



Solicitation no: 24062-24-283

Amendment 001 (One) is raised to make the following changes to the RFP:

1. Extend the solicitation end Date - reference Q & A 23
2. Replace ATTACHMENT 1 to Part 3, PRICING SCHEDULE
3. Modify M4 - reference Q & A 14
4. Delete R2 and replace - reference Q & A 9
5. **Delete PART 5 - Certifications, Subsection 5.3 CERTIFICATION OF LANGUAGE**
- reference Q & A 3
6. Delete **ANNEX A - STATEMENT OF WORK** and insert revised copy

1. **Delete PART 2 - BIDDER INSTRUCTIONS** paragraph **2.2 SUBMISSION OF BIDS** in its entirety and insert:

2.2 SUBMISSION OF BIDS

Responses are to be sent by email to: Dawn Dormer

Contracting Authority:

E-mail: Dawn.Dormer@tbs-sct.gc.ca & zzTBSCONT@tbs-sct.gc.ca

By 2:00 PM (14:00)

On May 21, 2024

Time Zone: Eastern Daylight SavingTime (EDST)

2. Delete **ATTACHMENT 1 to Part 3 - PRICING SCHEDULE** in its entirety and insert:



ATTACHMENT 1 TO PART 3, PRICING SCHEDULE

The Bidder must complete this pricing schedule and include it in its financial bid.

NOTE: The Bidder's financial proposal must be submitted in Canadian Funds, GST/HST excluded, FOB Destination, customs duties and excise tax included. The total amount of Goods and Services Tax or Harmonized Sales Tax is to be shown separately, if applicable.

Prices must only appear in the Financial Bid and in no other part of the bid.

Initial Contract Period – 2 Years Contract award to May 31, 2026			
TASK	UNITS	Unit Price	TOTAL PRICE
<p>Migration of content from existing Engagement Platform</p> <p>The migration of existing (4-8) projects and their associated functionality (i.e., forums) and content to the new platform.</p> <p>The engagement platform will be required to go through full functionality, accessibility and quality assurance testing, to ensure seamless user experience.</p> <p>Two websites will be hosted on the platform, each with a unique URL. The websites will be available in both official languages.</p>	1	\$	\$
Migration of existing Web-Building Platform			\$



Managed Service	Monthly Rate	24 months	Total Price
<p>For the hosting and use of the Engagement Platform and any projects, in both official languages, made with the platform for the contract duration</p> <ul style="list-style-type: none"> • Preparation of reports and results analysis • Adaption, creation and configuration of web analytics functionality to track “impressions” and “usage statistics” of individual projects on the websites hosted on the engagement platform <p>Training Instructors</p> <ul style="list-style-type: none"> • Adaptation of training materials • Initial Virtual Workshop training <p>Technical Support</p> <p>Monday to Friday 8:00AM to 4PM EST excluding Statutory Holidays. Maximum turnaround time 24 hours on a business day.</p>	\$	24	\$
Managed Service for the Initial Period			



OPTION YEARS – 3 YEARS				
Managed Service	OPTION YEAR 1 JUNE 1 2026 TO MAY 31 2027	OPTION YEAR 2 JUNE 1 2027 TO MAY 31 2028	OPTION YEAR 3 JUNE 1 2028 TO MARCH 31, 2029	TOTAL COST
<p>For the hosting and use of a dedicated instance of the Engagement Platform and any websites made with the platform for the contract duration</p> <ul style="list-style-type: none"> • Preparation of reports, action plan, and results analysis • Adaption, creation and configuration of web analytics functionality to track “impressions” and “usage statistics” of the individual projects on the websites hosted on the engagement platform <p>Training Instructors</p> <ul style="list-style-type: none"> • Adaptation of training materials • Initial Virtual Workshop training • On-demand training for new users & new functionalities <p>Technical Support</p> <p>Monday to Friday 8:00AM to 4PM EST excluding Statutory Holidays. Maximum turnaround time 24 hours on a business day.</p>	\$	\$	\$	\$
Total for Managed Service per year	\$	\$	\$	\$



For Evaluation Purposes:

Migration of existing Engagement Platform (before Applicable Taxes)	\$
Sub-Total Managed Service for the Initial Period (before Applicable Taxes)	\$
Sub-Total for Option Year 1 (before Applicable Taxes)	\$
Sub-Total for Option Year 2 (before Applicable Taxes)	\$
Sub-Total for Option Year 3 (before Applicable Taxes)	\$
GRAND TOTAL Evaluated Price (before applicable taxes)	\$
Applicable Taxes	\$
Total Price (including taxes)	\$



3. Delete in its entirety **ATTACHMENT 1 TO PART 4 - TECHNICAL EVALUATION CRITERIA** subsection 2. **MANDATORY TECHNICAL EVALUATION CRITERIA** Mandatory Criteria M4 and insert :

M4	<p><u>Diverse Content Components:</u></p> <p>The Bidder must demonstrate that their existing Engagement Platform with Maintenance and Hosting provides ALL of the following customizable components/widgets:</p> <ol style="list-style-type: none">1. Add Text box2. Add Header3. Add Spacer4. Add Social Media Links and Icons5. Add Accordion6. Add Image7. Add Video8. Upload Documents that can be downloaded by end-users9. Add Gallery10. Add Slider11. Add Carousel/Slider12. Add Contact Form13. Add List14. Add Table15. Add Testimonial16. Add YouTube video link17. Podcast hosting and publishing capabilities18. Blogging capabilities		
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- 4. Delete in its entirety **ATTACHMENT 1 TO PART 4 - TECHNICAL EVALUATION CRITERIA** subsection 2.0 **Point-Rated Technical Evaluation Criteria R2** and insert:

ITEM	RATED CRITERIA	POINT ALLOCATION	DEMONSTRATED EXPERIENCE AND CROSS REFERENCE TO PROPOSAL (Insert page number, section)
R2	The Bidder should demonstrate that they have existing training tools (documents, videos, tutorials, etc)	<p>Maximum 10 points</p> <p>tool type = 1 point</p> <p>webinar = 1 2 point</p> <p>How to Videos = 3 points</p> <p>detailed written guides = 5 points</p>	



5. Delete in its entirety **PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION** subsection **5.3.CERTIFICATION OF LANGUAGE** and insert.

5.3 CERTIFICATION OF LANGUAGE

By submitting a bid, the Bidder certifies that, should it be awarded a contract as result of the bid solicitation, the bidder will provide a fluently bilingual support contact acting as the single point of contact with the TBS client. The individual(s) must be able to communicate orally and in writing in both English and French without any assistance and with minimal errors.

6. Delete **ANNEX A STATEMENT OF WORK** and insert.



ANNEX A ONLINE DIGITAL ENGAGEMENT STATEMENT OF WORK

1.0 TITLE

Online Digital Engagement Platform for the Treasury Board of Canada Secretariat (TBS)

2.0 OBJECTIVE

The Regulatory Affairs Sector (RAS) within the Treasury Board of Canada Secretariat (TBS) is seeking to renew its current online engagement platform with maintenance and hosting services to facilitate engagement with stakeholders and members of the public across Canada.

An additional TBS sector within the department, the Office of the Chief Information Officer (OCIO), may also wish to host a website on this engagement platform. The additional website will meet unique engagement needs in the context of program and service deliverables and will have their own unique URL as well as independent management and administrators.

The engagement platform and up to two (2) websites hosted on it will be user friendly, accessible, easy to update and maintain, and available to internal and external users in both of Canada's official languages: English and French. TBS currently uses an online platform (Let's Talk Federal Regulations/Let's Talk Open Government) where existing consultations are hosted. Selected content (i.e., core information such as home pages) that is currently live on these websites will be, through coordination between TBS and the Contractor, populated on to the Contractor's engagement platform.

Additionally, the engagement platform must be designed to meet the Government of Canada web accessibility standards, meaning all websites and web profiles generated by the application will be accessible to all users, including those with accessibility requirements. This is essential as it demonstrates the government's commitment to inclusion and accessibility.

RAS is seeking an existing online engagement platform that fulfills these requirements and which is hosted and maintained by the Contractor.

3.0 BACKGROUND

The Government of Canada uses a variety of tools to gather input from Canadians. Since 2022, RAS at TBS has been using the "Let's Talk" approach using a digital engagement platform for online engagement. Other sectors within TBS are moving towards using this approach to gather feedback on other federal initiatives both in and beyond the regulatory context.

The approach of "Let's Talk" using online engagement platforms is also used by other federal departments as an interactive tool to gather this feedback in an open and transparent way. Online engagement platforms allow users to interact on issues that affect them in ways that encourage participation beyond more static commenting or email correspondence. They also ensure that the Government of Canada is keeping up with the use of new technologies and digital tools to engage effectively with Canadians.



4.0 SCOPE OF WORK

Using an engagement platform, the Contractor will arrange for the use of up to two websites, each with a separate URL, which will enable TBS teams to engage stakeholders through a multitude of tools including, but not limited to, discussion forums, ideas, questionnaires, surveys, private feedback, and polls. The websites will facilitate inclusive and participatory dialogue while being user-friendly and widely accessible to all internet users. The websites should respond to an evolving technological environment, including improving and offering new tools that will enhance engagement as they become available.

TBS requires the Contractor to have the capability to host engagement activities and consultations on an existing engagement platform. TBS will populate the platform with key information in the form of text files (for example, there will be content for a home page). Some of this content will be similar to that found on the existing engagement platform currently in use by RAS. Associated components (licenses to the online platform), provide training, continuous technical support, oversight services and consultation in support of the platform with maintenance and hosting for the duration of the contract as a managed service must also be provided. All of these requirements must be delivered in both official languages.

Initial Testing: TBS to populate the platform with appropriate text information in consultation with the Contractor in terms of appropriate tools and approach. The Contractor will complete functional, usability and performance testing before the websites are launched.

- Functional Testing: Thorough examination of all functions to ensure they operate as intended.
- Usability Testing: Evaluation of the user interface and overall user experience to guarantee ease of use and accessibility for all users.
- Performance Testing: Rigorous assessment of the platform's speed, responsiveness, and stability under various conditions, ensuring optimal performance.

Training Services: The Contractor will provide training to educate TBS users on effectively utilizing the engagement platform. The training sessions must cover all relevant features and functionalities.

Maintenance and Technical Support: The Contractor will maintain the platform to ensure it is operational by offering technical support services to TBS project teams and end users, and will assist in troubleshooting, bug fixes, and addressing user queries within 24 business hours.

Security: The Contractor will provide adequate security of user information gathered on the websites. Data reliability, including backups on a basis recommended by the Contractor, will be required.

The Contractor will provide 24/7 moderation services to catch defamatory, obscene or offensive user posts.

The platform will allow TBS users to export all data collected from the engagement platform, including for individual projects. Data must be removed from the Contractor's servers on a schedule agreed upon with TBS project teams.

Oversight Services: The Contractor will provide oversight services to ensure the smooth functioning of the platform and adherence to established guidelines:

- Style Guide: [Canada.ca Content Style Guide – Canada.ca](#)
- Accessibility Guide: [Guidance on Implementing the Standard on Web Accessibility – Canada.ca](#)
- Usability Guide: [Standard on Web Usability- Canada.ca](#)



Consultation: The Contractor will offer expert consultation services to assist in optimizing the platform's performance and usability.

Data storage: The Contractor will store data on servers which reside on Canadian soil.

Multiple languages (i.e., French and English): The engagement platform will be available to internal and external users in both of Canada's official languages (public facing websites and backend)

Accessibility: The platform will be fully accessible (i.e., no barriers to full public participation)

User-friendly backend: The platform backend will be user-friendly and capable of supporting multiple users with the ability to assign different roles.

Standard engagement tools: The engagement platform will offer tools that encourage engagement including, but not limited to, forums, surveys, polls, upvote/downvote, and commenting. The platform will allow multiple project administrators to monitor and respond to user comments and export data.

Collaborative engagement tools: The engagement platform will include tools that support collaborative engagement, such as, but not limited to, document editing by multiple users simultaneously.

Graphics and video: The engagement platform will support graphics and video content.

Email marketing platform: The engagement platform will integrate an email marketing platform for communications with users that have registered on the platform.

Built-in analytics: The engagement platform will offer built-in analytics which allow easy access to data exports, reports, and key insights.

User experience: The platform will be visually pleasing and offer a seamless user experience to encourage users to return and keep participating in discussions.

Canada.ca web look and feel: The platform will follow the Canada.ca web look and feel.

Public facing and private projects: The platform will allow the creation of projects that are accessible only to specific subgroups of users and allow administrators to control access to individual projects on websites.

Hub model: Each website must allow multiple teams to collaborate while being able to manage the content and participant information independently.

Data collected from consultations conducted through the engagement platform will be monitored via dashboard reporting, extracted in a structured excel file and used by relevant TBS teams to draft and publish a summary of "What We Heard" and used to support the development of TBS initiatives.



5.0 DELIVERABLES and ASSOCIATED SCHEDULE

The Contractor must deliver the following:

1. Up to two websites since the stakeholder groups and engagement needs are divergent
2. Ongoing moderation and technical support & maintenance of the platform for the duration of the consultations and engagement activities.
3. Data management (exporting, analysis, and deletion from servers).

Deliverable	Target Completion
Online engagement platforms	June 2024
Support & maintenance	July 2024 – June 2026

5.1 Main Tasks

The Contractor must:

By June 30, 2024:

- Be available to work with TBS Information Technology team (IT) and cooperate with the assessment required prior to starting the work on the websites.
- Provide an engagement platform that can be populated with text by TBS. This may include advising on appropriate engagement tools (i.e., setting up a forum).
- Make all fixes stemming from the testing of the engagement platform to ensure full functionality.
- Provide a managed service that will enable the required number of licenses to the Contractor's engagement platform that will be in use for the duration of the contract.

By September 30, 2024:

- Provide comprehensive training of admin users for up to two sectors.
- Provide training for users in English, and French when requested, which can include a training manual, virtual presentations, and webinars, and multimedia resources.

For the duration of the contract:

- Provide training for new users and/or refresher training for users.
- Provide a full suite of web components that sectors can use to assemble websites according to its mandate. The web components must be accessible, responsive, and follow all other applicable government guidelines.
- Provide analytics functionality to track "usage statistics"
- Meet with the two sectors for up to four meetings and up to four hours monthly to answer questions, discuss and address issues, and for general maintenance.
- Provide regular maintenance, updates, fixes, and troubleshooting to ensure the platform's performance, security, and compatibility.
 - Provide detailed reports on webpage usage, metrics, and any identified issues along with recommendations for improvement.



- Provide hosting for the websites (including subscription, web development services, hosting, third-party services for stock images and videos and other add-ons).
- Offer technical support services, including troubleshooting, bug fixes, and addressing user queries within 24 business hours.

5.2 Sub Tasks

The Contractor must:

A. Installation and Configuration

- Adapt, create, and configure all components needed for TBS to use the engagement platform
- Configure the websites so that they can interact with GC tools and standards.

B. Training

The Contractor must provide a comprehensive training plan and documentation/training materials in English and French within the first month after the platform is delivered and on demand, for up to a maximum 60 hours throughout the duration of the contract to TBS staff virtually, with respect to:

- Creating and modifying content;
- Managing translation workflow and integration;
- Creating websites on the engagement platform;
- Using engagement tools, such as widgets, on the platform;
- Engagement data intake and management, moderation and reporting function

C. Technical Support

The Contractor must provide remote technical support to TBS via telephone, email, or web conference Monday to Friday during normal business hours of 8:00 a.m. to 4:00 p.m., Eastern Standard Time, excluding statutory holidays, with a maximum turnaround time of 24 hours for the duration of the Contract.

- Help desk support to address user inquiries and issues promptly.
- Regular monitoring of the platform's performance and proactive identification of potential technical problems.
- Timely resolution of technical issues and bug fixes within 24 business hours.
- Collaboration with the Department's IT team.

6.0 GOVERNMENT FURNISHED EQUIPMENT/INFORMATION

No government information or equipment is required for the Contractor to fulfill their obligations.



7.0 CONSTRAINTS

All advice is to be provided by phone or in writing via email, within a maximum of 3 working days of being requested.

8.0 LANGUAGE OF WORK

All work will be completed, and support will be provided in both Canada's official languages of English and French.

9.0 LOCATION OF WORK and TRAVEL REQUIREMENTS

The work will be completed off site at the Contractor's offices.

No travel requirements are associated with this work. TBS will not reimburse for any travel or living expenses.

11.0 SECURITY REQUIREMENTS

The supplier will not have access to the TBS network or any classified information and will not require access to any of TBS premises.

12.0 ACCESSIBILITY

The Government of Canada strives to ensure that the goods and services it procures are inclusive by design and accessible by default, in accordance with the *Accessible Canada Act*, its associated regulations and standards, and *Treasury Board Contracting Policy*. Procurement documents will specify the accessibility criteria and standards to be met and provide guidelines for the evaluation of proposals with respect to those criteria and standards.

13.0 REPORTING AND COMMUNICATION

In addition to the timely submission of all deliverables and fulfillment of obligations specified within the Contract, it is the responsibility of the resources to facilitate and maintain regular communication with the Project Authority. Status updates, verbal or written, may be requested by the Project Authority over the course of the contract. Communication is defined as all reasonable effort to inform all parties of plans, decisions, proposed approaches, implementation, and results of work, to ensure that the project is progressing well and in accordance with expectations.

Communication may include: phone calls; electronic mail; teleconference/ video meetings. In addition, the resources are to immediately notify the Project Authority of any issues, problems or areas of concern in relation to any work completed under the contract, as they arise.

All other terms and conditions remain the same.