bidder to insert]	50	\$ [Bidder to insert]
Total (Sum of all-inclusive prices)			\$ [Bidder to insert]

Table 3

Option year 2 - April 1, 2026 to March 31, 2027			
	Per Diem Rate	Estimated Level of Effort (days)	<u>Firm all inclusive price</u>
Usability Testing (moderated usability testing and unmoderated	\$ [Bidder to insert]	50	\$ [Bidder to insert]
Ad hoc Requirements (comparative analysis and heuristic evaluation)	\$ [Bidder to insert]	50	\$ [Bidder to insert]
Contingency days for potential expanding requirements	\$ [Bidder to insert]	50	\$ [Bidder to insert]
Total (Sum of all-inclusive prices)			\$ [Bidder to insert]

Total Evaluated Price (applicable sales taxes extra) (Total table 1+ Total table 2 + Total table 3)	\$ [Bidder to insert]
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