From: Abby Vanderbrook <abby@brandwatch.com>
Sent: Thursday, February 16, 2023 4:12 PM
To: Violet Rudy
Subject: Re: [EXTERNAL]Brandwatch + Calgary Police: RFP
Attachments: IQ23-002 Social Media Scheduling and Monitoring - 2023 Feb 10 - Brandwatch.pdf; Brandwatch Social + Calgary Police Services Proposal.pdf

Hi Violet,

Happy Friday eve! I hope it's been a great week for you thus far.

I have reviewed the RFP and put together a custom quote to best fit your needs. Brandwatch seems to be a great fit for what your team is looking for! Attached you will find the original RFP document along with a formal proposal that has a brief summary of the platform.

A couple of quick call outs that I would like to make:

S. 16(1)

- I have provided a link to the Brandwatch Terms and Conditions. These will need to be reviewed should we be the vendor of choice. Non-Responsive
- For your reference: Brandwatch Full Features Overview

I'd be more than happy to conduct a live demonstration for your team if needed. Also, this is an initial proposal based on my recommendation given your needs, we can also revisit this if needed.

Please keep me posted if you have any questions!

Thank you for considering Brandwatch!
Abby

On Wed, Feb 15, 2023 at 1:30 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hi Abby,
> Great questions. For monitoring we can make due with S. 16(1) and for social management we can go S. 16(1) S. 16(1) in total. I split it up in case a company could only provide one of the services and not both.
> Thank you,
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> C: S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
>
> CALGARY POLICE SERVICE
> RESPECT • HONESTY • COMPASSION • COURAGE • FAIRNESS • ACCOUNTABILITY • INTEGRITY
>
> **ISC: Protected A**
> **NOTICE -**
> This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation.

From: Abby Vanderbrook <abby@brandwatch.com>
Sent: Wednesday, February 15, 2023 11:08 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Brandwatch + Calgary Police: RFP
That's great to hear, Violet! Non-Responsive
Just a quick clarification regarding users. I see your team is looking for 10 users for monitoring and 10-15 users for social management. Are any of these users the same users or would we need to accommodate for 25 users in total?

Thanks!
Abby
On Tue, Feb 14, 2023 at 6:50 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Thanks Abby, I appreciate it.
> Non-Responsive
> Cost is definitely a factor in this – thank you for the help with this and the short turn around time for a quote.
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> C: S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
> **ISC: Protected A**
> **NOTICE -**
> This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation.
>
> **From:** Abby Vanderbrook <abby@brandwatch.com>
> **Sent:** Tuesday, February 14, 2023 4:24 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** [EXTERNAL]Brandwatch + Calgary Police: RFP
>
> ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.
>
> Hi Violet,
>
> Abby Vanderbrook here with Brandwatch, so great to virtually meet you!
> I'm going to be handling your RFP request and will begin reviewing the document I shared with the team. If there are any questions/comments from your end you can reach out to me directly moving forward.
> Thanks!
> Abby
> --
> **Abby Vanderbrook** | Senior Account Executive | New York
> abby@brandwatch.com
> +1 (315) 573-9768
>
> Find us in these locations
> A Cision company | Read more here

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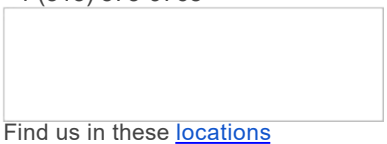
> nor endorsed by Brandwatch.

--

Abby Vanderbrook | Senior Account Executive | New York
abby@brandwatch.com
+1 (315) 573-9768



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Request for Quote ("RFQ")
For Good and Services Under-Threshold ($75,00.00)
X 672 (2021-12)

Procurement Information		
Date RFQ Issued:	2023 February 10	
City Business Unit:	CPS Public Affairs – Media Relations Unit	
Deliverables: **(brief description)**	CPS requires a Supplier to provide short-term social media and media open-sourced listening and monitoring tools for a period six-12 months while a long-term solution is developed for competitive bid to maintain operational requirements. The Supplier would be required to provide the following services: • Social Media and Media Open-Sourced Listening/Monitoring Tool • Social Media Scheduling & Engagement Management Tool The Successful proponent will be the organization that is able to provide the lowest cost solution with the quickest implementation turnaround time.	
Delivery Location:	N/A	
Required Delivery or Completion Date:	Immediately Upon Award	
City Contact:	Name: Violet Rudy	Email: vrudy@calgarypolice.ca
Submission Deadline:	Date: Friday, Feb. 17, 2023	Time: 7 p.m. MST
Optional Site Visit **(leave blank if not applicable)**	Date:	Time:
	Location:	
	Other Requirements:	

INSTRUCTIONS to Potential Suppliers:

1. The City of Calgary invites you to submit a Quote for the Deliverables outlined in this document.
2. If you are interested in providing the deliverables and are able to provide them by the Required Delivery of Completion Date indicated above, provide your Quote in the form included in this Request for Quote to the City Contact no later than the Submission Deadline indicated above.
3. Your Quote should include the full amount that would be payable to you to provide or perform the required Deliverables as specified in this Request for Quote by the Required Delivery or Completion Date indicated above.
4. This Request for Quote is not binding and neither you nor The City of Calgary will be obligated to enter into any agreement for the Deliverables. If The City decides to contract with you to provide the Deliverables, an Agreement (Contract Letter) (similar in form to the one included at Item 5 of the City Requirements Section) will be provided for your signature to confirm the terms and conditions relevant to your provision of the Deliverables Required.

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City Requirements

The Deliverables set out in this Request for Quote must be completed in accordance with:

1. **The City of Calgary's General Terms and Conditions ("GTC")**
2. **The following additional terms and conditions (if required):**

(check all the boxes that apply. Include additional content where required.)

☒	Payment terms: Further to GTC Article 5, The City will make commercially reasonable effort to pay all undisputed amounts invoiced within forty-five (45) days of receipt of invoice provided that no payment will be made prior to delivery, performance and acceptance of the specific deliverables unless specifically agreed.
☒	Invoices: Invoices must be itemized and include all requested information such as purchase orders number, hourly rate, hours worked, and an itemized list of parts or materials included in applicable, and will be send to: APInvoices@Calgary.ca Or The City of Calgary, Accounts Payable, P.O Box 2100, Station M, #8041, Calgary, AB T2P 2M5
☒	GTC is amended in accordance with the following: • In the last paragraph of Section 4.02 of the General Terms and Conditions, "Supplier Code of Conduct" is replaced with Supplier Code of Conduct and the COVID-19 Contractor and Volunteer Vaccination Policy (ELT2021-1453)". • Section 0.09 of the General Terms and Conditions is amended to replace reference to "Supplier Code of Conduct" is replaced with Supplier Code of Conduct and the COVID-19 Contractor and Volunteer Vaccination Policy (ELT2021-1453)".
☐	Further to GTC 8.02, the following additional insurance requirements apply ☒ Professional Liability Insurance in the amount of TWO MILLION DOLLARS ($2,000,000.00) ☐ Garage Liability Insurance in the amount of TWO MILLION DOLLARS ($2,000,000.00) ☐ Other additional insurance requirements (listed below): ☐
☐	Warranty term (list below if different from GTC 4.12):
☐	Delivery terms are Delivered at Place ("DAP") to the Delivery Location, unless otherwise specified below:
☐	The Contract environmental responsibilities in The City's Contractor Environmental Responsibilities Package is required to be completed by the Supplier prior to Commencing work (Current CERP Package and Checklist)
☐	a project-specific health and safety plan, approved by the City Contact, is required prior to commencing work
☐	Verification of a valid Certificate of Recognition ("COR") or Small Employer Certificate of Recognition ("SECOR") or equivalent as acceptable by The City
☒	Other applicable terms and conditions (listed below): https://www.brandwatch.com/legal/terms-and-conditions

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3. Detailed Requirements or specifications for the Deliverables

1. Scope of Work

Calgary Police Service ("CPS") requires a Supplier to provide a short-term solution for social media monitor and media open sources listing and monitoring tools. This solution will be in place for a period of six to 12 months, while a longer-term solution is developed, issued to market competitively and awarded.

CPS would prefer a single Supplier with the ability to provide the below solutions, either through their own organization or through partnership with other organizations offering specific tools. The successful proponent must be able to meet the requirements outlined in Clauses 2 and 3.

2. Social Media and Media Open-Sourced Listening/Monitoring Tool

2.1 Social Media Monitoring

- Unlimited saved searches/queries and unlimited alert notifications
  - Unlimited customizable keywords/hashtags search queries
- Unlimited data results
  - Data search to include a minimum of one year of data (retrospective)
  - Email alerts with full text from searches/queries
- Monitor online activity to pull open-sourced content from social media networking sites, professional networking sites, blogging sites, photo and video sharing sites, wikis, news, applications, or any internet-based technology. These include:
  - Facebook profiles/pages/open groups, Instagram, Twitter, LinkedIn, TikTok, Reddit, Mastadon, YouTube, etc.
- Full text of social media post (including images and hyperlinks) displayed in email notification/alert. Ability to provide a daily report summary
- Geotargeting functionality for local, provincial, national, and international searches
- Language translation capability
- Crisis monitoring/spike detection alerts

2.2 Media Monitoring

- Online news source search, access media publications behind paywalls and print media
- Local community news, articles, newspapers (e.g., Calgary Herald, Calgary Sun)
- Geotargeting functionality - media sources from Calgary and surrounding areas, provincial, national, and international
- Data search to include a minimum of one year of data (retrospective)
- Unlimited data results
- Full text of article displayed in notification/alert
  - Exportable reports, daily, weekly frequency alert options
  - Daily newsletter/daily clippings
    - Full text of articles
    - No click out to third-party sources to view full content
    - Send to customized distribution lists automatically
- Translation tool embedded
- Language translation capability

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2.3 Minimum Monitoring Requirements

Respondents are required to confirm that they meet the below minimum requirements and complete the information requested in the table below. Respondents that do not meet or exceed the minimum requirements will not be considered.

Item	Description	Compliance
1.	10 user accounts for monitoring with user permission level customization	☒Yes
2.	24/7 customer support to prevent operational disruption	☒Yes
3.	Flat-fee no variable costs	☒Yes
4.	Enhanced security	☒Yes
5.	Real-time information/crisis management	☒Yes
6.	Unlimited data results	☒Yes

3. Social Media Scheduling & Engagement Management Tool

3.1 Scheduling

- Connect social media accounts including business and regular account assets
  - 50 assets across social media platforms
- Schedule and publish social media content with text, links, multiple images, and video files
- Ability to tag partner organizations for pre-scheduled content
- Extra functionalities if possible:
  - Link shortener embedded
  - Schedule stories?
  - Create and schedule Twitter thread

3.2 Engagement

- View and engage with comments
- Respond to direct messages easily
- Ability to hide or delete comments
- Ability to restrict or block accounts
- Add notes or labels about specific profiles
- Alert notification if post was not posted during scheduled time
- Extra functionalities if possible:
  - Automations – autogenerated actions
    - Filter, hide or remove inappropriate language
    - Add labels and details about accounts or profiles
  - Turn off comments when scheduling posts ahead of time

3.3 Analytics

- Benchmark capabilities within law enforcement
  - Minimum five comparable Canadian police services and comparison metrics
- Reporting measurements across multiple channels
  - Comparison across owned assets
- Metrics for reach, link clicks, engagement, audience data, etc.
- Insights to build awareness, increase engagement, drive traffic, extend reach, best times to post, etc.
- Customizable and exportable reports/metrics
- Extra functionalities if possible:

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- Brand monitoring trends, trending keywords, etc.
- Measure paid campaign performance

3.4 Minimum Social Media Scheduling Requirements

Respondents are required to confirm that they meet the below minimum requirements and complete the information requested in the table below. Respondents that do not meet or exceed the minimum requirements will not be considered.

Item	Description	Compliance
1.	10-15 user accounts with user permission level customization	☒Yes
2.	Unlimited engagement, post creation, and scheduling	☒Yes
3.	24/7 customer support to prevent operational disruption	☒Yes
4.	Enhanced security	☒Yes
5.	Flat-fee no variable costs	☒Yes
6.	Real-time information/crisis management	☒Yes

4. Implementation

The Supplier will need to collaborate with CPS in order to implement services upon award of the agreement. If additional services are required and will not exceed the 75,000.00 threshold, CPS Project Manager will provide the Supplier with the project scope and any associated technical information with the intent of obtaining a quote for each scope of requirements. The Supplier will be expected to provide a response to CPS quote within two (2) business days from receipt of request. Additionally, the Supplier will also be required to provide a written response to requests for information within two (2) business days from receipt.

5. Award

The Award of this agreement will be made to the supplier who is able to offer the lowest cost solution meeting all the requirements outlined in this request for quote.

4. Any addenda

5. Form of Contract Letter (see Appendix A samples Contract letter)

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Quote

(to be completed by Potential Supplier)

Supplier Legal Name (as shown on Suppliers Certificate of Insurance)	Falcon.io US, Inc. d/b/a Brandwatch		
Quote Submitted By: (name of Individual)	Name: Abby Vanderbrook By submitting this Quote, I confirm I am authorized to bind the Supplier and that this Quote reflects the full amount payable for completion of the Deliverables as specified in this Request for Quote		
Position/ Title:	Senior Account Executive		
Address:	200 Vesey Street, 19th Floor, New York, NY 10007		
Phone Number:	(315)573-9769	E-mail:	abby@brandwatch.com
Signatures:	S. 17(1)	Date	02/16/2023

Quote:

Item	Description of Services	Forecasted usage in months	All inclusive Monthly rate	Extended Cost
1.	Social Media and Media Open-Sourced Listening/Monitoring Tool	12	S. 16(1)	
2.	Social Media Scheduling & Engagement Management Tool	12		
			Total Extended Cost	$43,450 CAD

The cost for evaluation purposes will be the Total Extended Cost including all Deliverables throughout this RFQ for The City's immediate need. Delivery terms are Delivered at Place ("DAP") to the Delivery Location, unless otherwise specified in the additional terms and conditions.

Privacy Statement: Your personal information is being collected and used for the purpose of this procurement opportunity. This information is collected pursuant to section 33(c) of the Freedom of Information and Protection of Privacy Act of Alberta. If you have any questions about this, please contact the City Contact identified in this Request for Quote.

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APPENDIX A
(sample Contract Letter)

[inset date for the letter]

[Full Legal Name of Supplier]
[Insert Supplier's Business Address]

Attention: [Insert Supplier Contact]

Re: Request for Quote dated **[entered date of RFQ]** for **[description of Required Deliverables]** (the "Procurement Document")

Dear [insert name of Supplier Contact]:

The City of Calgary ("The City") is pleased to provide your compa... letter of acceptance (the "Contract Letter") of the Supplier's Quote to pr... the Procurement Document.

The purpose of this letter is to summarize the terms ar... City a... Supplier with respect to the Deliverables, and to clarify that t... ised of the following documents:

(a) this Contract Letter dated [insert C...

(b) The City's General Terms an...;

(c) the Procurement Docu... ;

(d) the Supplier's Qu... ent (the "Supplier Submission"); (collectively, th...

Additional Perfo... s

1. **The ... for the ... act ... [i... ate ... tra...**
2. The ... ill pa... lis... unts within 45 days of receipt of Suppliers invoice.
3. The Contra... e the date the Manager, **[Business Unit, Division]** executes this contract lette... Date").
4. The Expiry Date for the Contract will be **[insert date; OR, upon delivery; OR upon acknowledgement of acceptance of the Deliverables by the City; OR, other language specific to the Contract].**
5. The City contact and address for this Contract:

SAMPLE

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[insert name, title, and address of The City's representative in charge of administering the Contract.]

6. The Supplier contact and address for this Contract:
   [insert name, title, and address of Suppliers representative ontract.]
7. The following additional terms **will** govern:
   [insert any additional terms or N/A.]
8. Note any express deletions from Supplier's Submiss
   [insert any additional terms or N/A.]

Interpretation

In the event of any ambiguity, conflict or inconsistency betwe uments comprising the Contract, those documents will be construed, interpreted and give effect to their express terms, in the following order of precedence so that the first m ent below will prevail notwithstanding any term or aspect of a later mentioned document:

(a) this Contract Letter;

(b) The City's general terms and conditions referenced above;

(c) the Procurement Document, including any addenda;

(d) the Supplier Submission.

Execution

This letter may be executed and scanned or otherwise signed electronically and delivered by electronic transmission and when so executed and delivered will be deemed an original and binding on the parties. This letter may be executed in one or more counterparts, each of which taken together, shall constitute only one legal instrument.

By signing the below, the parties indicate their acknowledgement and agreement to perform the Contract on the terms and conditions confirmed herein.

Sincerely,

Agreed to on this date: **Supplier** Per: _____ Authorized Signatory. _____ Please print name.	Agreed to on this date: **The City of Calgary** Per: _____ [Managers Name] Manager, [Business Unit, Division]

SAMPLE

ISC: Unr nder
ISC: Confidential when form is complete
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Brandwatch

Brandwatch Social Media Management

+

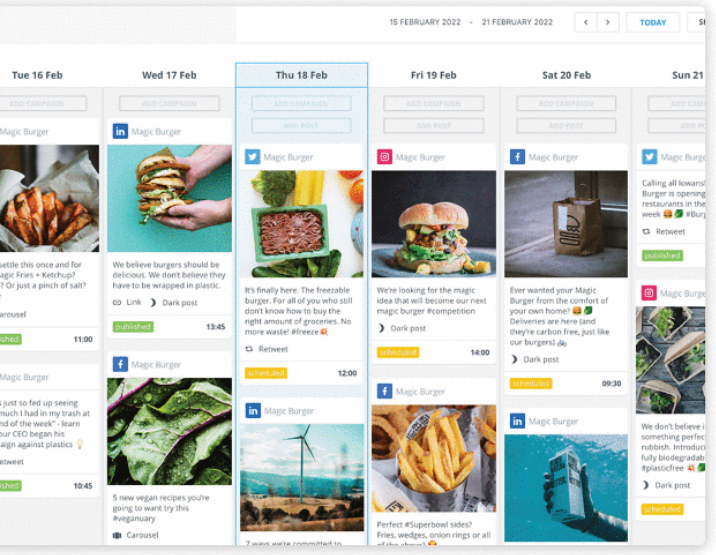
Proposal Prepared By:

Abby Vanderbrook
Senior Account Executive
abby@brandwatch.com
+1(315)573-9768

Brandwatch

Your All-in-One Social Media Management Solution

Brandwatch helps brands take their social media marketing efforts to the next level. Manage your social channels, talk to your customers, benchmark your performance and more across all your teams and regions.



Publish

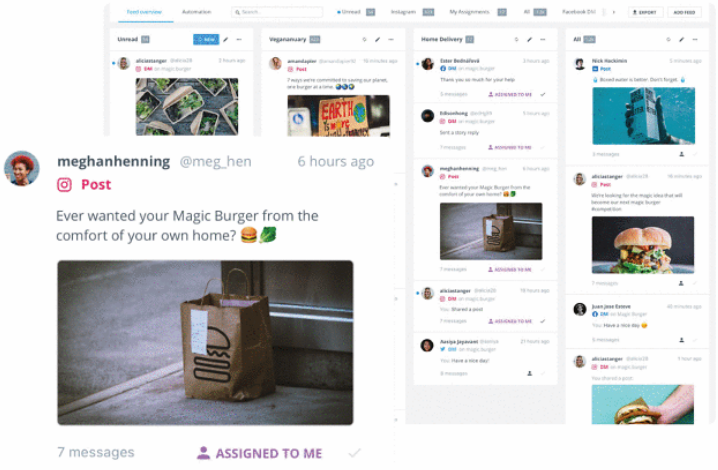
The simplest way to create, schedule and distribute content, including paid amplification, while ensuring brand consistency and teamwork.

- **Content calendar**
- **Assets library**
- **Team collaboration & approval flows**
- **Facebook and Instagram ads**

Engage

Moderate multiple conversations, share notes and assign tasks to your team, while keeping track of the most urgent messages.

- **Customizable social inbox**
- **Manage comments and direct messages**
- **Customer profile cards**
- **Internal notes and response templates**



“Whenever we have a big product release, customer satisfaction is our biggest priority. Because the suite is so user-friendly, we can focus on getting our customers their new PlayStations and give them the Customer focus that we want.”

Christian Coletta, Social Media Specialist, GameStop

Advertise

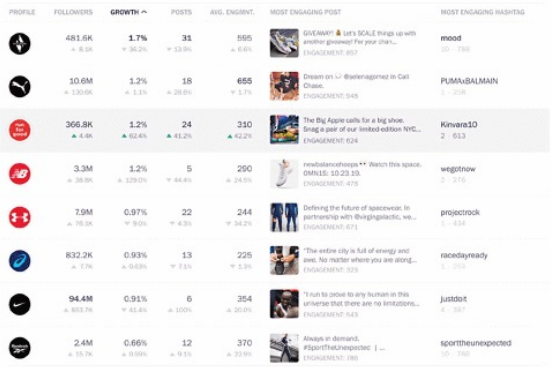
Optimize your ads strategy with automated workflows and real-time insights. Slice and dice real-time performance metrics across placements, audiences and objectives.

- **Campaigns, Ad Sets & Ads**
- **Smart targeting**
- **Automated ads with labelling structure**
- **Real-time performance metrics**

Listen

Brandwatch helps brands take their social media marketing efforts to the next level. Manage your social channels, talk to your customers, benchmark your performance and more across all your teams and regions.

- **Instant, unlimited search**
- **Live mention streams**
- **AI powered peak detection**
- **Social Inbox integration**



Benchmark

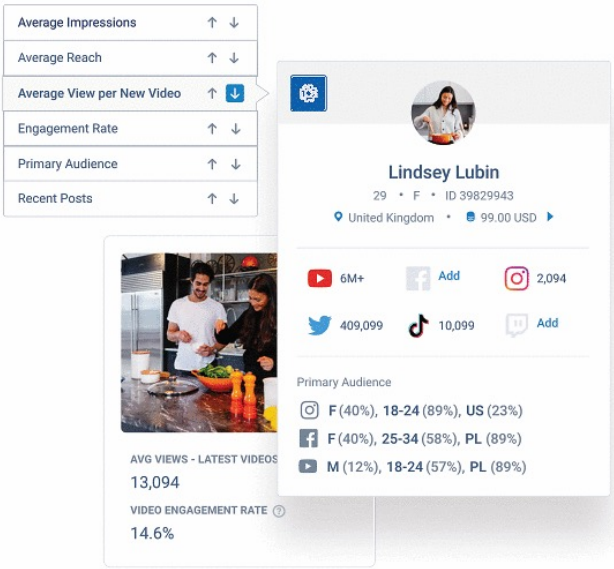
Inspire and enhance your social media strategies by analyzing how your own social media performance stacks up against competitors and industry leaders.

- **Content analysis**
- **Share of voice**
- **Analyze top posts**
- **Historical data**

Reporting & Customer Data

Make informed decision based on content performance and channel level metrics. Collate social and CRM data for a 360-view of your audience and sharpen segmentation.

- **Customizable and sharable**
- **Dashboards**
- **Aggregated metrics across social channels**
- **Customer demographics & preferences**
- **CRM integration**



Influence

Supercharge your influencer strategy with our end-to-end influencer marketing solution.

- **30M+ Influencer Search**
- **Influencer CRM**
- **Automated Campaign Reporting**
- **Content upload and approval flows**

Brandwatch

How we partner.

So, what could a Calgary Police Service + Brandwatch partnership look like?

Training
Roll-out & weekly

Onboarding/ Refresher Trainings

Webinars

Support in your time zone
7 days a week

In-app chat 24/7

Email

Help Center

Strategic Services

Consulting

Audit documents

One of the most important aspects of setting our customers up for success that we've learned is that every brand, team, user and goal is different and unique to the company's overall objectives. When working with clients, we spend time understanding their internal workflows and culture, social strategy, KPIs and goals, so that we can we make the most of our partnership together.

Roll-out and adoption is managed by your dedicated Customer Success Manager and Account Manager, in conjunction with Calgary Police Services's in-house social media teams. You will be assigned a dedicated Customer Success Manager (CSM), that is well versed within the government industry, who will guide your team through the setup process and ensure that your organization is setup in a way that best fits your needs.

Your Customer Success Manager will work with you to define your workflows, goals and KPIS. Once those are established, we will train the corporate team 1:1 so we can get feedback and tailor trainings to the end users. Based on that, we will then create a training plan to roll out Brandwatch to all end users in a customized way with real life examples that apply to your team, **so it's not generic**.

Onboarding includes customized product training and follow-up to ensure the smooth roll-out and adoption of the platform across the entire organization. Onboarding and training sessions can be recorded if any users are unable to join any of the sessions. Your Customer Success Manager, in addition to the above onboarding and trainings, will be your day-to-day point of contact if you have questions on how to best use a tool within Brandwatch.

Brandwatch

Custom Package for Calgary Police Services

Valid through March 30th, 2023

Social Media Management Premium Package:

S. 16(1)

Benchmark Pro:

S. 16(1)

On-boarding & Support:

S. 16(1)

Brandwatch Social & Benchmark 12-month Rate for Calgary Police Services: $43,450 CAD

S. 16(1)

Brandwatch

Draft Quote for City of Calgary Police Department

Offer Valid Through: March 30, 2023
Prepared By: Abby Vanderbrook
Order Number: Q-137510-1

Order

Billing Information

Bill To:
The City of Calgary
Accounts Payable
P.O Box 2100, Station M, #8041
Calgary, Alberta T2P 2M5
Canada

apinvoices@calgary.ca

Sold To:
Calgary Police Service
5111 47 St NE

Calgary, Alberta T3J 3R2
Canada

Services

Product	Description	Quantity	Monthly Price	Discount	Monthly Total
Premium	S. 16(1)				
Extra Listen Queries					
Benchmark Pro					
Monthly Total					

S. 16(1)

TOTAL FEE: CAD 43,450

Order Details

Subscription Period: 12.00 months
Subscription Start Date: Customer Signature Date below

Billing Frequency: Annual
Payment Terms: Net 30

Terms & Conditions

This Agreement is effective as of the date of signature of the purchasing entity ("Customer") below and consists of this Order, the Listening Service Appendix ("LSA") which is available at https://www.brandwatch.com/legal/listening-service-appendix/, the Management Service Appendix ("SA") which is available at https://www.brandwatch.com/legal/management-service-appendix/, and the Master Subscription Agreement ("MSA") (dated 15 October 2022) which is available at https://www.brandwatch.com/legal/terms-and-conditions/, each of which are expressly incorporated into this Order. This Order is an offer by Falcon.io US, Inc. to provide Customer with the Services and any third party reseller to provide you with the Resold Services (if applicable). By signing this Order, Customer agrees that it has read and understood the LSA, SA and MSA. Capitalised terms used but not defined in this Order are defined elsewhere in this Agreement or in the reseller's terms (as applicable). The parties agree to be bound.
This Order Form will renew automatically in accordance with the Terms and may be terminated without cause at the end of the then-current subscription period by providing written notice no less than ninety (90) days prior to the end of such subscription period. For each automatic renewal period, the fees for the services set forth above shall automatically increase by 10%.

From: Calgary Media Relations <delivery@agilitypr.delivery>
Sent: Tuesday, November 07, 2023 7:00 AM
To: Violet Rudy
Subject: [EXTERNAL]Calgary Police Media Coverage

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

CALGARY POLICE SERVICE
DAILY MEDIA BRIEFING

November 07, 2023 View in Browser

Online News

Jewish man dies after confrontation during pro-Israel and pro-Palestinian demonstrations

CityNews 660 Calgary November 7, 2023

A 69-year-old Jewish man died Monday after falling and striking his head following a confrontation the previous day during competing pro-Israel and pro-Palestinian demonstrations in suburban Los Angeles, authorities said. Paul Kessler's death was being... …

Non-Responsive

Non-Responsive

Powered by
Agility | PR Solutions

From: Calgary Media Relations <delivery@agilitypr.delivery>
Sent: Monday, November 06, 2023 7:00 AM
To: Violet Rudy
Subject: [EXTERNAL]Calgary Police Media Coverage

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

CALGARY POLICE SERVICE
DAILY MEDIA BRIEFING

November 06, 2023 View in Browser

Online News

Calgary Jewish Community update: November 3

Alberta Jewish News November 4, 2023

by Lisa Libin and Adam Silver (Calgary) – Good Afternoon, As the Israel-Hamas fighting continues to escalate, we are unfortunately continuing to experience increased anti-Israel sentiment and pure antisemitism throughout our city. While this is not unique. …

Non-Responsive

Non-Responsive

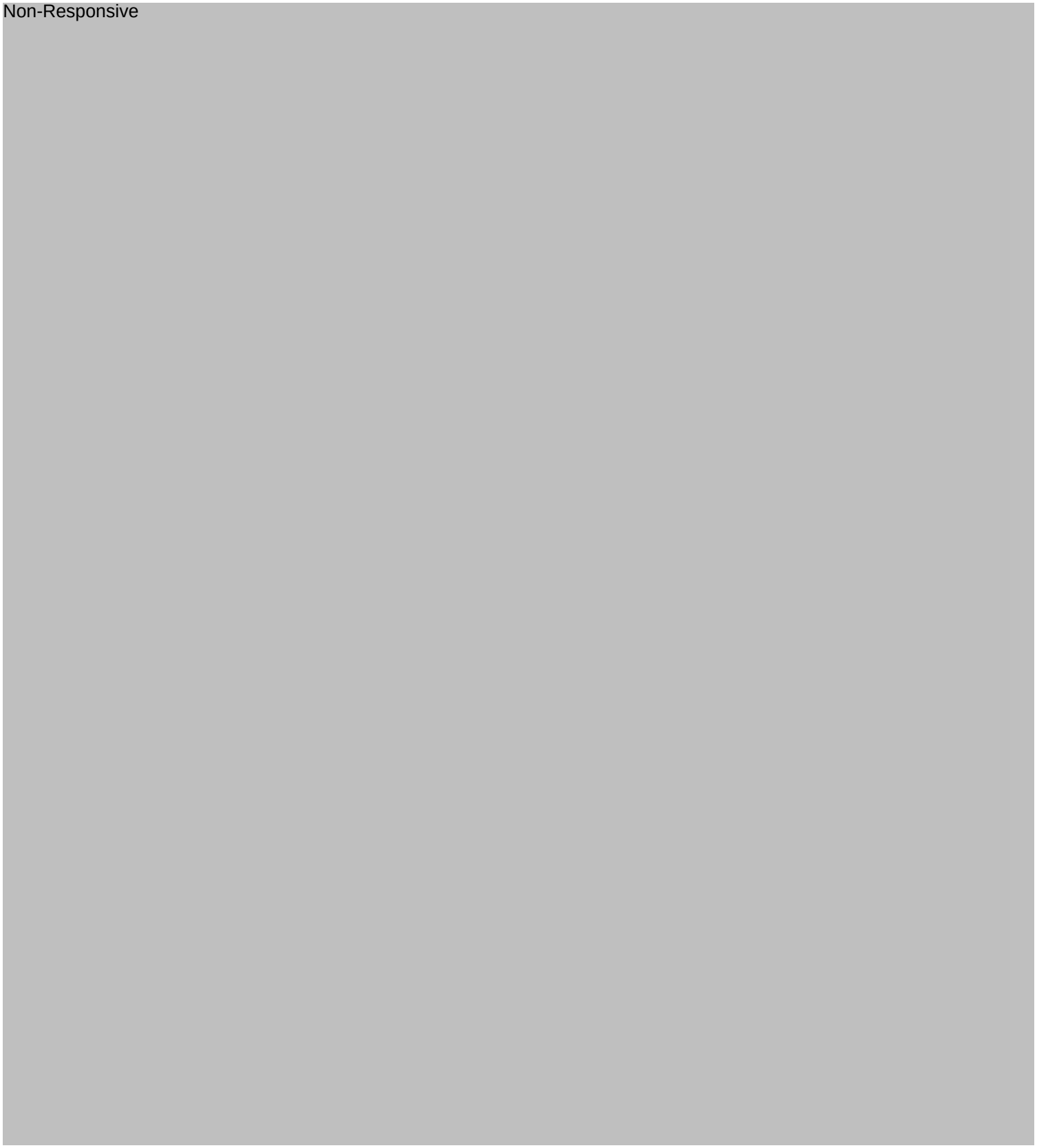
Non-Responsive

Non-Responsive

Non-Responsive

Non-Responsive

Non-Responsive



Powered by
Agility | PR Solutions

From: Sam Mathius <sam.mathius@hootsuite.com>
Sent: Wednesday, January 31, 2024 8:20 AM
To: Violet Rudy
Subject: [EXTERNAL]Hootsuite Extension Paperwork
Attachments: Calgary Police Service - 2024 Extension (Hootsuite & Talkwalker).pdf; Calgary Police Service - 2024 Extension (Hootsuite(.pdf; Calgary Police Service - 2024 Extension (Hootsuite & Insights) .pdf

Follow Up Flag: Follow up
Flag Status: Flagged

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Violet,

I have some good news. We are able to provide a 6-month extension for the Talkwalker portion of your package as well. Below, I've attached three quotes for the extension period:

- **Hootsuite Only**
- **Hootsuite + Talkwalker**
- **Hootsuite + Insights** (Insights is our internal social listening tool built directly in the platform in case you wanted to use these six months as a trial run of that tool.)

If you have any questions, please let me know.

Thanks!
Sam

--

Hootsuite®

Sam Mathius
Customer Account Manager

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

Get social with us

Check out blog.hootsuite.com for the latest social media best practices, industry news, and Hootsuite Product updates.

This email is being sent on behalf of Hootsuite Inc.
If this is a commercial electronic message and you are no longer interested in receiving these types of emails from Hootsuite, please unsubscribe here.

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Authorization Form Prepared For:
Calgary Police Service
5111 47 St. N.E.
Calgary, AB T3J 3R2
Canada

Quote #: Q-415961-1
Date: 31-JAN-2024
Expires 12-MAR-2024
Prices quoted in CAD
Account Executive: Sam Mathius
Email: sam.mathius@hootsuite.com

Item	Total Price
Hootsuite Enterprise Package for Calgary Police Service includes:	CAD 33,920.25
S. 16(1)	

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Customer:	Calgary Police Service	**Billing Schedule:**	Annually
Contact Name:	Violet Rudy	**Payment Terms:**	Payments are due within 30 days of invoice date
Phone:	S. 25(1)(c)(i)		
Customer Billing Address:	5111 47 St. N.E. Calgary, AB T3J 3R2 Canada	**Start of Initial Term:** **End of Initial Term:**	13-MAR-2024 12-SEP-2024

Primary Contact Email: violet.rudy@calgarypolice.ca
Billing Contact Name: Violet Rudy
Billing Contact Phone: S. 25(1)(c)(i)
Billing Contact Email: violet.rudy@calgarypolice.ca

Additional Terms:
This Authorization Form supersedes the Authorization Form Q-376232-1 issued by Hootsuite and executed by Customer on 10-MAR-2023.

By signing this Authorization Form, you agree to: (a) purchase the products and services pursuant to the terms and fees set forth herein; (b) pay the Total Price (and applicable sales and use taxes) and authorize Hootsuite to submit invoices for such payment; and (c) be bound by the terms and conditions published at https://hootsuite.com/enterpriseterms (the "Terms"). This Authorization Form will renew as set forth in the Terms, unless expressly stated otherwise herein.

Name _____ **Signature** _____

Title _____ **Date of Signature** _____

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Authorization Form Prepared For:
Calgary Police Service
5111 47 St. N.E.
Calgary, AB T3J 3R2
Canada

Quote #: Q-415962-1
Date: 31-JAN-2024
Expires 12-MAR-2024
Prices quoted in CAD
Account Executive: Sam Mathius
Email: sam.mathius@hootsuite.com

Item	Total Price
Hootsuite Enterprise Package for Calgary Police Service includes:	CAD 19,492.87
S. 16(1)	

Customer:	Calgary Police Service	**Billing Schedule:**	Annually
Contact Name:	Violet Rudy	**Payment Terms:**	Payments are due within 30 days of invoice date
Phone:	S. 25(1)(c)(i)		
Customer Billing Address:	5111 47 St. N.E. Calgary, AB T3J 3R2 Canada	**Start of Initial Term:** **End of Initial Term:**	13-MAR-2024 12-SEP-2024

Primary Contact Email: violet.rudy@calgarypolice.ca
Billing Contact Name: Violet Rudy
Billing Contact Phone: S. 25(1)(c)(i)
Billing Contact Email: violet.rudy@calgarypolice.ca

Additional Terms:
This Authorization Form supersedes the Authorization Form Q-376232-1 issued by Hootsuite and executed by Customer on 10-MAR-2023.

By signing this Authorization Form, you agree to: (a) purchase the products and services pursuant to the terms and fees set forth herein; (b) pay the Total Price (and applicable sales and use taxes) and authorize Hootsuite to submit invoices for such payment; and (c) be bound by the terms and conditions published at https://hootsuite.com/enterpriseterms (the "Terms"). This Authorization Form will renew as set forth in the Terms, unless expressly stated otherwise herein.

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Name	**Signature**
Title	**Date of Signature**

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Authorization Form Prepared For:
Calgary Police Service
5111 47 St. N.E.
Calgary, AB T3J 3R2
Canada

Quote #: Q-415966-1
Date: 31-JAN-2024
Expires 12-MAR-2024
Prices quoted in CAD
Account Executive: Sam Mathius
Email: sam.mathius@hootsuite.com

Item	Total Price
Hootsuite Enterprise Package for Calgary Police Service includes: S. 16(1)	CAD 24,375.37

Customer:	Calgary Police Service	**Billing Schedule:**	Annually
Contact Name:	Violet Rudy	**Payment Terms:**	Payments are due within 30 days of invoice date
Phone:	S. 25(1)(c)(i)		
Customer Billing Address:	5111 47 St. N.E. Calgary, AB T3J 3R2 Canada	**Start of Initial Term:**	13-MAR-2024
		End of Initial Term:	12-SEP-2024

Primary Contact Email: violet.rudy@calgarypolice.ca
Billing Contact Name: Violet Rudy
Billing Contact Phone: S. 25(1)(c)(i)
Billing Contact Email: violet.rudy@calgarypolice.ca

Additional Terms:
This Authorization Form supersedes the Authorization Form Q-376232-1 issued by Hootsuite and executed by Customer on 10-MAR-2023.

For greater clarity, Customer acknowledges that "Hootsuite Insights powered by Brandwatch" is a Third-Party Service as defined in the Terms, and expressly agrees to the Brandwatch Terms and Conditions published at

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

https://www.brandwatch.com/terms-and-conditions/ and the Brandwatch User Privacy Policy published at https://www.brandwatch.com/legal/user-privacy-policy/.

By signing this Authorization Form, you agree to: (a) purchase the products and services pursuant to the terms and fees set forth herein; (b) pay the Total Price (and applicable sales and use taxes) and authorize Hootsuite to submit invoices for such payment; and (c) be bound by the terms and conditions published at https://hootsuite.com/enterpriseterms (the "Terms"). This Authorization Form will renew as set forth in the Terms, unless expressly stated otherwise herein.

Name	**Signature**
Title	**Date of Signature**

From: Candace Rumancik
Sent: Friday, September 06, 2024 11:01 AM
To: Alexia Elford; Violet Rudy
Subject: FW: [EXTERNAL]RE: Hootsuite - expires Sept 12 - PO 50359
Attachments: SHI Quote-25262354.pdf

Updated quote attached

From: Eric Ivaniuc
Sent: Friday, September 6, 2024 10:00 AM
To: Candace Rumancik ; Team_Canada_1
Cc: TeamRose ; Alexia Elford
Subject: RE: [EXTERNAL]RE: Hootsuite - expires Sept 12 - PO 50359

Hi Candace,

The vendor made an error on their initial quote and quoted the wrong term and cost. I have attached an updated quote with the correct term and cost.

Please let us know if you have any questions.

Have a great weekend if we do not speak again.

Best Regards,

SHI | Eric Ivaniuc
Sr. Inside Account Manager - Canada
Office: +17325848868
Review SHI's privacy policy to manage communications.

From: Eric Ivaniuc <Eric_Ivaniuc@SHI.com>
Sent: Wednesday, September 4, 2024 8:20 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>; Team_Canada_1 <Team_Canada_1@SHI.com>
Cc: TeamRose <TeamRose@shi.com>; Alexia Elford <AElford@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Hootsuite - expires Sept 12 - PO 50359

Hi Candace,

I am checking with our supplier, I will get back to you once I have an update.

Thanks!

SHI | Eric Ivaniuc
Sr. Inside Account Manager - Canada
Office: +17325848868
Review SHI's privacy policy to manage communications.

From: Candace Rumancik <CRumancik@calgarypolice.ca>
Sent: Tuesday, September 3, 2024 5:54 PM
To: Eric Ivaniuc <Eric_Ivaniuc@SHI.com>; Team_Canada_1 <Team_Canada_1@SHI.com>
Cc: TeamRose <TeamRose@shi.com>; Alexia Elford <AElford@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Hootsuite - expires Sept 12 - PO 50359

External Sender: Use caution with links/attachments.

Hi Eric,
I think the dates are incorrect on the quote. Start should be Sept 13, 2024-Sept 12, 2025 (1 year quote)
Our current PO expires Sept 12 2024

Thanks,
Candace

From: Eric Ivaniuc <Eric_Ivaniuc@SHI.com>
Sent: Tuesday, September 3, 2024 2:47 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>; Team_Canada_1 <Team_Canada_1@SHI.com>
Cc: TeamRose <TeamRose@shi.com>
Subject: RE: [EXTERNAL]RE: Hootsuite - expires Sept 12 - PO 50359
Importance: High

Hi Candace,

Please find your quote attached and let me know if you have any questions.

Thanks!

SHI | Eric Ivaniuc
Sr. Inside Account Manager - Canada
Office: +17325848868
Review SHI's privacy policy to manage communications.

From: Candace Rumancik <CRumancik@calgarypolice.ca>
Sent: Wednesday, August 28, 2024 11:19 AM
To: Eric Ivaniuc <Eric_Ivaniuc@SHI.com>
Subject: RE: [EXTERNAL]RE: Hootsuite - expires Sept 12 - PO 50359

External Sender: Use caution with links/attachments.

Thank-you

From: Eric Ivaniuc <Eric_Ivaniuc@SHI.com>
Sent: Wednesday, August 28, 2024 9:15 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Hootsuite - expires Sept 12 - PO 50359

Hey Candace,

Ok. I just reached back out, hopefully they can get this asap.

Best,

SHI | Eric Ivaniuc
Sr. Inside Account Manager - Canada
Office: +17325848868
Review SHI's privacy policy to manage communications.

From: Candace Rumancik <CRumancik@calgarypolice.ca>

Sent: Wednesday, August 28, 2024 10:13 AM
To: Eric Ivaniuc <Eric_Ivaniuc@SHI.com>
Subject: RE: [EXTERNAL]RE: Hootsuite - expires Sept 12 - PO 50359

External Sender: Use caution with links/attachments.

Hi Eric,
I'm not sure who they are working with. I've been asked to obtain a quote

---

From: Eric Ivaniuc <Eric_Ivaniuc@SHI.com>
Sent: Wednesday, August 28, 2024 8:01 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Hootsuite - expires Sept 12 - PO 50359

Hi Candace,

I do recall trying to get a quote earlier in the month for this but Hootsuite said they are still working with the department on the renewal. I just followed up and they said the same thing.

Thanks,

SHI | Eric Ivaniuc
Sr. Inside Account Manager - Canada
Office: +17325848868
Review SHI's privacy policy to manage communications.

From: Candace Rumancik <CRumancik@calgarypolice.ca>
Sent: Wednesday, August 28, 2024 9:54 AM
To: Eric Ivaniuc <Eric_Ivaniuc@SHI.com>
Subject: RE: [EXTERNAL]RE: Hootsuite - expires Sept 12 - PO 50359

External Sender: Use caution with links/attachments.

Thanks, Eric

From: Eric Ivaniuc <Eric_Ivaniuc@SHI.com>
Sent: Wednesday, August 28, 2024 7:52 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>; Rose Smith <Rose_Smith@SHI.com>; TeamRose <TeamRose@shi.com>; Team_Canada_1 <Team_Canada_1@SHI.com>
Cc: Alexia Elford <AElford@calgarypolice.ca>
Subject: [EXTERNAL]RE: Hootsuite - expires Sept 12 - PO 50359

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hey Candace,

I am working on this. I will get back to you shortly with an update.

Thanks!

Eric Ivaniuc
Sr. Inside Account Manager - Canada
Office: +17325848868
Review SHI's privacy policy to manage communications.

From: Candace Rumancik <CRumancik@calgarypolice.ca>
Sent: Wednesday, August 28, 2024 9:51 AM
To: Rose Smith <Rose_Smith@SHI.com>; TeamRose <TeamRose@shi.com>; Eric Ivaniuc <Eric_Ivaniuc@SHI.com>; Team_Canada_1 <Team_Canada_1@SHI.com>
Cc: Alexia Elford <AElford@calgarypolice.ca>
Subject: Hootsuite - expires Sept 12 - PO 50359

External Sender: Use caution with links/attachments.

Good morning Rose, Eric,

Our PO 50359 for Hootsuite expires Sept. 12.

Can we please have a 1-year renewal quote?

Thanks,

Candace Rumancik | IT Contract Administrator | Information & Technology Division |
5111 – 47 Street NE, Calgary, AB T3J 3R2 | Phone: 403.428.5853 | crumancik@calgarypolice.ca

ISC: Protected B

Pricing Proposal
Quotation #: 25262354
Created On: 2024-09-03
Valid Until: 2024-09-27

CALGARY POLICE SERVICE

Candace Rumancik
5111-47 Street NE
ATTN: Candace Mantai
ICTS MAIL CODE 620
Calgary
AB
T3J 3R2
Canada
Phone: S. 25(1)(c)(i)
Fax:
Email: crumancik@calgarypolice.ca

SHI Canada ULC

Eric Ivaniuc - Sr. Inside Account Manager - Canada
325 Front Street W
Toronto, Ontario
M5V 2Y1, Canada
Phone: +1-732-584-8868
Fax:
Email: eric_ivaniuc@shi.com

All Prices are in US Dollar (USD)

	Product	Qty	Your Price	Total
1	Hootsuite Enterprise Plan includes:- Hootsuite Enterprise Platform- S. 16(1) - 12M Term HootSuite Media - Part#: HS_ENT_PKG_SVC Contract Name: City of Calgary-SHI Reseller Agreement Contract #: 20-1661 Coverage Term: 2024-09-13 – 2025-09-12 **Note:** Software, ESD - 1 Year Renewal - Previous PO# 0000050359	1	S. 16(1)	US$50,991.74

Subtotal	US$50,991.74
*Tax	US$2,549.59
Total	US$53,541.33

*Tax is estimated. Invoice will include the full and final tax due.

Additional Comments

Please reference the SHI quote number on each PO and verify that the purchase order matches exactly with the SHI quote provided. Any changes will prompt a request for revision and will delay the processing of the purchase order.

Please note: There will be a 2.5% fee applied if this quote is purchased via a credit card.

The products offered under this proposal are resold in accordance with the terms and conditions of the Contract referenced under that applicable line item.

From: Candace Rumancik
Sent: Wednesday, March 13, 2024 9:41 AM
To: Rose Smith - SHI (Rose_Smith@SHI.com); TeamRose; Eric Ivaniuc
Cc: Alexia Elford; Violet Rudy
Subject: PO 50359 - Hootsuite Enterprise Plan S. 16(1)
Attachments: CPSPO_0000050359_0.pdf; SHI Quote-24506961.pdf

Good morning, Rose, Eric,

PO 50359 is attached to process the Hootsuite Enterprise for March 13-September 12, 2024 (6 months)

Thank-you for your prompt attention to this, as it expires today.

Thanks,

Candace Rumancik | IT Contract Administrator | Information & Technology Division |
5111 – 47 Street NE, Calgary, AB T3J 3R2 | Phone: 403.428.5853 | crumancik@calgarypolice.ca

ISC: Protected B

Purchase Order

Calgary Police Services

Date	2024/03/11	**PO Number**	**0000050359**
Buyer	Keating, Nikkia	**Business Unit**	CPSPO
Phone		**Change Order**	
Fax		**Contract**	
Email	Nikkia.Keating2@calgary.ca		

Supplier: 2000005620
SHI CANADA ULC
FOR CAD CURRENCY ONLY
WESTON CANAL PLAZA
2 RIVERVIEW DR
SOMERSET NJ 08873
United States

Ship To:
Calgary Police Service
CPS Information Communication
Westwinds Campus East Bldg
5111 47 St NE
CALGARY AB T3J 3R2
Canada

Bill To:
Email invoices to: APInvoices@calgary.ca
(the invoice must be the first document in the submission)
Or mail to:
Calgary Police Service
Westwinds Campus East Bldg
Finance Section
5111 47 St N.E.
Calgary AB T3J 3R2
Canada

Email inquiries regarding payment of invoices to: aphelp@calgary.ca
Or call: Corporate Accounts Payable: Tel: 403-268-2750, Fax: 403-268-2308

Payment Terms	Ship Via	Freight Terms	Currency
NET 30	Vendor's Preference	FOB Des Offloaded Pd	CAD

Line-Sch	GST Y/N	City Item ID	Item/Description	Quantity UOM	PO Unit Price	Extended Amt	Due Date
1 - 1	Y		Hootsuite Enterprise Plan S. 16(1) S. 16(1) for CPS - March 13, 2024 - September 12, 2024	1.00 LS	S. 16(1)	24,375.37	03/13/2024

BU - Michal Nunn / Violet
IT - Alexia Elford
Calgary Police Service
5111 - 47 Street NE
Calgary, AB

Quote 24506961

SAP Ariba SR1033867666

All invoices and other documents associated with this order must quote this Purchase Order number.

Email invoice to: APinvoices@calgary.ca
(the invoice must be the first document in the submission)

The Total PO Amount of this order is estimated expenditure and not a commitment. Dollars paid will be only for the actual goods and/or services purchased within the noted contract period.

The above prices are Goods & Services Tax applicable. Please invoice with Goods and Services Tax listed as a separate total amount and include your GST registration number. If you are a GST registrant, please provide your GST number and charge GST as applicable, as The City of Calgary is not GST exempt. If the above product is to be shipped from a foreign country the vendor will be responsible for all custom related charges.

THE CORRECT PURCHASE ORDER MUST BE DISPLAYED ON THE INVOICE(S) BEING SUBMITTED. THERE COULD BE SIGNIFICANT PAYMENT DELAYS IF THE INVOICE DETAILS DO NOT ALIGN WITH THE ISSUED PURCHASE ORDER. ALL PRICE CHANGES MUST BE PRE-APPROVED BY THE BUYER PRIOR TO SHIPPING OTHERWISE THE CITY WILL PAY THE UNIT PRICE AS LISTED ON THIS ORDER.

If the deliverables mentioned on this Purchase Order (PO) are covered by a contract with The City, this PO is subject to the conditions in such contract. If the PO relates to goods, materials, products, or services that are not under a separate contract; the terms and conditions governing this PO are posted on The City's website at www.calgary.ca. Enter Supply Management Terms & Conditions in the search field. Alternatively, contact the Buyer listed above.

Sub Total	24,375.37
Total GST (5%)	1,218.77
Total PO Amount	25,594.14

Terms or conditions proposed by a supplier or included in price or work proposal, or invoice will not be effective to amend a contract with The City of Calgary and will not be binding upon The City unless those terms or conditions are expressly agreed to by the Director of Supply Management.

Pricing Proposal
Quotation #: 24506961
Created On: 2024-02-16
Valid Until: 2024-03-15

CALGARY POLICE SERVICE

Alexia Elford
5111-47 Street NE
ATTN: Candace Mantai
ICTS MAIL CODE 620
Calgary
AB
T3J 3R2
Canada
Phone: 4034285777
Fax:
Email: aelford@calgarypolice.ca

SHI Canada ULC

Eric Ivaniuc - Sr. Inside Account Manager - Canada
325 Front Street W
Toronto, Ontario
M5V 2Y1, Canada
Phone: +1-732-584-8868
Fax:
Email: eric_ivaniuc@shi.com

All Prices are in Canadian Dollar (CAD)

	Product	Qty	Your Price	Total
1	Hootsuite Enterprise Plan includes: - Hootsuite Enterprise Platform S. 16(1) HootSuite Media - Part#: HS_ENT_PKG_SVC Coverage Term: 2024-03-13 – 2024-09-12 **Note:** Software, ESD	1	S. 16(1)	$24,375.37
			Total	$24,375.37

Additional Comments

Please note: There will be a 2.5% fee applied if this quote is purchased via a credit card.

The Products offered under this proposal are resold in accordance with the SHI Online Customer Resale Terms and Conditions, unless a separate resale agreement exists between SHI and the Customer.

From: Candace Rumancik
Sent: Friday, March 08, 2024 9:58 AM
To: Alexia Elford; Michael Nunn; Parmar, Gurjit
Cc: Violet Rudy; Mamvura, Joey
Subject: RE: Requisition 29819 - SHI - Hootsuite Contract 20-1661
Attachments: SHI Quote-24506961.pdf

I believe that Michael still need to go into FSCM and approve this requisition.

From: Candace Rumancik
Sent: Wednesday, March 06, 2024 3:55 PM
To: Alexia Elford ; Michael Nunn ; Parmar, Gurjit
Cc: Violet Rudy ; Mamvura, Joey
Subject: Requisition 29819 - SHI - Hootsuite Contract 20-1661

Hi Alexia,

I've created Requisition 29819 in FSCM. It is needing Michael Nunn to go in and approve it in FSCM now.

I've created SR1033867666 in SAP Ariba under contract 20-1661 to SHI for Supply to process.

Gurjit – Can you please process PO and send to me. The quote is attached and also in SAP Ariba for processing.

Thanks,

Candace Rumancik | IT Contract Administrator | Information & Technology Division |
5111 – 47 Street NE, Calgary, AB T3J 3R2 | Phone: 403.428.5853 | crumancik@calgarypolice.ca

ISC: Protected B

Candace

From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Wednesday, March 06, 2024 12:38 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Violet Rudy <VRudy@calgarypolice.ca>
Subject: SHI - Hootsuite

ISC: Protected A

Hi Candace ,

Can you please create a req for Hootsuite through SHI for Violet as per the attached quote and key it to Michael Nunn Coding as outlined below. This will replace PO#49288 until the new Rfx is awarded. Thank you
53250-10044-20

Violet – apologies for how long this has taken, it was buried in my email/ to do list.

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
C: S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

Pricing Proposal
Quotation #: 24506961
Created On: 2024-02-16
Valid Until: 2024-03-15

CALGARY POLICE SERVICE

Alexia Elford
5111-47 Street NE
ATTN: Candace Mantai
ICTS MAIL CODE 620
Calgary
AB
T3J 3R2
Canada
Phone: 4034285777
Fax:
Email: aelford@calgarypolice.ca

SHI Canada ULC

Eric Ivaniuc - Sr. Inside Account Manager - Canada
325 Front Street W
Toronto, Ontario
M5V 2Y1, Canada
Phone: +1-732-584-8868
Fax:
Email: eric_ivaniuc@shi.com

All Prices are in Canadian Dollar (CAD)

	Product	Qty	Your Price	Total
1	Hootsuite Enterprise Plan includes: - Hootsuite Enterprise Platform S. 16(1) S. 16(1) HootSuite Media - Part#: HS_ENT_PKG_SVC Coverage Term: 2024-03-13 – 2024-09-12 **Note:** Software, ESD	1	S. 16(1)	$24,375.37

Total $24,375.37

Additional Comments

Please note: There will be a 2.5% fee applied if this quote is purchased via a credit card.

The Products offered under this proposal are resold in accordance with the SHI Online Customer Resale Terms and Conditions, unless a separate resale agreement exists between SHI and the Customer.

There were no attachments and the original email with attachments was deleted

From: Violet Rudy
Sent: Thursday, February 01, 2024 10:32 AM
To: Emma Poole
Subject: RE: [EXTERNAL]Hootsuite Extension Paperwork

Follow Up Flag: Follow up
Flag Status: Flagged

Hey Emma,

For sure, I'm waiting to hear back from Alexia to see what the process is for an extension and is there a cap on $.
I'm hoping to get Hootsuite to provide us additional users for the extension, I sent off an email to Sam about this and will see what we get back from him.

The one quote is Hootsuite only, the other is Hootsuite and Talkwalker (what we currently have) and the insights one is Hootsuite with Hootsuite's social listening – powered by Brandwatch Non-Responsive

S. 24(1)(a)

Let me know your thoughts on all this, thank you,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
C: S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

NOTICE -
This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation.

From: Emma Poole
Sent: Thursday, February 01, 2024 9:55 AM
To: Violet Rudy
Subject: RE: [EXTERNAL]Hootsuite Extension Paperwork

Thanks Vi. Are you able to give me some additional context behind these docs?

Emma Poole | Public Affairs/Media Relations Unit | Manager
T: 403.428.2074 | Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

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---

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Wednesday, January 31, 2024 8:30 AM
To: Emma Poole <EPoole@calgarypolice.ca>
Subject: FW: [EXTERNAL]Hootsuite Extension Paperwork

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
C: S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

NOTICE -
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From: Sam Mathius <sam.mathius@hootsuite.com>
Sent: Wednesday, January 31, 2024 8:20 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: [EXTERNAL]Hootsuite Extension Paperwork

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Violet,

I have some good news. We are able to provide a 6-month extension for the Talkwalker portion of your package as well. Below, I've attached three quotes for the extension period:

- **Hootsuite Only**
- **Hootsuite + Talkwalker**
- **Hootsuite + Insights** (Insights is our internal social listening tool built directly in the platform in case you wanted to use these six months as a trial run of that tool.)

If you have any questions, please let me know.

Thanks!
Sam

--

Sam Mathius
Customer Account Manager

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

Get social with us

Linkedin

Check out blog.hootsuite.com for the latest social media best practices, industry news, and Hootsuite Product updates.

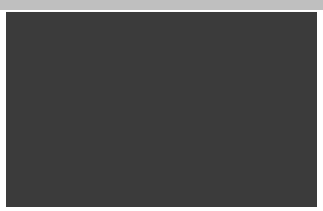
This email is being sent on behalf of Hootsuite Inc.
If this is a commercial electronic message and you are no longer interested in receiving these types of emails from Hootsuite, please unsubscribe here.

From: Cassie Pang
Sent: Monday, November 06, 2023 7:49 AM
To: CPS Media Clippings
Subject: Daily Media Clippings - Nov. 6, 2023

STRATEGIC COMMUNICATIONS
DAILY MEDIA COVERAGE

Non-Responsive

Non-Responsive



Man arrested at demonstration over Israel-Gaza war

Calgary police say a man was arrested during another protest between supporters of Israel and Palestine Sunday afternoon.

The demonstration took place outside Calgary city hall at 2 p.m., with each party lining up on opposite sides of Macleod Trail.

Officials say more than 1,000 people attended and it was a peaceful protest but for one individual who was arrested for "causing a disturbance."

Charges are pending against them.

"We appeal to all protesters to act responsibly and protest within the laws. Anyone who jeopardizes public peace, endangers others, or participates in illegal activities will be held accountable for their actions," police said in a statement on X(opens in a new tab).

The Calgary Police Service says it took a number of precautions ahead of the event to protect public safety, including deploying a mobile command vehicle at the scene.

Non-Responsive

Non-Responsive

Non-Responsive

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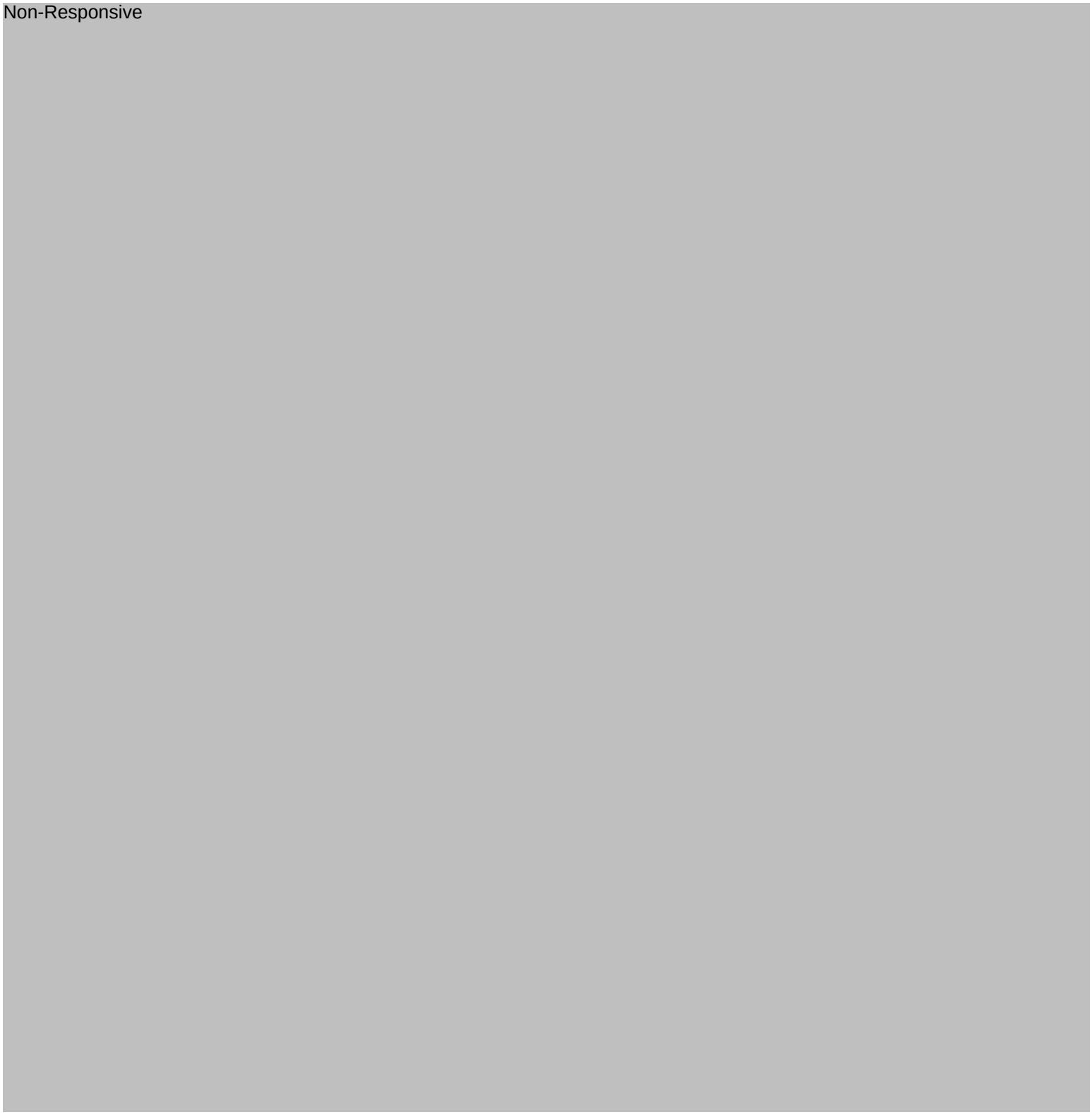

Order Confirmation

Meltwater

Effective Date: 2022/08/26

Meltwater Services

☒ **Explore Unlimited - Base**
(Sep 01, 2022 - Feb 27, 2023)

S. 16(1)

[redacted]

☒ **Meltwater Engage - S. 16(1) Profiles**
(Sep 01, 2022 - Feb 27, 2023)

S. 16(1)

[redacted]

☒ **Meltwater Lite**
(Sep 01, 2022 - Feb 27, 2023)

S. 16(1)

Additional Users
(Sep 01, 2022 - Feb 27, 2023)

- Users: Access by up to S. 16 Authorized Users (defined herein) to the Meltwater platform. "Authorized Users" means those specific employees or consultants located in Canada that Customer has authorized to use the Meltwater platform solely for Customer's own internal business purposes.

Total Price	**24105.00 CAD** (amount excludes Sales Tax)

Special Terms:

- Notwithstanding anything to the contrary in this Agreement, Customer will pay all invoices in accordance with the following schedule: Invoice 1 in the amount of 24105.00 CAD due on or before Sep 14, 2022

By signing below, Customer agrees to be bound by this Order Confirmation, the General Terms & Conditions, and Special Terms, if any, which together constitute the entire Agreement between the parties. The signing individual represents that he/she has the authority to enter into the Agreement on behalf of Customer

Customer		**Meltwater**	
Calgary Police Service 5111 47 St NE Calgary, Alberta T3J 3R2 Canada Contact: Violet Rudy P: (403) 268-5116		Meltwater News Canada Inc. 150 King St West Toronto, ON M5H 1J9 Canada	
Date	2022/08/26	**Date**	
Name	Sarah Demko	**Name**	**Evan deVerteuil**
Email	sdemko@calgarypolice.ca		
Title	Director IT Operations - Calgary Police Service		
Signature	S. 17(1)		

General Terms and Conditions of Use of Meltwater Services

1. General

These General Terms and Conditions of Use ("T&C") together with the Order Confirmation and Special Terms (as defined in the Order Confirmation), if any, constitute the entire "Agreement" between the parties. This Agreement shall govern Customer's access to and use of the Site (as defined below) and the Meltwater products and services purchased by Customer as listed in the Order Confirmation (collectively, "Meltwater Services"). The Meltwater Services are provided by **Meltwater News Canada Inc.** ("Meltwater") and its third party providers, as applicable, on and through the domain and sub-domains of www.meltwater.com (collectively, the "Site"). To the extent of any inconsistency between the T&C, Special Terms and the Order Confirmation, the Special Terms shall control, followed by the T&C and then the Order Confirmation, unless otherwise agreed by the parties.

2. Right of Use

2.1 Customer is obligated to access and use the Site and the Meltwater Services, and any content accessed by or provided therein, in accordance with all applicable laws, rules and regulations and agrees to accept Meltwater's privacy policy, located at http://www.meltwater.com/privacy. Meltwater reserves the right to make changes to its policies and the Site at any time. Subject to the terms and conditions of the Agreement, Meltwater shall grant Customer a non-exclusive and non-transferable right to permit the Authorized Users specified in the Order Confirmation to use the Meltwater Services for internal purposes. This does not include performance of services for the benefit of third parties, nor the use by Customer's affiliated companies. Customer shall be authorized to engage external consultants as users of the Meltwater Services on the premise of appropriate contractual agreements and to the extent that they will use the Meltwater Services exclusively for the Customer.

2.2 Customers who are marketing or public relations agencies may use the Meltwater Services on behalf of their clients but only if all of the following conditions are met: (i) Customer agrees that Meltwater and its licensors and/or providers are not parties to the agreement between Customer and its client; (ii) Customer's payment obligations pursuant to this Agreement are not dependent upon receiving payment from Customer's clients; (iii) Customer must first obtain its client's written consent authorizing Customer to provide client information as necessary for Meltwater to perform under this Agreement; (iv) if applicable, Customer must first obtain its client's written consent authorizing Customer to act on the client's behalf, including sending out press releases using the Meltwater Services; and (v) the agreement between Customer and its clients is at least as restrictive and protective of Meltwater's and its licensors' and/or its providers' rights as this Agreement. Customer shall be solely responsible for and shall comply with all laws, rules, regulations and directives in delivering and providing the Customer's agency services, including but not limited to, any laws regarding privacy and the use and disclosure of personal data and any advertising and/or marketing laws.

3. Prerequisites

Customer shall be responsible for obtaining and maintaining all hardware, software, communications equipment and network infrastructures required to access and use the Site and the Meltwater Services, and for paying all third-party fees and access charges incurred while using the Meltwater Services.

4. Account and Password

Customer will receive a password to log in to the Site and access the Meltwater Services. Customer shall have sole responsibility for all activities relating to such Customer's account and shall immediately inform Meltwater of any unauthorized use of the Customer's account.

5. Product-Specific Terms and Conditions

If Customer purchases the following Meltwater Services, the following applicable terms and conditions listed below shall apply, in addition to all other terms of this Agreement:

5.1 **Canadian Premium Content/Postmedia Premium Content/Direct Feed**: The Rights of Use in S2 of this Agreement sets out Customer's use rights and the limited license that the Customer has to use Meltwater's products, including full text content of these Meltwater Services. To the maximum extent permitted by law, and without limitation to all other rights and remedies available to Meltwater, Customer shall indemnify and hold harmless Meltwater, its subsidiaries, affiliates, successors, assigns, officers, directors, stockholders, employees, and customers, from and against any and all liability, losses, damages, claims, demands, fines, causes of action, suits, or proceedings, and expenses connected therewith (including reasonable attorneys' fees), arising from or related to Customer's breach of the Rights of Use with these Meltwater Services. This indemnification is unlimited.

5.2 **Online Newswire**: Customer shall only release newswires, articles or other content that is directly associated with Customer, and Customer acknowledges that neither Meltwater nor any third party newswire provider has any obligation to publish Customer content onto any third party newswire or website. Meltwater and any third party newswire provider, at their sole discretion, shall expressly reserve the right to refuse any news releases and/or other content such as graphics, photos and captions that are not consistent with the purpose of a professional news release distribution network.

5.3 **Media Relations Platform:** Media Relations Platform is intended for use in distributing pressreleases to professional journalists. By uploading Customer's owncontacts, Customer represents and warrants that: (i) all contacts locatedin Canada are professional journalists or otherwise are employees,representatives, consultants or franchisees of an organization with which Customer has a relationship; and (ii) that Customer complies withCanada's anti-spam law ("CASL"). Customer shall indemnify and holdharmless Meltwater, its subsidiaries, affiliates, successors, assigns,officers, directors, stockholders, employees and customers (the"Indemnitees"), from and against any and all liability, losses, damages,claims, demands, fines, causes of action, suits or proceedings andexpenses connected therewith (including reasonable attorneys' fees) arising from or related to Customer's breach of the warranties hereinSection 5.3.

5.4 **Critical Mention**: The broadcast monitoring services provided by Critical Mention (the "CM Services") provide Customer the ability to search and access broadcast transcripts, and digitized broadcast television clips and radio clips ("CM Content"). Customer agrees to review, download, copy, edit, distribute and otherwise use CM Content for internal, research purposes only, or, in the event that Customer is an agency, for the internal, research purposes of its clients, subject to section 2.2 herein. Other than as expressly permitted herein, Customer shall not: (i) copy, edit, display, exhibit, perform, distribute, transmit , publicly display, post to a company intranet or public website or otherwise use the CM Content, in whole or in part in any way; (ii) copy, license, sell, resell, transfer access to, or otherwise redistribute or make the CM Services available to any person other than your authorized end users; (iii) alter, obscure, remove, change, obliterate or separate any identification, copyright, trademark, confidential or proprietary notices from the CM Services or the CM Content; (iv) copy any data, information, software or materials available through the service or develop any derivative works thereof; (v) attempt to gain unauthorized access or permit or enable unauthorized parties to access or use the CM Services or the CM Content; vi) alter, decipher, decompile, disassemble or reverse engineer any of the software or other code comprising the CM Services. Any use not expressly granted herein is strictly prohibited. Additional rights to CM Content must be obtained from the rights owner directly. Customer agrees to use reasonable efforts to prevent unauthorized copying, display, or distribution of CM Content, and unauthorized access to the CM Services. Customer shall comply with all laws and regulations applicable to its use of the CM Services. Customer acknowledges that the CM Services are powered by a third party provider, and accordingly such provider shall be deemed an intended third party beneficiary of these terms of service and shall have the right to enforce the terms and conditions contained herein.

5.5 **Global Print Media**: Customer represents that it has read, understands, and agrees to be bound by the terms and conditions located at http://meltwaternews.com/doc/AcquireMediaTermsofService.pdf. Customer agrees that Acquire Media is an intended third party beneficiary of this Agreement.

5.6 **Meltwater Engage.** Customer represents that it has read, understands, and agrees to be bound by the terms and conditions located at http://engage.meltwater.com/meltwater-terms-of-service Customer agrees that Sprout Social is an intended third party Beneficiary of this Agreement. Reference to Meltwater in Sections 6, 10 and 11, shall apply equally to Sprout Social as if Sprout Social were named in place of Meltwater to the extent applicable. For the avoidance of doubt, the T&C (except for Sections 7 and 8) shall apply for any trial use of the Engage Service.

6. Third Party Sites and Third-Party Content

Meltwater Services may include links to third party websites ("Third Party Sites"). Customer is responsible for evaluating whether to access or use a Third Party Site and agrees to be bound by any applicable terms found therein. Meltwater does not screen, audit or endorse any Third Party Site. Meltwater shall not assume any responsibility for the content, advertising, products or other materials ("Third-Party Content") on Third Party Sites. Customer agrees it will not copy, reproduce, distribute, transmit, broadcast, modify, display, sell, license or otherwise exploit Third Party Content except in strict compliance with the rights, if any, granted to Customer by any third party. Customer warrants that all content uploaded and distributed via the Meltwater Services by Customer shall comply with all applicable law. Meltwater will terminate the account of any Customer, and block access of any user, who infringes any Meltwater or third party intellectual property right.

7. Invoicing and Payment

7.1 Prior to the start of each contract term, Customer will be invoiced for the full amount due. Customer shall pay all invoices within fourteen (14) days after the invoice date. Except as provided in Section 7.3 below, payment obligations are non-cancellable and all fees paid by Customer are non-refundable.

7.2 Unless otherwise stated, Meltwater's fees do not include any taxes, levies, duties or similar governmental assessments of any nature, including but not limited to value-added, sales and use, or withholding taxes, assessable by any local, state, provincial, federal or foreign jurisdiction (collectively, "Taxes"). Customer is responsible for paying all Taxes associated with its purchase of Meltwater Services. If Meltwater has the legal obligation to pay or collect Taxes for which Customer is responsible, the appropriate amount shall be invoiced to and paid by Customer, unless Customer provides Meltwater with a valid tax exemption certificate from the appropriate taxing authority.

7.3 If Customer is in breach of this Section, Meltwater shall be entitled to charge default interest on the outstanding fees in the maximum amount allowable by law and/or suspend or terminate access to the Meltwater Services at its sole option, with or without notice to Customer. Additional claims for payment default remain reserved.

7.4 In the event Meltwater materially breaches this Agreement, and such breach remains uncured for a period of thirty (30) days after notice from Customer, Customer shall be entitled to a pro-rata refund for the portion of the then-current term that has been pre-paid and is subject to the material breach and remains uncured.

8. Duration and Cancellation

8.1 The Agreement shall commence on the date specified in the Order Confirmation and shall continue for the initial term as stated therein, unless earlier terminated in accordance with the Agreement. Thereafter, the Agreement will be extended automatically for periods of time equivalent to the initial term or the then-current renewal term at Meltwater's then-current prices and subject to the terms of this Agreement, unless the Agreement is cancelled in writing at least sixty (60) days prior to the expiration of the initial term or the then-current renewal term. Any initial pricing and/or payment terms shall only be applicable to the initial term.

8.2 A timely cancellation according to Section 8.1 will become effective as of the end of the respective term. Upon expiration or termination of the Agreement, Customer's access rights and all other rights granted under this Agreement shall expire. Termination of the Agreement shall not act as a waiver of any breach of the Agreement and shall not release a party from any liability for breach of such party's obligations under the Agreement that occurred prior to the effective date of termination.

8.3 In addition to other rights and remedies available to Meltwater, Meltwater is entitled to cancel the Agreement without notice if Customer violates essential or material obligations under the Agreement. Meltwater also reserves the right to cancel the Agreement without notice if a substantial decline in the asset situation of Customer occurs, if insolvency proceedings are opened for the assets of Customer or if such proceedings are rejected due to lack of assets.

8.4 The following Sections shall survive the expiration, termination or cancellation of the Agreement in full force and effect: General, Third Party Sites and Third Party Content, Intellectual Property, Data Use and Restrictions, Liability and Warranty, and Additional Provisions.

9. Intellectual Property

Subject to applicable law, the content on the Site, except for content created by users and third parties if any, including without limitation, software, code, forms, text and other materials, trademarks, service marks or logos contained therein ("Marks"), are owned by or licensed to Meltwater. Customer's use of the Site and the Meltwater Services is limited to the rights granted to Customer under this Agreement and Meltwater reserves all rights not expressly granted herein.

10. Data Use and Restrictions

The rights granted to Customer under this Agreement do not include any resale of any portion of the Site or its contents; any collection and use of any derivative of the Site or its contents; any downloading or copying of account information for the benefit of another company or party; or any use of data mining, robots, or similar data gathering and extraction tools. The Site or any portion of the Site may not be reproduced, duplicated, copied, sold, resold, visited, or otherwise exploited for any purpose inconsistent with the limited rights granted to Customer under this Agreement. Customer may not frame or utilize framing techniques to enclose any trademark, logo, or other Meltwater generated content of the Site, or use meta tags or any other "hidden text" or data elements utilizing Meltwater's name or trademarks without express written consent by Meltwater. Meltwater shall in no way be responsible or liable for unauthorized use or disclosure of personal information by the Customer.

11. Liability and Warranty

11.1 To the maximum extent permitted by applicable law, either party's total, aggregate liability arising out of or in connection with this Agreement shall in no event exceed the total amount of payments due by Customer to Meltwater during the initial term or the then applicable renewal term of the Agreement.

11.2 To the maximum extent permitted by applicable law, in no event shall either party be liable for any, indirect, incidental, special, consequential or exemplary damages, however caused and under any theory of liability arising out of or in connection with this Agreement. This shall include, but not be limited to, any loss of; profit, goodwill or business reputation, any loss of data suffered, cost of procurement of substitute goods or services, or other intangible loss.

11.3 Meltwater warrants that it has the legal power and authority to enter into this Agreement. Except as provided herein, Meltwater provides the Site "as is" without any warranty or condition of any kind, express or implied. Meltwater does not guarantee uninterrupted, secure or error-free operation of the Site. Meltwater makes no representation or warranty as to the accuracy, timeliness, quality, completeness, suitability or reliability of any information or data accessed on or through the Site. No information obtained from Meltwater or through the Site, whether oral or written, shall create any warranty not expressly stated in this Agreement.

12. Operating Hours and System Maintenance

12.1 Meltwater shall use commercially reasonable efforts to ensure that the Customer receives uninterrupted and continuing service throughout the term of the Agreement.

12.2 Notwithstanding Section 12.1, Meltwater may need to carry out routine maintenance or urgent maintenance or the Meltwater Services may become unavailable for reasons not within Meltwater's control. In such case, Meltwater shall use commercially reasonable efforts to inform the Customer of any downtime and restore the Meltwater Services as soon as reasonably practicable. In the event Meltwater fails to use commercially reasonable efforts and the Meltwater Services remain unavailable to Customer for more than three (3) business days of Customer first notifying Meltwater of such unavailability, Meltwater will issue to Customer a credit in an amount equal to the pro-rated charges of one day's usage fees for every day that the Meltwater Services are unavailable for the Customer.

13. Additional Provisions

13.1 The Agreement will be governed by and interpreted in accordance with the laws of the jurisdiction where Meltwater is located. To the extent allowed by law, Customer irrevocably agrees all disputes arising out of

or in connection with this Agreement shall be finally settled by binding arbitration under the Rules of Arbitration of the International Chamber ofCommerce by one arbitrator appointed in accordance with the said Rules. The place of arbitration shall be the city where Meltwater is located. The language of the arbitral proceedings shall be English (or as determined between the parties). Judgment upon any award(s) renderedby the arbitrator may be entered in any court having jurisdiction thereof. The arbitrator is authorized to include in the award an allocation to any party of such costs and expenses, including reasonable attorneys' fees,as the arbitrator shall deem reasonable.

13.2 A party's waiver of a breach or default by the other party of any provision of the Agreement shall not be construed as a waiver of any succeeding breach or default by the other party, nor shall a party's failure to exercise or enforce any right or provision of the Agreement be deemed to be a waiver of such right or provision.

13.3 Invalidity of any specific provision of this Agreement shall not affect the validity of the remaining provisions. Any invalid provision shall be replaced by a valid provision which comes as close as possible to the intent of the invalid provision.

13.4 Neither this Agreement nor any obligation or right hereunder may be assigned or transferred by either party without the prior written consent of the other party, which consent shall not be unreasonably withheld; provided, however, that both parties may assign this Agreement in whole without the other party's prior consent to a successor in interest in connection with a merger, acquisition or sale of all or substantially all of its assets to which this Agreement relates on condition that such successor in interest agrees in writing to comply with all terms and conditions of this Agreement.

13.5 Both parties acknowledge and agree that this Agreement constitutes the entire agreement between the parties in regards to the subject matter herein. Any other terms and conditions, including, without limitation, terms and conditions on or attached to a purchase order, vendor registration documents, tenders or request for proposals. are void and shall be of no force and effect regardless of whether they are delivered to Meltwater prior to, concurrently, or after the execution of this Agreement. Performance by Meltwater with respect to the Meltwater Services shall not constitute acceptance of any additional or alternative terms and conditions nor shall a failure to act on said additional terms and conditions constitute acceptance of the provisions contained therein.

13.6 This Agreement may only be amended in writing signed by authorized representative of both parties.

13.7 Customer and Meltwater agree that notices may be sent by electronic mail, to the electronic mail address indicated on the Order Confirmation, or then-current electronic mail address provided by a party to the other party and designated as the proper electronic mail address, and agree that notices are deemed received forty-eight (48) hours after transmission. Each party agrees that any electronic communication will satisfy any legal communication requirements, including all such communication required by applicable laws to be in writing.

Global version last updated 7.2021.

Procurement Information		
Date RFQ Issued:	2023 February 10	
City Business Unit:	CPS Public Affairs – Media Relations Unit	
Deliverables: **(brief description)**	CPS requires a Supplier to provide short-term social media and media open-sourced listening and monitoring tools for a period six-12 months while a long-term solution is developed for competitive bid to maintain operational requirements. The Supplier would be required to provide the following services: • Social Media and Media Open-Sourced Listening/Monitoring Tool • Social Media Scheduling & Engagement Management Tool The Successful proponent will be the organization that is able to provide the lowest cost solution with the quickest implementation turnaround time.	
Delivery Location:	N/A	
Required Delivery or Completion Date:	Immediately Upon Award	
City Contact:	Name: Violet Rudy	Email: vrudy@calgarypolice.ca
Submission Deadline:	Date: Friday, Feb. 17, 2023	Time: 7 p.m. MST
Optional Site Visit **(leave blank if not applicable)**	Date:	Time:
	Location:	
	Other Requirements:	

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INSTRUCTIONS to Potential Suppliers:

1. The City of Calgary invites you to submit a Quote for the Deliverables outlined in this document.

2. If you are interested in providing the deliverables and are able to provide them by the Required Delivery of Completion Date indicated above, provide your Quote in the form included in this Request for Quote to the City Contact no later than the Submission Deadline indicated above.

3. Your Quote should include the full amount that would be payable to you to provide or perform the required Deliverables as specified in this Request for Quote by the Required Delivery or Completion Date indicated above.

4. This Request for Quote is not binding and neither you nor The City of Calgary will be obligated to enter into any agreement for the Deliverables. If The City decides to contract with you to provide the Deliverables, an Agreement (Contract Letter) (similar in form to the one included at Item 5 of the City Requirements Section) will be provided for your signature to confirm the terms and conditions relevant to your provision of the Deliverables Required.

City Requirements

The Deliverables set out in this Request for Quote must be completed in accordance with:

1. **The City of Calgary's General Terms and Conditions ("GTC")**
2. **The following additional terms and conditions (if required):**

(check all the boxes that apply. Include additional content where required.)

☒	Payment terms: Further to GTC Article 5, The City will make commercially reasonable effort to pay all undisputed amounts invoiced within forty-five (45) days of receipt of invoice provided that no payment will be made prior to delivery, performance and acceptance of the specific deliverables unless specifically agreed.
☒	Invoices: Invoices must be itemized and include all requested information such as purchase orders number, hourly rate, hours worked, and an itemized list of parts or materials included in applicable, and will be send to: APInvoices@Calgary.ca Or The City of Calgary Accounts Payable P.O Box 2100, Station M, #8041 Calgary, AB T2P 2M5

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☒	GTC is amended in accordance with the following: • In the last paragraph of Section 4.02 of the General Terms and Conditions, "Supplier Code of Conduct" is replaced with Supplier Code of Conduct and the COVID-19 Contractor and Volunteer Vaccination Policy (ELT2021-1453)". • Section 0.09 of the General Terms and Conditions is amended to replace reference to "Supplier Code of Conduct" is replaced with Supplier Code of Conduct and the COVID-19 Contractor and Volunteer Vaccination Policy (ELT2021-1453)".
☐	Further to GTC 8.02, the following additional insurance requirements apply ☒ Professional Liability Insurance in the amount of TWO MILLION DOLLARS ($2,000,000.00) ☐ Garage Liability Insurance in the amount of TWO MILLION DOLLARS ($2,000,000.00) ☐ Other additional insurance requirements (listed below): ☐
☐	Warranty term (list below if different from GTC 4.12):
☐	Delivery terms are Delivered at Place ("DAP") to the Delivery Location, unless otherwise specified below:
☐	The Contract environmental responsibilities in The City's Contractor Environmental Responsibilities Package is required to be completed by the Supplier prior to Commencing work (Current CERP Package and Checklist)
☐	a project-specific health and safety plan, approved by the City Contact, is required prior to commencing work
☐	Verification of a valid Certificate of Recognition ("COR") or Small Employer Certificate of Recognition ("SECOR") or equivalent as acceptable by The City
☐	Other applicable terms and conditions (listed below):

3. Detailed Requirements or specifications for the Deliverables

1. Scope of Work

Calgary Police Service ("CPS") requires a Supplier to provide a short-term solution for social media monitor and media open sources listing and monitoring tools. This solution will be in place for a period of six to 12 months, while a longer-term solution is developed, issued to market competitively and awarded.

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CPS would prefer a single Supplier with the ability to provide the below solutions, either through their own organization or through partnership with other organizations offering specific tools. The successful proponent must be able to meet the requirements outlined in Clauses 2 and 3.

2. Social Media and Media Open-Sourced Listening/Monitoring Tool

1. Social Media Monitoring

- Unlimited saved searches/queries and unlimited alert notifications
  - Unlimited customizable keywords/hashtags search queries
- Unlimited data results
  - Data search to include a minimum of one year of data (retrospective)
  - Email alerts with full text from searches/queries
- Monitor online activity to pull open-sourced content from social media networking sites, professional networking sites, blogging sites, photo and video sharing sites, wikis, news, applications, or any internet-based technology. These include:
  - Facebook profiles/pages/open groups, Instagram, Twitter, LinkedIn, TikTok, Reddit, Mastadon, YouTube, etc.
- Full text of social media post (including images and hyperlinks) displayed in email notification/alert. Ability to provide a daily report summary
- Geotargeting functionality for local, provincial, national, and international searches
- Language translation capability
- Crisis monitoring/spike detection alerts

2. Media Monitoring

- Online news source search, access media publications behind paywalls and print media
- Local community news, articles, newspapers (e.g., Calgary Herald, Calgary Sun)
- Geotargeting functionality - media sources from Calgary and surrounding areas, provincial, national, and international
- Data search to include a minimum of one year of data (retrospective)
- Unlimited data results
- Full text of article displayed in notification/alert
  - Exportable reports, daily, weekly frequency alert options
  - Daily newsletter/daily clippings
    - Full text of articles
    - No click out to third-party sources to view full content
    - Send to customized distribution lists automatically
- Translation tool embedded
- Language translation capability

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3. Minimum Monitoring Requirements

Respondents are required to confirm that they meet the below minimum requirements and complete the information requested in the table below. Respondents that do not meet or exceed the minimum requirements will not be considered.

Item	Description	Compli-ance
	10 user accounts for monitoring with user permission level customization	Yes
	24/7 customer support to prevent operational disruption	Yes
	Flat-fee no variable costs	Yes
	Enhanced security	Yes
	Real-time information/crisis management	Yes
	Unlimited data results	No - 6 Million

3. Social Media Scheduling & Engagement Management Tool

3.1. Scheduling

- Connect social media accounts including business and regular account assets
    - 50 assets across social media platforms
- Schedule and publish social media content with text, links, multiple images, and video files
- Ability to tag partner organizations for pre-scheduled content
- Extra functionalities if possible:
    - Link shortener embedded
    - Schedule stories?
    - Create and schedule Twitter thread

3.2 Engagement

- View and engage with comments
- Respond to direct messages easily
- Ability to hide or delete comments
- Ability to restrict or block accounts
- Add notes or labels about specific profiles
- Alert notification if post was not posted during scheduled time
- Extra functionalities if possible:
    - Automations – autogenerated actions
        - Filter, hide or remove inappropriate language
        - Add labels and details about accounts or profiles
    - Turn off comments when scheduling posts ahead of time

3.3 Analytics

- Benchmark capabilities within law enforcement
    - Minimum five comparable Canadian police services and comparison metrics
- Reporting measurements across multiple channels

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- Comparison across owned assets
- Metrics for reach, link clicks, engagement, audience data, etc.
- Insights to build awareness, increase engagement, drive traffic, extend reach, best times to post, etc.
- Customizable and exportable reports/metrics
- Extra functionalities if possible:
  - Brand monitoring trends, trending keywords, etc.
  - Measure paid campaign performance

4. Minimum Social Media Scheduling Requirements

Respondents are required to confirm that they meet the below minimum requirements and complete the information requested in the table below. Respondents that do not meet or exceed the minimum requirements will not be considered.

Item	Description	Compli-ance
	10-15 user accounts with user permission level customization	Yes
	Unlimited engagement, post creation, and scheduling	Yes
	24/7 customer support to prevent operational disruption	Partial - 9/5 Support
	Enhanced security	Yes
	Flat-fee no variable costs	Yes
	Real-time information/crisis management	Yes

4. Implementation
The Supplier will need to collaborate with CPS in order to implement services upon award of the agreement. If additional services are required and will not exceed the 75,000.00 threshold, CPS Project Manager will provide the Supplier with the project scope and any associated technical information with the intent of obtaining a quote for each scope of requirements. The Supplier will be expected to provide a response to CPS quote within two (2) business days from receipt of request. Additionally, the Supplier will also be required to provide a written response to requests for information within two (2) business days from receipt.

5. Award
The Award of this agreement will be made to the supplier who is able to offer the lowest cost solution meeting all the requirements outlined in this request for quote.

4. Any addenda

5. Form of Contract Letter (see Appendix A samples Contract letter)

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Quote

(to be completed by Potential Supplier)

Supplier Legal Name (as shown on Suppliers Certificate of Insurance)	Hootsuite Inc.			
Quote Submitted By: (name of Individual)	Name: Mackenzie Magnolo By submitting this Quote, I confirm I am authorized to bind the Supplier and that this Quote reflects the full amount payable for completion of the Deliverables as specified in this Request for Quote			
Position/ Title:	Senior Account Executive			
Address:	5 East 8th Avenue, Vancouver, BC Canada V5T 1R6			
Phone Number:	408 916 5614	E-mail:	Mackenzie.magnolo@hootsuite.-com	
Signatures:	MMagnolo	Date	February 16, 2023	

Quote:

Item	Description of Services	Forecasted usage in months	All inclusive Monthly rate	Extended Cost
	Social Media and Media Open-Sourced Listening/Monitoring Tool	12	$ S. 16(1)	
	Social Media Scheduling & Engagement Management Tool	12	$ S. 16(1)	
Total Extended Cost	$74,972 CAD/year			

The cost for evaluation purposes will be the Total Extended Cost including all Deliverables throughout this RFQ for The City's immediate need. Delivery terms are Delivered at Place ("DAP") to the Delivery Location, unless otherwise specified in the additional terms and conditions.

Privacy Statement: Your personal information is being collected and used for the purpose of this procurement opportunity. This information is collected pursuant to section 33(c) of the Freedom of Information and Protection of Privacy Act of Alberta. If you have any questions about this, please contact the City Contact identified in this Request for Quote.

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APPENDIX A
(sample Contract Letter)

[inset date for the letter]

[Full Legal Name of Supplier]
[Insert Supplier's Business Address]

Attention: [Insert Supplier Contact]

Re: Request for Quote dated **[entered date of RFQ]** for **[description of Required Deliverables]** (the "Procurement Document")

Dear [insert name of Supplier Contact]:

The City of Calgary ("The City") is pleased to provide your company (the "Supplier"), with this letter of acceptance (the "Contract Letter") of the Supplier's Quote to provide the Deliverables set out in the Procurement Document.

The purpose of this letter is to summarize the terms and conditions between The City and the Supplier with respect to the Deliverables, and to clarify that the contract for the Deliverables is comprised of the following documents:

(a) this Contract Letter dated [insert Contract Letter date];

(b) The City's General Terms and Conditions;

(c) the Procurement Document, including any addenda; and

(d) the Supplier's Quote response to the Procurement Document (the "Supplier Submission"); (collectively, the "Contract").

Additional Performance Terms

1. **The Rates for the Contract are as follows:**
   [insert Rated for the Contract]

2. The City will pay all undisputed amounts within 45 days of receipt of Suppliers invoice.

3. The Contract will be effective the date the Manager, **[Business Unit, Division]** executes this contract letter ("Effective Date").

4. The Expiry Date for the Contract will be **[insert date; OR, upon delivery; OR upon acknowledgement of acceptance of the Deliverables by the City; OR, other language specific to the Contract].**

5. The City contact and address for this Contract:

SAMPLE

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[insert name, title, and address of The City's representative in charge of administering the Contract.]

6. The Supplier contact and address for this Contract:
   [insert name, title, and address of Suppliers representative for the Contract.]

7. The following additional terms **will** govern:
   [insert any additional terms or N/A.]

8. Note any express deletions from Supplier's Submission, if applicable:
   [insert any additional terms or N/A.]

Interpretation

In the event of any ambiguity, conflict or inconsistency between or among the documents comprising the Contract, those documents will be construed, interpreted and applied so as to give effect to their express terms, in the following order of precedence so that the first mentioned document below will prevail notwithstanding any term or aspect of a later mentioned document:

(a) this Contract Letter;

(b) The City's general terms and conditions referenced above;

(c) the Procurement Document, including any addenda;

(d) the Supplier Submission.

Execution

This letter may be executed and scanned or otherwise signed electronically and delivered by electronic transmission and when so executed and delivered will be deemed an original and binding on the parties. This letter may be executed in one or more counterparts, each of which taken together, shall constitute only one legal instrument.

By signing the below, the parties indicate their acknowledgement and agreement to perform the Contract on the terms and conditions confirmed herein.

Approved	
As to Content	
Business Unit Initials	

Sincerely,

SAMPLE

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Agreed to on this date: **Supplier** Per: Authorized Signatory.	Agreed to on this date: **The City of Calgary** Per:

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2023 March 09

Hootsuite Inc.
111 East 5th Avenue
Vancouver, Canada, V5T 4L1

Attention: Mackenzie Magnolo

Re: Request for Quote (IQ 23-002) dated 2023 February 10 for social media and media open-sourced listening and monitoring tools (the "Procurement Document")

The City of Calgary ("The City") is pleased to provide your company, Hootsuite Inc. (the "Supplier"), with this letter of acceptance (the "Contract Letter") of the Supplier's Quote to provide the Deliverables set out in the Procurement Document.

The purpose of this letter is to summarize the terms and conditions between The City and the Supplier with respect to the Deliverables, and to clarify that the contract for the Deliverables is comprised of the following documents:

(a) this Contract Letter dated **2023 March 09**

(b) Hootsuite Enterprise Terms of Service (https://www.hootsuite.com/en-gb/legal/enterprise-terms);

(c) the Procurement Document, including any addenda (excluding the City's General Terms and Conditions as originally posted); and

(d) the Supplier's Quote response to the Procurement Document (the "Supplier Submission"); (collectively, the "Contract").

Additional Performance Terms

1. **The Rates (excluding tax) for the Contract are as follows:**

Item	Description of Services	Forecasted usage in months	Extended Cost
1.	Social Media and Media Open-Sourced Listening/ Monitoring Tool	12	**$71,222.50**
2.	Social Media Scheduling & Engagement Management Tool	12	

2. The City will pay all undisputed amounts within 30 days of receipt of Suppliers invoice.

3. The Contract will be effective on the start date indicated on the Suppliers authorization form

4. The Expiry Date for the Contract will be one (1) year, from the start date indicated on the supplier's authorization form

5. **The City contact and address for this Contract:**

Violet Rudy
Social Media Communications Strategist
Calgary Police Services – Media Relations
S. 25(1)(c)(i)
E: vrudy@calgarypolice.ca

Alexia Elford
Leader – Strategic Procurement and Asset Mgmt.
Calgary Police Services – IT Operations
S. 25(1)(c)(i)
E: aelford@calgarypolice.ca

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6. The Supplier contact and address for this Contract:

Mackenzie Magnolo
Account Executive
Hootsuite Inc
T: 604-341-6368
E: mackenzie.magnolo@hootsuite.com

Elly Leader
Senior Manager, North America Sales
Hootsuite Inc
T: 604-341-6368
E: elly.leader@hootsuite.com

7. The following additional terms will govern:

The Scope of work and all other items the be completed as per Quote #Q-376232-1 provided by the Supplier

7.1 Security and Technical Resources

- Hootsuite Trust Center – This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.
- A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.

7.2 Different between topics, channels and filters

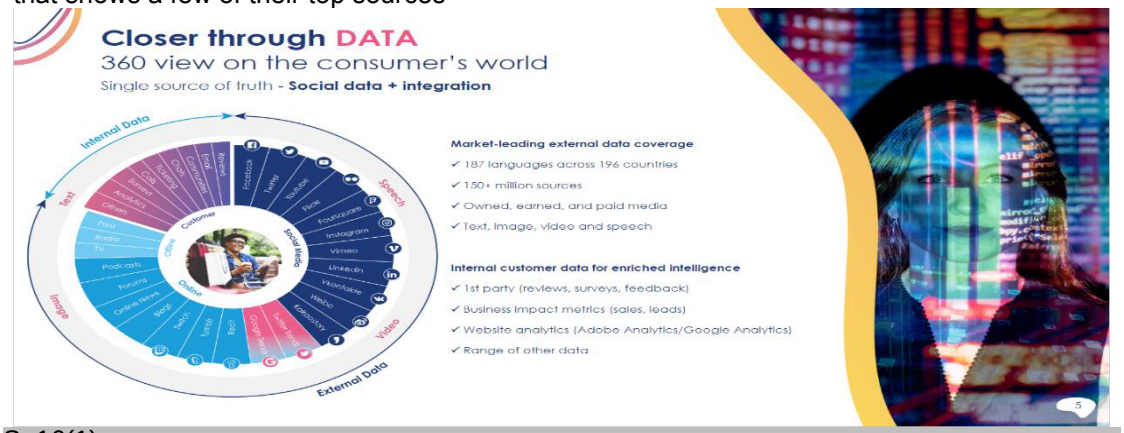
- The search option was a typo and it should have been channels! You will receive S. 16(1) S. 16(1) in the package below.
- A topic can be keywords, brands, products, events, etc. this would be your string of oolean logic.
- Channels are the number of channels that you can track ie. An Instagram account.
- Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.

7.3 Can Talkwalker pull in full news articles without clicking out of the link

S. 16(1)

7.4 Can Talkwalker provide a list of all the online sources where data is pulled from?

- As there are over 150 million+ data sources being pulled into Talkwalker there isn't a comprehensive list that showcases all of the sources. However, the below is a 360 data slide that shows a few of their top sources



- S. 16(1)

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7.5 Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
S. 16(1)

Interpretation

In the event of any ambiguity, conflict or inconsistency between or among the documents comprising the Contract, those documents will be construed, interpreted and applied so as to give effect to their express terms, in the following order of precedence so that the first mentioned document below will prevail notwithstanding any term or aspect of a later mentioned document:

(a) this Contract Letter;
(b) The Suppliers terms and conditions referenced above;
(c) the Procurement Document, including any addenda (excluding the City's General Terms and Conditions as originally posted); and
(d) the Supplier Submission.

Execution

This letter may be executed and scanned or otherwise signed electronically and delivered by electronic transmission and when so executed and delivered will be deemed an original and binding on the parties. This letter may be executed in one or more counterparts, each of which taken together, shall constitute only one legal instrument.

By signing the below, the parties indicate their acknowledgement and agreement to perform the Contract on the terms and conditions confirmed herein.

Sincerely,

Agreed to on this date:

Hootsuite Inc. S. 17(1)

Per: _____
Authorized Signatory.

Liam Surridge
Vice President, Global New Business
Please print name.

Agreed to on this date:

The City of Calgary

Per: S. 17(1)

Sarah Demko
Director of IT Operations for Calgary Police Services

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Re: Sole Sourcing

Exclusive Sources and Services only available with Meltwater

This is to confirm that Meltwater News Canada Inc., is the exclusive electronic distributor of Postmedia Network Inc. (and former Sun Media), Glacier Media, and TC Limited Partnership sources to all departments and agencies within provincial and municipal governments of Canada, British Columbia, Ontario, and beyond. (Please see attached list). The Financial Post, Calgary Herald, The Province, Times Colonist, and Business In Vancouver are included in this list; and we receive direct feeds of these sources into our platform. We are also the only provider of selected news archival sources in some cases going as far back as 1985.

If you have any further questions, please contact Carstin Hao who is listed below.

Regards,

Eric Farmer
Director, Strategic Accounts – North America
Meltwater News Canada Inc.
eric.farmer@meltwater.com | 514-243-3542

Contact:
Carstin Hao
Client Success Director – Canada
Meltwater News Canada Inc.
carstin.hao@meltwater.com | 604-239-8380

Meltwater News Canada Inc.
150 King St West, 7th floor
Toronto, ON
M5H 1J9

Metro Newspapers		
Calgary Herald	montrealgazette.com	thestarphoenix.com
Calgary Sun	National Post	Toronto Sun
calgaryherald.com	nationalpost.com	torontosun.com
calgarysun.com	Ottawa Citizen	Vancouver Province
Edmonton Journal	Ottawa Sun	Vancouver Sun
Edmonton Sun	ottawacitizen.com	vancouversun.com
edmontonjournal.com	ottawasun.com	Winnipeg Sun
edmontonsun.com	Regina Leader Post	winnipegsun.com
leaderpost.com	Saskatoon Star Phoenix	
Montreal Gazette	theprovince.com	

Community Newspapers		
Airdrie Echo	kapuskasingtimes.com	Sarnia Observer
airdrieecho.com	Kenora Daily Miner & News	Sarnia This Week
Beaumont News	kenoradaily minerandnews.com	sarniathisweek.com
Belleville Intelligencer	Kincardine News	Sault Star
Bow Valley Crag & Canyon	kincardinenews.com	Sault This Week
Brantford Expositor	Kingston This Week	saultstar.com
brantfordexpositor.ca	Kingston Whig-Standard	saultthisweek.com
Brockville Recorder & Times	Kingsville Reporter	seaforthuronexpositor.com
Camrose Canadian	Kirkland Lake Northern Daily News	Selkirk Journal
camrosecanadian.com	Lacombe Globe	Sherwood Park News
Central Plains Herald-Leader	lacombeglobe.com	sherwoodparknews.com
Chatham Daily News	Lake of the Woods Enterprise	Shoreline Beacon
Chatham This Week	Lakeshore Advance	shorelinebeacon.com
chathamdailynews.ca	Lakeshore News	Spruce Grove Examiner
chathamthisweek.com	lakeshoreadvance.com	sprucegroveexaminer.com
Clinton News-Record	LaSalle Post	St. Thomas Times-Journal
clintonnewsrecord.com	Leduc Representative	standard-freeholder.com
Cochrane Times	leducrep.com	Stirling Community Press
Cochrane Times-Post	lfpress.com	Stonewall Argus
cochranetimes.com	London Free Press	Stony Plain Reporter
cochranetimespost.com	Londoner	stonyplainreporter.com
Cold Lake Sun	Lucknow Sentinel	Stratford Beacon-Herald
coldlakesun.com	lucknowsentinel.com	stratfordbeaconherald.com
Corn, Soybean + Wheat Handbook	Mayerthorpe Freelancer	Strathroy Age Dispatch
Cornwall Standard-Freeholder	mayerthorpefreelancer.com	Strathroy Focus
dailyheraldtribune.com	Melfort Journal	strathroyagedispatch.com
Delhi News-Record	melfortjournal.com	
delhinewsrecord.com		

Devon Dispatch News
Drayton Valley Western Review
draytonvalley westernreview.c om
Edmonton Examiner
edmontonexaminer.com
Edson Leader
edsonleader.com
elliotlakestandard.ca
Elliott Lake Standard
Espanola Mid-North Monitor
Exeter Times-Advocate
Exeter Weekender
Fairview Post
fairviewpost.com
Fort McMurray This Week
Fort McMurray Today
Fort Saskatchewan Record
fortmcmurraytoday.com
fortsaskatchewanrecord.com
Gananonque Reporter
gananonquereporter.com
Goderich Focus
Goderich Signal Star
goderichsignalstar.com
Grande Prairie Daily Herald-Tribune
Grey-Bruce This Week
Hanna Herald
hannaherald.com
Hanover Post
High River Times
highrivertimes.com
Hinton Parklander
hintonparklander.com
Huron Expositor
intelligencer.ca
Interlake Spectator
interlaketoday.ca
midnorthmonitor.com
Mitchell Advocate
mitchelladvocate.com
Morden Times
Nanton News
nantonnews.com
Napanee Guide
napaneeguide.com
Nipawin Journal
nipawinjournal.com
Northeast Sun
nugget.ca
Ontario Dairy Farmer
Ontario Farmer
Ontario Hog Farmer
Owen Sound Sun Times
owensoundsuntimes.com
Oxford Review
Paris Star
parisstaronline.com
Peace Country Sun
Peace River Record Gazette
peacecountrysun.com
pembinatoday.ca
Pembroke News
petroliatopic.com
Picton County Weekly News
Pincher Creek Echo
pinchercreekecho.com
Portage La Prairie Daily Graphic
portagedailygraphic.com
prrecordgazette.com
recorder.ca
Red River Valley Echo
stthomastimesjournal.com
Sudbury Star
Tecumseh Shoreline Week
thechronicle-online.com
thecragandcanyon.com
thedailyobserver.ca
thelondoner.ca
theobserver.ca
thepost.on.ca
thesudburystar.com
thewhig.com
Tilbury Times
Tillsonburg News
tillsonburgnews.com
Timmins Daily Press
Timmins Times
timminspress.com
timminstimes.com
Today's Farmer
Trenton Trentonian
trentonian.ca
Valley Leader
Vermilion Standard
vermilionstandard.com
Vulcan Advocate
vulcanadvocate.com
Wallaceburg Courier Press
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West Elgin Chronicle
Western Dairy Farmer
WetaskiwinTimesAdvertiser
wetaskiwintimes.com
Whitecourt Star
whitecourtstar.com
Wiarton Echo
wiartonecho.com
Windsor Star
windsorstar.com
Winkler Times
Woodstock Sentinel-Review
woodstock sentinelreview.c om

Additional Full-text Licensed Sources

Source Name	Region	Location	Update Frequency	Coverage Start
Airdrie Echo	Alberta	Airdrie, Alberta, Canada	Weekly	Apr 12, 2006
Airdrie City View	Alberta	Alberta	Weekly (Friday)	Jun 6, 2008
Bassano Times	Alberta	Alberta	Weekly (Tuesday)	Jun 3, 2008
Brooks Bulletin	Alberta	Alberta	Weekly (Tuesday)	Jun 3, 2008
Cardston Temple City Star	Alberta	Alberta	Weekly (Thursday)	Jun 5, 2008
Rocky Mountain House Mountaineer	Alberta	Alberta	Weekly (Tuesdays)	Sep 16, 2008
Rocky Mountain Outlook	Alberta	Alberta	Weekly (Thursday)	Jun 5, 2008
Athabasca Advocate	Alberta	Athabasca, Alberta, Canada	Weekly (Tuesday)	Mar 13, 2001
Bow Valley Crag & Canyon	Alberta	Banff, Alberta, Canada	Weekly	Mar 28, 2006
Barrhead Leader	Alberta	Barrhead, Alberta, Canada	Weekly (Tuesday)	Mar 20, 2001
Bashaw Star	Alberta	Bashaw, Alberta	Weekly (Tuesday)	Jun 4, 2013
Beaumont News	Alberta	Beaumont, Alberta	Weekly	May 1, 2015
Town & Country News	Alberta	Beaverlodge, Alberta	Weekly (Friday)	Jul 17, 2009
Crowsnest Pass Herald	Alberta	Blairmore, Alberta	Weekly (Tuesday)	Jun 23, 2009
Bonnyville Nouvelle	Alberta	Bonnyville, Alberta, Canada	Weekly (Tuesday)	Sep 29, 2009

Brooks Weekend Regional	Alberta	Brooks, Alberta	Weekly (Thursday)	Jun 6, 2008
Calgary Herald	Alberta	Calgary, Alberta, Canada	Daily	Dec 7, 1988
Calgary Sun	Alberta	Calgary, Alberta, Canada	Daily	Jan 9, 1998
Camrose Canadian	Alberta	Camrose, Alberta	Weekly (Thursday)	May 19, 2011
Castor Advance	Alberta	Castor, Alberta	Weekly (Thursday)	Jun 6, 2013
Claresholm Local Press	Alberta	Claresholm, Alberta	Weekly	Jun 11, 2008
Coaldale Sunny South News	Alberta	Coaldale, Alberta	Weekly	Jun 3, 2008
Cochrane Times	Alberta	Cochrane, Alberta, Canada	Weekly	Apr 12, 2006
Cold Lake Sun	Alberta	Cold Lake, Alberta	Weekly (Tuesday)	May 17, 2011
Consort Enterprise	Alberta	Consort, Alberta	Weekly (Wednesday)	Jun 4, 2008
East Central Alberta Review	Alberta	Coronation, Alberta	Weekly (Thursday)	Jun 9, 2008
Devon Dispatch News	Alberta	Devon, Alberta	Weekly (Fri)	May 1, 2015
Drayton Valley Western Review	Alberta	Drayton Valley, Alberta	Weekly	Apr 21, 2015
Drumheller Mail	Alberta	Drumheller, Alberta	Weekly (Wednesday)	Jun 5, 2013
Vue Weekly	Alberta	Edmonton, Alberta	Weekly (Wednesday)	Dec 3, 2014
Edmonton Examiner	Alberta	Edmonton, Alberta, Canada	Weekly (Wednesday)	Sep 28, 2005
Edmonton Journal	Alberta	Edmonton, Alberta, Canada	Daily	Mar 10, 1989

Edmonton Sun	Alberta	Edmonton, Alberta, Canada	Daily	Aug 7, 1998
Edson Weekly Anchor	Alberta	Edson, AB	Weekly (Monday)	Dec 1, 2008
Edson Leader	Alberta	Edson, Alberta	Weekly (Monday)	May 23, 2011
Elk Point Review	Alberta	Elk Point, Alberta, Canada	Weekly (Tuesday)	Jun 12, 2001
Falher Smoky River Express	Alberta	Fahler, Alberta	Weekly	Jun 11, 2008
Fairview Post	Alberta	Fairview, Alberta	Weekly (Tuesday)	May 18, 2011
Fort MacLeod Gazette	Alberta	Fort Macleod, Alberta	Weekly	Jun 4, 2008
Fort McMurray This Week	Alberta	Fort McMurray, Alberta, Canada	Weekly (Thursday)	Nov 17, 2016
Fort McMurray Today	Alberta	Fort McMurray, Alberta, Canada	Monday-Saturday (one day delay)	Jun 24, 2000
Fort Saskatchewan Record	Alberta	Fort Saskatchewan, Alberta, Canada	Weekly (Thursday)	May 30, 2006
Grande Cache Mountaineer	Alberta	Grande Cache, Alberta	Weekly	Jun 10, 2008
Peace Country Sun	Alberta	Grande Prairie, Alberta	Weekly (Friday)	May 20, 2011
Grande Prairie Daily Herald-Tribune	Alberta	Grande Prairie, Alberta, Canada	Monday-Friday	Apr 24, 2001
Hanna Herald	Alberta	Hanna, Alberta	Weekly (Wednesday)	May 18, 2011
High Prairie South Peace News	Alberta	High Prairie, Alberta	Weekly	Jun 11, 2008
High River Times	Alberta	High River, Alberta	Weekly	Apr 21, 2015
Hinton Parklander	Alberta	Hinton, Alberta	Weekly (Monday)	May 23, 2011

Rocky View Weekly	Alberta	Irricana, Alberta, Canada	Weekly (Tuesday)	Aug 1, 2000
Jasper Fitzhugh	Alberta	Jasper, Alberta	Weekly (Thursday)	Jun 6, 2013
Lac La Biche Post	Alberta	Lac-la Biche, Alberta, Canada	Weekly (Tuesday)	Apr 10, 2001
Lacombe Globe	Alberta	Lacombe, Alberta	Weekly (Thursday)	May 19, 2011
Lamont Leader	Alberta	Lamont, Alberta	Weekly (Tuesday)	Jun 4, 2013
Leduc Representative	Alberta	Leduc, Alberta, Canada	Weekly (Friday)	May 26, 2006
Lethbridge Sun Times	Alberta	Lethbridge, Alberta	Weekly (Wed)	Jun 11, 2008
Lethbridge Herald	Alberta	Lethbridge, Alberta, Canada	Daily	Aug 4, 2011
Westwind Weekly News	Alberta	Magrath, Alberta, Canada	Weekly (Thu)	Oct 27, 2016
Mayerthorpe Freelancer	Alberta	Mayerthorpe, Alberta	Weekly (Wednesday)	May 18, 2011
Medicine Hat News	Alberta	Medicine Hat, Alberta, Canada	Daily	Feb 11, 2010
Prairie Post	Alberta	Medicine Hat, Alberta, Canada	Weekly (Friday)	Aug 6, 2009
Prairie Post West	Alberta	Medicine Hat, Alberta, Canada	Weekly (Fridays)	Apr 22, 2016
Morinville Free Press	Alberta	Morinville, Alberta	Weekly (Tuesday)	Jun 4, 2013
Okotoks Western Wheel	Alberta	Okotoks, Alberta, Canada	Weekly (Wednesdays)	Nov 24, 2004
Mountain View Gazette	Alberta	Olds, Alberta, Canada	Weekly - Tuesday	Oct 20, 2009
Oyen Echo	Alberta	Oyen, Alberta	Weekly (Tuesday)	Jun 4, 2013

Peace River Record Gazette	Alberta	Peace River, Alberta	Weekly (Tuesday)	May 18, 2011
Pincher Creek Echo	Alberta	Pincher Creek, Alberta	Weekly (Friday)	May 20, 2011
Ponoka News	Alberta	Ponoka, Alberta	Weekly (Wednesday)	Jun 5, 2013
Provost News	Alberta	Provost, Alberta	Weekly	Jun 11, 2008
Red Deer Express	Alberta	Red Deer, Alberta, Canada	Weekly (Wednesday)	Jul 2, 2000
Redwater Review	Alberta	Redwater, Alberta	Weekly (Tuesday)	Jun 4, 2013
Rimbey Review	Alberta	Rimbey, Alberta	Weekly (Tuesday)	Jun 4, 2013
Rycroft Central Peace Signal	Alberta	Rycroft, Alberta	Weekly (Tuesday)	Jun 10, 2008
Sedgewick Community Press	Alberta	Sedgewick, Alberta	Weekly (Tuesday)	Jun 3, 2008
Sherwood Park News	Alberta	Sherwood Park, Alberta, Canada	Twice/Weekly (Tuesday & Friday)	Aug 10, 2005
Slave Lake Lakeside Leader	Alberta	Slave Lake, Alberta	Weekly	Jun 24, 2009
Smoky Lake Signal	Alberta	Smoky Lake, Alberta	Weekly	Jun 4, 2008
Spruce Grove Examiner	Alberta	Spruce Grove, Alberta, Canada	Weekly (Friday)	May 26, 2006
St. Albert Gazette	Alberta	St. Albert, Alberta, Canada	Twice/week (Wednesday & Saturday)	Sep 29, 1999
St. Paul Journal	Alberta	St. Paul, Alberta, Canada	Weekly (Tuesday)	Jun 5, 2001
Stettler Independent	Alberta	Stettler, Alberta	Weekly (Wednesday)	Jun 5, 2013

Stony Plain Reporter	Alberta	Stony Plain, Alberta, Canada	Weekly (Friday)	May 26, 2006
Strathmore Standard	Alberta	Strathmore, Alberta	Weekly (Wednesday)	May 18, 2011
Strathmore Times	Alberta	Strathmore, Alberta	Weekly (Friday)	Jun 7, 2013
Sundre Round Up	Alberta	Sundre, Alberta, Canada	Weekly (Tuesday)	Oct 20, 2009
Swan Hills Grizzly Gazette	Alberta	Swan Hills, Alberta	Weekly (Tuesday)	Jun 3, 2008
Eckville Echo	Alberta	Sylvan Lake, Alberta	Weekly (Thursday)	Jun 6, 2008
Sylvan Lake News	Alberta	Sylvan Lake, Alberta	Weekly (Friday)	Jun 6, 2008
Taber Times	Alberta	Taber, Alberta	Weekly	Jun 4, 2008
Three Hills Capital	Alberta	Three Hills, Alberta	Weekly	Jun 4, 2008
Tofield Mercury	Alberta	Tolfield, Alberta	Weekly (Tuesday)	Jun 10, 2008
Two Hills & County Chronicle	Alberta	Two Hills, Alberta	Weekly (Tuesday)	May 3, 2011
Vauxhall Advance	Alberta	Vauxhall	Weekly	Jun 5, 2008
Vermilion Standard	Alberta	Vermilion, Alberta	Weekly (Wednesday)	May 18, 2011
Vermilion Voice	Alberta	Vermilion, Alberta	Weekly (Monday)	Jun 3, 2013
Viking Weekly Review	Alberta	Viking. Alberta	Weekly (Tuesday)	Jun 3, 2008
Vulcan Advocate	Alberta	Vulcan, Alberta	Weekly (Wednesday)	May 18, 2011
Wabasca Fever	Alberta	Wabasca, Alberta	Weekly (Thursday)	Jun 5, 2008

Wainwright Star/Edge	Alberta	Wainright, Alberta	Weekly (Friday)	Jun 6, 2008
Town & Country	Alberta	Westlock, Alberta, Canada	Weekly (Monday)	Mar 13, 2006
Westlock News	Alberta	Westlock, Alberta, Canada	Weekly (Monday)	Mar 13, 2006
Wetaskiwin Times Advertiser	Alberta	Wetaskiwin, Alberta	Weekly (Wednesday)	May 18, 2011
Whitecourt Press	Alberta	Whitecourt, Alberta	Weekly (Tue)	Mar 4, 2014
Whitecourt Star	Alberta	Whitecourt, Alberta	Weekly (Wednesday)	May 18, 2011
Bow Island Commentator	Alberta		Weekly (Tuesday)	Jun 3, 2008
Burnaby Now	British Columbia	Burnaby, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Jun 12, 2002
New Westminster Record	British Columbia	Burnaby, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Oct 16, 2002
Tri-City News	British Columbia	Coquitlam, British Columbia, Canada	Twice Weekly (Wed & Fri)	Dec 9, 2015
Northern Horizon	British Columbia	Dawson Creek, British Columbia	Weekly (Fri)	Jan 20, 2017
Dawson Creek Mirror	British Columbia	Dawson Creek, British Columbia, Canada	Weekly (Thursday)	Jan 5, 2017
Delta Optimist	British Columbia	Delta, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Apr 24, 2002
Alaska Highway News	British Columbia	Fort St. John, British Columbia, Canada	Monday-Friday	Nov 25, 1999
Local Weekly	British Columbia	Gibsons, British Columbia	Weekly (Thursday)	Dec 3, 2014
Columbia Valley Pioneer	British Columbia	Invermere, British Columbia	Weekly (Friday)	Dec 5, 2014

Kamloops This Week	British Columbia	Kamloops, British Columbia	3x/Week (Tuesday, Thursday & Friday)	Dec 4, 2014
Kelowna Daily Courier	British Columbia	Kelowna, British Columbia, Canada	Daily	Nov 5, 2002
Kelowna Westside Weekly	British Columbia	Kelowna, British Columbia, Canada	Thursday, Sunday	Nov 6, 2002
Okanagan Weekend	British Columbia	Kelowna, British Columbia, Canada		Nov 9, 2002
Langley Advance	British Columbia	Langley, British Columbia	Twice/Week (Tuesday & Friday)	Apr 19, 2002
Merritt Herald	British Columbia	Merritt, British Columbia	Twice/Week (Tuesday & Thursday)	Dec 4, 2014
North Shore News	British Columbia	North Vancouver, British Columbia, Canada	Thrice/Week (Wed, Fri & Sun)	Aug 19, 2001
Oliver Chronicle	British Columbia	Oliver, British Columbia	Weekly (Wednesday)	Dec 3, 2014
Osoyoos Times	British Columbia	Osoyoos, British Columbia	Weekly (Wednesday)	Dec 4, 2014
Peachland View	British Columbia	Peachland, British Columbia	Weekly (Friday)	Dec 5, 2014
Penticton Herald	British Columbia	Penticton, British Columbia, Canada	Daily	Nov 5, 2002
Prince George Citizen	British Columbia	Prince George, British Columbia, Canada	Monday-Saturday	Aug 17, 1999
Richmond News	British Columbia	Richmond, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Apr 10, 2002
Coast Reporter	British Columbia	Sechelt, British Columbia	Weekly (Fri)	Apr 1, 2016
Elk Valley Herald	British Columbia	Sparwood, British Columbia	Weekly (Wed)	Mar 5, 2014
Squamish Chief	British Columbia	Squamish, British Columbia	Weekly (Thursday)	Apr 14, 2016

Trail Daily Times	British Columbia	Trail, British Columbia, Canada	Tuesday - Friday	Sep 1, 1999
24 Hours Vancouver	British Columbia	Vancouver, British Columbia	Mon-Fri	May 27, 2011
Westender	British Columbia	Vancouver, British Columbia	Weekly (Thursday)	May 15, 2014
Business in Vancouver	British Columbia	Vancouver, British Columbia, Canada	Weekly (Tuesdays)	Jan 5, 2016
Vancouver Courier	British Columbia	Vancouver, British Columbia, Canada	Weekly (Friday)	Sep 15, 2002
Vancouver Province	British Columbia	Vancouver, British Columbia, Canada	Daily	Mar 20, 1989
Vancouver Sun	British Columbia	Vancouver, British Columbia, Canada	Daily	Jan 2, 1987
Victoria Times Colonist	British Columbia	Victoria, British Columbia, Canada	Daily	Nov 23, 1991
100 Mile House Free Press	British Columbia			May 29, 2009
Abbotsford News	British Columbia			Aug 25, 2001
Agassiz Observer	British Columbia			Mar 24, 2004
Alberni Valley News	British Columbia			Aug 11, 2006
Aldergrove Star	British Columbia			Aug 30, 2001
Arrow Lakes News	British Columbia			Mar 31, 2004
Ashcroft Cache Creek Journal	British Columbia			Mar 23, 2004
Barriere Star Journal	British Columbia			Mar 22, 2004
Boundary Creek Times	British Columbia			May 10, 2013

Burns Lake Lakes District News	British Columbia			Mar 24, 2004
Caledonia Courier	British Columbia			Oct 2, 2007
Campbell River Mirror	British Columbia			Mar 23, 2004
Castlegar News	British Columbia			May 7, 2004
Chilliwack Progress	British Columbia			Mar 23, 2004
Clearwater Times	British Columbia			Mar 22, 2004
Cloverdale Reporter	British Columbia			Mar 20, 2009
Coast Mountain News	British Columbia		2x/Month	Feb 27, 2013
Comox Valley Record	British Columbia			Mar 26, 2004
Cowichan Valley Citizen	British Columbia			Jan 1, 2015
Cranbrook Daily Townsman	British Columbia			Jan 9, 2014
Creston Valley Advance	British Columbia			Feb 10, 2011
Eagle Valley News	British Columbia			Feb 15, 2011
Golden Star	British Columbia			Mar 24, 2004
Goldstream News Gazette	British Columbia			Mar 16, 2005
Grand Forks Gazette	British Columbia			Apr 13, 2010
Hope Standard	British Columbia			Aug 30, 2001

Houston Today	British Columbia			Feb 15, 2005
Kelowna Capital News	British Columbia			Sep 26, 2004
Keremeos Review	British Columbia			Jul 14, 2009
Kimberley Daily Bulletin	British Columbia			Jan 6, 2014
Kitimat Northern Sentinel	British Columbia			Aug 29, 2007
Ladysmith Chronicle	British Columbia			Mar 23, 2004
Lake Country Calendar	British Columbia			Jul 14, 2009
Lake Cowichan Gazette	British Columbia			Mar 24, 2004
Langley Times	British Columbia			Mar 24, 2004
Maple Ridge News	British Columbia			Mar 24, 2004
Mission City Record	British Columbia			Aug 30, 2001
Monday Magazine	British Columbia			Apr 29, 2004
Nanaimo News Bulletin	British Columbia			Aug 25, 2001
Nelson Star	British Columbia			Mar 29, 2008
North Delta Reporter	British Columbia			Mar 9, 2017
North Island Gazette	British Columbia			Mar 24, 2004
Oak Bay News	British Columbia			Mar 31, 2004

Parksville Qualicum Beach News	British Columbia			Mar 7, 2007
Peace Arch News	British Columbia			Mar 23, 2004
Peninsula News Review	British Columbia			Mar 31, 2004
Penticton Western News	British Columbia			Sep 28, 2007
Quesnel Cariboo Observer	British Columbia			Jan 2, 2003
Revelstoke Times Review	British Columbia			Mar 24, 2004
Rossland News	British Columbia			May 29, 2009
Saanich News	British Columbia			Mar 31, 2004
Salmon Arm Observer	British Columbia			Aug 24, 2001
Similkameen Spotlight	British Columbia			Mar 31, 2004
Smithers Interior News	British Columbia			Mar 25, 2004
Sooke News Mirror	British Columbia			Mar 31, 2004
Summerland Review	British Columbia			Aug 26, 2001
Surrey Now Leader	British Columbia			Mar 19, 2004
Terrace Standard	British Columbia			Mar 23, 2004
The Free Press	British Columbia			Nov 30, 2011
The Northern View	British Columbia			Jul 28, 2006

Tofino-Ucluelet Westerly News	British Columbia			Aug 4, 2015
Vanderhoof Omineca Express	British Columbia			Mar 24, 2004
Vernon Morning Star	British Columbia			Mar 26, 2004
Victoria News	British Columbia			Mar 31, 2004
West Kootenay Advertiser	British Columbia			Aug 29, 2001
Williams Lake Tribune	British Columbia			Aug 24, 2001
Red River Valley Echo	Manitoba	Altona, Manitoba	Weekly (Thursday)	Dec 1, 2011
Westman Journal	Manitoba	Brandon, Manitoba	Weekly (Thursday)	Nov 15, 2007
Brandon Sun	Manitoba	Brandon, Manitoba, Canada	Daily	Feb 20, 2007
Valley Leader	Manitoba	Carman, Manitoba	Weekly (Thursday)	Dec 1, 2011
Interlake Spectator	Manitoba	Gimli, Manitoba	Weekly (Thursday)	Dec 1, 2011
Morden Times	Manitoba	Morden, Manitoba	Weekly	Dec 1, 2011
Central Plains Herald-Leader	Manitoba	Portage la Prairie, Manitoba	Weekly (Saturday)	May 28, 2011
Portage La Prairie Daily Graphic	Manitoba	Portage La Prairie, Manitoba, Canada	Monday, Tuesday, Thursday, Friday	May 1, 2002
Selkirk Journal	Manitoba	Selkirk, Manitoba, Canada	Weekly (Friday)	Feb 8, 2006
Stonewall Argus	Manitoba	Stonewall, Manitoba	Weekly (Friday)	Dec 1, 2011
Winkler Times	Manitoba	Winkler, Manitoba	Weekly (Thursday)	Dec 1, 2011

Winnipeg Free Press	Manitoba	Winnipeg, Manitoba, Canada	Monday - Saturday	Nov 26, 1996
Winnipeg Sun	Manitoba	Winnipeg, Manitoba, Canada	Daily	Oct 18, 1999
Canada NewsWire	National	Canada	Daily	Mar 1, 1988
Canadian Press	National	Canada	Daily	Jan 1, 1990
Daily Oil Bulletin	National	Canada	Monday-Friday	Jun 1, 1989
Maclean's	National	Canada	Weekly	Mar 21, 1988
National Post	National	Canada	Monday-Saturday	Oct 5, 1985
Postmedia News	National	Canada	Daily	Nov 2, 1986
Presse Canadienne	National	Canada	Monday - Saturday	Jan 1, 1990
Presse Canadienne – Le fil radio	National	Canada	Daily	Oct 23, 1999
Strategy	National	Canada	Monthly	Jun 4, 2001
Bathurst Northern Light	New Brunswick	Bathurst, New Brunswick, Canada	Weekly (Tuesday)	Oct 23, 2002
Tribune (Campbellton)	New Brunswick	Campbellton, New Brunswick	Weekly	Nov 5, 2008
L'Étoile Chaleur	New Brunswick	Chaleur, New Brunswick	Weekly (Thursday)	Mar 28, 2008
L'Étoile Sud-Est	New Brunswick	Dieppe, New Brunswick	Weekly (Thursday)	Mar 29, 2008
Fredericton Daily Gleaner	New Brunswick	Fredericton, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
Victoria Star	New Brunswick	Grand Falls, New Brunswick	Weekly (Wednesday)	Dec 12, 2007

L'Étoile Kent	New Brunswick	Kent, New Brunswick	Weekly (Thursday)	Mar 29, 2008
Le Madawaska	New Brunswick	Makawaska, New Brunswick	Weekly (Saturday)	Mar 28, 2008
Moncton Times & Transcript	New Brunswick	Moncton, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
L'Étoile-Nord-Ouest	New Brunswick	New Brunswick	Weekly (Wednesday)	Dec 14, 2016
Miramichi Leader	New Brunswick	New Brunswick	Next Day	Oct 1, 2007
L'Étoile Restigouche	New Brunswick	Restigouche, New Brunswick	Thursday	Mar 28, 2008
New Brunswick Telegraph-Journal	New Brunswick	Saint John, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
Kings County Record	New Brunswick	Sussex, New Brunswick	Weekly (Tuesday)	Jul 31, 2007
Bugle-Observer	New Brunswick	Woodstock, New Brunswick	Twice/Week (Tuesday, Friday)	Oct 9, 2007
L'Étoile Provinciale	New Brunswick		Weekly (Thursday)	Aug 13, 2009
St. John's Telegram	Newfoundland	St. John's, Newfoundland, Canada	Daily	Apr 5, 1997
Halifax Chronicle-Herald	Nova Scotia	Halifax, Nova Scotia	Daily	Feb 1, 2012
Halifax Community Herald	Nova Scotia	Halifax, Nova Scotia	Weekly (Wednesday)	Feb 6, 2012
Cape Breton Post	Nova Scotia	Sydney, Nova Scotia, Canada	Monday-Saturday	Apr 5, 1999
Truro Daily News	Nova Scotia	Truro, Nova Scotia, Canada	Monday-Saturday (one day delay)	May 3, 1999
Carleton Place Almonte Canadian Gazette	Ontario	Almonte/Carleton Place Region	Weekly (Thursday)	Nov 6, 2008

Arnprior Chronicle-Guide	Ontario	Arnprior, Ontario	Weekly (Thursday)	Nov 7, 2008
Barrie Examiner	Ontario	Barrie, Ontario, Canada	Tuesday-Saturday	Feb 8, 2000
Lakeshore News	Ontario	Belle River, Ontario	Weekly (Thursday)	Feb 18, 2011
Belleville Intelligencer	Ontario	Belleville, Ontario, Canada	Monday-Saturday	Apr 6, 2005
Bradford Times	Ontario	Bradford, Ontario	Weekly (Thursday)	Apr 23, 2015
Brantford Expositor	Ontario	Brantford, Ontario, Canada	Monday-Saturday	Dec 23, 1998
Brockville Recorder & Times	Ontario	Brockville, Ontario, Canada	Monday - Saturday	Jun 20, 2000
Today's Farmer	Ontario	Chatham, Ontario	25 Issues P/Y	May 17, 2011
Chatham Daily News	Ontario	Chatham, Ontario, Canada	Monday-Saturday	Feb 10, 1999
Chatham This Week	Ontario	Chatham, Ontario, Canada	Weekly (Wednesday)	Jan 17, 2007
Clinton News-Record	Ontario	Clinton, Ontario	Weekly	Apr 29, 2015
Cochrane Times-Post	Ontario	Cochrane, Ontario	Weekly	Apr 23, 2015
Collingwood Enterprise-Bulletin	Ontario	Collingwood, Ontario, Canada	Twice /Week (Tuesday & Friday)	Feb 25, 2000
Cornwall Standard-Freeholder	Ontario	Cornwall, Ontario, Canada	Monday - Saturday	Feb 25, 1999
Delhi News-Record	Ontario	Delhi, Ontario	Weekly	May 18, 2011
Elliott Lake Standard	Ontario	Elliott Lake, Ontario	Weekly (Thu)	Mar 13, 2013
Espanola Mid-North Monitor	Ontario	Espanoloa, Ontario	Weekly (Thu)	Mar 13, 2013

Fort Erie Times	Ontario	Fort Erie, Ontario	Weekly	Apr 30, 2015
Ottawa West News	Ontario	Friday	Weekly (Thursday)	Nov 7, 2008
Gananoque Reporter	Ontario	Gananoque, Ontario	Weekly	Apr 30, 2015
Goderich Signal Star	Ontario	Goderich, Ontario	Weekly (Wed)	Apr 29, 2015
Goderich Focus	Ontario	Goderich, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Lakeshore Advance	Ontario	Grand Bend, Ontario	Weekly	Apr 29, 2015
Hamilton Spectator	Ontario	Hamilton, Ontario, Canada	Monday-Saturday	Oct 7, 1991
Hanover Post	Ontario	Hanover, Ontario, Canada	Weekly (Thursday)	Feb 15, 2000
Ingersoll Times	Ontario	Ingersoll, Ontario	Weekly (Wednesday)	May 18, 2011
Innisfil Examiner	Ontario	Innisfil, Ontario	Weekly	May 1, 2015
Kanata Kourier-Standard	Ontario	Kanata, Ontario	Weekly (Thursday)	Nov 7, 2008
Kapuskasing Northern Times	Ontario	Kapuskasing, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Kemptville Advance	Ontario	Kemptville Region	Weekly (Thursday)	Nov 6, 2008
Lake of the Woods Enterprise	Ontario	Kenora, Ontario	Weekly (Saturday)	May 28, 2011
Kenora Daily Miner & News	Ontario	Kenora, Ontario, Canada	Daily	Jan 10, 2001
Kincardine News	Ontario	Kincardine, Ontario	Weekly (Tuesday)	May 24, 2011
Kingston This Week	Ontario	Kingston, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015

Kingston Whig-Standard	Ontario	Kingston, Ontario, Canada	Monday-Saturday	Oct 1, 1985
Kingsville Reporter	Ontario	Kingsville, Ontario	Weekly (Tuesday)	Feb 15, 2011
Kirkland Lake Northern Daily News	Ontario	Kirkland Lake, Ontario, Canada	3x/week (Mon, Wed & Fri)	Dec 1, 1999
Waterloo Region Record	Ontario	Kitchener, Ontario, Canada	Monday-Saturday	Oct 1, 1990
Londoner	Ontario	London	Weekly (Thursday)	Apr 22, 2010
London Free Press	Ontario	London, Ontario, Canada	Monday - Saturday	Aug 15, 1998
Ontario Dairy Farmer	Ontario	London, Ontario, Canada	12x/year	Dec 30, 2015
Ontario Farmer	Ontario	London, Ontario, Canada	Weekly (Tuesdays)	Mar 22, 2005
Western Dairy Farmer	Ontario	London, Ontario, Canada	12x/year	Dec 4, 2015
Lucknow Sentinel	Ontario	Lucknow, Ontario	Weekly	Apr 29, 2015
Mitchell Advocate	Ontario	Mitchell, Ontario	Weekly	Apr 29, 2015
Napanee Guide	Ontario	Napanee, Ontario	Weekly	Apr 30, 2015
Nepean Barrhaven News	Ontario	Nepean/Barrhaven Region	Weekly (Thursday)	Nov 7, 2008
Niagara Advance	Ontario	Niagara Falls, Ontario	Weekly	Apr 30, 2015
Niagara Falls Review	Ontario	Niagara Falls, Ontario, Canada	Monday - Friday	Feb 1, 1999
North Bay Nugget	Ontario	North Bay, Ontario, Canada	Monday-Saturday (one day delay)	Jan 2, 1999
Norwich Gazette	Ontario	Norwich, Ontario	Weekly (Wednesday)	May 18, 2011

Orillia Packet & Times	Ontario	Orillia, Ontario, Canada	Monday-Saturday	Jan 29, 2000
Orleans News	Ontario	Orleans	Weekly (Thursday)	Nov 7, 2008
Ottawa South News	Ontario	Ottawa South Region	Friday	Nov 7, 2008
Ottawa East News	Ontario	Ottawa-Gatineau	Weekly (Thursday)	Nov 7, 2008
Ottawa Citizen	Ontario	Ottawa, Ontario, Canada	Daily	Oct 1, 1985
Ottawa Sun	Ontario	Ottawa, Ontario, Canada	Daily	Jul 17, 1998
Grey-Bruce This Week	Ontario	Owen Sound, Ontario	Weekly (Thursday)	Apr 30, 2015
Owen Sound Sun Times	Ontario	Owen Sound, Ontario, Canada	Monday-Saturday (one day delay)	Mar 2, 1998
Paris Star	Ontario	Paris, Ontario	Weekly	Apr 23, 2015
Pelham News	Ontario	Pelham, Ontario	Weekly (Wednesday)	May 20, 2011
Pembroke Daily Observer	Ontario	Pembroke, Ontario, Canada	Monday - Saturday	Apr 6, 2000
Pembroke News	Ontario	Pembroke, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Perth Courier	Ontario	Perth, Ontario	Weekly (Thursday)	Nov 6, 2008
Peterborough Examiner	Ontario	Peterborough, Ontario, Canada	Monday-Saturday	Mar 27, 2000
Petrolia Topic	Ontario	Petrolia, Ontario	Weekly	Apr 29, 2015
Picton County Weekly News	Ontario	Picton, Ontario	Weekly	Apr 30, 2015
Inport News	Ontario	Port Colborne, Ontario	Weekly (Wednesday)	May 20, 2011

Shoreline Beacon	Ontario	Port Elgin, Ontario, Canada	Weekly (Tuesday)	Jan 17, 2007
Renfrew Mercury	Ontario	Renfrew, Ontario	Weekly (Thursdays)	Jun 20, 2013
Sarnia Observer	Ontario	Sarnia, Ontario, Canada	Monday-Saturday (one day delay)	May 21, 1999
Sarnia This Week	Ontario	Sarnia, Ontario, Canada	Weekly (Wednesday)	Jan 31, 2007
Sault This Week	Ontario	Sault Ste. Marie	Weekly (Wednesday)	May 18, 2011
Sault Star	Ontario	Sault Ste. Marie, Ontario, Canada	Monday-Saturday (one day delay)	Jan 2, 1997
Huron Expositor	Ontario	Seaforth, Ontario	Weekly (Wednesday)	May 18, 2011
Simcoe Reformer	Ontario	Simcoe, Ontario, Canada	Tuesday - Saturday	Jan 29, 2004
Smiths Falls Record News	Ontario	Smith Falls Region	Weekly (Thursday)	Nov 6, 2008
St. Catharines Standard	Ontario	St. Catharines, Ontario, Canada	Monday-Saturday	Oct 1, 1996
St. Thomas Times-Journal	Ontario	St. Thomas, Ontario, Canada	Monday - Saturday	Jul 14, 2000
St. Lawrence News	Ontario	St. Lawrence Region	Weekly (Thursday)	Nov 6, 2008
Stirling Community Press	Ontario	Stirling, Ontario	Weekly	Apr 30, 2015
Stittsville News	Ontario	Stittsville/Richmond Region	Weekly (Thursday)	Nov 7, 2008
Stratford Beacon-Herald	Ontario	Stratford, Ontario, Canada	Monday-Saturday	Jan 30, 2001
Strathroy Age Dispatch	Ontario	Strathroy, Ontario	Weekly	Apr 30, 2015
Strathroy Focus	Ontario	Strathroy, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015

Sudbury Star	Ontario	Sudbury, Ontario, Canada	Monday - Saturday	Jul 8, 1999
Tecumseh Shoreline Week	Ontario	Tecumseh, Ontario	Weekly (Friday)	Feb 18, 2011
Thorold Niagara News	Ontario	Thorold, Ontario	Weekly	Apr 30, 2015
Thunder Bay Chronicle Journal	Ontario	Thunder Bay, Ontario, Canada	Daily	Sep 6, 2012
Tilbury Times	Ontario	Tilbury, Ontario	Weekly (Tuesday)	Feb 22, 2011
Tillsonburg News	Ontario	Tillsonburg, Ontario	Twice/Weekly (Monday & Friday)	May 18, 2011
Timmins Daily Press	Ontario	Timmins, Ontario, Canada	Monday-Saturday	May 4, 1999
Timmins Times	Ontario	Timmins, Ontario, Canada	Weekly (Thursday)	Jan 17, 2007
24 Hours Toronto	Ontario	Toronto, Ontario	Monday-Friday	Jun 5, 2008
Toronto Sun	Ontario	Toronto, Ontario, Canada	Daily	Sep 3, 1989
Trenton Trentonian	Ontario	Trenton, Ontario	Weekly	Apr 30, 2015
Wallaceburg Courier Press	Ontario	Wallaceburg	Weekly (Thursday)	Apr 22, 2010
Welland Tribune	Ontario	Welland, Ontario, Canada	Monday-Saturday	Mar 17, 1999
West Carleton Review	Ontario	West Carleton Region	Weekly (Thursday)	Nov 7, 2008
West Elgin Chronicle	Ontario	West Lorne, Ontario	Weekly	Apr 30, 2015
Wiarton Echo	Ontario	Wiarton, Ontario	Weekly	Apr 28, 2015
LaSalle Post	Ontario	Windsor, Ontario	Weekly (Friday)	Feb 18, 2011

Windsor Star	Ontario	Windsor, Ontario, Canada	Monday-Saturday	Oct 20, 1986
Oxford Review	Ontario	Woodstock, Ontario		May 28, 2011
Woodstock Sentinel-Review	Ontario	Woodstock, Ontario, Canada	Daily	May 25, 2004
Ajax News Advertiser	Ontario		Three/Week (Wednesday, Friday, Sunday)	Mar 16, 2003
Alliston Herald	Ontario		Twice/Week (Wednesday, Friday)	Feb 24, 2002
Almaguin News	Ontario			May 28, 2009
Ancaster News	Ontario			Apr 17, 2009
Arthur Enterprise News	Ontario			Feb 4, 2010
Aurora Banner	Ontario			Mar 18, 2003
Barrie Advance	Ontario		Three/Week (Wednesday, Friday, Sunday)	Nov 28, 2002
Beach Mirror	Ontario			Apr 1, 2005
Bloor West Villager	Ontario			Mar 21, 2003
Bracebridge Examiner	Ontario			Nov 16, 2011
Bradford West Gwillimbury Topic	Ontario			Mar 25, 2010
Brampton Guardian	Ontario		Three/Week (Wednesday, Friday, Sunday)	Dec 13, 2002
Brant News	Ontario			Nov 19, 2008

Brock Citizen	Ontario		Weekly (Friday)	Jul 23, 2004
Burlington Post	Ontario		Three/Week (Wednesday, Friday, Sunday)	Dec 13, 2002
Caledon Enterprise	Ontario		Three/Week (Wednesday, Friday, Sunday)	Oct 4, 2006
Cambridge Times	Ontario			Oct 5, 2007
City Centre Mirror	Ontario			Apr 1, 2005
Clarington This Week	Ontario			May 28, 2009
Collingwood Connection	Ontario		Weekly (Friday)	Nov 27, 2002
Dundas Star News	Ontario			May 14, 2009
East Gwillimbury Express	Ontario			Jun 19, 2007
East York Mirror	Ontario			Nov 14, 2009
Etobicoke Guardian	Ontario			Mar 19, 2003
Exeter Times-Advocate	Ontario			Jul 28, 2017
Flamborough Review	Ontario		Weekly (Friday)	Aug 15, 2003
Fort Erie Post	Ontario			Aug 4, 2011
Georgina Advocate	Ontario			Mar 20, 2003
Gravenhurst Banner	Ontario			Nov 16, 2011

Grimsby Lincoln News	Ontario			Apr 26, 2011
Hamilton Mountain News	Ontario			Jun 29, 2011
Huntsville Forester	Ontario			Jan 21, 2005
Independent Free Press	Ontario		Twice/Week (Wednesday, Friday)	Feb 28, 2007
Innisfil Journal	Ontario			Jun 1, 2009
Kawartha Lakes This Week	Ontario			Feb 7, 2007
King Connection	Ontario			Jul 13, 2007
Kitchener Post	Ontario			Jun 10, 2011
Listowel Banner	Ontario			Feb 4, 2010
Markham Economist & Sun	Ontario			Mar 18, 2003
Meaford Express	Ontario			May 28, 2009
Midland Mirror	Ontario		Twice/Weekly (Wednesday, Friday)	Apr 2, 2003
Milton Canadian Champion	Ontario		Twice/Week (Tuesday, Friday)	Apr 1, 2003
Minto Express	Ontario			Feb 4, 2010
Mississauga News	Ontario		Continuous	Sep 19, 2007
Mount Forest Confederate	Ontario			Feb 4, 2010
Muskokan	Ontario			May 29, 2009

New Hamburg Independent	Ontario			May 29, 2009
Newmarket Era	Ontario			Feb 19, 2000
Niagara This Week - Niagara Falls	Ontario			May 30, 2013
Niagara This Week - St. Catharines	Ontario			Oct 14, 2005
Niagara This Week - Thorold	Ontario			Jun 11, 2013
Niagara This Week - Welland	Ontario			Jun 11, 2013
Niagara-On-The-Lake Town Crier	Ontario			Jul 15, 2011
Norfolk News	Ontario			Oct 2, 2013
North Bay Nipissing News	Ontario			Apr 27, 2011
North York Mirror	Ontario			Mar 19, 2003
Northumberland News	Ontario		Three/Week (Wednesday, Friday, Sunday)	Aug 23, 2002
Oakville Beaver	Ontario		Three/Week (Wednesday, Friday, Saturday)	Dec 13, 2002
Orangeville Banner	Ontario		Twice/Week (Tuesday, Friday)	Aug 15, 2002
Orillia Today	Ontario		Twice/Weekly (Wednesday, Friday)	Nov 29, 2002
Oshawa This Week	Ontario		Three/Week (Wednesday, Friday, Sunday)	May 14, 1993
Our London	Ontario			Nov 4, 2010

Parkdale Villager	Ontario			Jul 14, 2009
Parry Sound North Star	Ontario			Jun 30, 2006
Peterborough This Week	Ontario		Twice/Week (Wednesday, Friday)	Mar 27, 1993
Pickering News Advertiser	Ontario			May 28, 2009
Port Colborne Leader	Ontario			Aug 31, 2011
Port Perry Star	Ontario		Twice/Week (Wednesday, Friday)	Sep 14, 2004
Richmond Hill Liberal	Ontario			Mar 18, 2003
Scarborough Mirror	Ontario			Mar 19, 2003
South Asian Focus	Ontario			Jul 17, 2007
St. Marys Journal Argus	Ontario			Sep 20, 2007
St. Thomas-Elgin Weekly News	Ontario			Oct 29, 2013
Stayner Sun	Ontario			Feb 15, 2008
Stoney Creek News	Ontario			May 15, 2009
Stouffville Sun-Tribune	Ontario			Jun 19, 2007
Stratford Gazette	Ontario			Mar 31, 2005
The Sachem	Ontario			May 7, 2009
Thornhill Liberal	Ontario			Jul 5, 2007

Uxbridge Times Journal	Ontario		Twice/Week (Wednesday, Friday)	Jun 11, 2003
Vaughan Citizen	Ontario			Mar 23, 2003
Walkerton Herald-Times	Ontario			Jun 2, 2009
Wasaga Sun	Ontario			Feb 15, 2008
Waterloo Chronicle	Ontario			May 20, 2009
Whitby This Week	Ontario			May 28, 2009
Wingham Advance Times	Ontario			Jul 31, 2017
York Guardian	Ontario			Mar 21, 2003
Journal de Montreal	Quebec	Montreal, PQ	Daily	May 25, 2011
24 Heures Montreal	Quebec	Montreal, Quebec	Mon-Fri	May 27, 2011
Montreal Gazette	Quebec	Montreal, Quebec, Canada	Monday - Saturday	Oct 1, 1985
Journal de Quebec	Quebec	Quebec City, PQ	Daily	Apr 2, 2011
Brome County News	Quebec	Sherbrook, Quebec, Canada	Weekly (Tuesday)	Dec 1, 1999
Sherbrooke Record	Quebec	Sherbrooke, Quebec, Canada	Monday-Friday	Nov 29, 1999
Battlefords News Optimist	Saskatchewan	Battlefords, Saskatchewan	Weekly (Tuesday)	Nov 28, 2007
Battlefords Regional Optimist	Saskatchewan	Battlefords, Saskatchewan	Weekly (Thursday)	Mar 7, 2013

Maple Creek & Southwest Advance Times	Saskatchewan	Maple Creek, Saskatchewan, Canada	Weekly (Tuesday)	May 3, 2016
Maple Creek News	Saskatchewan	Maple Creek, Saskatchewan, Canada	Weekly (Thursday)	May 5, 2016
Melfort Journal	Saskatchewan	Melfort, Saskatchewan	Weekly (Tuesday)	May 17, 2011
Nipawin Journal	Saskatchewan	Nipawin, Saskatchewan	Weekly (Wednesday)	May 18, 2011
Northeast Sun	Saskatchewan	Nipawin, Saskatchewan	Weekly (Friday)	May 20, 2011
Outlook	Saskatchewan	Outlook, Saskatchewan	Weekly	Oct 1, 2007
Regina QC	Saskatchewan	Regina, Saskatchewan	Weekly	Sep 15, 2011
Regina Leader Post	Saskatchewan	Regina, Saskatchewan, Canada	Monday - Saturday	Jan 1, 2000
Saskatoon Star Phoenix	Saskatchewan	Saskatoon, Saskatchewan, Canada	Monday-Saturday	May 1, 1996
Shaunavon Standard	Saskatchewan	Shaunavon, Saskatchewan, Canada	Weekly (Tuesday)	May 3, 2016
Parkland Review	Saskatchewan	Tisdale, SK	Weekly (Friday)	May 16, 2008
Tisdale Recorder	Saskatchewan	Tisdale, SK	Weekly (Wednesday)	May 14, 2008
Unity-Wilkie Press-Herald	Saskatchewan	Unity, Saskatchewan	Weekly (Monday)	May 12, 2008
Weyburn Review	Saskatchewan	Weyburn, SK	Weekly (Wednesday)	Apr 23, 2008
Whitehorse Star	Territories	Whitehorse, Yukon, Canada	Monday-Friday	Nov 1, 1999
Yukon News	Territories	Whitehorse, Yukon, Canada	Twice/Week (Wed & Fri)	Sep 9, 2002

150 King Street West, 7th Floor, Toronto, Ontario M5H 1J9

The Meltwater Group
Letter of Uniqueness / Statement of Work

Meltwater Group offers the most comprehensive and affordable media intelligence service. We fully customize our reporting to each client's individual needs. Our source base is the most comprehensive and covers over 310,000+ sources in over 190 countries and 60 languages. We work with over 30,000 clients worldwide from a broad variety of sectors. Our Canadian client list includes, but is not limited to, all Ministries of the Ontario Government, Edmonton Police Service, Waterloo Regional Police, Hamilton Police, Police Association of Ontario, Saskatoon Police, Surete du Quebec, Toronto Police Association, York Regional Police, and many other police departments across North America along with government bodies and Alberta based organizations.

Factors that set Meltwater Group apart from the rest and make Meltwater a unique/sole source provider:

Media Monitoring

S. 16(1)

[redacted]

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

S. 16(1)

[redacted]

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

S. 16(1)

Media Analysis and Reporting

S. 16(1)

Contacts Database and Newsletter

S. 16(1)

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

Social Media Management, Scheduling, Engagement, and Reporting – Meltwater Engage

S. 16(1)

These are some of the features which allow us to claim to have a unique service, as this takes us beyond the realm of a simple media monitoring company, press release distribution tool, or social media management company, and allows us to offer a comprehensive, streamlined, and unparalleled service which has no peer or all-in-one replacement in the marketplace.

Any further questions can be directed to **Eric Farmer** (contact information below).

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

From: Elly Leader <elly.leader@hootsuite.com>
Sent: Wednesday, March 08, 2023 11:01 AM
To: Violet Rudy; Alexia Elford
Cc: Mackenzie Magnolo; Niki Phillips
Subject: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

You don't often get email from elly.leader@hootsuite.com. Learn why this is important

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hello Violet and Alexia,

We met with our Legal team first thing this morning. I can't express the amount of urgency we are applying to make sure we can get you going with the solution with Meltwater now switched off. Please see updated feedback below from our Head of Legal:

We have reviewed your proposed letter of contract with a view to determining the best path forward given the time constraints and your need for access to our solution asap.

S. 24(1)(c)

Please forward this or connect us with whomever needs to review!

Speak soon,

Elly

Hootsuite®

Elly Leader
Senior Manager, North America Sales

+1 604 341 6368
111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

Get social with us

Check out blog.hootsuite.com for the latest social media best practices, industry news, and Hootsuite

Product updates.

This email is being sent on behalf of Hootsuite Inc.
If this is a commercial electronic message and you are no longer interested in receiving these types of emails from Hootsuite, please unsubscribe here.

From: Khattana, Waris <Waris.Khattana@calgary.ca>
Sent: Monday, March 20, 2023 2:23 PM
To: Candace Rumancik
Cc: Alexia Elford
Subject: [EXTERNAL]PO: 49288 with Hootsuite

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hello Alexia/Candace,

PO: 49288 with Hootsuite doesn't have any documents attached with it, Are you guys keeping all the docs there in CPS records?

Thanks!

Waris Khattana
Buyer|Supply Management
Corporate Planning & Financial Services

The City of Calgary| Deputy City Manager's Office
T: 403 268 4801 | wkhattana@calgary.ca
2nd Floor, Building U, Manchester Centre - 677 - 25 Ave SE
PO Box 2100, Station M, Calgary, AB T2P 2M5 | Office Mail Code #8140

Non-Responsive

Work status: Working Remotely.

NOTICE -
This communication is intended ONLY for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The City of Calgary thanks you for your attention and co-operation.

From: Elly Leader <elly.leader@hootsuite.com>
Sent: Wednesday, March 08, 2023 8:32 AM
To: Violet Rudy
Cc: Alexia Elford; Mackenzie Magnolo; Emma Poole
Subject: [EXTERNAL]Re: Calgary Police Service + Hootsuite/Talkwalker

You don't often get email from elly.leader@hootsuite.com. Learn why this is important

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Violet - **quick change of plan.**
Going to regroup with my legal team in-office this morning before we confirm next steps. Will get back in touch ASAP after.

Apologies for the back and forth - we're all hands on deck to figure this out.

On Wed, Mar 8, 2023 at 5:42 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Microsoft Teams meeting

Join on your computer, mobile app or room device
Click here to join the meeting

Meeting ID: 291 850 147 104
Passcode: 33HbMm
Download Teams | Join on the web

Or call in (audio only)
+1 587-747-5115,,816965662# Canada, Calgary
Phone Conference ID: 816 965 662#
Find a local number | Reset PIN

Learn More | Meeting options

From: Elly Leader <elly.leader@hootsuite.com>
Sent: Friday, March 10, 2023 11:24 AM
To: Violet Rudy
Cc: Mackenzie Magnolo; Alexia Elford; Candace Rumancik; Emma Poole
Subject: [EXTERNAL]Re: FW: IQ 23-002 Social Media Scheduling and Monitoring
Attachments: Calgary Police Service Updated Contract Start Date March 13th.pdf

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Violet - thank you. The last remaining item as discussed in our call is the Hootsuite Authorization form attached (as referenced in your contract letter).

Once this is signed, we can process your account and get going!

Elly

On Fri, Mar 10, 2023 at 10:08 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

ISC: Protected A

Good morning Elly and Mackenzie,

Please see the attached executed contract letter for the Hootsuite and Talkwalker social media scheduling and monitoring tool.

Thank you,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A
NOTICE -
This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation.

From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Friday, March 10, 2023 10:42 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: IQ 23-002 Social Media Scheduling and Monitoring

ISC: Protected A

Hi Violet,

Please see the executed agreement with Hootsuite for your records. Candace created Req# 27958 based on the quote amount which will transition to a PO for payment processing once supply has processed it.

Feel free to engage the supplier to move this forward. Thank you

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) | Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4L1

Authorization Form Prepared For:
Calgary Police Service
5111 47 St. N.E.
Calgary, AB T3J 3R2
Canada

Quote #: Q-376232-1
Date: 9-MAR-2023
Expires 13-MAR-2023
Prices quoted in CAD
Account Executive: Mackenzie Magnolo
Email: mackenzie.magnolo@hootsuite.com

Item	Total Price
S. 16(1)	CAD 71,222.50

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Customer:	Calgary Police Service	**Billing Schedule:**	Annually
Contact Name:	Violet Rudy	**Payment Terms:**	Payments are due within 30 days of invoice date
Phone:	S. 25(1)(c)(i)		
Customer Billing Address:	5111 47 St. N.E. Calgary, AB T3J 3R2 Canada	**Start of Initial Term:** **End of Initial Term:**	13-MAR-2023 12-MAR-2024

Primary Contact Email: violet.rudy@calgarypolice.ca
Billing Contact Name: Violet Rudy
Billing Contact Phone: S. 25(1)(c)(i)
Billing Contact Email: violet.rudy@calgarypolice.ca

Additional Terms:
Pursuant to Section 6.2 (Term of Authorization Form) of the Terms, this Authorization Form shall renew for a 12-month term at a Total Renewal Price of $63,577.50.

For customer internal purposes only:

Order Subtotal: 71,222.50
Estimated Order Tax Total: 3,561.13*
Estimated Grant Total: 74,783.63

*Estimated Tax of $3,561.13. Please note this is just an estimate

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By signing this Authorization Form, you agree to: (a) purchase the products and services pursuant to the terms and fees set forth herein; (b) pay the Total Price (and applicable sales and use taxes) and authorize Hootsuite to submit invoices for such payment; and (c) be bound by the terms and conditions published at https://hootsuite.com/enterpriseterms (the "Terms"). This Authorization Form will renew as set forth in the Terms, unless expressly stated otherwise herein.

Name _____ **Signature** _____

Title _____ **Date of Signature** _____

From: Sarah Demko
Sent: Thursday, January 19, 2023 11:25 AM
To: Alexia Elford
Subject: Calgary Police Contract.pdf
Attachments: Calgary Police Contract.pdf

ISC: Protected A

Order Confirmation

Meltwater

Effective Date: 2022/08/26

Meltwater Services

☒ **Explore Unlimited - Base**
(Sep 01, 2022 - Feb 27, 2023)

S. 16(1)

☒ **Meltwater Engage** S. 16(1) **Profiles**
(Sep 01, 2022 - Feb 27, 2023)

S. 16(1)

☒ **Meltwater Lite**
(Sep 01, 2022 - Feb 27, 2023)

S. 16(1)

Additional Users
(Sep 01, 2022 - Feb 27, 2023)

- Users: Access by up to S. 16(Authorized Users (defined herein) to the Meltwater platform. "Authorized Users" means those specific employees or consultants located in Canada that Customer has authorized to use the Meltwater platform solely for Customer's own internal business purposes.

Total Price	**24105.00 CAD** (amount excludes Sales Tax)

Special Terms:

- Notwithstanding anything to the contrary in this Agreement, Customer will pay all invoices in accordance with the following schedule: Invoice 1 in the amount of 24105.00 CAD due on or before Sep 14, 2022

By signing below, Customer agrees to be bound by this Order Confirmation, the General Terms & Conditions, and Special Terms, if any, which together constitute the entire Agreement between the parties. The signing individual represents that he/she has the authority to enter into the Agreement on behalf of Customer

Customer		**Meltwater**	
Calgary Police Service 5111 47 St NE Calgary, Alberta T3J 3R2 Canada Contact: Violet Rudy P: (403) 268-5116		Meltwater News Canada Inc. 150 King St West Toronto, ON M5H 1J9 Canada	
Date	2022/08/26	**Date**	
Name	Sarah Demko	**Name**	**Evan deVerteuil**
Email	sdemko@calgarypolice.ca		
Title	Director IT Operations - Calgary Police Service		
Signature	S. 17(1)		

General Terms and Conditions of Use of Meltwater Services

1. General

These General Terms and Conditions of Use ("T&C") together with the Order Confirmation and Special Terms (as defined in the Order Confirmation), if any, constitute the entire "Agreement" between the parties. This Agreement shall govern Customer's access to and use of the Site (as defined below) and the Meltwater products and services purchased by Customer as listed in the Order Confirmation (collectively, "Meltwater Services"). The Meltwater Services are provided by **Meltwater News Canada Inc.** ("Meltwater") and its third party providers, as applicable, on and through the domain and sub-domains of www.meltwater.com (collectively, the "Site"). To the extent of any inconsistency between the T&C, Special Terms and the Order Confirmation, the Special Terms shall control, followed by the T&C and then the Order Confirmation, unless otherwise agreed by the parties.

2. Right of Use

2.1 Customer is obligated to access and use the Site and the Meltwater Services, and any content accessed by or provided therein, in accordance with all applicable laws, rules and regulations and agrees to accept Meltwater's privacy policy, located at http://www.meltwater.com/privacy. Meltwater reserves the right to make changes to its policies and the Site at any time. Subject to the terms and conditions of the Agreement, Meltwater shall grant Customer a non-exclusive and non-transferable right to permit the Authorized Users specified in the Order Confirmation to use the Meltwater Services for internal purposes. This does not include performance of services for the benefit of third parties, nor the use by Customer's affiliated companies. Customer shall be authorized to engage external consultants as users of the Meltwater Services on the premise of appropriate contractual agreements and to the extent that they will use the Meltwater Services exclusively for the Customer.

2.2 Customers who are marketing or public relations agencies may use the Meltwater Services on behalf of their clients but only if all of the following conditions are met: (i) Customer agrees that Meltwater and its licensors and/or providers are not parties to the agreement between Customer and its client; (ii) Customer's payment obligations pursuant to this Agreement are not dependent upon receiving payment from Customer's clients; (iii) Customer must first obtain its client's written consent authorizing Customer to provide client information as necessary for Meltwater to perform under this Agreement; (iv) if applicable, Customer must first obtain its client's written consent authorizing Customer to act on the client's behalf, including sending out press releases using the Meltwater Services; and (v) the agreement between Customer and its clients is at least as restrictive and protective of Meltwater's and its licensors' and/or its providers' rights as this Agreement. Customer shall be solely responsible for and shall comply with all laws, rules, regulations and directives in delivering and providing the Customer's agency services, including but not limited to, any laws regarding privacy and the use and disclosure of personal data and any advertising and/or marketing laws.

3. Prerequisites

Customer shall be responsible for obtaining and maintaining all hardware, software, communications equipment and network infrastructures required to access and use the Site and the Meltwater Services, and for paying all third-party fees and access charges incurred while using the Meltwater Services.

4. Account and Password

Customer will receive a password to log in to the Site and access the Meltwater Services. Customer shall have sole responsibility for all activities relating to such Customer's account and shall immediately inform Meltwater of any unauthorized use of the Customer's account.

5. Product-Specific Terms and Conditions

If Customer purchases the following Meltwater Services, the following applicable terms and conditions listed below shall apply, in addition to all other terms of this Agreement:

5.1 **Canadian Premium Content/Postmedia Premium Content/Direct Feed**: The Rights of Use in S2 of this Agreement sets out Customer's use rights and the limited license that the Customer has to use Meltwater's products, including full text content of these Meltwater Services. To the maximum extent permitted by law, and without limitation to all other rights and remedies available to Meltwater, Customer shall indemnify and hold harmless Meltwater, its subsidiaries, affiliates, successors, assigns, officers, directors, stockholders, employees, and customers, from and against any and all liability, losses, damages, claims, demands, fines, causes of action, suits, or proceedings, and expenses connected therewith (including reasonable attorneys' fees), arising from or related to Customer's breach of the Rights of Use with these Meltwater Services. This indemnification is unlimited.

5.2 **Online Newswire**: Customer shall only release newswires, articles or other content that is directly associated with Customer, and Customer acknowledges that neither Meltwater nor any third party newswire provider has any obligation to publish Customer content onto any third party newswire or website. Meltwater and any third party newswire provider, at their sole discretion, shall expressly reserve the right to refuse any news releases and/or other content such as graphics, photos and captions that are not consistent with the purpose of a professional news release distribution network.

5.3 **Media Relations Platform:** Media Relations Platform is intended for use in distributing pressreleases to professional journalists. By uploading Customer's owncontacts, Customer represents and warrants that: (i) all contacts locatedin Canada are professional journalists or otherwise are employees,representatives, consultants or franchisees of an organization with which Customer has a relationship; and (ii) that Customer complies withCanada's anti-spam law ("CASL"). Customer shall indemnify and holdharmless Meltwater, its subsidiaries, affiliates, successors, assigns,officers, directors, stockholders, employees and customers (the"Indemnitees"), from and against any and all liability, losses, damages,claims, demands, fines, causes of action, suits or proceedings andexpenses connected therewith (including reasonable attorneys' fees) arising from or related to Customer's breach of the warranties hereinSection 5.3.

5.4 **Critical Mention**: The broadcast monitoring services provided by Critical Mention (the "CM Services") provide Customer the ability to search and access broadcast transcripts, and digitized broadcast television clips and radio clips ("CM Content"). Customer agrees to review, download, copy, edit, distribute and otherwise use CM Content for internal, research purposes only, or, in the event that Customer is an agency, for the internal, research purposes of its clients, subject to section 2.2 herein. Other than as expressly permitted herein, Customer shall not: (i) copy, edit, display, exhibit, perform, distribute, transmit , publicly display, post to a company intranet or public website or otherwise use the CM Content, in whole or in part in any way; (ii) copy, license, sell, resell, transfer access to, or otherwise redistribute or make the CM Services available to any person other than your authorized end users; (iii) alter, obscure, remove, change, obliterate or separate any identification, copyright, trademark, confidential or proprietary notices from the CM Services or the CM Content; (iv) copy any data, information, software or materials available through the service or develop any derivative works thereof; (v) attempt to gain unauthorized access or permit or enable unauthorized parties to access or use the CM Services or the CM Content; vi) alter, decipher, decompile, disassemble or reverse engineer any of the software or other code comprising the CM Services. Any use not expressly granted herein is strictly prohibited. Additional rights to CM Content must be obtained from the rights owner directly. Customer agrees to use reasonable efforts to prevent unauthorized copying, display, or distribution of CM Content, and unauthorized access to the CM Services. Customer shall comply with all laws and regulations applicable to its use of the CM Services. Customer acknowledges that the CM Services are powered by a third party provider, and accordingly such provider shall be deemed an intended third party beneficiary of these terms of service and shall have the right to enforce the terms and conditions contained herein.

5.5 **Global Print Media**: Customer represents that it has read, understands, and agrees to be bound by the terms and conditions located at http://meltwaternews.com/doc/AcquireMediaTermsofService.pdf. Customer agrees that Acquire Media is an intended third party beneficiary of this Agreement.

5.6 **Meltwater Engage.** Customer represents that it has read, understands, and agrees to be bound by the terms and conditions located at http://engage.meltwater.com/meltwater-terms-of-service Customer agrees that Sprout Social is an intended third party Beneficiary of this Agreement. Reference to Meltwater in Sections 6, 10 and 11, shall apply equally to Sprout Social as if Sprout Social were named in place of Meltwater to the extent applicable. For the avoidance of doubt, the T&C (except for Sections 7 and 8) shall apply for any trial use of the Engage Service.

6. Third Party Sites and Third-Party Content

Meltwater Services may include links to third party websites ("Third Party Sites"). Customer is responsible for evaluating whether to access or use a Third Party Site and agrees to be bound by any applicable terms found therein. Meltwater does not screen, audit or endorse any Third Party Site. Meltwater shall not assume any responsibility for the content, advertising, products or other materials ("Third-Party Content") on Third Party Sites. Customer agrees it will not copy, reproduce, distribute, transmit, broadcast, modify, display, sell, license or otherwise exploit Third Party Content except in strict compliance with the rights, if any, granted to Customer by any third party. Customer warrants that all content uploaded and distributed via the Meltwater Services by Customer shall comply with all applicable law. Meltwater will terminate the account of any Customer, and block access of any user, who infringes any Meltwater or third party intellectual property right.

7. Invoicing and Payment

7.1 Prior to the start of each contract term, Customer will be invoiced for the full amount due. Customer shall pay all invoices within fourteen (14) days after the invoice date. Except as provided in Section 7.3 below, payment obligations are non-cancellable and all fees paid by Customer are non-refundable.

7.2 Unless otherwise stated, Meltwater's fees do not include any taxes, levies, duties or similar governmental assessments of any nature, including but not limited to value-added, sales and use, or withholding taxes, assessable by any local, state, provincial, federal or foreign jurisdiction (collectively, "Taxes"). Customer is responsible for paying all Taxes associated with its purchase of Meltwater Services. If Meltwater has the legal obligation to pay or collect Taxes for which Customer is responsible, the appropriate amount shall be invoiced to and paid by Customer, unless Customer provides Meltwater with a valid tax exemption certificate from the appropriate taxing authority.

7.3 If Customer is in breach of this Section, Meltwater shall be entitled to charge default interest on the outstanding fees in the maximum amount allowable by law and/or suspend or terminate access to the Meltwater Services at its sole option, with or without notice to Customer. Additional claims for payment default remain reserved.

7.4 In the event Meltwater materially breaches this Agreement, and such breach remains uncured for a period of thirty (30) days after notice from Customer, Customer shall be entitled to a pro-rata refund for the portion of the then-current term that has been pre-paid and is subject to the material breach and remains uncured.

8. Duration and Cancellation

8.1 The Agreement shall commence on the date specified in the Order Confirmation and shall continue for the initial term as stated therein, unless earlier terminated in accordance with the Agreement. Thereafter, the Agreement will be extended automatically for periods of time equivalent to the initial term or the then-current renewal term at Meltwater's then-current prices and subject to the terms of this Agreement, unless the Agreement is cancelled in writing at least sixty (60) days prior to the expiration of the initial term or the then-current renewal term. Any initial pricing and/or payment terms shall only be applicable to the initial term.

8.2 A timely cancellation according to Section 8.1 will become effective as of the end of the respective term. Upon expiration or termination of the Agreement, Customer's access rights and all other rights granted under this Agreement shall expire. Termination of the Agreement shall not act as a waiver of any breach of the Agreement and shall not release a party from any liability for breach of such party's obligations under the Agreement that occurred prior to the effective date of termination.

8.3 In addition to other rights and remedies available to Meltwater, Meltwater is entitled to cancel the Agreement without notice if Customer violates essential or material obligations under the Agreement. Meltwater also reserves the right to cancel the Agreement without notice if a substantial decline in the asset situation of Customer occurs, if insolvency proceedings are opened for the assets of Customer or if such proceedings are rejected due to lack of assets.

8.4 The following Sections shall survive the expiration, termination or cancellation of the Agreement in full force and effect: General, Third Party Sites and Third Party Content, Intellectual Property, Data Use and Restrictions, Liability and Warranty, and Additional Provisions.

9. Intellectual Property

Subject to applicable law, the content on the Site, except for content created by users and third parties if any, including without limitation, software, code, forms, text and other materials, trademarks, service marks or logos contained therein ("Marks"), are owned by or licensed to Meltwater. Customer's use of the Site and the Meltwater Services is limited to the rights granted to Customer under this Agreement and Meltwater reserves all rights not expressly granted herein.

10. Data Use and Restrictions

The rights granted to Customer under this Agreement do not include any resale of any portion of the Site or its contents; any collection and use of any derivative of the Site or its contents; any downloading or copying of account information for the benefit of another company or party; or any use of data mining, robots, or similar data gathering and extraction tools. The Site or any portion of the Site may not be reproduced, duplicated, copied, sold, resold, visited, or otherwise exploited for any purpose inconsistent with the limited rights granted to Customer under this Agreement. Customer may not frame or utilize framing techniques to enclose any trademark, logo, or other Meltwater generated content of the Site, or use meta tags or any other "hidden text" or data elements utilizing Meltwater's name or trademarks without express written consent by Meltwater. Meltwater shall in no way be responsible or liable for unauthorized use or disclosure of personal information by the Customer.

11. Liability and Warranty

11.1 To the maximum extent permitted by applicable law, either party's total, aggregate liability arising out of or in connection with this Agreement shall in no event exceed the total amount of payments due by Customer to Meltwater during the initial term or the then applicable renewal term of the Agreement.

11.2 To the maximum extent permitted by applicable law, in no event shall either party be liable for any, indirect, incidental, special, consequential or exemplary damages, however caused and under any theory of liability arising out of or in connection with this Agreement. This shall include, but not be limited to, any loss of; profit, goodwill or business reputation, any loss of data suffered, cost of procurement of substitute goods or services, or other intangible loss.

11.3 Meltwater warrants that it has the legal power and authority to enter into this Agreement. Except as provided herein, Meltwater provides the Site "as is" without any warranty or condition of any kind, express or implied. Meltwater does not guarantee uninterrupted, secure or error-free operation of the Site. Meltwater makes no representation or warranty as to the accuracy, timeliness, quality, completeness, suitability or reliability of any information or data accessed on or through the Site. No information obtained from Meltwater or through the Site, whether oral or written, shall create any warranty not expressly stated in this Agreement.

12. Operating Hours and System Maintenance

12.1 Meltwater shall use commercially reasonable efforts to ensure that the Customer receives uninterrupted and continuing service throughout the term of the Agreement.

12.2 Notwithstanding Section 12.1, Meltwater may need to carry out routine maintenance or urgent maintenance or the Meltwater Services may become unavailable for reasons not within Meltwater's control. In such case, Meltwater shall use commercially reasonable efforts to inform the Customer of any downtime and restore the Meltwater Services as soon as reasonably practicable. In the event Meltwater fails to use commercially reasonable efforts and the Meltwater Services remain unavailable to Customer for more than three (3) business days of Customer first notifying Meltwater of such unavailability, Meltwater will issue to Customer a credit in an amount equal to the pro-rated charges of one day's usage fees for every day that the Meltwater Services are unavailable for the Customer.

13. Additional Provisions

13.1 The Agreement will be governed by and interpreted in accordance with the laws of the jurisdiction where Meltwater is located. To the extent allowed by law, Customer irrevocably agrees all disputes arising out of

or in connection with this Agreement shall be finally settled by binding arbitration under the Rules of Arbitration of the International Chamber ofCommerce by one arbitrator appointed in accordance with the said Rules. The place of arbitration shall be the city where Meltwater is located. The language of the arbitral proceedings shall be English (or as determined between the parties). Judgment upon any award(s) renderedby the arbitrator may be entered in any court having jurisdiction thereof. The arbitrator is authorized to include in the award an allocation to any party of such costs and expenses, including reasonable attorneys' fees,as the arbitrator shall deem reasonable.

13.2 A party's waiver of a breach or default by the other party of any provision of the Agreement shall not be construed as a waiver of any succeeding breach or default by the other party, nor shall a party's failure to exercise or enforce any right or provision of the Agreement be deemed to be a waiver of such right or provision.

13.3 Invalidity of any specific provision of this Agreement shall not affect the validity of the remaining provisions. Any invalid provision shall be replaced by a valid provision which comes as close as possible to the intent of the invalid provision.

13.4 Neither this Agreement nor any obligation or right hereunder may be assigned or transferred by either party without the prior written consent of the other party, which consent shall not be unreasonably withheld; provided, however, that both parties may assign this Agreement in whole without the other party's prior consent to a successor in interest in connection with a merger, acquisition or sale of all or substantially all of its assets to which this Agreement relates on condition that such successor in interest agrees in writing to comply with all terms and conditions of this Agreement.

13.5 Both parties acknowledge and agree that this Agreement constitutes the entire agreement between the parties in regards to the subject matter herein. Any other terms and conditions, including, without limitation, terms and conditions on or attached to a purchase order, vendor registration documents, tenders or request for proposals. are void and shall be of no force and effect regardless of whether they are delivered to Meltwater prior to, concurrently, or after the execution of this Agreement. Performance by Meltwater with respect to the Meltwater Services shall not constitute acceptance of any additional or alternative terms and conditions nor shall a failure to act on said additional terms and conditions constitute acceptance of the provisions contained therein.

13.6 This Agreement may only be amended in writing signed by authorized representative of both parties.

13.7 Customer and Meltwater agree that notices may be sent by electronic mail, to the electronic mail address indicated on the Order Confirmation, or then-current electronic mail address provided by a party to the other party and designated as the proper electronic mail address, and agree that notices are deemed received forty-eight (48) hours after transmission. Each party agrees that any electronic communication will satisfy any legal communication requirements, including all such communication required by applicable laws to be in writing.

Global version last updated 7.2021.

From: Violet Rudy
Sent: Tuesday, February 28, 2023 4:39 PM
To: Alexia Elford
Subject: FW: [EXTERNAL]Calgary Police Service + Hootsuite || Updated RFQ & Resources
Attachments: Calgary Police Service + Hootsuite __ Partnership Proposal.pdf; Hootsuite Quote for City of Calgary - Hootsuite Enterprise + Talkwalker Social Listening (PR & Monitoring) - Updated; Hopper Image_Video Recognition (1).pdf

One of the holder ones.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo
Sent: Thursday, February 16, 2023 4:15 PM
To: Violet Rudy
Cc: Elly Leader
Subject: [EXTERNAL]Calgary Police Service + Hootsuite || Updated RFQ & Resources

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Hi Violet,

Great connecting with you yesterday! I've included answers to your questions, resources, and the updated RFQ pricing below.

Today I worked with my management team to get all of the highlights and top needs into your package to meet the 75K CAD threshold.

Please review the attached PDF to understand exactly what will be included. *Please note due to your budget range* S. 16(1) S. 16(1) S. 16(1) however, I have worked with my team and determined that this is ultimately going to be the best way to get you started while giving you the **full functionality and capabilities** reviewed in yesterday's demo.

With the new social listening package, you will receive the following:

-
-
- S. 16(1)
-
-
-
-

- S. 16(1)

Evaluation Resources:

- **Calgary Police Service - Updated RFQ for Hootsuite & Talkwalker**
- *(attached below)*
- **Calgary Police Services - Full Feature Breakdown**
- *(attached below)*
- **Image Recognition Guide**

- *(attached below)*
-

Questions & Answers:

-
-
- Is there a cap on the number of emails that we can include on our email alerts, reports, and recaps?
-
    -
    -
    - S. 16(1)
    -
-
-
- Are full news articles included in the email summary?
-
    -
    -
    - S. 16(1)
    -
-
-
- Can we schedule Twitter threads and is the character count changing on Twitter?
-
    -
    -
    - S. 16(1)
    -
-
-
- How does the natural language processing work in Talkwalkert example: charges laid is positive
- vs. assault is negative?
-
    -
    -
    - S. 16(1)
    -
    -
    -
    -
    -
    -
    -
    -

Our team is more than happy to work with you on this, so let me know if there is any feedback or questions once you submit all the RFQs from the vendors you've reached out to. I'm additionally going to put a quick reconnect on our calendar for Wednesday next week

so we can check off any final items needed.

Hope you enjoy the long weekend!

Best,
Mackenzie

blue-silk-ai-technical-white-paper-llms.pdf

--

Mackenzie Magnolo
Senior Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1
call: +1 408 916 5614
text: +1 604 842 1331

Book a meeting with Mackenzie Magnolo

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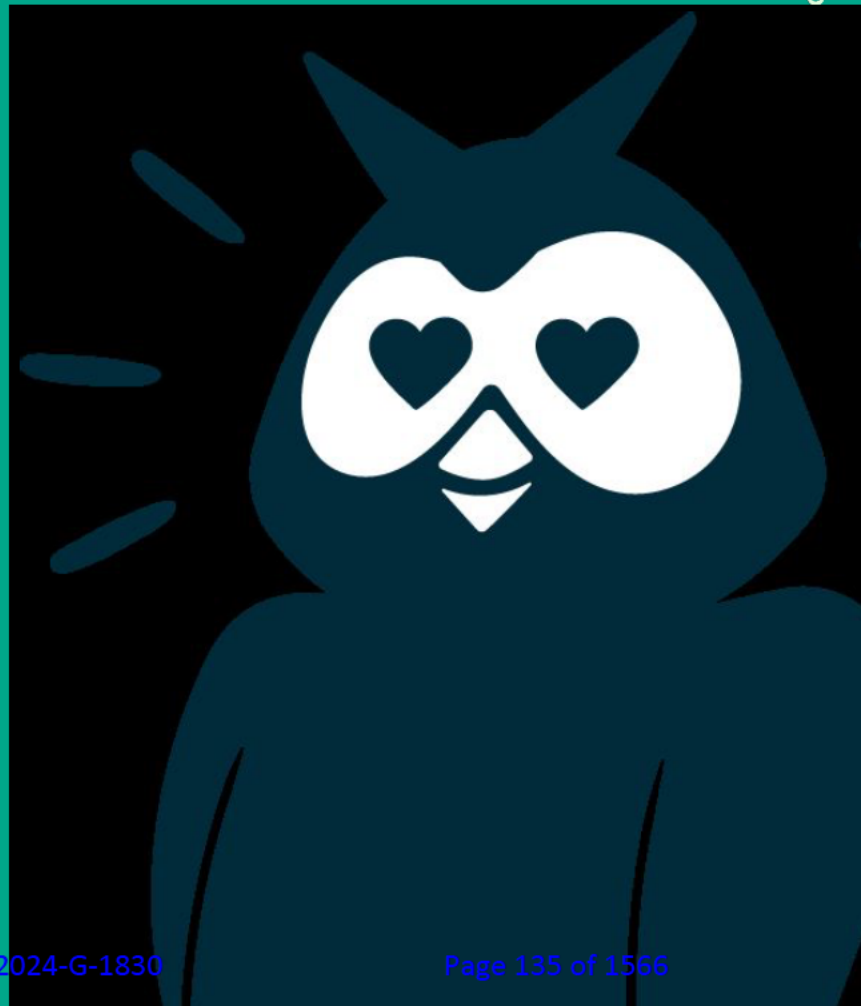
Hootsuite®

Hootsuite & Calgary Police Service

February 2023



Your Hootsuite Package

Proposed Plan for **Calgary Police Service**

CONFIDENTIAL

Hootsuite Proposal for Calgary Police Service

HOOTSUITE ENTERPRISE PLAN	TALKWALKER SOCIAL LISTENING	ONGOING SUPPORT & SERVICES
S. 16(1)		

CONFIDENTIAL

Social Media Management, Analytics & Social Listening S. 16(1) *users)*

Hootsuite®

1 Year Plan - S. 16(1) users

$74,972 CAD/per year

Valid for contract completion by February 28th

Thank you!

Mackenzie Magnolo
Senior Account Executive
Mackenzie.magnolo@hootsuite.com
text/call: +1 604-842-1331

Talkwalker

Consumer closeness

Discover the human story behind your data

Leverage our image & video recognition capabilities

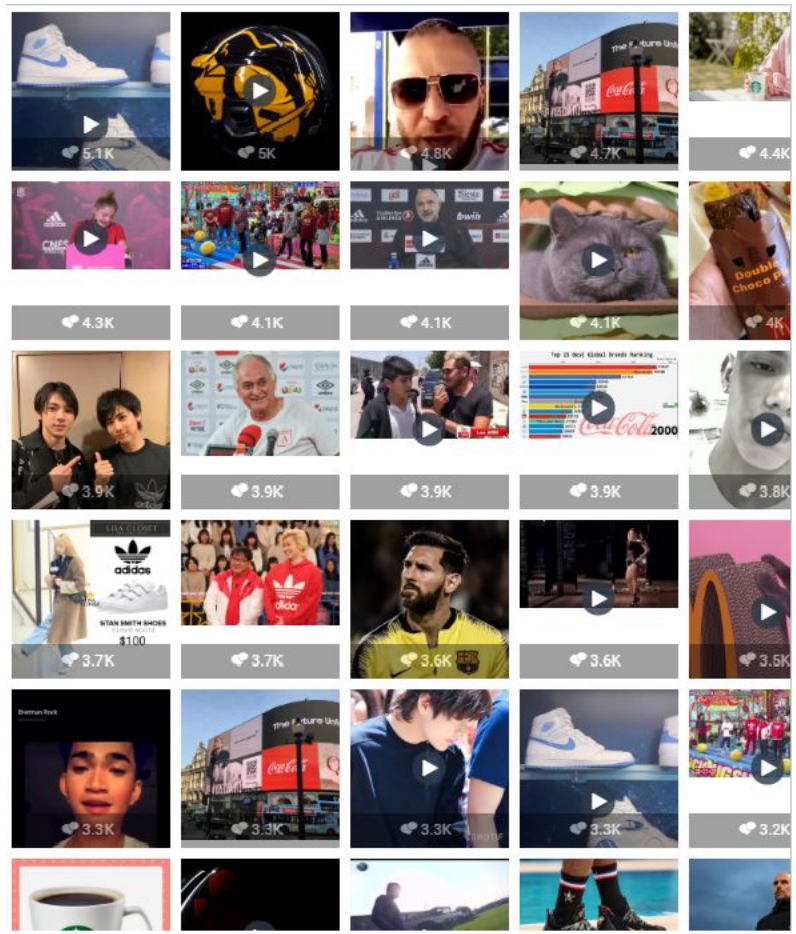
Research has shown that up to 80% of pictures don't reference brands in the accompanying text. Talkwalker continues to pioneer visual analytics within the social listening industry. We are the only company in the industry with both **image and video recognition!**

Search across 30,000+ brands - objects, scenes, and products within the largest visual analytics database in the industry

Analyze text, images, and videos in one, fully integrated social listening platform

100% proprietary technology that can be **adapted to your needs**

Never miss out on another branded video with access to the **full Twitter firehose and Instagram**



50,000,000+
videos analyzed per day

Leverage our image & video recognition capabilities

30,000+

Brand logos detected

From: Violet Rudy
Sent: Friday, March 10, 2023 11:08 AM
To: Sarah Demko; Alexia Elford; Candace Rumancik
Subject: FW: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police
Attachments: Calgary_contract letter_Hootsuite 2023 Mar 10 (1).pdf

Good morning Sarah,

I hope you're having a great day. I know Alexia is off today, please see the note below.
I fairly certain Alexia mentioned that you would have to sign this. Not sure if you're working today either.

Thank you to all three of you for the help with this!
Happy Friday/weekend,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo
Sent: Friday, March 10, 2023 9:11 AM
To: Alexia Elford
Cc: Elly Leader ; Violet Rudy ; Niki Phillips
Subject: Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

Hi Alexia,

See below for the countersigned Calgary Police Service contract letter. Please send back the fully executed version once your team has signed.

Do you think your team will be able to sign Hootsuite's authorization form by the end of today?

Best,
Mackenzie

On Thu, Mar 9, 2023 at 6:59 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Great thanks Alexia! I've just sent the contract letter over to our contracts team for signature. I'll send it back over once complete.
>
> Best,
> Mackenzie
>
> On Thu, Mar 9, 2023 at 6:44 PM Alexia Elford <AElford@calgarypolice.ca> wrote:

HI Mackenzie,

Please move this forward for signature so I can have it executed by CSP and release the PO. Thank you,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) | Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, March 09, 2023 3:01 PM
To: Alexia Elford <AElford@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>; Violet Rudy <VRudy@calgarypolice.ca>; Niki Phillips <niki.phillips@hootsuite.com>
Subject: Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

Hi Alexia,

Our legal team has made a few final minor changes to the Calgary Police Service contract letter, these include the following:

- Added "Hootsuite Inc." to the first paragraph
- Reverted to "-1" for the quote reference #
- Revised the Talkwalker language in section 7.3 per Talkwalkers suggestion

If your team is okay with these changes then we are ready to route it to our team for final signature. Do these changes work for your team?

Best,
Mackenzie

On Thu, Mar 9, 2023 at 9:47 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks Alexia, we've forwarded this along to Michael and our legal team for final review.
>
> I've also attached the updated Hootsuite Authorization form below for signature. This has a start date of Monday, March 13th.
>
> Warm Regards,
> Mackenzie
>
> On Thu, Mar 9, 2023 at 9:19 AM Alexia Elford <AElford@calgarypolice.ca> wrote:

ISC: Protected A

HI Everyone ,

Please see the revised document as discussed. If you can sign and send me an updated quote I can get this executed today on our end and have a req created to process the payment. Thank you,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Elly Leader <elly.leader@hootsuite.com>
Sent: Thursday, March 09, 2023 8:49 AM
To: Alexia Elford <AElford@calgarypolice.ca>
Cc: Violet Rudy <VRudy@calgarypolice.ca>; Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>; Niki Phillips <niki.phillips@hootsuite.com>
Subject: Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

Hi Alexia - yes - just sent you an invite! Michael from our Legal team will be joining.

On Thu, Mar 9, 2023 at 7:38 AM Alexia Elford <AElford@calgarypolice.ca> wrote:

> ISC: Protected A
>
> Good Morning Elly,
>
> I have a mutually agreed to solution that I have approval to move forward with, but wanted to touch base with you to ensure we are all on the same page. Do you have time for a quick 5 minute phone conversation today before I move forward with the agreement. I am flexible to accommodating your schedule. Thank you,
>
> **Alexia Elford, SCMP** | Leader – Strategic Procurement and Asset Management | IT Operations Section
> S. 25(1)(c)(i) | Phone: 403.428.5777 | aelford@calgarypolice.ca
>
>
>
>
> ISC: Protected A
>
> ---
>
> **From:** Elly Leader <elly.leader@hootsuite.com>
> **Sent:** Wednesday, March 08, 2023 11:01 AM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>; Alexia Elford <AElford@calgarypolice.ca>
> **Cc:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>; Niki Phillips <niki.phillips@hootsuite.com>
> **Subject:** [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

You don't often get email from elly.leader@hootsuite.com. Learn why this is important

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Hello Violet and Alexia,

We met with our Legal team first thing this morning. I can't express the amount of urgency we are applying to make sure we can get you going with the solution with Meltwater now switched off. Please see updated feedback below from our Head of Legal:

We have reviewed your proposed letter of contract with a view to determining the best path forward given the time constraints and your need for access to our solution asap.

S. 24(1)(c)

Please forward this or connect us with whomever needs to review!

Speak soon,

Elly

Elly Leader

Senior Manager, North America Sales

+1 604 341 6368
111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

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Mackenzie Magnolo

Senior Account Executive

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Vancouver, BC Canada V5T 4L1
call: +1 408 916 5614
text: +1 604 842 1331

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Senior Account Executive

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Calgary

Appendix A

X 672 (2021-04)

2023 March 09

Hootsuite Inc.
111 East 5th Avenue
Vancouver, Canada, V5T 4L1

Attention: Mackenzie Magnolo

Re: Request for Quote (IQ 23-002) dated 2023 February 10 for social media and media open-sourced listening and monitoring tools (the "Procurement Document")

The City of Calgary ("The City") is pleased to provide your company, Hootsuite Inc. (the "Supplier"), with this letter of acceptance (the "Contract Letter") of the Supplier's Quote to provide the Deliverables set out in the Procurement Document.

The purpose of this letter is to summarize the terms and conditions between The City and the Supplier with respect to the Deliverables, and to clarify that the contract for the Deliverables is comprised of the following documents:

(a) this Contract Letter dated **2023 March 09**

(b) Hootsuite Enterprise Terms of Service (https://www.hootsuite.com/en-gb/legal/enterprise-terms);

(c) the Procurement Document, including any addenda (excluding the City's General Terms and Conditions as originally posted); and

(d) the Supplier's Quote response to the Procurement Document (the "Supplier Submission"); (collectively, the "Contract").

Additional Performance Terms

1. **The Rates (excluding tax) for the Contract are as follows:**

Item	Description of Services	Forecasted usage in months	Extended Cost
1.	Social Media and Media Open-Sourced Listening/ Monitoring Tool	12	**$71,222.50**
2.	Social Media Scheduling & Engagement Management Tool	12	

2. The City will pay all undisputed amounts within 30 days of receipt of Suppliers invoice.

3. The Contract will be effective on the start date indicated on the Suppliers authorization form

4. The Expiry Date for the Contract will be one (1) year, from the start date indicated on the supplier's authorization form

5. **The City contact and address for this Contract:**

Violet Rudy
Social Media Communications Strategist
Calgary Police Services – Media Relations
S. 25(1)(c)(i)
E: vrudy@calgarypolice.ca

Alexia Elford
Leader – Strategic Procurement and Asset Mgmt.
Calgary Police Services – IT Operations
S. 25(1)(c)(i)
E: aelford@calgarypolice.ca

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6. The Supplier contact and address for this Contract:

Mackenzie Magnolo
Account Executive
Hootsuite Inc
T: 604-341-6368
E: mackenzie.magnolo@hootsuite.com

Elly Leader
Senior Manager, North America Sales
Hootsuite Inc
T: 604-341-6368
E: elly.leader@hootsuite.com

7. The following additional terms will govern:

The Scope of work and all other items the be completed as per Quote #Q-376232-1 provided by the Supplier

7.1 Security and Technical Resources

- Hootsuite Trust Center – This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.
- A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.

7.2 Different between topics, channels and filters

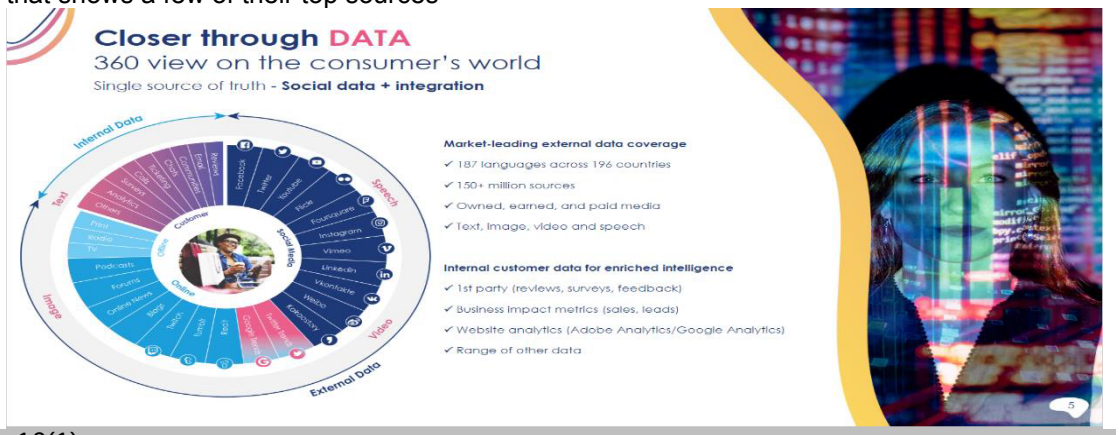
- The search option was a typo and it should have been channels! You will receive S. 16(1) S. 16(1) in the package below.
- A topic can be keywords, brands, products, events, etc. this would be your string of oolean logic.
- Channels are the number of channels that you can track ie. An Instagram account.
- Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.

7.3 Can Talkwalker pull in full news articles without clicking out of the link

S. 16(1)

7.4 Can Talkwalker provide a list of all the online sources where data is pulled from?

- As there are over 150 million+ data sources being pulled into Talkwalker there isn't a comprehensive list that showcases all of the sources. However, the below is a 360 data slide that shows a few of their top sources



- S. 16(1)

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7.5 Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
S. 16(1)

Interpretation

In the event of any ambiguity, conflict or inconsistency between or among the documents comprising the Contract, those documents will be construed, interpreted and applied so as to give effect to their express terms, in the following order of precedence so that the first mentioned document below will prevail notwithstanding any term or aspect of a later mentioned document:

(a) this Contract Letter;
(b) The Suppliers terms and conditions referenced above;
(c) the Procurement Document, including any addenda (excluding the City's General Terms and Conditions as originally posted); and
(d) the Supplier Submission.

Execution

This letter may be executed and scanned or otherwise signed electronically and delivered by electronic transmission and when so executed and delivered will be deemed an original and binding on the parties. This letter may be executed in one or more counterparts, each of which taken together, shall constitute only one legal instrument.

By signing the below, the parties indicate their acknowledgement and agreement to perform the Contract on the terms and conditions confirmed herein.

Sincerely,

Agreed to on this date:

Hootsuite Inc. S. 17(1)

Per: _____
Authorized Signatory.

Liam Surridge
Vice President, Global New Business
Please print name.

Agreed to on this date:

The City of Calgary

Per: _____

Sarah Demko
Director of IT Operations for Calgary Police Services

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From: Violet Rudy
Sent: Monday, March 06, 2023 10:58 AM
To: Alexia Elford
Subject: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
Attachments: Calgary Police Service Contract - Start Date March 6th.pdf; Calgary Police Service Contract - Start Date March 7th.pdf

Good morning Alexia,

My fav person! Hope you're week is off to a great start. I asked Mackenzie to put together two different start dates depending on when we get the final approval. I thought it would help speed up the process.

Thanks so much for all your work on this,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo
Sent: Monday, March 06, 2023 10:43 AM
To: Elly Leader
Cc: Violet Rudy
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Thanks for texting me an update this morning! As per your note, I've attached two contracts below, one has a start date of today and the other has a start date of tomorrow.

It sounds like we're in the final stages waiting on Alexia and your IT team's final review.

Let us know if anything else is needed! Additionally, if you haven't had a chance yet to fill in our Hootsuite requirements form and Talkwalker Media Brief I would recommend doing so as this will speed up our onboarding process. :)

Warm Regards,
Mackenzie

On Fri, Mar 3, 2023 at 8:15 AM Elly Leader <elly.leader@hootsuite.com> wrote:

> Hi Violet - are we all on track for completion today? I will be helping process this as soon as it's completed.
>
> Speak soon!
> Elly

On Thu, Mar 2, 2023 at 1:30 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Hi Violet,
>
> Yes, you can put Elly as your backup contact on the contract letter!
>
> Elly's position is Senior Manager, North America Sales and her phone number is 604-341-6368.
>
> Best,
> Mackenzie

On Thu, Mar 2, 2023 at 12:40 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> So sorry for the delay. We're just reviewing the Contract letter from procurement and finalizing any changes. Should get this to you asap.
>
> @Elly Leader can we put you on the supplier contact as a backup contact?
> I will need your position and phone number.
>
> Really sorry for the delay, thank you,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, March 02, 2023 9:36 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I'm meeting with my launch team at 10am PST. Are we still on track for a start date this week?

Note I'll need to update the paperwork, as the current start date on the contract was set for yesterday.

Best,
Mackenzie

On Wed, Mar 1, 2023 at 12:07 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Sounds great, thanks Violet!
>
> On Wed, Mar 1, 2023 at 12:02 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good afternoon Mackenzie,
> >
> > Thank you for getting that response for me.
> > I've sent over all the information to Alexia and will let you know when we can move forward.
> >
> > Have a great day,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Wednesday, March 01, 2023 9:42 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Morning Violet,

I received the final word on what "Text-Only" means in the contract. S. 16(1)
S. 16(1)

Are there any other final items that we need to check off in order to move forward with a contract signature?

Warm Regards,
Mackenzie

On Tue, Feb 28, 2023 at 4:54 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Hi Violet,
>
> Please see attached! Note that this includes all of the taxes that are outlined in the additional terms section of the contract, as well.
>
> Best,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 3:37 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Can you please update the attachment as well with the new updated information.
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Tuesday, February 28, 2023 4:20 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Hi Violet,
>
> So great to hear that your team was able to get in touch with the Talkwalker team and everything is squared away security-wise! I've included the contract below with your updated phone number. Clarification on your additional points below:
>
> - Within the contract, you will receive S. 16(1) The secondary SKU stating "up to 30 topics and 40 channels" is a SKU that is used with multiple packages. This is just referring to the limit on the number of topics the Talkwalker team will help you set up/configure.
> - I've clarified again with Jack that S. 16(1) I'm still waiting on clarification from their team regarding what "Text Only" means but my understanding is that this refers to the actual data storage. Jack said we likely won't get a response until tomorrow, but I'm trying other avenues to get a response quicker!
>
> Best,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 2:53 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> >
> > Our IT Security Analyst reached out to Talkwalker directly and met with Nicole Asbun. She was able to provide him with the answers from Jack Harback.
> > They also were working with Taylor Shein your colleague.
> >
> > Hi Keith,
> >
> > Nice to e-meet you and I am happy to get answers for any additional security questions.
> >
> > 1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
> > S. 16(1)
> > 2. Does talk walker have any security compliance certifications such as the ones for Hootsuite?
> > S. 16(1)
> >
> > Best,
> > Jack
> >
> > Looks like this is all good to go when it comes to security.
> > Have you had a chance to go through the contract and update if needed?
> > Thank you,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Tuesday, February 28, 2023 1:23 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>

Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Thanks, Violet!

Just to confirm were you looking for clarification on the highlighted pieces?

Best,
Mackenzie

On Tue, Feb 28, 2023 at 12:06 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> Thank you for including the taxes in this for us.
> I have a few things I've highlighted in the contract.
>
> Thank you,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 12:25 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Please see the updated Hootsuite contract below! A few items to note:

- The start date is set for March 1st, as I know you're on a time crunch. This can be adjusted if another start date is preferred.
- Our AR team has included the taxes in our additional terms section. These taxes are based on the 5% Calgary tax rate and the reason we list this as an estimate is that we don't control tax laws. If tax rates were to change at the time of billing we would need to bill based on those rates. Given that this is only a few days away and in Canada tax rates rarely if ever change we are in a comfortable position in assuming that on the service value of $71,222.50 CAD, the total value with tax included should be $74,783.63 CAD.
- Our terms of service are linked at the bottom of the contract.

Please let me know if any information on the contract is incorrect. I can also send this via AdobeSign for signature if preferred!

We're looking forward to bringing your team onboard and I'll be on the lookout for any final items needed for your Talkwalker security review.

Warm Regards,
Mackenzie

On Tue, Feb 28, 2023 at 7:07 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks Violet! I'll keep an eye out for the updated questions from IT.
>
> I'm just waiting on our AR and contracts teams to work through the final stages of inputting the taxes into the contract. As it's not something we typically do we just have to go through a few extra layers of approval. I should have this over to you later today! :)
>
> Best,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 6:37 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> >
> > I'm waiting on the questions back from our IT team.
> > Do you have that updated quote? We lose our tool today so we need something asap.
> > Thanks for all your work on this,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
> >
> >
> >
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>
> ---
>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Monday, February 27, 2023 11:33 AM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Thanks for confirming! I just spoke with their team and they don't have a direct point of contact that would be able to jump on a call. However, I can pass along any questions or documents that are needed so that we can get those into your IT team's hands.
>
> In specific what questions does your IT team have? What security certificates are needed? Are you looking for SSO when you say MFA?
>
> If you could provide a comprehensive list I can ensure we get these items over to you! :)
>
> On Mon, Feb 27, 2023 at 10:13 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> >
> > Yes exactly – thank you!
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
> >
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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Monday, February 27, 2023 8:59 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Is your IT team referring to Talkwalker in this case?

Let me know so I can reach out to their team!

Best,
Mackenzie

On Mon, Feb 27, 2023 at 7:30 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Thanks Mackenzie, I appreciate it. Hope you had a good weekend.
>
> I got this back from our IT team: "I tried to schedule a session with them on Tuesday to ask some more questions. **Violet – if your contact has a link to any further information, security compliance certificates, etc., that would be useful.** I can't even really make an account to verify the ability to use MFA, for example. Being that they are European (HQ in Luxembourg) and regulated under the GDPR makes me generally less concerned overall."
>
> Is there a contact that I can direct him to meet with? And would you be able to provide more information around security compliance certificates?
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Friday, February 24, 2023 1:31 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Hi Violet,
>
> Our team is still working internally to work out the tax situation! We should have an update shortly, including updated paperwork.
>
> In the meantime, I wanted to share the Talkwalker Media Brief which will need to be filled in. This will speed up the process and ensure we can work within your tight timeline!
>
> Once you've completed the form please send it back to me. Let me know if you have any questions! :)
>
> Best,
> Mackenzie
>
> On Thu, Feb 23, 2023 at 4:13 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Thanks for the clarification!
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
> >
> >
> >
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> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Thursday, February 23, 2023 4:50 PM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> >
> > Hi Violet,
> >
> > Sorry, I must have missed that! S. 16(1)
> > S. 16(1)
> >
> > Best,
> > Mackenzie
> >
> > On Thu, Feb 23, 2023 at 3:45 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Hey Mackenzie,
> > >
> > > I totally did this earlier, here is what I put below the image:
> > > S. 16(1)
> > >
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > >
> > >
> > >
> > >
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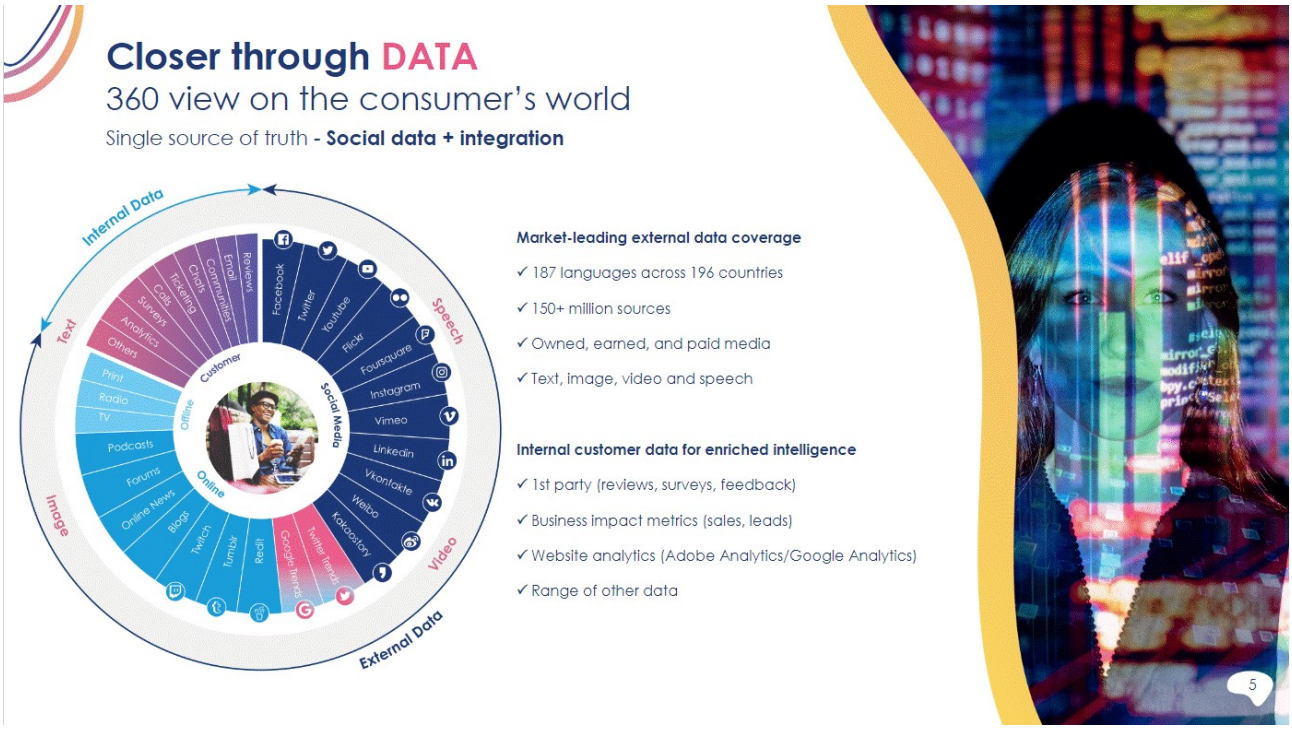
> > >
> > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > **Sent:** Thursday, February 23, 2023 3:40 PM
> > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > >
> > > Amazing Violet! I'm so happy to hear that this was helpful. :)

On Thu, Feb 23, 2023 at 1:19 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Just wanted to say this was very helpful when I shared it with my leadership team:



S. 16(1)

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S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 21, 2023 4:31 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I've included below the updated RFQ as well as the PDF which outlines everything included in the new package!

Knowing your set budget of 75k CAD and timeline, I am doing my best to make sure we include as much as possible and keep this smooth.

A couple of items to note:

S. 16(1)

Security, Technical, and Legal Resources

- **Hootsuite Trust Center** - *This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.*
  - *A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.*
- **Hootsuite Legal Center**
- **Hootsuite Terms and Conditions**
- Hootsuite's MSA and security resources will cover Talkwalker, as both products will be on the same paperwork.

Questions & Answers:

- **What is the difference between topics, channels, and filters?**
  - *The search option was a typo and it should have been channels! You will receive* S. 16(1) *n the package below.*
  - *A topic can be keywords, brands, products, events, etc. this would be your string of boolean logic.*
  - *Channels are the number of channels that you can track ie. an Instagram account.*
  - *Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.*
- **Is there any way that the Talkwalker team can pull in full news articles without clicking out to a link?**

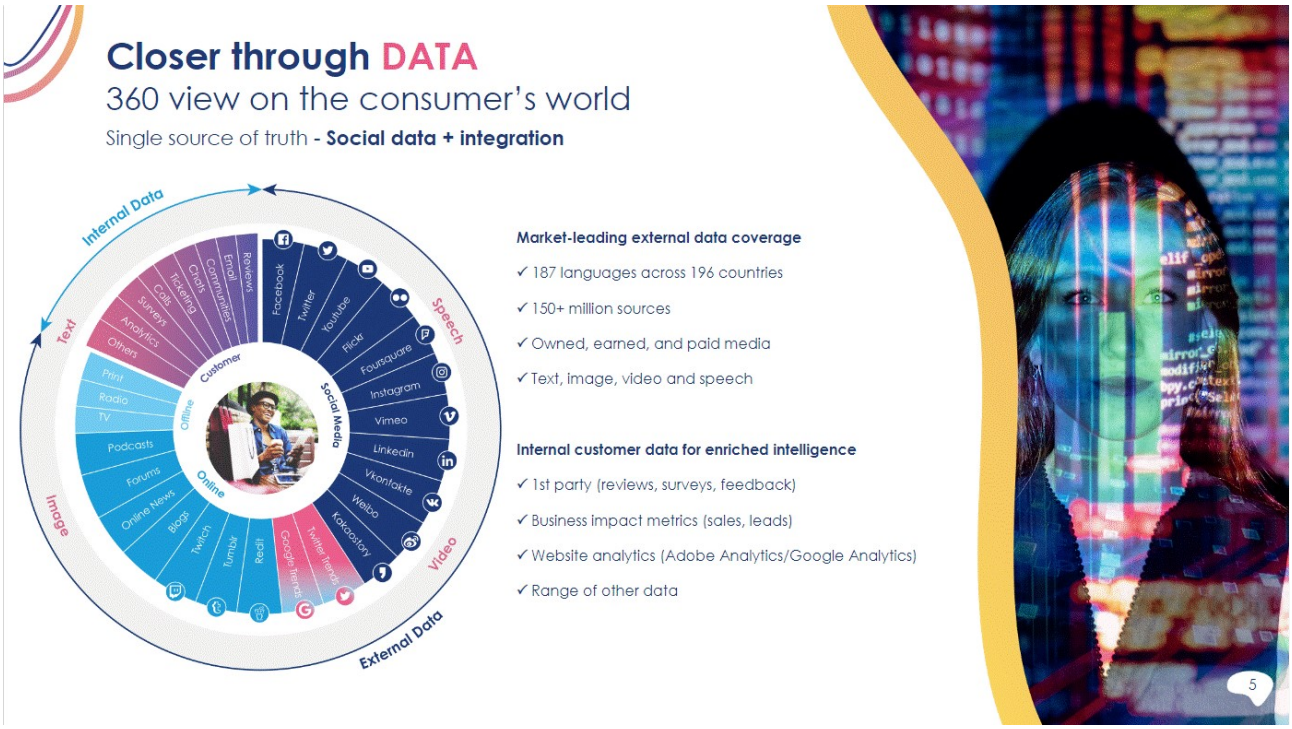
S. 16(1)

- **Can Talkwalker provide a list of all the online sources where data is pulled from?**
  - *As there are over 150 million+ data sources being pulled into Talkwalker they don't have a comprehensive list that showcases all of the sources. However, I have included below a 360 data slide that shows a few of their top sources!*

S. 16(1)

Let me know if you have any other questions!

Best,
Mackenzie



On Tue, Feb 21, 2023 at 12:02 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks, Violet! I'm working with our teams and will have an updated quote and answers to your questions over to you shortly. :)
>
> On Tue, Feb 21, 2023 at 11:26 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good morning Elly and Mackenzie,
> >
> > I was actually just responding with a few questions to Mackenzie's email. Thank you to Mackenzie for providing the updated invoices.
> > Could I just ask a few questions, mainly Talkwalker questions:
> >
> > - It says on the Hootsuite proposal document "15 topics, 15 searches, 15 filters" – Can I please get clarification on what 15 topics and 15 filters mean?
> >   - S. 16(1)
> > - Could Talkwalker provide a list of all the online sources it pulls in data from? Social media (socials, blogs, and all the media sources (Global, etc.) I know my leadership team will be curious to see all the local Calgary media news sources.
> >
> > S. 16(1)
> >
> > - Are you able to provide me with the security details for Hootsuite and Talkwalker so I can make sure this will work with our IT & security department
> > - Our network is very locked down, I saw the response about the email summary. Is it possible that Talkwalker could reach out to their IT team to see if it's possible to get the full news articles
> >
> > S. 16(1)
> >
> > Thank you,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
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Mackenzie Magnolo

Strategic Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1
call: +1 408 916 5614
text: +1 604 842 1331

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call: +1 408 916 5614
text: +1 604 842 1331

Book a meeting with Mackenzie Magnolo

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Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Authorization Form Prepared For:
Calgary Police Service
5111 47 St. N.E.
Calgary, AB T3J 3R2
Canada

Quote #: Q-376232-1
Date: 6-MAR-2023
Expires 7-MAR-2023
Prices quoted in CAD
Account Executive: Mackenzie Magnolo
Email: mackenzie.magnolo@hootsuite.com

Item	Total Price
S. 16(1)	CAD 71,222.50

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Customer:	Calgary Police Service	**Billing Schedule:**	Annually
Contact Name:	Violet Rudy	**Payment Terms:**	Payments are due within 30 days of invoice date
Phone:	S. 25(1)(c)(i)		
Customer Billing Address:	5111 47 St. N.E. Calgary, AB T3J 3R2 Canada	**Start of Initial Term:** **End of Initial Term:**	6-MAR-2023 5-MAR-2024

Primary Contact Email: violet.rudy@calgarypolice.ca
Billing Contact Name: Violet Rudy
Billing Contact Phone: S. 25(1)(c)(i)
Billing Contact Email: violet.rudy@calgarypolice.ca

Additional Terms:
Pursuant to Section 6.2 (Term of Authorization Form) of the Terms, this Authorization Form shall renew for a 12-month term at a Total Renewal Price of $63,577.50.

For customer internal purposes only:

Order Subtotal: 71,222.50
Estimated Order Tax Total: 3,561.13*
Estimated Grant Total: 74,783.63

*Estimated Tax of $3,561.13. Please note this is just an estimate

---

By signing this Authorization Form, you agree to: (a) purchase the products and services pursuant to the terms and fees set forth herein; (b) pay the Total Price (and applicable sales and use taxes) and authorize Hootsuite to submit invoices for such payment; and (c) be bound by the terms and conditions published at https://hootsuite.com/enterpriseterms (the "Terms"). This Authorization Form will renew as set forth in the Terms, unless expressly stated otherwise herein.

Name _____ **Signature** _____

Title _____ **Date of Signature** _____

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Authorization Form Prepared For:
Calgary Police Service
5111 47 St. N.E.
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Canada

Quote #: Q-376232-1
Date: 6-MAR-2023
Expires 7-MAR-2023
Prices quoted in CAD
Account Executive: Mackenzie Magnolo
Email: mackenzie.magnolo@hootsuite.com

Item	Total Price
S. 16(1)	CAD 71,222.50

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Customer:	Calgary Police Service	**Billing Schedule:**	Annually
Contact Name:	Violet Rudy	**Payment Terms:**	Payments are due within 30 days of invoice date
Phone:	S. 25(1)(c)(i)		
Customer Billing Address:	5111 47 St. N.E. Calgary, AB T3J 3R2 Canada	**Start of Initial Term:** **End of Initial Term:**	7-MAR-2023 6-MAR-2024

Primary Contact Email: violet.rudy@calgarypolice.ca
Billing Contact Name: Violet Rudy
Billing Contact Phone: S. 25(1)(c)(i)
Billing Contact Email: violet.rudy@calgarypolice.ca

Additional Terms:
Pursuant to Section 6.2 (Term of Authorization Form) of the Terms, this Authorization Form shall renew for a 12-month term at a Total Renewal Price of $63,577.50.

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---

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Name _____ **Signature** _____

Title _____ **Date of Signature** _____

From: Violet Rudy
Sent: Thursday, March 02, 2023 9:41 AM
To: Alexia Elford
Subject: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hey Alexia,

Please see the note from Mackenzie below. I know this is a super quick turn around. I'm sorry for the pressure. I know you're working as hard and fast as you can!
Please know I'm not trying to rush you, just let me know what I can tell her to change the date to even if it's next week.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo
Sent: Thursday, March 02, 2023 9:36 AM
To: Violet Rudy
Cc: Elly Leader
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I'm meeting with my launch team at 10am PST. Are we still on track for a start date this week?

Note I'll need to update the paperwork, as the current start date on the contract was set for yesterday.

Best,
Mackenzie

On Wed, Mar 1, 2023 at 12:07 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Sounds great, thanks Violet!
>
> On Wed, Mar 1, 2023 at 12:02 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good afternoon Mackenzie,
> >
> > Thank you for getting that response for me.
> > I've sent over all the information to Alexia and will let you know when we can move forward.
> >
> > Have a great day,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
> >
> >
> >
> >
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>
> ---
>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Wednesday, March 01, 2023 9:42 AM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Morning Violet,
>
> I received the final word on what "Text-Only" means in the contract. S. 16(1)
> S. 16(1)
>
> Are there any other final items that we need to check off in order to move forward with a contract signature?
>
> Warm Regards,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 4:54 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:
>
> > Hi Violet,
> >
> > Please see attached! Note that this includes all of the taxes that are outlined in the additional terms section of the contract, as well.
> >
> > Best,
> > Mackenzie
> >
> > On Tue, Feb 28, 2023 at 3:37 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Can you please update the attachment as well with the new updated information.
> > >
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
> > >
> > >
> > >
> > >
> > > **ISC: Protected A**
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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 4:20 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

So great to hear that your team was able to get in touch with the Talkwalker team and everything is squared away security-wise! I've included the contract below with your updated phone number. Clarification on your additional points below:

- Within the contract, you will receive S. 16(1) The secondary SKU stating "up to 30 topics and 40 channels" is a SKU that is used with multiple packages. This is just referring to the limit on the number of topics the Talkwalker team will help you set up/configure.
- I've clarified again with Jack that S. 16(1) I'm still waiting on clarification from their team regarding what "Text Only" means but my understanding is that this refers to the actual data storage. Jack said we likely won't get a response until tomorrow, but I'm trying other avenues to get a response quicker!

Best,
Mackenzie

On Tue, Feb 28, 2023 at 2:53 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> Our IT Security Analyst reached out to Talkwalker directly and met with Nicole Asbun. She was able to provide him with the answers from Jack Harback.
> They also were working with Taylor Shein your colleague.
>
> Hi Keith,
>
> Nice to e-meet you and I am happy to get answers for any additional security questions.
>
> 1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
> S. 16(1)
> 2. Does talk walker have any security compliance certifications such as the ones for Hootsuite?
> S. 16(1)
>
> Best,
> Jack
>
> Looks like this is all good to go when it comes to security.
> Have you had a chance to go through the contract and update if needed?
> Thank you,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
>
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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 1:23 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Thanks, Violet!

Just to confirm were you looking for clarification on the highlighted pieces?

Best,
Mackenzie

On Tue, Feb 28, 2023 at 12:06 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> Thank you for including the taxes in this for us.
> I have a few things I've highlighted in the contract.
>
> Thank you,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
>
> CALGARY POLICE SERVICE
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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 12:25 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Please see the updated Hootsuite contract below! A few items to note:

- The start date is set for March 1st, as I know you're on a time crunch. This can be adjusted if another start date is preferred.
- Our AR team has included the taxes in our additional terms section. These taxes are based on the 5% Calgary tax rate and the reason we list this as an estimate is that we don't control tax laws. If tax rates were to change at the time of billing we would need to bill based on those rates. Given that this is only a few days away and in Canada tax rates rarely if ever change we are in a comfortable position in assuming that on the service value of $71,222.50 CAD, the total value with tax included should be $74,783.63 CAD.
- Our terms of service are linked at the bottom of the contract.

Please let me know if any information on the contract is incorrect. I can also send this via AdobeSign for signature if preferred!

We're looking forward to bringing your team onboard and I'll be on the lookout for any final items needed for your Talkwalker security review.

Warm Regards,
Mackenzie

On Tue, Feb 28, 2023 at 7:07 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

Thanks Violet! I'll keep an eye out for the updated questions from IT.

I'm just waiting on our AR and contracts teams to work through the final stages of inputting the taxes into the contract. As it's not something we typically do we just have to go through a few extra layers of approval. I should have this over to you later today! :)

Best,
Mackenzie

On Tue, Feb 28, 2023 at 6:37 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> I'm waiting on the questions back from our IT team.
> Do you have that updated quote? We lose our tool today so we need something asap.
> Thanks for all your work on this,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Monday, February 27, 2023 11:33 AM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Thanks for confirming! I just spoke with their team and they don't have a direct point of contact that would be able to jump on a call. However, I can pass along any questions or documents that are needed so that we can get those into your IT team's hands.
>
> In specific what questions does your IT team have? What security certificates are needed? Are you looking for SSO when you say MFA?
>
> If you could provide a comprehensive list I can ensure we get these items over to you! :)
>
> On Mon, Feb 27, 2023 at 10:13 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> >
> > Yes exactly – thank you!
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
> >
> >
> >
> >
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> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Monday, February 27, 2023 8:59 AM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> >
> > Hi Violet,
> >
> > Is your IT team referring to Talkwalker in this case?
> >
> > Let me know so I can reach out to their team!
> >
> > Best,
> > Mackenzie
> >
> > On Mon, Feb 27, 2023 at 7:30 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Thanks Mackenzie, I appreciate it. Hope you had a good weekend.
> > >
> > > I got this back from our IT team: "I tried to schedule a session with them on Tuesday to ask some more questions. **Violet – if your contact has a link to any further information, security compliance certificates, etc., that would be useful.** I can't even really make an account to verify the ability to use MFA, for example. Being that they are European (HQ in Luxembourg) and regulated under the GDPR makes me generally less concerned overall."
> > >
> > > Is there a contact that I can direct him to meet with? And would you be able to provide more information around security compliance certificates?
> > >
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
> > >
> > >
> > >
> > >
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> > >
> > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > **Sent:** Friday, February 24, 2023 1:31 PM
> > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > >
> > > Hi Violet,
> > >
> > > Our team is still working internally to work out the tax situation! We should have an update shortly, including updated paperwork.
> > >
> > > In the meantime, I wanted to share the Talkwalker Media Brief which will need to be filled in. This will speed up the process and ensure we can work within your tight timeline!
> > >
> > > Once you've completed the form please send it back to me. Let me know if you have any questions! :)

Best,
Mackenzie

On Thu, Feb 23, 2023 at 4:13 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Thanks for the clarification!
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, February 23, 2023 4:50 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Sorry, I must have missed that! S. 16(1)

S. 16(1)

Best,
Mackenzie

On Thu, Feb 23, 2023 at 3:45 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> I totally did this earlier, here is what I put below the image:
> S. 16(1)
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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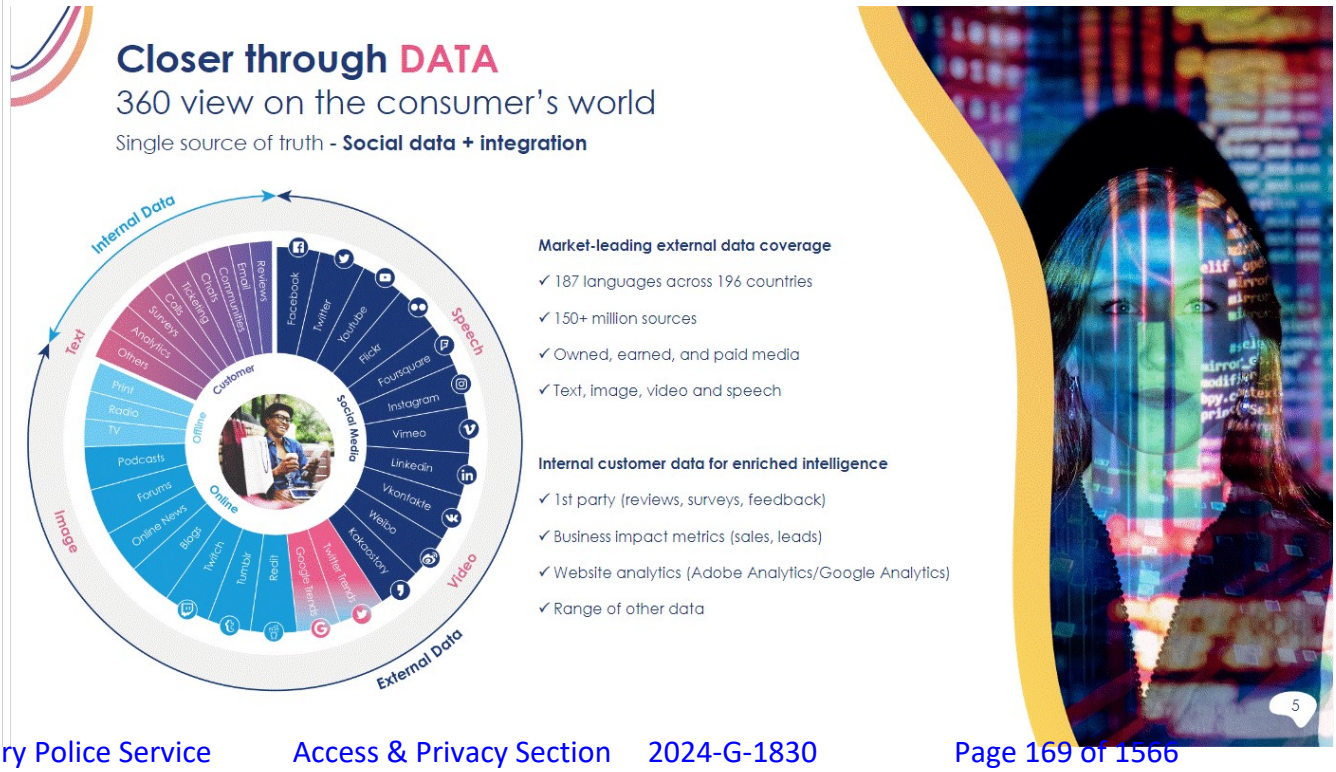
From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, February 23, 2023 3:40 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Amazing Violet! I'm so happy to hear that this was helpful. :)

On Thu, Feb 23, 2023 at 1:19 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Just wanted to say this was very helpful when I shared it with my leadership team:



S. 16(1)

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 21, 2023 4:31 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I've included below the updated RFQ as well as the PDF which outlines everything included in the new package!

Knowing your set budget of 75k CAD and timeline, I am doing my best to make sure we include as much as possible and keep this smooth.

A couple of items to note:

S. 16(1)

Security, Technical, and Legal Resources

- **Hootsuite Trust Center** - *This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.*
  - *A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.*
- **Hootsuite Legal Center**
- **Hootsuite Terms and Conditions**
- Hootsuite's MSA and security resources will cover Talkwalker, as both products will be on the same paperwork.

Questions & Answers:

- **What is the difference between topics, channels, and filters?**
  - *The search option was a typo and it should have been channels! You will receive* S. 16(1) *in the package below.*
  - *A topic can be keywords, brands, products, events, etc. this would be your string of boolean logic.*
  - *Channels are the number of channels that you can track ie. an Instagram account.*
  - *Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.*
- **Is there any way that the Talkwalker team can pull in full news articles without clicking out to a link?**

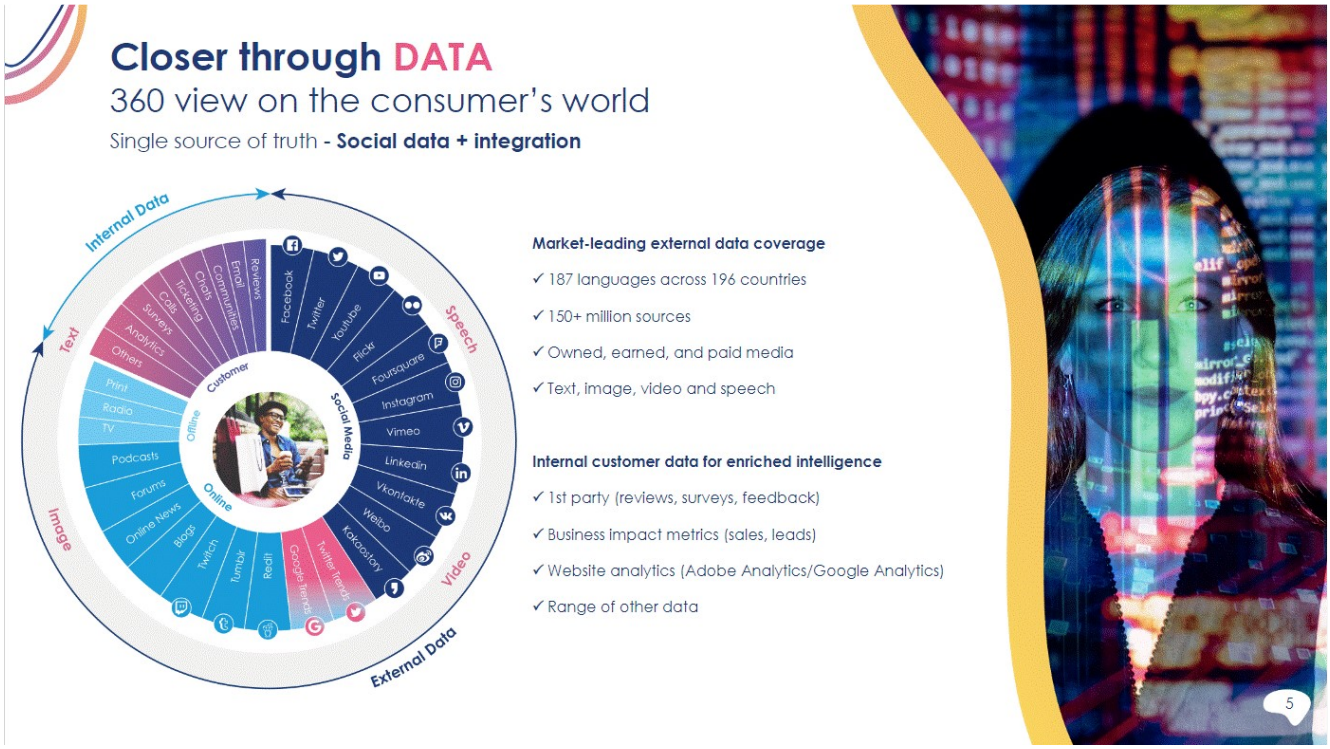
S. 16(1)

- **Can Talkwalker provide a list of all the online sources where data is pulled from?**
  - *As there are over 150 million+ data sources being pulled into Talkwalker they don't have a comprehensive list that showcases all of the sources. However, I have included below a 360 data slide that shows a few of their top sources!*

S. 16(1)

Let me know if you have any other questions!

Best,
Mackenzie



On Tue, Feb 21, 2023 at 12:02 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks, Violet! I'm working with our teams and will have an updated quote and answers to your questions over to you shortly. :)
>
> On Tue, Feb 21, 2023 at 11:26 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good morning Elly and Mackenzie,
> >
> > I was actually just responding with a few questions to Mackenzie's email. Thank you to Mackenzie for providing the updated invoices.
> > Could I just ask a few questions, mainly Talkwalker questions:
> >
> > - It says on the Hootsuite proposal document "15 topics, 15 searches, 15 filters" – Can I please get clarification on what 15 topics and 15 filters mean?
>
> S. 16(1)
>
> > - Could Talkwalker provide a list of all the online sources it pulls in data from? Social media (socials, blogs, and all the media sources (Global, etc.) I know my leadership team will be curious to see all the local Calgary media news sources.
>
> S. 16(1)
>
> > - Are you able to provide me with the security details for Hootsuite and Talkwalker so I can make sure this will work with our IT & security department
> > - Our network is very locked down, I saw the response about the email summary. Is it possible that Talkwalker could reach out to their IT team to see if it's possible to get the full news articles
>
> S. 16(1)
>
> > Thank you,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
> >
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Mackenzie Magnolo

Strategic Account Executive

111 East 5th Avenue, 3rd Floor
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From: Violet Rudy
Sent: Tuesday, February 28, 2023 4:26 PM
To: Alexia Elford
Subject: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
Attachments: Calgary Police Service Update Contract.pdf

Hey Alexia,

Please see the response below and the attached contract.
I'll put everything into an email tomorrow with the quotes I received.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo
Sent: Tuesday, February 28, 2023 4:20 PM
To: Violet Rudy
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

So great to hear that your team was able to get in touch with the Talkwalker team and everything is squared away security-wise! I've included the contract below with your updated phone number. Clarification on your additional points below:

- Within the contract, you will receive S. 16(1) The secondary SKU stating "up to 30 topics and 40 channels" is a SKU that is used with multiple packages. This is just referring to the limit on the number of topics the Talkwalker team will help you set up/configure.
- I've clarified again with Jack that S. 16(1) I'm still waiting on clarification from their team regarding what "Text Only" means but my understanding is that this refers to the actual data storage. Jack said we likely won't get a response until tomorrow, but I'm trying other avenues to get a response quicker!

Best,
Mackenzie

On Tue, Feb 28, 2023 at 2:53 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> Our IT Security Analyst reached out to Talkwalker directly and met with Nicole Asbun. She was able to provide him with the answers from Jack Harback.
> They also were working with Taylor Shein your colleague.
>
> Hi Keith,
>
> Nice to e-meet you and I am happy to get answers for any additional security questions.
>
> 1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
> S. 16(1)
> 2. Does talk walker have any security compliance certifications such as the ones for Hootsuite?
> S. 16(1)
>
> Best,
> Jack
>
> Looks like this is all good to go when it comes to security.
> Have you had a chance to go through the contract and update if needed?
> Thank you,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
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>
> ---
>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Tuesday, February 28, 2023 1:23 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Thanks, Violet!
>
> Just to confirm were you looking for clarification on the highlighted pieces?
>
> Best,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 12:06 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> >
> > Thank you for including the taxes in this for us.
> > I have a few things I've highlighted in the contract.
> >
> > Thank you,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 12:25 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Please see the updated Hootsuite contract below! A few items to note:

- The start date is set for March 1st, as I know you're on a time crunch. This can be adjusted if another start date is preferred.
- Our AR team has included the taxes in our additional terms section. These taxes are based on the 5% Calgary tax rate and the reason we list this as an estimate is that we don't control tax laws. If tax rates were to change at the time of billing we would need to bill based on those rates. Given that this is only a few days away and in Canada tax rates rarely if ever change we are in a comfortable position in assuming that on the service value of $71,222.50 CAD, the total value with tax included should be $74,783.63 CAD.
- Our terms of service are linked at the bottom of the contract.

Please let me know if any information on the contract is incorrect. I can also send this via AdobeSign for signature if preferred!

We're looking forward to bringing your team onboard and I'll be on the lookout for any final items needed for your Talkwalker security review.

Warm Regards,
Mackenzie

On Tue, Feb 28, 2023 at 7:07 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks Violet! I'll keep an eye out for the updated questions from IT.
>
> I'm just waiting on our AR and contracts teams to work through the final stages of inputting the taxes into the contract. As it's not something we typically do we just have to go through a few extra layers of approval. I should have this over to you later today! :)
>
> Best,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 6:37 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> >
> > I'm waiting on the questions back from our IT team.
> > Do you have that updated quote? We lose our tool today so we need something asap.
> > Thanks for all your work on this,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
> >
> >
> >
> >
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> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Monday, February 27, 2023 11:33 AM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> >
> > Thanks for confirming! I just spoke with their team and they don't have a direct point of contact that would be able to jump on a call. However, I can pass along any questions or documents that are needed so that we can get those into your IT team's hands.
> >
> > In specific what questions does your IT team have? What security certificates are needed? Are you looking for SSO when you say MFA?
> >
> > If you could provide a comprehensive list I can ensure we get these items over to you! :)
> >
> > On Mon, Feb 27, 2023 at 10:13 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Hey Mackenzie,
> > >
> > > Yes exactly – thank you!
> > >
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
> > >
> > >
> > >
> > >
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> > >
> > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > **Sent:** Monday, February 27, 2023 8:59 AM
> > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > >
> > > Hi Violet,
> > >
> > > Is your IT team referring to Talkwalker in this case?
> > >
> > > Let me know so I can reach out to their team!

Best,
Mackenzie

On Mon, Feb 27, 2023 at 7:30 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Thanks Mackenzie, I appreciate it. Hope you had a good weekend.
>
> I got this back from our IT team: "I tried to schedule a session with them on Tuesday to ask some more questions. **Violet – if your contact has a link to any further information, security compliance certificates, etc., that would be useful.** I can't even really make an account to verify the ability to use MFA, for example. Being that they are European (HQ in Luxembourg) and regulated under the GDPR makes me generally less concerned overall."
>
> Is there a contact that I can direct him to meet with? And would you be able to provide more information around security compliance certificates?
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Friday, February 24, 2023 1:31 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Hi Violet,
>
> Our team is still working internally to work out the tax situation! We should have an update shortly, including updated paperwork.
>
> In the meantime, I wanted to share the Talkwalker Media Brief which will need to be filled in. This will speed up the process and ensure we can work within your tight timeline!
>
> Once you've completed the form please send it back to me. Let me know if you have any questions! :)
>
> Best,
> Mackenzie
>
> On Thu, Feb 23, 2023 at 4:13 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Thanks for the clarification!
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
> >
> >
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> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Thursday, February 23, 2023 4:50 PM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> >
> > Hi Violet,
> >
> > Sorry, I must have missed that! S. 16(1)
> > S. 16(1)
> >
> > Best,
> > Mackenzie
> >
> > On Thu, Feb 23, 2023 at 3:45 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Hey Mackenzie,
> > >
> > > I totally did this earlier, here is what I put below the image:
> > > S. 16(1)
> > >
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
> > >
> > >
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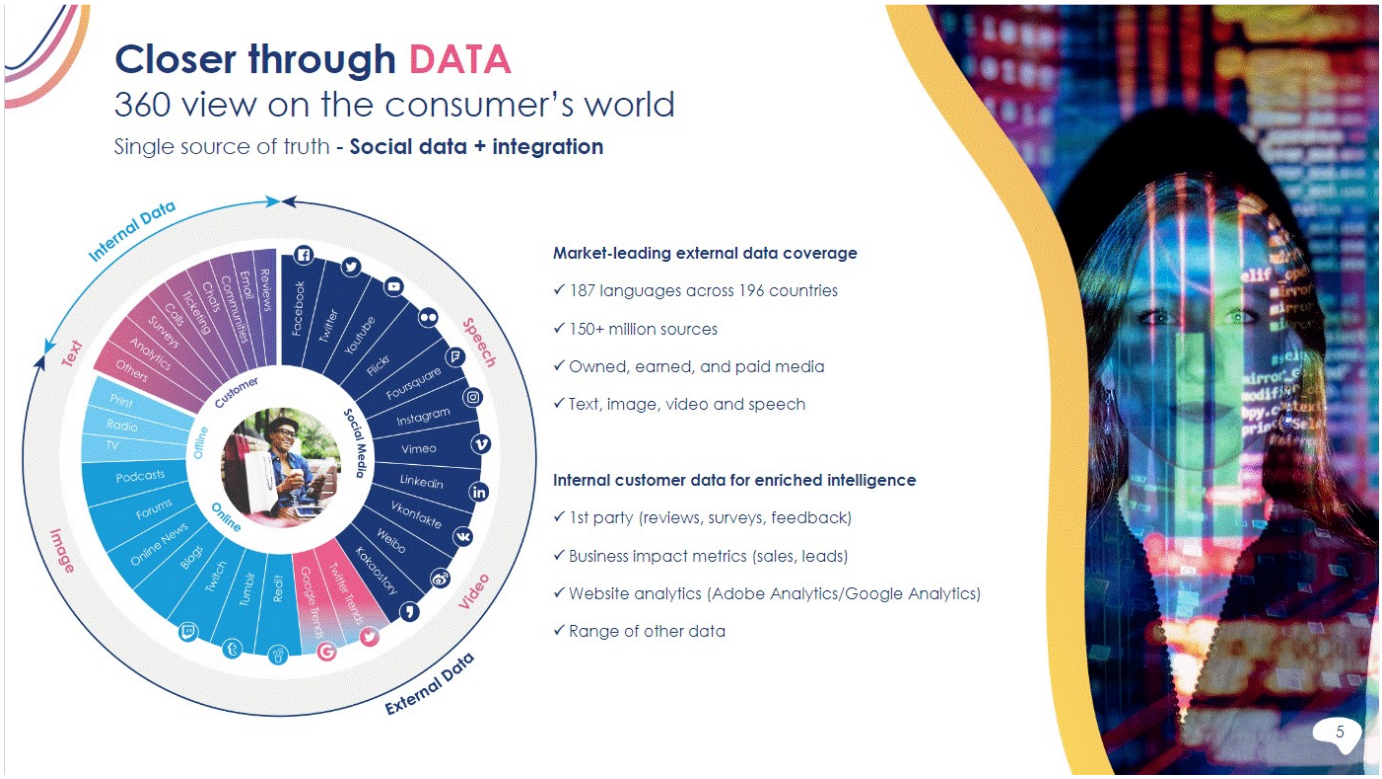
> > >
> > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > **Sent:** Thursday, February 23, 2023 3:40 PM
> > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > >
> > > Amazing Violet! I'm so happy to hear that this was helpful. :)
> > >
> > > On Thu, Feb 23, 2023 at 1:19 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> > >
> > > > Just wanted to say this was very helpful when I shared it with my leadership team:



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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 21, 2023 4:31 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I've included below the updated RFQ as well as the PDF which outlines everything included in the new package!

Knowing your set budget of 75k CAD and timeline, I am doing my best to make sure we include as much as possible and keep this smooth.

A couple of items to note:

S. 16(1)

Security, Technical, and Legal Resources

- **Hootsuite Trust Center** - *This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.*
  - *A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.*
- **Hootsuite Legal Center**
- **Hootsuite Terms and Conditions**
- Hootsuite's MSA and security resources will cover Talkwalker, as both products will be on the same paperwork.

Questions & Answers:

- **What is the difference between topics, channels, and filters?**
  - *The search option was a typo and it should have been channels! You will receive* S. 16(1) *in the package below.*
  - *A topic can be keywords, brands, products, events, etc. this would be your string of boolean logic.*
  - *Channels are the number of channels that you can track ie. an Instagram account.*
  - *Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.*
- **Is there any way that the Talkwalker team can pull in full news articles without clicking out to a link?**

S. 16(1)

- **Can Talkwalker provide a list of all the online sources where data is pulled from?**
  - *As there are over 150 million+ data sources being pulled into Talkwalker they don't have a comprehensive list that showcases all of the sources. However, I have included below a 360 data slide that shows a few of their top sources!*

S. 16(1)

Let me know if you have any other questions!

Best,
Mackenzie

On Tue, Feb 21, 2023 at 12:02 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

Thanks, Violet! I'm working with our teams and will have an updated quote and answers to your questions over to you shortly. :)

On Tue, Feb 21, 2023 at 11:26 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Good morning Elly and Mackenzie,

I was actually just responding with a few questions to Mackenzie's email. Thank you to Mackenzie for providing the updated invoices.
Could I just ask a few questions, mainly Talkwalker questions:

- It says on the Hootsuite proposal document "15 topics, 15 searches, 15 filters" – Can I please get clarification on what 15 topics and 15 filters mean?

S. 16(1)

- Could Talkwalker provide a list of all the online sources it pulls in data from? Social media (socials, blogs, and all the media sources (Global, etc.) I know my leadership team will be curious to see all the local Calgary media news sources.

S. 16(1)

- Are you able to provide me with the security details for Hootsuite and Talkwalker so I can make sure this will work with our IT & security department
- Our network is very locked down, I saw the response about the email summary. Is it possible that Talkwalker could reach out to their IT team to see if it's possible to get the full news articles

S. 16(1)

Thank you,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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Canada, V5T 4LI

Authorization Form Prepared For:
Calgary Police Service
5111 47 St. N.E.
Calgary, AB T3J 3R2
Canada

Quote #: Q-376232-1
Date: 28-FEB-2023
Expires 1-MAR-2023
Prices quoted in CAD
Account Executive: Mackenzie Magnolo
Email: mackenzie.magnolo@hootsuite.com

Item	Total Price
S. 16(1)	CAD 71,222.50

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Customer:	Calgary Police Service	**Billing Schedule:**	Annually
Contact Name:	Violet Rudy	**Payment Terms:**	Payments are due within 30 days of invoice date
Phone:	S. 25(1)(c)(i)		
Customer Billing Address:	5111 47 St. N.E. Calgary, AB T3J 3R2 Canada	**Start of Initial Term:** **End of Initial Term:**	1-MAR-2023 29-FEB-2024

Primary Contact Email: violet.rudy@calgarypolice.ca
Billing Contact Name: Violet Rudy
Billing Contact Phone: S. 25(1)(c)(i)
Billing Contact Email: violet.rudy@calgarypolice.ca

Additional Terms:
Pursuant to Section 6.2 (Term of Authorization Form) of the Terms, this Authorization Form shall renew for a 12-month term at a Total Renewal Price of $63,577.50.

For customer internal purposes only:

Order Subtotal: 71,222.50
Estimated Order Tax Total: 3,561.13*
Estimated Grant Total: 74,783.63

*Estimated Tax of $3,561.13. Please note this is just an estimate

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By signing this Authorization Form, you agree to: (a) purchase the products and services pursuant to the terms and fees set forth herein; (b) pay the Total Price (and applicable sales and use taxes) and authorize Hootsuite to submit invoices for such payment; and (c) be bound by the terms and conditions published at https://hootsuite.com/enterpriseterms (the "Terms"). This Authorization Form will renew as set forth in the Terms, unless expressly stated otherwise herein.

Name _____ **Signature** _____

Title _____ **Date of Signature** _____

From: Violet Rudy
Sent: Thursday, February 23, 2023 5:07 PM
To: Alexia Elford; Candace Rumancik
Cc: JJ Carroll; Nick Alessio
Subject: Hootsuite + Talkwalker

Importance: High

Good afternoon,

I have shared this information with most of you, we have decided to go with the interim solution of Hootsuite + Talkwalker, ONLY pending approval of JJ/Nick or your incredible team! We have used and are currently using Hootsuite and Talkwalker will be integrated with Hootsuite. I am so sorry in advance for this request. We are on an extremely tight time frame as we lose Meltwater Feb. 28th… that is only 5 days away and I've been trying to get this information (I just got the security links 5 minutes ago) as soon as I was able to. Can this be done asap please!

Tools:

- **Talkwalker Social Listening Deep Dive**
- **Hootsuite Enterprise Deep Dive**

Hootsuite - Security, Technical, and Legal Resources

- **Hootsuite Trust Center** – "*This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc. A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center"* – Mackenzie from Hootsuite
- **Hootsuite Legal Center**
- **Hootsuite Terms and Conditions** – "Hootsuite's MSA and security resources will cover Talkwalker, as both products will be on the same paperwork" – Mackenzie from Hootsuite

Talkwalker - Security, Privacy and Terms of Service:
"Also please see below for Talkwalkers security resources!" – Mackenzie from Hootsuite

- **Talkwalker Privacy Policy**
- **Talkwalker Terms of Service**

@Alexia Elford I'm just waiting on the updated quote and draft contract. I'll send that over to you with the rest of the quotes I received once I get those – sorry for the delay.

Again I'm sorry for the short turn around, let me know if it's possible or not. Thank you to all of you for your help with this and can I say sorry one more time? I'm sorry!

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

NOTICE -
This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation.

From: Violet Rudy
Sent: Friday, March 10, 2023 11:09 AM
To: Mackenzie Magnolo; Elly Leader
Cc: Alexia Elford; Candace Rumancik; Emma Poole
Subject: FW: IQ 23-002 Social Media Scheduling and Monitoring
Attachments: IQ 23-002 Contract Letter - Executed 2023 Mar 10.pdf

ISC: Protected A

Good morning Elly and Mackenzie,

Please see the attached executed contract letter for the Hootsuite and Talkwalker social media scheduling and monitoring tool.

Thank you,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A
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From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Friday, March 10, 2023 10:42 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: IQ 23-002 Social Media Scheduling and Monitoring

ISC: Protected A

Hi Violet,

Please see the executed agreement with Hootsuite for your records. Candace created Req# 27958 based on the quote amount which will transition to a PO for payment processing once supply has processed it.

Feel free to engage the supplier to move this forward. Thank you

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

Calgary

Appendix A

X 672 (2021-04)

2023 March 09

Hootsuite Inc.
111 East 5th Avenue
Vancouver, Canada, V5T 4L1

Attention: Mackenzie Magnolo

Re: Request for Quote (IQ 23-002) dated 2023 February 10 for social media and media open-sourced listening and monitoring tools (the "Procurement Document")

The City of Calgary ("The City") is pleased to provide your company, Hootsuite Inc. (the "Supplier"), with this letter of acceptance (the "Contract Letter") of the Supplier's Quote to provide the Deliverables set out in the Procurement Document.

The purpose of this letter is to summarize the terms and conditions between The City and the Supplier with respect to the Deliverables, and to clarify that the contract for the Deliverables is comprised of the following documents:

(a) this Contract Letter dated **2023 March 09**

(b) Hootsuite Enterprise Terms of Service (https://www.hootsuite.com/en-gb/legal/enterprise-terms);

(c) the Procurement Document, including any addenda (excluding the City's General Terms and Conditions as originally posted); and

(d) the Supplier's Quote response to the Procurement Document (the "Supplier Submission"); (collectively, the "Contract").

Additional Performance Terms

1. **The Rates (excluding tax) for the Contract are as follows:**

Item	Description of Services	Forecasted usage in months	Extended Cost
1.	Social Media and Media Open-Sourced Listening/ Monitoring Tool	12	**$71,222.50**
2.	Social Media Scheduling & Engagement Management Tool	12	

2. The City will pay all undisputed amounts within 30 days of receipt of Suppliers invoice.

3. The Contract will be effective on the start date indicated on the Suppliers authorization form

4. The Expiry Date for the Contract will be one (1) year, from the start date indicated on the supplier's authorization form

5. **The City contact and address for this Contract:**

Violet Rudy
Social Media Communications Strategist
Calgary Police Services – Media Relations
S. 25(1)(c)(i)
E: vrudy@calgarypolice.ca

Alexia Elford
Leader – Strategic Procurement and Asset Mgmt.
Calgary Police Services – IT Operations
S. 25(1)(c)(i)
E: aelford@calgarypolice.ca

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6. The Supplier contact and address for this Contract:

Mackenzie Magnolo
Account Executive
Hootsuite Inc
T: 604-341-6368
E: mackenzie.magnolo@hootsuite.com

Elly Leader
Senior Manager, North America Sales
Hootsuite Inc
T: 604-341-6368
E: elly.leader@hootsuite.com

7. The following additional terms will govern:

The Scope of work and all other items the be completed as per Quote #Q-376232-1 provided by the Supplier

7.1 Security and Technical Resources

- Hootsuite Trust Center – This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.
- A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.

7.2 Different between topics, channels and filters

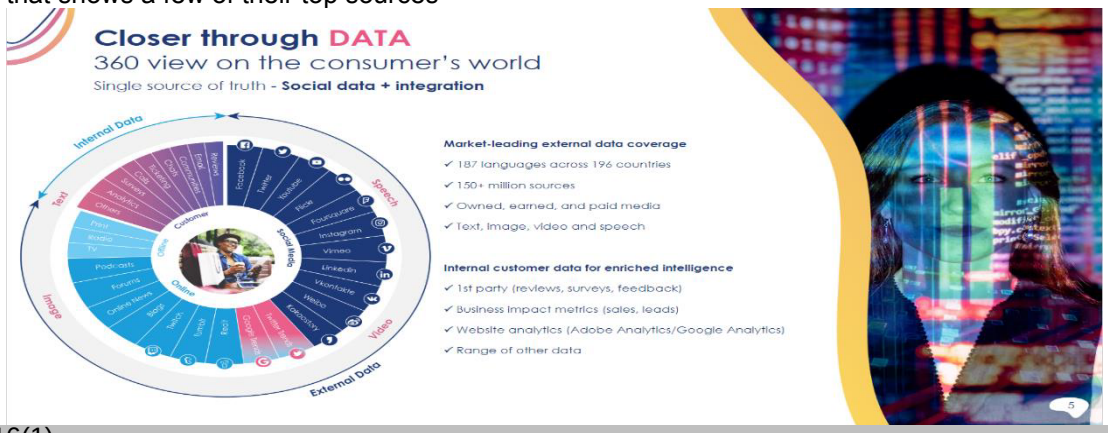
- The search option was a typo and it should have been channels! You will receive S. 16(1) S. 16(1) in the package below.
- A topic can be keywords, brands, products, events, etc. this would be your string of oolean logic.
- Channels are the number of channels that you can track ie. An Instagram account.
- Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.

7.3 Can Talkwalker pull in full news articles without clicking out of the link

S. 16(1)

7.4 Can Talkwalker provide a list of all the online sources where data is pulled from?

- As there are over 150 million+ data sources being pulled into Talkwalker there isn't a comprehensive list that showcases all of the sources. However, the below is a 360 data slide that shows a few of their top sources



S. 16(1)

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7.5 Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
S. 16(1)

Interpretation

In the event of any ambiguity, conflict or inconsistency between or among the documents comprising the Contract, those documents will be construed, interpreted and applied so as to give effect to their express terms, in the following order of precedence so that the first mentioned document below will prevail notwithstanding any term or aspect of a later mentioned document:

(a) this Contract Letter;
(b) The Suppliers terms and conditions referenced above;
(c) the Procurement Document, including any addenda (excluding the City's General Terms and Conditions as originally posted); and
(d) the Supplier Submission.

Execution

This letter may be executed and scanned or otherwise signed electronically and delivered by electronic transmission and when so executed and delivered will be deemed an original and binding on the parties. This letter may be executed in one or more counterparts, each of which taken together, shall constitute only one legal instrument.

By signing the below, the parties indicate their acknowledgement and agreement to perform the Contract on the terms and conditions confirmed herein.

Sincerely,

Agreed to on this date:

Hootsuite Inc. S. 17(1)

Per: _____
Authorized Signatory.

Liam Surridge
Vice President, Global New Business
Please print name.

Agreed to on this date:

The City of Calgary

Per: S. 17(1)

Sarah Demko
Director of IT Operations for Calgary Police Services

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From: Daniels, Todd <Todd.Daniels@calgary.ca>
Sent: Friday, August 12, 2022 4:18 PM
To: Sarah Demko
Cc: Candace Rumancik; Parmar, Gurjit
Subject: [EXTERNAL]RE: Decision for 6 month Sole Source Question - Meltwater

ISC: Protected A

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Sarah. Thanks for the discussion today and background on the Meltwater requirements. S. 24(1)(c)
S. 24(1)(c)

P.S. We were not able to locate a request in SAP for CPS' current requirements, so you may want to double check on your end

Thanks & Take Care
Todd

From: Parmar, Gurjit
Sent: Friday, August 12, 2022 9:50 AM
To: Daniels, Todd
Cc: Candace Rumancik ; Sarah Demko
Subject: Decision for 6 month Sole Source Question - Meltwater

This may be a discussion with Todd in Barry's absence (depending on value/other factors etc.).

Kindest Regards,

Gurjit Parmar

Non-Responsive

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Friday, August 12, 2022 9:43 AM
To: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>
Cc: Oster, Joshua C. <Joshua.Oster@calgary.ca>; Candace Rumancik <pol11475@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

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Good morning Gurjit,

Thank you for connecting us with City contacts (Caralyn and Jose). S. 24(1)(c)
S. 24(1)(c)

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) | Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Sarah Demko
Sent: Thursday, August 04, 2022 8:40 AM
To: Oster, Joshua C. <Joshua.Oster@calgary.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

Thanks Josh – S. 24(1)(c)
S. 24(1)(c)

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) | Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Oster, Joshua C. <Joshua.Oster@calgary.ca>
Sent: Wednesday, August 03, 2022 3:44 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>; Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

Hi Sarah,

I apologize as this one snuck by me, however its on my track to do list moving forward now.

Josh Oster
Buyer, Sourcing Group
Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
T 403-268.4939 | joster@calgary.ca 2nd Floor, Building U, Manchester - 651 25 Ave SE
WORKING REMOTELY

Non-Responsive

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Wednesday, August 3, 2022 1:23 PM
To: Oster, Joshua C. <Joshua.Oster@calgary.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Candace Rumancik <pol11475@calgarypolice.ca>; Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

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ISC: Protected A

Good afternoon Josh,

Any updates on this one?

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Supply New Requests <SupplyNewRequests@calgary.ca>
Sent: Monday, May 30, 2022 5:14 PM
To: Oster, Joshua C. <Joshua.Oster@calgary.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Sarah Demko <SDemko@calgarypolice.ca>; Ashley Gillies <AGillies@calgarypolice.ca>
Subject: FW: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

Josh, can you please work on this one with Gurjit's assistance? Can you please let me do a quick review prior to seeking Amit's approval on the plan.

Thanks,

Matt

Matthew Sutherland
Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
P 403.268.1342 | **F** 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.
P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Thursday, May 26, 2022 1:48 PM
To: Supply New Requests <SupplyNewRequests@calgary.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Oster, Joshua C. <Joshua.Oster@calgary.ca>; Ashley Gillies <pol12152@calgarypolice.ca>; Candace Rumancik <pol11475@calgarypolice.ca>; Emma Poole <pol11022@calgarypolice.ca>
Subject: FW: [EXTERNAL]RE: Sole Source Question - Meltwater

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ISC: Protected A

Good afternoon,

As per the attached email chain, S. 24(1)(c)
S. 24(1)(c)

Please let me know if there are any questions or concerns.

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Sent: Wednesday, May 25, 2022 2:12 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Hofstetter, Barry <Barry.Hofstetter@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

S. 24(1)(c)

Matthew Sutherland
Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
P 403.268.1342 | **F** 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.
P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Wednesday, May 25, 2022 2:05 PM
To: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Cc: Ashley Gillies <pol12152@calgarypolice.ca>; Candace Rumancik <pol11475@calgarypolice.ca>; Hofstetter, Barry <Barry.Hofstetter@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

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ISC: Protected A

Good afternoon Matt,

Thank you for providing a response so quickly. S. 24(1)(c)
S. 24(1)(c)

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Sent: Wednesday, May 25, 2022 2:00 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Ashley Gillies <AGillies@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>; Hofstetter, Barry <Barry.Hofstetter@calgary.ca>
Subject: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

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Thank you Sarah,

S. 24(1)(c)

Let me know if you have any questions, Barry just an fyi in case you end up with this in the future, Have a great afternoon,

Matt

Matthew Sutherland
Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
P 403.268.1342 | **F** 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.
P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Wednesday, May 25, 2022 12:12 PM
To: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Cc: Ashley Gillies <pol12152@calgarypolice.ca>; Candace Rumancik <pol11475@calgarypolice.ca>
Subject: [External] Sole Source Question - Meltwater
Importance: High

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ISC: Protected A

Good morning Matt,

I was not sure if you are the Lead I am still sending these requests to with the reorg happening. Please let me know if I should contact someone else.

S. 24(1)(c)

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

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From: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>
Sent: Friday, August 12, 2022 9:50 AM
To: Daniels, Todd
Cc: Candace Rumancik; Sarah Demko
Subject: [EXTERNAL]Decision for 6 month Sole Source Question - Meltwater

ISC: Protected A

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Sent: Friday, August 12, 2022 9:43 AM
To: Parmar, Gurjit
Cc: Oster, Joshua C. ; Candace Rumancik
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S. 24(1)(c)

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Thanks Josh – S. 24(1)(c)
S. 24(1)(c)

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ISC: Protected A

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Any updates on this one?

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S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

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Subject: FW: [EXTERNAL]RE: Sole Source Question - Meltwater

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Matt

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Sent: Thursday, May 26, 2022 1:48 PM
To: Supply New Requests <SupplyNewRequests@calgary.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Oster, Joshua C. <Joshua.Oster@calgary.ca>; Ashley Gillies <pol12152@calgarypolice.ca>; Candace Rumancik <pol11475@calgarypolice.ca>; Emma Poole <pol11022@calgarypolice.ca>
Subject: FW: [EXTERNAL]RE: Sole Source Question - Meltwater

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ISC: Protected A

Good afternoon,

As per the attached email chain, S. 24(1)(c)
S. 24(1)(c)

Please let me know if there are any questions or concerns.

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Sent: Wednesday, May 25, 2022 2:12 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Hofstetter, Barry <Barry.Hofstetter@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

S. 24(1)(c)

Matthew Sutherland
Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
P 403.268.1342 | **F** 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.
P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Wednesday, May 25, 2022 2:05 PM
To: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Cc: Ashley Gillies <pol12152@calgarypolice.ca>; Candace Rumancik <pol11475@calgarypolice.ca>; Hofstetter, Barry <Barry.Hofstetter@calgary.ca>
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S. 24(1)(c)

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Matt

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Importance: High

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S. 24(1)(c)

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

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From: Oster, Joshua C. <Joshua.Oster@calgary.ca>
Sent: Thursday, August 04, 2022 3:46 PM
To: Sutherland, Matthew D.
Cc: Sarah Demko
Subject: [EXTERNAL]Sole Source Question - Meltwater REVIEW / APPROVAL
Attachments: Procurement Valuation Meltwater.xlsx; Procurement Plan Template - Meltwater.docx; Meltwater Letter of Uniqueness - Calgary Police Service.pdf; Meltwater - Exclusive Sources.pdf

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Hi Matt,

Can you review this sole source request prior to Amit's approval. S. 24(1)(c)
S. 24(1)(c)

I've cc'd Sarah for any additional questions.

Thanks,

Josh Oster
Buyer, Sourcing Group
Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
T 403-268.4939 | joster@calgary.ca 2nd Floor, Building U, Manchester - 651 25 Ave SE
WORKING REMOTELY

Non-Responsive

From: Sutherland, Matthew D. **On Behalf Of** Supply New Requests
Sent: Monday, May 30, 2022 5:14 PM
To: Oster, Joshua C.
Cc: Parmar, Gurjit ; Sarah Demko ; Ashley Gillies
Subject: FW: [EXTERNAL]RE: Sole Source Question - Meltwater

Josh, can you please work on this one with Gurjit's assistance? Can you please let me do a quick review prior to seeking Amit's approval on the plan.

Thanks,

Matt

Matthew Sutherland
Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140

P 403.268.1342 | **F** 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.
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Supply Management

Procurement Valuation Tool

Procuring Entity Contact

Name	Ashley Gillies/Sarah Demko
Position	Leader, SPAM/ Director IT Operations
Business Unit	CPS
Date Valuation Completed (YYYY-MM-DD)	2022-05-25

Project Title (if known)	Social Media Monitoring System

Procurement Valuation

Items*	Initial or One-time Cost	Year 1	Year 2	Year 3	Year 4	Year 5+	Total
Meltwater Explore S. 16(1) S. 16(1)	$0.00	$40,000.00	$40,000.00	$40,000.00	$40,000.00	$40,000.00	$200,000.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Cash Allowance	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Contingency	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Disbursements **(only applicable for Engineering & Architectural Consulting)**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Freight (including duties or other shipping charges)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Total Procurement Valuation	$0.00	$40,000.00	$40,000.00	$40,000.00	$40,000.00	$40,000.00	$200,000.00
GST (@ 5%)	$0.00	$2,000.00	$2,000.00	$2,000.00	$2,000.00	$2,000.00	$10,000.00
Total Procurement Valuation (including GST)**	$0.00	$42,000.00	$42,000.00	$42,000.00	$42,000.00	$42,000.00	**$210,000.00**

*Other items that may be applicable: additional scope or phases of work, additional Contract renewal terms, licence, maintenance and support fees, permit fees, or the potential Procurement needs of multiple City business units.

** If your Total Procurement Valuation (including GST) is equal to or greater than the respective Trade Agreement Thresholds ($75,000 or greater for consulting, goods and services, and information technology, and $200,000 or greater for Construction), The City's *Procurement Governance Framework* applies.

(This section is to be completed by the Procuring Entity and Finance)

Approved Budget (from all sources)

Initial or One-time Cost	Year 1	Year 2	Year 3	Year 4	Year 5+
$0.00	$42,000.00	$42,000.00	$42,000.00	$42,000.00	$42,000.00

Comments:
Budget is available for all 5 years.

Account Coding

GL Business Unit	Account	Fund	Dept ID	Activity	Reference	Project ID	Task
	42380	20	10189				

(add additional rows if needed)

DEPT ID Owner Acknowledgement

Date (YYYY-MM-DD)	2022-05-25
Name	Sarah Demko for Ashley Gillies
Signature	

Finance Leader or Delegate Acknowledgement

Date (YYYY-MM-DD)	
Name	
Signature	

(add additional signature blocks if multiple Finance Leader (or delegate) signatures are required)

Supply Management

Procurement Plan

1. Before you start your Procurement Plan

1.1 If you haven't already done so, please read through The City's *Procurement Policy*, *Procurement Practices*, and *Procurement Governance Framework*. Together, these documents provide context for all persons covered by the Procurement Policy relative to procurement decision making and activities, accountabilities and responsibilities, and overall navigation of procurement at The City.

1.2 With specific reference to planning for procurement, the Procurement Policy offers a few key messages that you should keep in mind:

- All persons covered by the Procurement Policy must plan for Procurement (regardless of the value) to establish the overall Procurement Strategy prior to procuring.
- All relevant Enabling Services and Internal Service Providers must be engaged to obtain service or approval of the Procurement Strategy.
- Following The City's *Procurement Governance Framework* is mandatory for procurements at or above Trade Agreement Thresholds; that is, a total procurement valuation of:
  - **$75,000** or greater for goods and services, consulting, information technology; and
  - **$200,000** or greater for construction.

1.3 Supply Management is available to advise on your Procurement Plan at any time by submitting to SupplyNewRequests@calgary.ca.

1.4 If your total procurement valuation is ***less than* Trade Agreement Thresholds**, and you feel comfortable managing the procurement on your own, feel free to do so in accordance with The City's *Procurement Practices*. Supply Management is also available to advise you if you require.

1.5 If your total procurement valuation is **at or *above* Trade Agreement Thresholds,** when you feel that you are ready to move forward to Procurement Gate 1, submit to SupplyNewRequests@calgary.ca your:

- Procurement Plan,
- Procurement Valuation Tool,
- scope of work and specifications,
- any additional terms and conditions, and
- evaluation criteria.

A Supply Management Buyer will be assigned to validate your Procurement Plan and attachments for completion and compliance.

1.6 Your completed Procurement Plan should address each section of this document unless it is for a non-competitive procurement. Then only certain sections apply.

1.7 If you are unsure of any sections, just leave them blank and further discuss with a Supply Management Buyer.

Supply Management

Procurement Plan

2. What is your contact information?

2.1 Provide your contact information below.

Name	Sarah Demko (for Ashley Gillies)
Position	Director of IT Operations (SPAM Leader)
Business Unit or Other Entity	Calgary Police Service

2.2 Are you purchasing on behalf of another City business unit(s) other than your own?

☐ Yes	Which business unit(s)? List below.	
	1.	
	2.	
	3.	
☒ No		

3. What is the value of your procurement?

3.1 Have you completed your procurement valuation using the *Procurement Valuation Tool*? This is important, as it:

- will determine if your procurement is subject to trade agreement requirements; and
- documents **Finance's acknowledgement** for your procurement budget.

☒ Yes	Attached as a separate document with my Procurement Plan.

4. Working with others

4.1 Have you engaged all relevant Enabling Services and Internal Service Providers within The City to obtain service or approval of your Procurement Strategy?

☐ Yes	Which Enabling Services or **Internal Service Providers** did you contact? List below.	
	1.	
	2.	
	3.	
☒ N/A	Enabling Services or Internal Service Providers cannot provide what I need.	

4.2 Are you leveraging an existing Contract to fulfill your procurement needs? It may help to visit the *myCity Contract Search* tool to see what Contracts are already in place.

☐ Yes	If yes, what is the Contract or RFx number?	
	Contract or RFx #	e.g. 18-1733
☒ No		

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 212 of 1566

Supply Management

Procurement Plan

4.3 Have you given any thought to a collaborative or shared procurement (i.e., working with other business units, institutions, or jurisdictions that may have a similar need)?

☐ Yes	List the names of any other business units, institutions, or jurisdictions that may benefit to participate in this procurement?	
	1.	
	2.	
	3.	
☒ No	This does not apply to my procurement.	

5. What are you looking to procure?

5.1 What general category would you say best describes your procurement? Check all boxes that apply.

☐ Goods & Services
☐ Consulting or Professional Services
☒ Information Technology
☐ Construction

5.1.1 Will any items procured need to be inventoried or warehoused by Supply Management?

☐ Yes	If yes, have you spoken with Supply Management's Inventory Leader or Planner to discuss a plan to inventory or warehouse your purchase? *	
	☐ Yes	
☒ No		

***Remember:** Any handling, management, and storage of inventory comes at a cost to the Procuring Entity, so it's good to have this conversation as soon as possible.

5.2 Provide a project title (if applicable) and brief description of what it is that you are looking to procure? If there are multiple procurements associated with this plan or this is a multi-stage Procurement Strategy, capture that information here.

Project title	Media Intelligence Services
Description	CPS is looking for a comprehensive media intelligence service. This service should include media monitoring, tracking, searching, archiving, translating and reporting. The need for analysis and reporting tools to assist CPS in the management of public relations and communications. An important consideration is real time analysis that could be useful during operational events.

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 213 of 1566

Supply Management

Procurement Plan

5.3 Have you completed your detailed scope of work, scope of requirements, or detailed specifications for this procurement?

☒ Yes	Attached as a separate document(s) with my Procurement Plan.

5.4 Have you incorporated sustainability and resilience in to your specifications?

☐ Yes	If yes, provide a brief description as to how it is incorporated.
	e.g., The Potential Supplier must minimize packaging with all shipments to reduce environmental impact.
☒ No	

5.5 Would you consider the procurement to be high risk, potentially controversial, something never been done before, or subject to a high level of public interest or scrutiny?

☐ Yes	Provide a brief description below as to why you believe so.
☒ No	

5.6 Are there any actual, perceived, or potential conflicts of interest that may affect your procurement?

☐ Yes	If yes, provide a brief description.
	e.g., A City prequalified Engineering firm provided the original preliminary design 5 years ago. If we pursue the same prequalified Suppliers to complete detailed design, they may have a competitive advantage.
☒ No	

*__Remember:__ any actual, potential, or perceived conflict of interest should be discussed with Supply Management. Decisions made will be based on the facts at the time and will be documented to the procurement file.

5.7 Is your procurement time-sensitive based on an imposed constraint?

☐ Yes	Provide a brief statement to add context.
	e.g. This procurement is attached to provincial funding and must be spent by the end of next year.
☒ No	

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 214 of 1566

Supply Management

Procurement Plan

6. What is your Procurement Strategy?

6.1 Are you looking to competitively bid or non-competitively award your procurement?

☐ Competitively Bid	**Note:** If selected, skip to 6.2.
☒ Non-competitive award*	**Note:** If selected, only sections 6.1, 6.2, 6.3, 10 & 11 of the remaining document need to be filled out.
☐ N/A	Provide a brief description if selected. e.g. • I am leveraging an existing Contract that doesn't require a second-stage competitive bid process. • I am only issuing a Request for Information (RFI) to market at this point; there will be no awarded work.

***Remember:** There are very few exceptions that allow The City to non-competitively award work at or above Trade Agreement Thresholds.

6.1.1 If a non-competitive Procurement Strategy is selected, it helps to add a bit more context. Fill out **Appendix A** as part of your Procurement Plan.

☒ Yes	Attached as part of this Procurement Plan.

6.1.2 If a non-competitive Procurement Strategy is selected, will you be issuing a Notice of Intent (NOI) to market prior to awarding this non-competitive procurement?

☒ Yes	
☐ No	If selected, provide a brief description as to why an NOI is not required.

6.1.3 If issuing an NOI, have you completed the scope or supporting content for the NOI?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.

6.2 Is this a one-time procurement or do you have an on-going need for this good or service?

☐ One-time procurement	
☒ I have an on-going need for this good or service	If selected, how many years do you anticipate having this Contract in place for?* 5 years

***Remember:** There may be trade agreement obligations that limit the duration of a Contract.

6.3 Do you want to Contract with a single Supplier or do you need multiple Suppliers to fulfill your need?

☒ Single Supplier	☐ Multiple Suppliers

Supply Management

Procurement Plan

6.4 Is your procurement opportunity going to be made available to the open market or are you leveraging an existing prequalified list of Potential Suppliers?

☐ Open Market		
Prequalified list	☐ Construction Prime Contractor Click here for information about the list of prequalified Construction Prime Contractors.	
	☐ Engineering and Architectural Services Click here for information about the list of prequalified Engineering and Architectural consultants.	
	☐ Project specific prequalified list	What is the Request for Prequalification (RFPQ) Procurement Document number? e.g. 20-0453

6.4.1 If you selected ***Open Market***, are there any Potential Suppliers that should be made aware of this procurement opportunity? If so, list them below.

Potential Suppliers	1.	Company Name	e.g. ABC Company	
		Contact Info.	Name	e.g. Jane Smith
			Email	e.g. j.smith@ABC.com
	2.	Company Name		
		Contact Info.	Email	
			Name	
	3.	Company Name		
		Contact Info.	Email	
			Name	
☐ N/A				

(Add additional rows if needed)

6.4.2 If you selected either ***Construction Prime Contractor*** or ***Engineering and Architectural Services***, identify the prequalified construction category or consulting discipline you believe would best fulfill your procurement needs. There could be more than one, so list all that apply.

Category or Discipline	1.	e.g. Streetlight Construction (C70000500)
	2.	e.g. Bridges – New Construction (C7300101)
	3.	
	4.	
	5.	
☐ N/A		

6.5 Are you looking to issue a Request for Prequalification (RFPQ) as part of a two-stage Procurement Strategy?

☐ Yes	Scope of work, specifications and evaluation criteria are attached as a separate document(s) with my Procurement Plan.
☐ No	

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 216 of 1566

Supply Management

Procurement Plan

6.6 Do you require any additional market research or advance market notice as part of your Procurement Strategy? Select all that may apply.

☐ Request for Information (RFI) Used to source technical or commercial data from the open market to inform a follow-up procurement document.	
☐ Expression of Interest (EOI) Used to identify potential suppliers who may be interested in bidding on a project or requirement.	
☐ Notice of Proposed Procurement (NPP) Used to advise Potential Suppliers of an upcoming procurement opportunity in advance of the procurement.	
☐ N/A	

6.6.1 Have you completed your scope, specifications, or supporting content for your RFI, EOI, or NPP?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.
☐ N/A	

7. Procurement Document

7.1 What is the Procurement Document type that you feel will get you the best outcome for your procurement need?

☐ Request for Proposal (RFP)	If selected, will your RFP be one of the following?	
	☐ Design Build	
	☐ Construction Management	
	☐ N/A	
☐ Request for Quote (RFQ) or Request for Tender (RFT)		
☐ Request for Standing Offer (RFSO)		
☐ Service Level Agreement (SLA) - (only applicable when leveraging an existing RFSO)		
☐ Other	If selected, provide a brief description below.	
	e.g. looking to explore an integrated project delivery method.	

7.2 Are there any additional terms or conditions ("special conditions") that need to be included in your Procurement Document?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.
☐ No	

*__Remember:__ Additional terms and conditions should not conflict or duplicate The City's standard terms and conditions and may be subject to legal review prior a Procurement Document being posted to market.

Supply Management

Procurement Plan

8. How are you going to Evaluate?

8.1 What type of evaluation criteria will give you the best procurement outcome?

☐ Price only
☐ Price and other rated criteria
☐ Rated criteria only (for Engineering & Architectural Procurement only)

8.1.1 Have you completed your pricing structure and/or rated evaluation criteria?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.

8.2 Are sustainability and resiliency evaluation criteria applicable to your procurement?

☐ Yes	If yes, provide a brief description of how sustainability and resiliency is incorporated in your evaluation criteria? E.g. Sustainable Environmental Economic Procurement Policy (SEEPP) and Benefit Driven Procurement checklists will be included as part of the evaluation criteria.
☐ No	

8.3 Will product testing, demonstrations, presentations, or interviews be part of your evaluation? Check all the boxes that apply.

☐ Product testing	☐ Presentation	☐ N/A
☐ Interview	☐ Demonstration	

8.3.1 Have you completed your evaluation criteria for the product testing, demonstrations, presentations, or interviews?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.
☐ N/A	

8.3.2 Will a Proof of Concept be required as part of your Procurement Strategy (i.e., proving the good or service after Contract award before full-scale implementation)?

☐ Yes	
☐ No	

Supply Management

Procurement Plan

8.4 Who will be on your evaluation team?*

Evaluation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
Evaluation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
Evaluation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
☐ N/A	Price is the only evaluation criteria.	

(Add additional rows if needed)

***Remember:** a minimum of 3 evaluators is required.

8.5 Who will be on your negotiations team, if applicable and different from your evaluation team?

Negotiation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
Negotiation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
Negotiation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
☐ N/A		

(Add additional rows if needed)

9. What is your procurement timeline?

9.1 Provide a high-level timeline for your procurement. If there are multiple procurements associated with this plan or this is a multi-stage Procurement Strategy, add additional rows as needed.

Activity Name	Description	Target Date
e.g. Road Repair Procurement	When do you anticipate going to market?	Click or tap to enter a date.
	Target effective date (contract award date)	Click or tap to enter a date.

(Add additional rows if needed)

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 219 of 1566

10. Managing the Supplier and the Contract

10.1 Who from your team will be managing the Supplier and resulting Contract?

Name:	Ashley Gillies/Sarah Demko	Position	Strategic Procurement and Asset Management Leader/ Director IT Operations
Business Unit:	CPS	Email	Agillies@calgarypolice.ca/sdemko@calgarypolice.ca

10.2 Who from your team will be completing the Supplier performance evaluations over the life of the Contract?

Name:	Emma Poole	Position	Manager Public Affairs/Media Relations
Business Unit:	CPS	Email	epoole@calgarypolice.ca

10.3 At what interval(s) will Supplier performance evaluations will be held? Check all boxes that apply.

Supplier performance evaluation interval	☐ Contract Renewal & Close (Mandatory)	☐ Based on milestones or deliverables
	☒ Annually	☐ Other (provide brief description below
	☐ Semi-annually	e.g. Monthly, then less as the Contract moves forward.
	☐ Quarterly	

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 220 of 1566

Supply Management

Procurement Plan

11. Approvals

11.1 The below parties agree that the Procurement Plan is complete and compliant and may proceed to the Procurement stage.

Enabling Services or Internal Service Providers

Enabling Service or Internal Services Provider – Director or Delegate (Procurement Strategy Approval)			
Name:		Position:	
Business Unit:	CPS	Date:	
Signature:			
☒ N/A			

(Add additional signature blocks if more than one Enabling Service or Internal Service Providers approval is required)

Procuring Entity

Procuring Entity (Based on Procurement Delegation of Authority)		Valuation	Procurement Plan - Approver
		> = $5MM	Director, Procuring Entity
		< $5MM	Manager, Procuring Entity
Procurement Plan – Creator			
Name:	Ashley Gillies	Position:	Leader Strategic Procurement and Asset Management
Business Unit:	CPS	Date:	Click or tap to enter a date.
Signature:			
Procurement Plan – Approver (Manager or Director)			
Name:	Sarah Demko	Position:	Director IT Operations
Business Unit:	CPS	Date:	5/25/2022
Signature:			

Supply Management Gate 1 – Validation

Supply Management		Procurement Strategy	Procurement Plan Validation
		Competitive	Buyer, Supply Management
		Non-competitive	Director, Supply Management
Name:		Date:	Click or tap to enter a date.
Signature:			

APPENDIX A: Non-Competitive Procurement

1. Supplier Contact Information

Provide the name and contact information of the recommended Supplier.

Legal Name of Supplier	Meltwater
Supplier contact name	Eric Farmer
Supplier phone number	514-243-3542
Supplier email address	eric.farmer@meltwater.com

2. Trade Agreement Exception

Identify the New West Partnership Trade Agreement (NWPTA) exception(s) that best reflects the rationale for this non-competitive procurement. See **Appendix B** for NWPTA Exceptions.

NWPTA Exception(s)	(g)	where it can be demonstrated that only one supplier is able to meet the requirements of a procurement;

3. Background

Describe or attach relevant background information supporting this non-competitive procurement (i.e., What is the history or existing situation that lead to the need for this non-competitive procurement?).

In 2015 CPS issued RFP 15-1705 for Social Media Monitoring Software. An award was made to Hootsuite in July 2016. Hootsuite software was installed and used for a short period at which time it was determined the software was not suitable and did not perform as proposed. City Law and Supply rescinded the contract 2016 October 18. CPS and Supply agreed on continued use of Salesforce software to bridge the needs for the service. At this time, Salesforce is not meeting the needs of a social media monitoring software and CPS hopes to decommission this solution. We would like to replace with a solution for Media Intelligence Services. Currently, CPS has asked for funding in the upcoming 2023-2026 budget cycle to go to market for a comprehensive solution. Until funds are allocated, CPS can only allocate up to $40,000 annually for the Social intelligence solution.

4. Rationale for Non-competitive Procurement

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 222 of 1566

As competitive methods of procurement should be used whenever possible, describe, or provide the rationale for this non-competitive procurement, the expected benefits, and supporting evidence where available.

Meltwater has provided a Sole Sourcing Letter indicating that they are the exclusive electronic distributor of Postmedia Network, Glacier Media, and TC Limited Partnership sources of media content. (See Meltwater – Exclusive Sources.pdf). As this data is critical to the management of Social intelligence to CPS it is critical that we have access to those sources. Other unique features that would support an NOI include: S. 16(1)

5. Contractual Documentation

5.1 Whose terms and conditions will govern the resulting Contract?

☐ City terms and conditions
☒ Supplier terms and conditions*
☐ Unsure at this time as the Supplier is yet to be engaged.

***Remember:** There is additional risk to The City when accepting a Supplier's contractual terms and conditions. The Procuring Entity is accountable for this risk.

5.1.1 If the Supplier terms and conditions govern, has the Law department or other relevant Enabling Services or Internal Service Providers been engaged to review them prior to acceptance?

☐ Yes	Confirmation attached as a separate document(s) with my Procurement Plan.
☐ No	If selected, provide a brief description. e.g. Same contractual terms and conditions apply that have already been reviewed by the Law Department and accepted by the Business Unit.
☒ N/A	Not applicable at this time, as the Supplier is yet to be engaged.

APPENDIX B

New West Partnership Trade Agreement (NWPTA) Exceptions

The following are the allowable exceptions to the competitive bidding process under the NWPTA. www.newwestpartnershiptrade.ca

Part V "EXCEPTIONS TO THE AGREEMENT"

Government Procurement

2. Procurements:

(a) from philanthropic institutions, prison labour or persons with disabilities;

(b) from a public body or a non-profit organization;

(c) of goods purchased for representational or promotional purposes, and services or construction purchased for representational or promotional purposes outside the territory of a Party;

(d) of health services and social services;

(e) on behalf of an entity not covered by Article 14;

(f) by entities which operate sporting or convention facilities, in order to respect a commercial agreement containing provisions incompatible with Article 3, 4 or 14;

(g) where it can be demonstrated that only one supplier is able to meet the requirements of a procurement;

(h) where an unforeseeable situation of urgency exists and the goods, services or construction could not be obtained in time by means of open procurement procedures;

(i) when the acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest;

(j) of services provided by lawyers and notaries;

(k) of goods intended for resale to the public; or

(l) in the absence of a receipt of any bids in response to a call for tenders.

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 224 of 1566

Meltwater
Outside Insight

150 King Street West, 7th Floor, Toronto, Ontario M5H 1J9

The Meltwater Group
Letter of Uniqueness / Statement of Work

Meltwater Group offers the most comprehensive and affordable media intelligence service. We fully customize our reporting to each client's individual needs. Our source base is the most comprehensive and covers over 310,000+ sources in over 190 countries and 60 languages. We work with over 30,000 clients worldwide from a broad variety of sectors. Our Canadian client list includes, but is not limited to, all Ministries of the Ontario Government, Edmonton Police Service, Waterloo Regional Police, Hamilton Police, Police Association of Ontario, Saskatoon Police, Surete du Quebec, Toronto Police Association, York Regional Police, and many other police departments across North America along with government bodies and Alberta based organizations.

Factors that set Meltwater Group apart from the rest and make Meltwater a unique/sole source provider:

Media Monitoring

S. 16(1)

[redacted]

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

Meltwater
Outside Insight
150 King Street West, 7th Floor, Toronto, Ontario M5H 1J9

S. 16(1)

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

S. 16(1)

Media Analysis and Reporting

S. 16(1)

Contacts Database and Newsletter

S. 16(1)

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

Social Media Management, Scheduling, Engagement, and Reporting – Meltwater Engage

S. 16(1)

[redacted]

These are some of the features which allow us to claim to have a unique service, as this takes us beyond the realm of a simple media monitoring company, press release distribution tool, or social media management company, and allows us to offer a comprehensive, streamlined, and unparalleled service which has no peer or all-in-one replacement in the marketplace.

Any further questions can be directed to **Eric Farmer** (contact information below).

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

Re: Sole Sourcing

Exclusive Sources and Services only available with Meltwater

This is to confirm that Meltwater News Canada Inc., is the exclusive electronic distributor of Postmedia Network Inc. (and former Sun Media), Glacier Media, and TC Limited Partnership sources to all departments and agencies within provincial and municipal governments of Canada, British Columbia, Ontario, and beyond. (Please see attached list). The Financial Post, Calgary Herald, The Province, Times Colonist, and Business In Vancouver are included in this list; and we receive direct feeds of these sources into our platform. We are also the only provider of selected news archival sources in some cases going as far back as 1985.

If you have any further questions, please contact Carstin Hao who is listed below.

Regards,

Eric Farmer
Director, Strategic Accounts – North America
Meltwater News Canada Inc.
eric.farmer@meltwater.com | 514-243-3542

Contact:
Carstin Hao
Client Success Director – Canada
Meltwater News Canada Inc.
carstin.hao@meltwater.com | 604-239-8380

Meltwater News Canada Inc.
150 King St West, 7th floor
Toronto, ON
M5H 1J9

Metro Newspapers		
Calgary Herald	montrealgazette.com	thestarphoenix.com
Calgary Sun	National Post	Toronto Sun
calgaryherald.com	nationalpost.com	torontosun.com
calgarysun.com	Ottawa Citizen	Vancouver Province
Edmonton Journal	Ottawa Sun	Vancouver Sun
Edmonton Sun	ottawacitizen.com	vancouversun.com
edmontonjournal.com	ottawasun.com	Winnipeg Sun
edmontonsun.com	Regina Leader Post	winnipegsun.com
leaderpost.com	Saskatoon Star Phoenix	
Montreal Gazette	theprovince.com	

Community Newspapers		
Airdrie Echo	kapuskasingtimes.com	Sarnia Observer
airdrieecho.com	Kenora Daily Miner & News	Sarnia This Week
Beaumont News	kenoradaily minerandnews.com	sarniathisweek.com
Belleville Intelligencer	Kincardine News	Sault Star
Bow Valley Crag & Canyon	kincardinenews.com	Sault This Week
Brantford Expositor	Kingston This Week	saultstar.com
brantfordexpositor.ca	Kingston Whig-Standard	saultthisweek.com
Brockville Recorder & Times	Kingsville Reporter	seaforthuronexpositor.com
Camrose Canadian	Kirkland Lake Northern Daily News	Selkirk Journal
camrosecanadian.com	Lacombe Globe	Sherwood Park News
Central Plains Herald-Leader	lacombeglobe.com	sherwoodparknews.com
Chatham Daily News	Lake of the Woods Enterprise	Shoreline Beacon
Chatham This Week	Lakeshore Advance	shorelinebeacon.com
chathamdailynews.ca	Lakeshore News	Spruce Grove Examiner
chathamthisweek.com	lakeshoreadvance.com	sprucegroveexaminer.com
Clinton News-Record	LaSalle Post	St. Thomas Times-Journal
clintonnewsrecord.com	Leduc Representative	standard-freeholder.com
Cochrane Times	leducrep.com	Stirling Community Press
Cochrane Times-Post	lfpress.com	Stonewall Argus
cochranetimes.com	London Free Press	Stony Plain Reporter
cochranetimespost.com	Londoner	stonyplainreporter.com
Cold Lake Sun	Lucknow Sentinel	Stratford Beacon-Herald
coldlakesun.com	lucknowsentinel.com	stratfordbeaconherald.com
Corn, Soybean + Wheat Handbook	Mayerthorpe Freelancer	Strathroy Age Dispatch
Cornwall Standard-Freeholder	mayerthorpefreelancer.com	Strathroy Focus
dailyheraldtribune.com	Melfort Journal	strathroyagedispatch.com
Delhi News-Record	melfortjournal.com	
delhinewsrecord.com		

Devon Dispatch News
Drayton Valley Western Review
draytonvalley westernreview.c om
Edmonton Examiner
edmontonexaminer.com
Edson Leader
edsonleader.com
elliotlakestandard.ca
Elliott Lake Standard
Espanola Mid-North Monitor
Exeter Times-Advocate
Exeter Weekender
Fairview Post
fairviewpost.com
Fort McMurray This Week
Fort McMurray Today
Fort Saskatchewan Record
fortmcmurraytoday.com
fortsaskatchewanrecord.com
Gananonque Reporter
gananonquereporter.com
Goderich Focus
Goderich Signal Star
goderichsignalstar.com
Grande Prairie Daily Herald-Tribune
Grey-Bruce This Week
Hanna Herald
hannaherald.com
Hanover Post
High River Times
highrivertimes.com
Hinton Parklander
hintonparklander.com
Huron Expositor
intelligencer.ca
Interlake Spectator
interlaketoday.ca
midnorthmonitor.com
Mitchell Advocate
mitchelladvocate.com
Morden Times
Nanton News
nantonnews.com
Napanee Guide
napaneeguide.com
Nipawin Journal
nipawinjournal.com
Northeast Sun
nugget.ca
Ontario Dairy Farmer
Ontario Farmer
Ontario Hog Farmer
Owen Sound Sun Times
owensoundsuntimes.com
Oxford Review
Paris Star
parisstaronline.com
Peace Country Sun
Peace River Record Gazette
peacecountrysun.com
pembinatoday.ca
Pembroke News
petroliatopic.com
Picton County Weekly News
Pincher Creek Echo
pinchercreekecho.com
Portage La Prairie Daily Graphic
portagedailygraphic.com
prrecordgazette.com
recorder.ca
Red River Valley Echo
stthomastimesjournal.com
Sudbury Star
Tecumseh Shoreline Week
thechronicle-online.com
thecragandcanyon.com
thedailyobserver.ca
thelondoner.ca
theobserver.ca
thepost.on.ca
thesudburystar.com
thewhig.com
Tilbury Times
Tillsonburg News
tillsonburgnews.com
Timmins Daily Press
Timmins Times
timminspress.com
timminstimes.com
Today's Farmer
Trenton Trentonian
trentonian.ca
Valley Leader
Vermilion Standard
vermilionstandard.com
Vulcan Advocate
vulcanadvocate.com
Wallaceburg Courier Press
wallaceburgc ourierpress.c om
West Elgin Chronicle
Western Dairy Farmer
WetaskiwinTimesAdvertiser
wetaskiwintimes.com
Whitecourt Star
whitecourtstar.com
Wiarton Echo
wiartonecho.com
Windsor Star
windsorstar.com
Winkler Times
Woodstock Sentinel-Review
woodstock sentinelreview.c om

Additional Full-text Licensed Sources

Source Name	Region	Location	Update Frequency	Coverage Start
Airdrie Echo	Alberta	Airdrie, Alberta, Canada	Weekly	Apr 12, 2006
Airdrie City View	Alberta	Alberta	Weekly (Friday)	Jun 6, 2008
Bassano Times	Alberta	Alberta	Weekly (Tuesday)	Jun 3, 2008
Brooks Bulletin	Alberta	Alberta	Weekly (Tuesday)	Jun 3, 2008
Cardston Temple City Star	Alberta	Alberta	Weekly (Thursday)	Jun 5, 2008
Rocky Mountain House Mountaineer	Alberta	Alberta	Weekly (Tuesdays)	Sep 16, 2008
Rocky Mountain Outlook	Alberta	Alberta	Weekly (Thursday)	Jun 5, 2008
Athabasca Advocate	Alberta	Athabasca, Alberta, Canada	Weekly (Tuesday)	Mar 13, 2001
Bow Valley Crag & Canyon	Alberta	Banff, Alberta, Canada	Weekly	Mar 28, 2006
Barrhead Leader	Alberta	Barrhead, Alberta, Canada	Weekly (Tuesday)	Mar 20, 2001
Bashaw Star	Alberta	Bashaw, Alberta	Weekly (Tuesday)	Jun 4, 2013
Beaumont News	Alberta	Beaumont, Alberta	Weekly	May 1, 2015
Town & Country News	Alberta	Beaverlodge, Alberta	Weekly (Friday)	Jul 17, 2009
Crowsnest Pass Herald	Alberta	Blairmore, Alberta	Weekly (Tuesday)	Jun 23, 2009
Bonnyville Nouvelle	Alberta	Bonnyville, Alberta, Canada	Weekly (Tuesday)	Sep 29, 2009

Brooks Weekend Regional	Alberta	Brooks, Alberta	Weekly (Thursday)	Jun 6, 2008
Calgary Herald	Alberta	Calgary, Alberta, Canada	Daily	Dec 7, 1988
Calgary Sun	Alberta	Calgary, Alberta, Canada	Daily	Jan 9, 1998
Camrose Canadian	Alberta	Camrose, Alberta	Weekly (Thursday)	May 19, 2011
Castor Advance	Alberta	Castor, Alberta	Weekly (Thursday)	Jun 6, 2013
Claresholm Local Press	Alberta	Claresholm, Alberta	Weekly	Jun 11, 2008
Coaldale Sunny South News	Alberta	Coaldale, Alberta	Weekly	Jun 3, 2008
Cochrane Times	Alberta	Cochrane, Alberta, Canada	Weekly	Apr 12, 2006
Cold Lake Sun	Alberta	Cold Lake, Alberta	Weekly (Tuesday)	May 17, 2011
Consort Enterprise	Alberta	Consort, Alberta	Weekly (Wednesday)	Jun 4, 2008
East Central Alberta Review	Alberta	Coronation, Alberta	Weekly (Thursday)	Jun 9, 2008
Devon Dispatch News	Alberta	Devon, Alberta	Weekly (Fri)	May 1, 2015
Drayton Valley Western Review	Alberta	Drayton Valley, Alberta	Weekly	Apr 21, 2015
Drumheller Mail	Alberta	Drumheller, Alberta	Weekly (Wednesday)	Jun 5, 2013
Vue Weekly	Alberta	Edmonton, Alberta	Weekly (Wednesday)	Dec 3, 2014
Edmonton Examiner	Alberta	Edmonton, Alberta, Canada	Weekly (Wednesday)	Sep 28, 2005
Edmonton Journal	Alberta	Edmonton, Alberta, Canada	Daily	Mar 10, 1989

Edmonton Sun	Alberta	Edmonton, Alberta, Canada	Daily	Aug 7, 1998
Edson Weekly Anchor	Alberta	Edson, AB	Weekly (Monday)	Dec 1, 2008
Edson Leader	Alberta	Edson, Alberta	Weekly (Monday)	May 23, 2011
Elk Point Review	Alberta	Elk Point, Alberta, Canada	Weekly (Tuesday)	Jun 12, 2001
Falher Smoky River Express	Alberta	Fahler, Alberta	Weekly	Jun 11, 2008
Fairview Post	Alberta	Fairview, Alberta	Weekly (Tuesday)	May 18, 2011
Fort MacLeod Gazette	Alberta	Fort Macleod, Alberta	Weekly	Jun 4, 2008
Fort McMurray This Week	Alberta	Fort McMurray, Alberta, Canada	Weekly (Thursday)	Nov 17, 2016
Fort McMurray Today	Alberta	Fort McMurray, Alberta, Canada	Monday-Saturday (one day delay)	Jun 24, 2000
Fort Saskatchewan Record	Alberta	Fort Saskatchewan, Alberta, Canada	Weekly (Thursday)	May 30, 2006
Grande Cache Mountaineer	Alberta	Grande Cache, Alberta	Weekly	Jun 10, 2008
Peace Country Sun	Alberta	Grande Prairie, Alberta	Weekly (Friday)	May 20, 2011
Grande Prairie Daily Herald-Tribune	Alberta	Grande Prairie, Alberta, Canada	Monday-Friday	Apr 24, 2001
Hanna Herald	Alberta	Hanna, Alberta	Weekly (Wednesday)	May 18, 2011
High Prairie South Peace News	Alberta	High Prairie, Alberta	Weekly	Jun 11, 2008
High River Times	Alberta	High River, Alberta	Weekly	Apr 21, 2015
Hinton Parklander	Alberta	Hinton, Alberta	Weekly (Monday)	May 23, 2011

Rocky View Weekly	Alberta	Irricana, Alberta, Canada	Weekly (Tuesday)	Aug 1, 2000
Jasper Fitzhugh	Alberta	Jasper, Alberta	Weekly (Thursday)	Jun 6, 2013
Lac La Biche Post	Alberta	Lac-la Biche, Alberta, Canada	Weekly (Tuesday)	Apr 10, 2001
Lacombe Globe	Alberta	Lacombe, Alberta	Weekly (Thursday)	May 19, 2011
Lamont Leader	Alberta	Lamont, Alberta	Weekly (Tuesday)	Jun 4, 2013
Leduc Representative	Alberta	Leduc, Alberta, Canada	Weekly (Friday)	May 26, 2006
Lethbridge Sun Times	Alberta	Lethbridge, Alberta	Weekly (Wed)	Jun 11, 2008
Lethbridge Herald	Alberta	Lethbridge, Alberta, Canada	Daily	Aug 4, 2011
Westwind Weekly News	Alberta	Magrath, Alberta, Canada	Weekly (Thu)	Oct 27, 2016
Mayerthorpe Freelancer	Alberta	Mayerthorpe, Alberta	Weekly (Wednesday)	May 18, 2011
Medicine Hat News	Alberta	Medicine Hat, Alberta, Canada	Daily	Feb 11, 2010
Prairie Post	Alberta	Medicine Hat, Alberta, Canada	Weekly (Friday)	Aug 6, 2009
Prairie Post West	Alberta	Medicine Hat, Alberta, Canada	Weekly (Fridays)	Apr 22, 2016
Morinville Free Press	Alberta	Morinville, Alberta	Weekly (Tuesday)	Jun 4, 2013
Okotoks Western Wheel	Alberta	Okotoks, Alberta, Canada	Weekly (Wednesdays)	Nov 24, 2004
Mountain View Gazette	Alberta	Olds, Alberta, Canada	Weekly - Tuesday	Oct 20, 2009
Oyen Echo	Alberta	Oyen, Alberta	Weekly (Tuesday)	Jun 4, 2013

Peace River Record Gazette	Alberta	Peace River, Alberta	Weekly (Tuesday)	May 18, 2011
Pincher Creek Echo	Alberta	Pincher Creek, Alberta	Weekly (Friday)	May 20, 2011
Ponoka News	Alberta	Ponoka, Alberta	Weekly (Wednesday)	Jun 5, 2013
Provost News	Alberta	Provost, Alberta	Weekly	Jun 11, 2008
Red Deer Express	Alberta	Red Deer, Alberta, Canada	Weekly (Wednesday)	Jul 2, 2000
Redwater Review	Alberta	Redwater, Alberta	Weekly (Tuesday)	Jun 4, 2013
Rimbey Review	Alberta	Rimbey, Alberta	Weekly (Tuesday)	Jun 4, 2013
Rycroft Central Peace Signal	Alberta	Rycroft, Alberta	Weekly (Tuesday)	Jun 10, 2008
Sedgewick Community Press	Alberta	Sedgewick, Alberta	Weekly (Tuesday)	Jun 3, 2008
Sherwood Park News	Alberta	Sherwood Park, Alberta, Canada	Twice/Weekly (Tuesday & Friday)	Aug 10, 2005
Slave Lake Lakeside Leader	Alberta	Slave Lake, Alberta	Weekly	Jun 24, 2009
Smoky Lake Signal	Alberta	Smoky Lake, Alberta	Weekly	Jun 4, 2008
Spruce Grove Examiner	Alberta	Spruce Grove, Alberta, Canada	Weekly (Friday)	May 26, 2006
St. Albert Gazette	Alberta	St. Albert, Alberta, Canada	Twice/week (Wednesday & Saturday)	Sep 29, 1999
St. Paul Journal	Alberta	St. Paul, Alberta, Canada	Weekly (Tuesday)	Jun 5, 2001
Stettler Independent	Alberta	Stettler, Alberta	Weekly (Wednesday)	Jun 5, 2013

Stony Plain Reporter	Alberta	Stony Plain, Alberta, Canada	Weekly (Friday)	May 26, 2006
Strathmore Standard	Alberta	Strathmore, Alberta	Weekly (Wednesday)	May 18, 2011
Strathmore Times	Alberta	Strathmore, Alberta	Weekly (Friday)	Jun 7, 2013
Sundre Round Up	Alberta	Sundre, Alberta, Canada	Weekly (Tuesday)	Oct 20, 2009
Swan Hills Grizzly Gazette	Alberta	Swan Hills, Alberta	Weekly (Tuesday)	Jun 3, 2008
Eckville Echo	Alberta	Sylvan Lake, Alberta	Weekly (Thursday)	Jun 6, 2008
Sylvan Lake News	Alberta	Sylvan Lake, Alberta	Weekly (Friday)	Jun 6, 2008
Taber Times	Alberta	Taber, Alberta	Weekly	Jun 4, 2008
Three Hills Capital	Alberta	Three Hills, Alberta	Weekly	Jun 4, 2008
Tofield Mercury	Alberta	Tolfield, Alberta	Weekly (Tuesday)	Jun 10, 2008
Two Hills & County Chronicle	Alberta	Two Hills, Alberta	Weekly (Tuesday)	May 3, 2011
Vauxhall Advance	Alberta	Vauxhall	Weekly	Jun 5, 2008
Vermilion Standard	Alberta	Vermilion, Alberta	Weekly (Wednesday)	May 18, 2011
Vermilion Voice	Alberta	Vermilion, Alberta	Weekly (Monday)	Jun 3, 2013
Viking Weekly Review	Alberta	Viking. Alberta	Weekly (Tuesday)	Jun 3, 2008
Vulcan Advocate	Alberta	Vulcan, Alberta	Weekly (Wednesday)	May 18, 2011
Wabasca Fever	Alberta	Wabasca, Alberta	Weekly (Thursday)	Jun 5, 2008

Wainwright Star/Edge	Alberta	Wainright, Alberta	Weekly (Friday)	Jun 6, 2008
Town & Country	Alberta	Westlock, Alberta, Canada	Weekly (Monday)	Mar 13, 2006
Westlock News	Alberta	Westlock, Alberta, Canada	Weekly (Monday)	Mar 13, 2006
Wetaskiwin Times Advertiser	Alberta	Wetaskiwin, Alberta	Weekly (Wednesday)	May 18, 2011
Whitecourt Press	Alberta	Whitecourt, Alberta	Weekly (Tue)	Mar 4, 2014
Whitecourt Star	Alberta	Whitecourt, Alberta	Weekly (Wednesday)	May 18, 2011
Bow Island Commentator	Alberta		Weekly (Tuesday)	Jun 3, 2008
Burnaby Now	British Columbia	Burnaby, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Jun 12, 2002
New Westminster Record	British Columbia	Burnaby, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Oct 16, 2002
Tri-City News	British Columbia	Coquitlam, British Columbia, Canada	Twice Weekly (Wed & Fri)	Dec 9, 2015
Northern Horizon	British Columbia	Dawson Creek, British Columbia	Weekly (Fri)	Jan 20, 2017
Dawson Creek Mirror	British Columbia	Dawson Creek, British Columbia, Canada	Weekly (Thursday)	Jan 5, 2017
Delta Optimist	British Columbia	Delta, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Apr 24, 2002
Alaska Highway News	British Columbia	Fort St. John, British Columbia, Canada	Monday-Friday	Nov 25, 1999
Local Weekly	British Columbia	Gibsons, British Columbia	Weekly (Thursday)	Dec 3, 2014
Columbia Valley Pioneer	British Columbia	Invermere, British Columbia	Weekly (Friday)	Dec 5, 2014

Kamloops This Week	British Columbia	Kamloops, British Columbia	3x/Week (Tuesday, Thursday & Friday)	Dec 4, 2014
Kelowna Daily Courier	British Columbia	Kelowna, British Columbia, Canada	Daily	Nov 5, 2002
Kelowna Westside Weekly	British Columbia	Kelowna, British Columbia, Canada	Thursday, Sunday	Nov 6, 2002
Okanagan Weekend	British Columbia	Kelowna, British Columbia, Canada		Nov 9, 2002
Langley Advance	British Columbia	Langley, British Columbia	Twice/Week (Tuesday & Friday)	Apr 19, 2002
Merritt Herald	British Columbia	Merritt, British Columbia	Twice/Week (Tuesday & Thursday)	Dec 4, 2014
North Shore News	British Columbia	North Vancouver, British Columbia, Canada	Thrice/Week (Wed, Fri & Sun)	Aug 19, 2001
Oliver Chronicle	British Columbia	Oliver, British Columbia	Weekly (Wednesday)	Dec 3, 2014
Osoyoos Times	British Columbia	Osoyoos, British Columbia	Weekly (Wednesday)	Dec 4, 2014
Peachland View	British Columbia	Peachland, British Columbia	Weekly (Friday)	Dec 5, 2014
Penticton Herald	British Columbia	Penticton, British Columbia, Canada	Daily	Nov 5, 2002
Prince George Citizen	British Columbia	Prince George, British Columbia, Canada	Monday-Saturday	Aug 17, 1999
Richmond News	British Columbia	Richmond, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Apr 10, 2002
Coast Reporter	British Columbia	Sechelt, British Columbia	Weekly (Fri)	Apr 1, 2016
Elk Valley Herald	British Columbia	Sparwood, British Columbia	Weekly (Wed)	Mar 5, 2014
Squamish Chief	British Columbia	Squamish, British Columbia	Weekly (Thursday)	Apr 14, 2016

Trail Daily Times	British Columbia	Trail, British Columbia, Canada	Tuesday - Friday	Sep 1, 1999
24 Hours Vancouver	British Columbia	Vancouver, British Columbia	Mon-Fri	May 27, 2011
Westender	British Columbia	Vancouver, British Columbia	Weekly (Thursday)	May 15, 2014
Business in Vancouver	British Columbia	Vancouver, British Columbia, Canada	Weekly (Tuesdays)	Jan 5, 2016
Vancouver Courier	British Columbia	Vancouver, British Columbia, Canada	Weekly (Friday)	Sep 15, 2002
Vancouver Province	British Columbia	Vancouver, British Columbia, Canada	Daily	Mar 20, 1989
Vancouver Sun	British Columbia	Vancouver, British Columbia, Canada	Daily	Jan 2, 1987
Victoria Times Colonist	British Columbia	Victoria, British Columbia, Canada	Daily	Nov 23, 1991
100 Mile House Free Press	British Columbia			May 29, 2009
Abbotsford News	British Columbia			Aug 25, 2001
Agassiz Observer	British Columbia			Mar 24, 2004
Alberni Valley News	British Columbia			Aug 11, 2006
Aldergrove Star	British Columbia			Aug 30, 2001
Arrow Lakes News	British Columbia			Mar 31, 2004
Ashcroft Cache Creek Journal	British Columbia			Mar 23, 2004
Barriere Star Journal	British Columbia			Mar 22, 2004
Boundary Creek Times	British Columbia			May 10, 2013

Burns Lake Lakes District News	British Columbia			Mar 24, 2004
Caledonia Courier	British Columbia			Oct 2, 2007
Campbell River Mirror	British Columbia			Mar 23, 2004
Castlegar News	British Columbia			May 7, 2004
Chilliwack Progress	British Columbia			Mar 23, 2004
Clearwater Times	British Columbia			Mar 22, 2004
Cloverdale Reporter	British Columbia			Mar 20, 2009
Coast Mountain News	British Columbia		2x/Month	Feb 27, 2013
Comox Valley Record	British Columbia			Mar 26, 2004
Cowichan Valley Citizen	British Columbia			Jan 1, 2015
Cranbrook Daily Townsman	British Columbia			Jan 9, 2014
Creston Valley Advance	British Columbia			Feb 10, 2011
Eagle Valley News	British Columbia			Feb 15, 2011
Golden Star	British Columbia			Mar 24, 2004
Goldstream News Gazette	British Columbia			Mar 16, 2005
Grand Forks Gazette	British Columbia			Apr 13, 2010
Hope Standard	British Columbia			Aug 30, 2001

Houston Today	British Columbia			Feb 15, 2005
Kelowna Capital News	British Columbia			Sep 26, 2004
Keremeos Review	British Columbia			Jul 14, 2009
Kimberley Daily Bulletin	British Columbia			Jan 6, 2014
Kitimat Northern Sentinel	British Columbia			Aug 29, 2007
Ladysmith Chronicle	British Columbia			Mar 23, 2004
Lake Country Calendar	British Columbia			Jul 14, 2009
Lake Cowichan Gazette	British Columbia			Mar 24, 2004
Langley Times	British Columbia			Mar 24, 2004
Maple Ridge News	British Columbia			Mar 24, 2004
Mission City Record	British Columbia			Aug 30, 2001
Monday Magazine	British Columbia			Apr 29, 2004
Nanaimo News Bulletin	British Columbia			Aug 25, 2001
Nelson Star	British Columbia			Mar 29, 2008
North Delta Reporter	British Columbia			Mar 9, 2017
North Island Gazette	British Columbia			Mar 24, 2004
Oak Bay News	British Columbia			Mar 31, 2004

Parksville Qualicum Beach News	British Columbia			Mar 7, 2007
Peace Arch News	British Columbia			Mar 23, 2004
Peninsula News Review	British Columbia			Mar 31, 2004
Penticton Western News	British Columbia			Sep 28, 2007
Quesnel Cariboo Observer	British Columbia			Jan 2, 2003
Revelstoke Times Review	British Columbia			Mar 24, 2004
Rossland News	British Columbia			May 29, 2009
Saanich News	British Columbia			Mar 31, 2004
Salmon Arm Observer	British Columbia			Aug 24, 2001
Similkameen Spotlight	British Columbia			Mar 31, 2004
Smithers Interior News	British Columbia			Mar 25, 2004
Sooke News Mirror	British Columbia			Mar 31, 2004
Summerland Review	British Columbia			Aug 26, 2001
Surrey Now Leader	British Columbia			Mar 19, 2004
Terrace Standard	British Columbia			Mar 23, 2004
The Free Press	British Columbia			Nov 30, 2011
The Northern View	British Columbia			Jul 28, 2006

Tofino-Ucluelet Westerly News	British Columbia			Aug 4, 2015
Vanderhoof Omineca Express	British Columbia			Mar 24, 2004
Vernon Morning Star	British Columbia			Mar 26, 2004
Victoria News	British Columbia			Mar 31, 2004
West Kootenay Advertiser	British Columbia			Aug 29, 2001
Williams Lake Tribune	British Columbia			Aug 24, 2001
Red River Valley Echo	Manitoba	Altona, Manitoba	Weekly (Thursday)	Dec 1, 2011
Westman Journal	Manitoba	Brandon, Manitoba	Weekly (Thursday)	Nov 15, 2007
Brandon Sun	Manitoba	Brandon, Manitoba, Canada	Daily	Feb 20, 2007
Valley Leader	Manitoba	Carman, Manitoba	Weekly (Thursday)	Dec 1, 2011
Interlake Spectator	Manitoba	Gimli, Manitoba	Weekly (Thursday)	Dec 1, 2011
Morden Times	Manitoba	Morden, Manitoba	Weekly	Dec 1, 2011
Central Plains Herald-Leader	Manitoba	Portage la Prairie, Manitoba	Weekly (Saturday)	May 28, 2011
Portage La Prairie Daily Graphic	Manitoba	Portage La Prairie, Manitoba, Canada	Monday, Tuesday, Thursday, Friday	May 1, 2002
Selkirk Journal	Manitoba	Selkirk, Manitoba, Canada	Weekly (Friday)	Feb 8, 2006
Stonewall Argus	Manitoba	Stonewall, Manitoba	Weekly (Friday)	Dec 1, 2011
Winkler Times	Manitoba	Winkler, Manitoba	Weekly (Thursday)	Dec 1, 2011

Winnipeg Free Press	Manitoba	Winnipeg, Manitoba, Canada	Monday - Saturday	Nov 26, 1996
Winnipeg Sun	Manitoba	Winnipeg, Manitoba, Canada	Daily	Oct 18, 1999
Canada NewsWire	National	Canada	Daily	Mar 1, 1988
Canadian Press	National	Canada	Daily	Jan 1, 1990
Daily Oil Bulletin	National	Canada	Monday-Friday	Jun 1, 1989
Maclean's	National	Canada	Weekly	Mar 21, 1988
National Post	National	Canada	Monday-Saturday	Oct 5, 1985
Postmedia News	National	Canada	Daily	Nov 2, 1986
Presse Canadienne	National	Canada	Monday - Saturday	Jan 1, 1990
Presse Canadienne – Le fil radio	National	Canada	Daily	Oct 23, 1999
Strategy	National	Canada	Monthly	Jun 4, 2001
Bathurst Northern Light	New Brunswick	Bathurst, New Brunswick, Canada	Weekly (Tuesday)	Oct 23, 2002
Tribune (Campbellton)	New Brunswick	Campbellton, New Brunswick	Weekly	Nov 5, 2008
L'Étoile Chaleur	New Brunswick	Chaleur, New Brunswick	Weekly (Thursday)	Mar 28, 2008
L'Étoile Sud-Est	New Brunswick	Dieppe, New Brunswick	Weekly (Thursday)	Mar 29, 2008
Fredericton Daily Gleaner	New Brunswick	Fredericton, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
Victoria Star	New Brunswick	Grand Falls, New Brunswick	Weekly (Wednesday)	Dec 12, 2007

L'Étoile Kent	New Brunswick	Kent, New Brunswick	Weekly (Thursday)	Mar 29, 2008
Le Madawaska	New Brunswick	Makawaska, New Brunswick	Weekly (Saturday)	Mar 28, 2008
Moncton Times & Transcript	New Brunswick	Moncton, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
L'Étoile-Nord-Ouest	New Brunswick	New Brunswick	Weekly (Wednesday)	Dec 14, 2016
Miramichi Leader	New Brunswick	New Brunswick	Next Day	Oct 1, 2007
L'Étoile Restigouche	New Brunswick	Restigouche, New Brunswick	Thursday	Mar 28, 2008
New Brunswick Telegraph-Journal	New Brunswick	Saint John, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
Kings County Record	New Brunswick	Sussex, New Brunswick	Weekly (Tuesday)	Jul 31, 2007
Bugle-Observer	New Brunswick	Woodstock, New Brunswick	Twice/Week (Tuesday, Friday)	Oct 9, 2007
L'Étoile Provinciale	New Brunswick		Weekly (Thursday)	Aug 13, 2009
St. John's Telegram	Newfoundland	St. John's, Newfoundland, Canada	Daily	Apr 5, 1997
Halifax Chronicle-Herald	Nova Scotia	Halifax, Nova Scotia	Daily	Feb 1, 2012
Halifax Community Herald	Nova Scotia	Halifax, Nova Scotia	Weekly (Wednesday)	Feb 6, 2012
Cape Breton Post	Nova Scotia	Sydney, Nova Scotia, Canada	Monday-Saturday	Apr 5, 1999
Truro Daily News	Nova Scotia	Truro, Nova Scotia, Canada	Monday-Saturday (one day delay)	May 3, 1999
Carleton Place Almonte Canadian Gazette	Ontario	Almonte/Carleton Place Region	Weekly (Thursday)	Nov 6, 2008

Arnprior Chronicle-Guide	Ontario	Arnprior, Ontario	Weekly (Thursday)	Nov 7, 2008
Barrie Examiner	Ontario	Barrie, Ontario, Canada	Tuesday-Saturday	Feb 8, 2000
Lakeshore News	Ontario	Belle River, Ontario	Weekly (Thursday)	Feb 18, 2011
Belleville Intelligencer	Ontario	Belleville, Ontario, Canada	Monday-Saturday	Apr 6, 2005
Bradford Times	Ontario	Bradford, Ontario	Weekly (Thursday)	Apr 23, 2015
Brantford Expositor	Ontario	Brantford, Ontario, Canada	Monday-Saturday	Dec 23, 1998
Brockville Recorder & Times	Ontario	Brockville, Ontario, Canada	Monday - Saturday	Jun 20, 2000
Today's Farmer	Ontario	Chatham, Ontario	25 Issues P/Y	May 17, 2011
Chatham Daily News	Ontario	Chatham, Ontario, Canada	Monday-Saturday	Feb 10, 1999
Chatham This Week	Ontario	Chatham, Ontario, Canada	Weekly (Wednesday)	Jan 17, 2007
Clinton News-Record	Ontario	Clinton, Ontario	Weekly	Apr 29, 2015
Cochrane Times-Post	Ontario	Cochrane, Ontario	Weekly	Apr 23, 2015
Collingwood Enterprise-Bulletin	Ontario	Collingwood, Ontario, Canada	Twice /Week (Tuesday & Friday)	Feb 25, 2000
Cornwall Standard-Freeholder	Ontario	Cornwall, Ontario, Canada	Monday - Saturday	Feb 25, 1999
Delhi News-Record	Ontario	Delhi, Ontario	Weekly	May 18, 2011
Elliott Lake Standard	Ontario	Elliott Lake, Ontario	Weekly (Thu)	Mar 13, 2013
Espanola Mid-North Monitor	Ontario	Espanoloa, Ontario	Weekly (Thu)	Mar 13, 2013

Fort Erie Times	Ontario	Fort Erie, Ontario	Weekly	Apr 30, 2015
Ottawa West News	Ontario	Friday	Weekly (Thursday)	Nov 7, 2008
Gananoque Reporter	Ontario	Gananoque, Ontario	Weekly	Apr 30, 2015
Goderich Signal Star	Ontario	Goderich, Ontario	Weekly (Wed)	Apr 29, 2015
Goderich Focus	Ontario	Goderich, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Lakeshore Advance	Ontario	Grand Bend, Ontario	Weekly	Apr 29, 2015
Hamilton Spectator	Ontario	Hamilton, Ontario, Canada	Monday-Saturday	Oct 7, 1991
Hanover Post	Ontario	Hanover, Ontario, Canada	Weekly (Thursday)	Feb 15, 2000
Ingersoll Times	Ontario	Ingersoll, Ontario	Weekly (Wednesday)	May 18, 2011
Innisfil Examiner	Ontario	Innisfil, Ontario	Weekly	May 1, 2015
Kanata Kourier-Standard	Ontario	Kanata, Ontario	Weekly (Thursday)	Nov 7, 2008
Kapuskasing Northern Times	Ontario	Kapuskasing, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Kemptville Advance	Ontario	Kemptville Region	Weekly (Thursday)	Nov 6, 2008
Lake of the Woods Enterprise	Ontario	Kenora, Ontario	Weekly (Saturday)	May 28, 2011
Kenora Daily Miner & News	Ontario	Kenora, Ontario, Canada	Daily	Jan 10, 2001
Kincardine News	Ontario	Kincardine, Ontario	Weekly (Tuesday)	May 24, 2011
Kingston This Week	Ontario	Kingston, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015

Kingston Whig-Standard	Ontario	Kingston, Ontario, Canada	Monday-Saturday	Oct 1, 1985
Kingsville Reporter	Ontario	Kingsville, Ontario	Weekly (Tuesday)	Feb 15, 2011
Kirkland Lake Northern Daily News	Ontario	Kirkland Lake, Ontario, Canada	3x/week (Mon, Wed & Fri)	Dec 1, 1999
Waterloo Region Record	Ontario	Kitchener, Ontario, Canada	Monday-Saturday	Oct 1, 1990
Londoner	Ontario	London	Weekly (Thursday)	Apr 22, 2010
London Free Press	Ontario	London, Ontario, Canada	Monday - Saturday	Aug 15, 1998
Ontario Dairy Farmer	Ontario	London, Ontario, Canada	12x/year	Dec 30, 2015
Ontario Farmer	Ontario	London, Ontario, Canada	Weekly (Tuesdays)	Mar 22, 2005
Western Dairy Farmer	Ontario	London, Ontario, Canada	12x/year	Dec 4, 2015
Lucknow Sentinel	Ontario	Lucknow, Ontario	Weekly	Apr 29, 2015
Mitchell Advocate	Ontario	Mitchell, Ontario	Weekly	Apr 29, 2015
Napanee Guide	Ontario	Napanee, Ontario	Weekly	Apr 30, 2015
Nepean Barrhaven News	Ontario	Nepean/Barrhaven Region	Weekly (Thursday)	Nov 7, 2008
Niagara Advance	Ontario	Niagara Falls, Ontario	Weekly	Apr 30, 2015
Niagara Falls Review	Ontario	Niagara Falls, Ontario, Canada	Monday - Friday	Feb 1, 1999
North Bay Nugget	Ontario	North Bay, Ontario, Canada	Monday-Saturday (one day delay)	Jan 2, 1999
Norwich Gazette	Ontario	Norwich, Ontario	Weekly (Wednesday)	May 18, 2011

Orillia Packet & Times	Ontario	Orillia, Ontario, Canada	Monday-Saturday	Jan 29, 2000
Orleans News	Ontario	Orleans	Weekly (Thursday)	Nov 7, 2008
Ottawa South News	Ontario	Ottawa South Region	Friday	Nov 7, 2008
Ottawa East News	Ontario	Ottawa-Gatineau	Weekly (Thursday)	Nov 7, 2008
Ottawa Citizen	Ontario	Ottawa, Ontario, Canada	Daily	Oct 1, 1985
Ottawa Sun	Ontario	Ottawa, Ontario, Canada	Daily	Jul 17, 1998
Grey-Bruce This Week	Ontario	Owen Sound, Ontario	Weekly (Thursday)	Apr 30, 2015
Owen Sound Sun Times	Ontario	Owen Sound, Ontario, Canada	Monday-Saturday (one day delay)	Mar 2, 1998
Paris Star	Ontario	Paris, Ontario	Weekly	Apr 23, 2015
Pelham News	Ontario	Pelham, Ontario	Weekly (Wednesday)	May 20, 2011
Pembroke Daily Observer	Ontario	Pembroke, Ontario, Canada	Monday - Saturday	Apr 6, 2000
Pembroke News	Ontario	Pembroke, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Perth Courier	Ontario	Perth, Ontario	Weekly (Thursday)	Nov 6, 2008
Peterborough Examiner	Ontario	Peterborough, Ontario, Canada	Monday-Saturday	Mar 27, 2000
Petrolia Topic	Ontario	Petrolia, Ontario	Weekly	Apr 29, 2015
Picton County Weekly News	Ontario	Picton, Ontario	Weekly	Apr 30, 2015
Inport News	Ontario	Port Colborne, Ontario	Weekly (Wednesday)	May 20, 2011

Shoreline Beacon	Ontario	Port Elgin, Ontario, Canada	Weekly (Tuesday)	Jan 17, 2007
Renfrew Mercury	Ontario	Renfrew, Ontario	Weekly (Thursdays)	Jun 20, 2013
Sarnia Observer	Ontario	Sarnia, Ontario, Canada	Monday-Saturday (one day delay)	May 21, 1999
Sarnia This Week	Ontario	Sarnia, Ontario, Canada	Weekly (Wednesday)	Jan 31, 2007
Sault This Week	Ontario	Sault Ste. Marie	Weekly (Wednesday)	May 18, 2011
Sault Star	Ontario	Sault Ste. Marie, Ontario, Canada	Monday-Saturday (one day delay)	Jan 2, 1997
Huron Expositor	Ontario	Seaforth, Ontario	Weekly (Wednesday)	May 18, 2011
Simcoe Reformer	Ontario	Simcoe, Ontario, Canada	Tuesday - Saturday	Jan 29, 2004
Smiths Falls Record News	Ontario	Smith Falls Region	Weekly (Thursday)	Nov 6, 2008
St. Catharines Standard	Ontario	St. Catharines, Ontario, Canada	Monday-Saturday	Oct 1, 1996
St. Thomas Times-Journal	Ontario	St. Thomas, Ontario, Canada	Monday - Saturday	Jul 14, 2000
St. Lawrence News	Ontario	St. Lawrence Region	Weekly (Thursday)	Nov 6, 2008
Stirling Community Press	Ontario	Stirling, Ontario	Weekly	Apr 30, 2015
Stittsville News	Ontario	Stittsville/Richmond Region	Weekly (Thursday)	Nov 7, 2008
Stratford Beacon-Herald	Ontario	Stratford, Ontario, Canada	Monday-Saturday	Jan 30, 2001
Strathroy Age Dispatch	Ontario	Strathroy, Ontario	Weekly	Apr 30, 2015
Strathroy Focus	Ontario	Strathroy, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015

Sudbury Star	Ontario	Sudbury, Ontario, Canada	Monday - Saturday	Jul 8, 1999
Tecumseh Shoreline Week	Ontario	Tecumseh, Ontario	Weekly (Friday)	Feb 18, 2011
Thorold Niagara News	Ontario	Thorold, Ontario	Weekly	Apr 30, 2015
Thunder Bay Chronicle Journal	Ontario	Thunder Bay, Ontario, Canada	Daily	Sep 6, 2012
Tilbury Times	Ontario	Tilbury, Ontario	Weekly (Tuesday)	Feb 22, 2011
Tillsonburg News	Ontario	Tillsonburg, Ontario	Twice/Weekly (Monday & Friday)	May 18, 2011
Timmins Daily Press	Ontario	Timmins, Ontario, Canada	Monday-Saturday	May 4, 1999
Timmins Times	Ontario	Timmins, Ontario, Canada	Weekly (Thursday)	Jan 17, 2007
24 Hours Toronto	Ontario	Toronto, Ontario	Monday-Friday	Jun 5, 2008
Toronto Sun	Ontario	Toronto, Ontario, Canada	Daily	Sep 3, 1989
Trenton Trentonian	Ontario	Trenton, Ontario	Weekly	Apr 30, 2015
Wallaceburg Courier Press	Ontario	Wallaceburg	Weekly (Thursday)	Apr 22, 2010
Welland Tribune	Ontario	Welland, Ontario, Canada	Monday-Saturday	Mar 17, 1999
West Carleton Review	Ontario	West Carleton Region	Weekly (Thursday)	Nov 7, 2008
West Elgin Chronicle	Ontario	West Lorne, Ontario	Weekly	Apr 30, 2015
Wiarton Echo	Ontario	Wiarton, Ontario	Weekly	Apr 28, 2015
LaSalle Post	Ontario	Windsor, Ontario	Weekly (Friday)	Feb 18, 2011

Windsor Star	Ontario	Windsor, Ontario, Canada	Monday-Saturday	Oct 20, 1986
Oxford Review	Ontario	Woodstock, Ontario		May 28, 2011
Woodstock Sentinel-Review	Ontario	Woodstock, Ontario, Canada	Daily	May 25, 2004
Ajax News Advertiser	Ontario		Three/Week (Wednesday, Friday, Sunday)	Mar 16, 2003
Alliston Herald	Ontario		Twice/Week (Wednesday, Friday)	Feb 24, 2002
Almaguin News	Ontario			May 28, 2009
Ancaster News	Ontario			Apr 17, 2009
Arthur Enterprise News	Ontario			Feb 4, 2010
Aurora Banner	Ontario			Mar 18, 2003
Barrie Advance	Ontario		Three/Week (Wednesday, Friday, Sunday)	Nov 28, 2002
Beach Mirror	Ontario			Apr 1, 2005
Bloor West Villager	Ontario			Mar 21, 2003
Bracebridge Examiner	Ontario			Nov 16, 2011
Bradford West Gwillimbury Topic	Ontario			Mar 25, 2010
Brampton Guardian	Ontario		Three/Week (Wednesday, Friday, Sunday)	Dec 13, 2002
Brant News	Ontario			Nov 19, 2008

Brock Citizen	Ontario		Weekly (Friday)	Jul 23, 2004
Burlington Post	Ontario		Three/Week (Wednesday, Friday, Sunday)	Dec 13, 2002
Caledon Enterprise	Ontario		Three/Week (Wednesday, Friday, Sunday)	Oct 4, 2006
Cambridge Times	Ontario			Oct 5, 2007
City Centre Mirror	Ontario			Apr 1, 2005
Clarington This Week	Ontario			May 28, 2009
Collingwood Connection	Ontario		Weekly (Friday)	Nov 27, 2002
Dundas Star News	Ontario			May 14, 2009
East Gwillimbury Express	Ontario			Jun 19, 2007
East York Mirror	Ontario			Nov 14, 2009
Etobicoke Guardian	Ontario			Mar 19, 2003
Exeter Times-Advocate	Ontario			Jul 28, 2017
Flamborough Review	Ontario		Weekly (Friday)	Aug 15, 2003
Fort Erie Post	Ontario			Aug 4, 2011
Georgina Advocate	Ontario			Mar 20, 2003
Gravenhurst Banner	Ontario			Nov 16, 2011

Grimsby Lincoln News	Ontario			Apr 26, 2011
Hamilton Mountain News	Ontario			Jun 29, 2011
Huntsville Forester	Ontario			Jan 21, 2005
Independent Free Press	Ontario		Twice/Week (Wednesday, Friday)	Feb 28, 2007
Innisfil Journal	Ontario			Jun 1, 2009
Kawartha Lakes This Week	Ontario			Feb 7, 2007
King Connection	Ontario			Jul 13, 2007
Kitchener Post	Ontario			Jun 10, 2011
Listowel Banner	Ontario			Feb 4, 2010
Markham Economist & Sun	Ontario			Mar 18, 2003
Meaford Express	Ontario			May 28, 2009
Midland Mirror	Ontario		Twice/Weekly (Wednesday, Friday)	Apr 2, 2003
Milton Canadian Champion	Ontario		Twice/Week (Tuesday, Friday)	Apr 1, 2003
Minto Express	Ontario			Feb 4, 2010
Mississauga News	Ontario		Continuous	Sep 19, 2007
Mount Forest Confederate	Ontario			Feb 4, 2010
Muskokan	Ontario			May 29, 2009

New Hamburg Independent	Ontario			May 29, 2009
Newmarket Era	Ontario			Feb 19, 2000
Niagara This Week - Niagara Falls	Ontario			May 30, 2013
Niagara This Week - St. Catharines	Ontario			Oct 14, 2005
Niagara This Week - Thorold	Ontario			Jun 11, 2013
Niagara This Week - Welland	Ontario			Jun 11, 2013
Niagara-On-The-Lake Town Crier	Ontario			Jul 15, 2011
Norfolk News	Ontario			Oct 2, 2013
North Bay Nipissing News	Ontario			Apr 27, 2011
North York Mirror	Ontario			Mar 19, 2003
Northumberland News	Ontario		Three/Week (Wednesday, Friday, Sunday)	Aug 23, 2002
Oakville Beaver	Ontario		Three/Week (Wednesday, Friday, Saturday)	Dec 13, 2002
Orangeville Banner	Ontario		Twice/Week (Tuesday, Friday)	Aug 15, 2002
Orillia Today	Ontario		Twice/Weekly (Wednesday, Friday)	Nov 29, 2002
Oshawa This Week	Ontario		Three/Week (Wednesday, Friday, Sunday)	May 14, 1993
Our London	Ontario			Nov 4, 2010

Parkdale Villager	Ontario			Jul 14, 2009
Parry Sound North Star	Ontario			Jun 30, 2006
Peterborough This Week	Ontario		Twice/Week (Wednesday, Friday)	Mar 27, 1993
Pickering News Advertiser	Ontario			May 28, 2009
Port Colborne Leader	Ontario			Aug 31, 2011
Port Perry Star	Ontario		Twice/Week (Wednesday, Friday)	Sep 14, 2004
Richmond Hill Liberal	Ontario			Mar 18, 2003
Scarborough Mirror	Ontario			Mar 19, 2003
South Asian Focus	Ontario			Jul 17, 2007
St. Marys Journal Argus	Ontario			Sep 20, 2007
St. Thomas-Elgin Weekly News	Ontario			Oct 29, 2013
Stayner Sun	Ontario			Feb 15, 2008
Stoney Creek News	Ontario			May 15, 2009
Stouffville Sun-Tribune	Ontario			Jun 19, 2007
Stratford Gazette	Ontario			Mar 31, 2005
The Sachem	Ontario			May 7, 2009
Thornhill Liberal	Ontario			Jul 5, 2007

Uxbridge Times Journal	Ontario		Twice/Week (Wednesday, Friday)	Jun 11, 2003
Vaughan Citizen	Ontario			Mar 23, 2003
Walkerton Herald-Times	Ontario			Jun 2, 2009
Wasaga Sun	Ontario			Feb 15, 2008
Waterloo Chronicle	Ontario			May 20, 2009
Whitby This Week	Ontario			May 28, 2009
Wingham Advance Times	Ontario			Jul 31, 2017
York Guardian	Ontario			Mar 21, 2003
Journal de Montreal	Quebec	Montreal, PQ	Daily	May 25, 2011
24 Heures Montreal	Quebec	Montreal, Quebec	Mon-Fri	May 27, 2011
Montreal Gazette	Quebec	Montreal, Quebec, Canada	Monday - Saturday	Oct 1, 1985
Journal de Quebec	Quebec	Quebec City, PQ	Daily	Apr 2, 2011
Brome County News	Quebec	Sherbrook, Quebec, Canada	Weekly (Tuesday)	Dec 1, 1999
Sherbrooke Record	Quebec	Sherbrooke, Quebec, Canada	Monday-Friday	Nov 29, 1999
Battlefords News Optimist	Saskatchewan	Battlefords, Saskatchewan	Weekly (Tuesday)	Nov 28, 2007
Battlefords Regional Optimist	Saskatchewan	Battlefords, Saskatchewan	Weekly (Thursday)	Mar 7, 2013

Maple Creek & Southwest Advance Times	Saskatchewan	Maple Creek, Saskatchewan, Canada	Weekly (Tuesday)	May 3, 2016
Maple Creek News	Saskatchewan	Maple Creek, Saskatchewan, Canada	Weekly (Thursday)	May 5, 2016
Melfort Journal	Saskatchewan	Melfort, Saskatchewan	Weekly (Tuesday)	May 17, 2011
Nipawin Journal	Saskatchewan	Nipawin, Saskatchewan	Weekly (Wednesday)	May 18, 2011
Northeast Sun	Saskatchewan	Nipawin, Saskatchewan	Weekly (Friday)	May 20, 2011
Outlook	Saskatchewan	Outlook, Saskatchewan	Weekly	Oct 1, 2007
Regina QC	Saskatchewan	Regina, Saskatchewan	Weekly	Sep 15, 2011
Regina Leader Post	Saskatchewan	Regina, Saskatchewan, Canada	Monday - Saturday	Jan 1, 2000
Saskatoon Star Phoenix	Saskatchewan	Saskatoon, Saskatchewan, Canada	Monday-Saturday	May 1, 1996
Shaunavon Standard	Saskatchewan	Shaunavon, Saskatchewan, Canada	Weekly (Tuesday)	May 3, 2016
Parkland Review	Saskatchewan	Tisdale, SK	Weekly (Friday)	May 16, 2008
Tisdale Recorder	Saskatchewan	Tisdale, SK	Weekly (Wednesday)	May 14, 2008
Unity-Wilkie Press-Herald	Saskatchewan	Unity, Saskatchewan	Weekly (Monday)	May 12, 2008
Weyburn Review	Saskatchewan	Weyburn, SK	Weekly (Wednesday)	Apr 23, 2008
Whitehorse Star	Territories	Whitehorse, Yukon, Canada	Monday-Friday	Nov 1, 1999
Yukon News	Territories	Whitehorse, Yukon, Canada	Twice/Week (Wed & Fri)	Sep 9, 2002

From: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Sent: Wednesday, May 25, 2022 2:00 PM
To: Sarah Demko
Cc: Ashley Gillies; Candace Rumancik; Hofstetter, Barry
Subject: [EXTERNAL]RE: Sole Source Question - Meltwater
Attachments: Meltwater Letter of Uniqueness - Calgary Police Service.pdf; Meltwater - Exclusive Sources.pdf

ISC: Protected A

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Thank you Sarah,

S. 24(1)(c)

Let me know if you have any questions, Barry just an fyi in case you end up with this in the future, Have a great afternoon,

Matt

Matthew Sutherland
Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
P 403.268.1342 | **F** 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.
P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko
Sent: Wednesday, May 25, 2022 12:12 PM
To: Sutherland, Matthew D.
Cc: Ashley Gillies ; Candace Rumancik
Subject: [External] Sole Source Question - Meltwater
Importance: High

This Message Is From an External Sender

This message came from outside your organization.

ATTENTION: Do not click links or open attachments from external senders unless you are certain it is safe to do so. Please forward suspicious/concerning email to spam@calgary.ca

Good morning Matt,

I was not sure if you are the Lead I am still sending these requests to with the reorg happening. Please let me know if I should contact someone else.

S. 24(1)(c)

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) | Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

NOTICE -
This communication is intended ONLY for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The City of Calgary thanks you for your attention and co-operation.

Meltwater
Outside Insight

150 King Street West, 7th Floor, Toronto, Ontario M5H 1J9

The Meltwater Group
Letter of Uniqueness / Statement of Work

Meltwater Group offers the most comprehensive and affordable media intelligence service. We fully customize our reporting to each client's individual needs. Our source base is the most comprehensive and covers over 310,000+ sources in over 190 countries and 60 languages. We work with over 30,000 clients worldwide from a broad variety of sectors. Our Canadian client list includes, but is not limited to, all Ministries of the Ontario Government, Edmonton Police Service, Waterloo Regional Police, Hamilton Police, Police Association of Ontario, Saskatoon Police, Surete du Quebec, Toronto Police Association, York Regional Police, and many other police departments across North America along with government bodies and Alberta based organizations.

Factors that set Meltwater Group apart from the rest and make Meltwater a unique/sole source provider:

Media Monitoring

S. 16(1)

[redacted]

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

Meltwater
Outside Insight
150 King Street West, 7th Floor, Toronto, Ontario M5H 1J9

S. 16(1)

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

S. 16(1)

Media Analysis and Reporting

S. 16(1)

Contacts Database and Newsletter

S. 16(1)

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

Social Media Management, Scheduling, Engagement, and Reporting – Meltwater Engage

S. 16(1)

These are some of the features which allow us to claim to have a unique service, as this takes us beyond the realm of a simple media monitoring company, press release distribution tool, or social media management company, and allows us to offer a comprehensive, streamlined, and unparalleled service which has no peer or all-in-one replacement in the marketplace.

Any further questions can be directed to **Eric Farmer** (contact information below).

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

Re: Sole Sourcing

Exclusive Sources and Services only available with Meltwater

This is to confirm that Meltwater News Canada Inc., is the exclusive electronic distributor of Postmedia Network Inc. (and former Sun Media), Glacier Media, and TC Limited Partnership sources to all departments and agencies within provincial and municipal governments of Canada, British Columbia, Ontario, and beyond. (Please see attached list). The Financial Post, Calgary Herald, The Province, Times Colonist, and Business In Vancouver are included in this list; and we receive direct feeds of these sources into our platform. We are also the only provider of selected news archival sources in some cases going as far back as 1985.

If you have any further questions, please contact Carstin Hao who is listed below.

Regards,

Eric Farmer
Director, Strategic Accounts – North America
Meltwater News Canada Inc.
eric.farmer@meltwater.com | 514-243-3542

Contact:
Carstin Hao
Client Success Director – Canada
Meltwater News Canada Inc.
carstin.hao@meltwater.com | 604-239-8380

Meltwater News Canada Inc.
150 King St West, 7th floor
Toronto, ON
M5H 1J9

Metro Newspapers		
Calgary Herald	montrealgazette.com	thestarphoenix.com
Calgary Sun	National Post	Toronto Sun
calgaryherald.com	nationalpost.com	torontosun.com
calgarysun.com	Ottawa Citizen	Vancouver Province
Edmonton Journal	Ottawa Sun	Vancouver Sun
Edmonton Sun	ottawacitizen.com	vancouversun.com
edmontonjournal.com	ottawasun.com	Winnipeg Sun
edmontonsun.com	Regina Leader Post	winnipegsun.com
leaderpost.com	Saskatoon Star Phoenix	
Montreal Gazette	theprovince.com	

Community Newspapers		
Airdrie Echo	kapuskasingtimes.com	Sarnia Observer
airdrieecho.com	Kenora Daily Miner & News	Sarnia This Week
Beaumont News	kenoradaily minerandnews.com	sarniathisweek.com
Belleville Intelligencer	Kincardine News	Sault Star
Bow Valley Crag & Canyon	kincardinenews.com	Sault This Week
Brantford Expositor	Kingston This Week	saultstar.com
brantfordexpositor.ca	Kingston Whig-Standard	saultthisweek.com
Brockville Recorder & Times	Kingsville Reporter	seaforthuronexpositor.com
Camrose Canadian	Kirkland Lake Northern Daily News	Selkirk Journal
camrosecanadian.com	Lacombe Globe	Sherwood Park News
Central Plains Herald-Leader	lacombeglobe.com	sherwoodparknews.com
Chatham Daily News	Lake of the Woods Enterprise	Shoreline Beacon
Chatham This Week	Lakeshore Advance	shorelinebeacon.com
chathamdailynews.ca	Lakeshore News	Spruce Grove Examiner
chathamthisweek.com	lakeshoreadvance.com	sprucegroveexaminer.com
Clinton News-Record	LaSalle Post	St. Thomas Times-Journal
clintonnewsrecord.com	Leduc Representative	standard-freeholder.com
Cochrane Times	leducrep.com	Stirling Community Press
Cochrane Times-Post	lfpress.com	Stonewall Argus
cochranetimes.com	London Free Press	Stony Plain Reporter
cochranetimespost.com	Londoner	stonyplainreporter.com
Cold Lake Sun	Lucknow Sentinel	Stratford Beacon-Herald
coldlakesun.com	lucknowsentinel.com	stratfordbeaconherald.com
Corn, Soybean + Wheat Handbook	Mayerthorpe Freelancer	Strathroy Age Dispatch
Cornwall Standard-Freeholder	mayerthorpefreelancer.com	Strathroy Focus
dailyheraldtribune.com	Melfort Journal	strathroyagedispatch.com
Delhi News-Record	melfortjournal.com	
delhinewsrecord.com		

Devon Dispatch News
Drayton Valley Western Review
draytonvalley westernreview.c om
Edmonton Examiner
edmontonexaminer.com
Edson Leader
edsonleader.com
elliotlakestandard.ca
Elliott Lake Standard
Espanola Mid-North Monitor
Exeter Times-Advocate
Exeter Weekender
Fairview Post
fairviewpost.com
Fort McMurray This Week
Fort McMurray Today
Fort Saskatchewan Record
fortmcmurraytoday.com
fortsaskatchewanrecord.com
Gananonque Reporter
gananonquereporter.com
Goderich Focus
Goderich Signal Star
goderichsignalstar.com
Grande Prairie Daily Herald-Tribune
Grey-Bruce This Week
Hanna Herald
hannaherald.com
Hanover Post
High River Times
highrivertimes.com
Hinton Parklander
hintonparklander.com
Huron Expositor
intelligencer.ca
Interlake Spectator
interlaketoday.ca
midnorthmonitor.com
Mitchell Advocate
mitchelladvocate.com
Morden Times
Nanton News
nantonnews.com
Napanee Guide
napaneeguide.com
Nipawin Journal
nipawinjournal.com
Northeast Sun
nugget.ca
Ontario Dairy Farmer
Ontario Farmer
Ontario Hog Farmer
Owen Sound Sun Times
owensoundsuntimes.com
Oxford Review
Paris Star
parisstaronline.com
Peace Country Sun
Peace River Record Gazette
peacecountrysun.com
pembinatoday.ca
Pembroke News
petroliatopic.com
Picton County Weekly News
Pincher Creek Echo
pinchercreekecho.com
Portage La Prairie Daily Graphic
portagedailygraphic.com
prrecordgazette.com
recorder.ca
Red River Valley Echo
stthomastimesjournal.com
Sudbury Star
Tecumseh Shoreline Week
thechronicle-online.com
thecragandcanyon.com
thedailyobserver.ca
thelondoner.ca
theobserver.ca
thepost.on.ca
thesudburystar.com
thewhig.com
Tilbury Times
Tillsonburg News
tillsonburgnews.com
Timmins Daily Press
Timmins Times
timminspress.com
timminstimes.com
Today's Farmer
Trenton Trentonian
trentonian.ca
Valley Leader
Vermilion Standard
vermilionstandard.com
Vulcan Advocate
vulcanadvocate.com
Wallaceburg Courier Press
wallaceburgc ourierpress.c om
West Elgin Chronicle
Western Dairy Farmer
WetaskiwinTimesAdvertiser
wetaskiwintimes.com
Whitecourt Star
whitecourtstar.com
Wiarton Echo
wiartonecho.com
Windsor Star
windsorstar.com
Winkler Times
Woodstock Sentinel-Review
woodstock sentinelreview.c om

Additional Full-text Licensed Sources

Source Name	Region	Location	Update Frequency	Coverage Start
Airdrie Echo	Alberta	Airdrie, Alberta, Canada	Weekly	Apr 12, 2006
Airdrie City View	Alberta	Alberta	Weekly (Friday)	Jun 6, 2008
Bassano Times	Alberta	Alberta	Weekly (Tuesday)	Jun 3, 2008
Brooks Bulletin	Alberta	Alberta	Weekly (Tuesday)	Jun 3, 2008
Cardston Temple City Star	Alberta	Alberta	Weekly (Thursday)	Jun 5, 2008
Rocky Mountain House Mountaineer	Alberta	Alberta	Weekly (Tuesdays)	Sep 16, 2008
Rocky Mountain Outlook	Alberta	Alberta	Weekly (Thursday)	Jun 5, 2008
Athabasca Advocate	Alberta	Athabasca, Alberta, Canada	Weekly (Tuesday)	Mar 13, 2001
Bow Valley Crag & Canyon	Alberta	Banff, Alberta, Canada	Weekly	Mar 28, 2006
Barrhead Leader	Alberta	Barrhead, Alberta, Canada	Weekly (Tuesday)	Mar 20, 2001
Bashaw Star	Alberta	Bashaw, Alberta	Weekly (Tuesday)	Jun 4, 2013
Beaumont News	Alberta	Beaumont, Alberta	Weekly	May 1, 2015
Town & Country News	Alberta	Beaverlodge, Alberta	Weekly (Friday)	Jul 17, 2009
Crowsnest Pass Herald	Alberta	Blairmore, Alberta	Weekly (Tuesday)	Jun 23, 2009
Bonnyville Nouvelle	Alberta	Bonnyville, Alberta, Canada	Weekly (Tuesday)	Sep 29, 2009

Brooks Weekend Regional	Alberta	Brooks, Alberta	Weekly (Thursday)	Jun 6, 2008
Calgary Herald	Alberta	Calgary, Alberta, Canada	Daily	Dec 7, 1988
Calgary Sun	Alberta	Calgary, Alberta, Canada	Daily	Jan 9, 1998
Camrose Canadian	Alberta	Camrose, Alberta	Weekly (Thursday)	May 19, 2011
Castor Advance	Alberta	Castor, Alberta	Weekly (Thursday)	Jun 6, 2013
Claresholm Local Press	Alberta	Claresholm, Alberta	Weekly	Jun 11, 2008
Coaldale Sunny South News	Alberta	Coaldale, Alberta	Weekly	Jun 3, 2008
Cochrane Times	Alberta	Cochrane, Alberta, Canada	Weekly	Apr 12, 2006
Cold Lake Sun	Alberta	Cold Lake, Alberta	Weekly (Tuesday)	May 17, 2011
Consort Enterprise	Alberta	Consort, Alberta	Weekly (Wednesday)	Jun 4, 2008
East Central Alberta Review	Alberta	Coronation, Alberta	Weekly (Thursday)	Jun 9, 2008
Devon Dispatch News	Alberta	Devon, Alberta	Weekly (Fri)	May 1, 2015
Drayton Valley Western Review	Alberta	Drayton Valley, Alberta	Weekly	Apr 21, 2015
Drumheller Mail	Alberta	Drumheller, Alberta	Weekly (Wednesday)	Jun 5, 2013
Vue Weekly	Alberta	Edmonton, Alberta	Weekly (Wednesday)	Dec 3, 2014
Edmonton Examiner	Alberta	Edmonton, Alberta, Canada	Weekly (Wednesday)	Sep 28, 2005
Edmonton Journal	Alberta	Edmonton, Alberta, Canada	Daily	Mar 10, 1989

Edmonton Sun	Alberta	Edmonton, Alberta, Canada	Daily	Aug 7, 1998
Edson Weekly Anchor	Alberta	Edson, AB	Weekly (Monday)	Dec 1, 2008
Edson Leader	Alberta	Edson, Alberta	Weekly (Monday)	May 23, 2011
Elk Point Review	Alberta	Elk Point, Alberta, Canada	Weekly (Tuesday)	Jun 12, 2001
Falher Smoky River Express	Alberta	Fahler, Alberta	Weekly	Jun 11, 2008
Fairview Post	Alberta	Fairview, Alberta	Weekly (Tuesday)	May 18, 2011
Fort MacLeod Gazette	Alberta	Fort Macleod, Alberta	Weekly	Jun 4, 2008
Fort McMurray This Week	Alberta	Fort McMurray, Alberta, Canada	Weekly (Thursday)	Nov 17, 2016
Fort McMurray Today	Alberta	Fort McMurray, Alberta, Canada	Monday-Saturday (one day delay)	Jun 24, 2000
Fort Saskatchewan Record	Alberta	Fort Saskatchewan, Alberta, Canada	Weekly (Thursday)	May 30, 2006
Grande Cache Mountaineer	Alberta	Grande Cache, Alberta	Weekly	Jun 10, 2008
Peace Country Sun	Alberta	Grande Prairie, Alberta	Weekly (Friday)	May 20, 2011
Grande Prairie Daily Herald-Tribune	Alberta	Grande Prairie, Alberta, Canada	Monday-Friday	Apr 24, 2001
Hanna Herald	Alberta	Hanna, Alberta	Weekly (Wednesday)	May 18, 2011
High Prairie South Peace News	Alberta	High Prairie, Alberta	Weekly	Jun 11, 2008
High River Times	Alberta	High River, Alberta	Weekly	Apr 21, 2015
Hinton Parklander	Alberta	Hinton, Alberta	Weekly (Monday)	May 23, 2011

Rocky View Weekly	Alberta	Irricana, Alberta, Canada	Weekly (Tuesday)	Aug 1, 2000
Jasper Fitzhugh	Alberta	Jasper, Alberta	Weekly (Thursday)	Jun 6, 2013
Lac La Biche Post	Alberta	Lac-la Biche, Alberta, Canada	Weekly (Tuesday)	Apr 10, 2001
Lacombe Globe	Alberta	Lacombe, Alberta	Weekly (Thursday)	May 19, 2011
Lamont Leader	Alberta	Lamont, Alberta	Weekly (Tuesday)	Jun 4, 2013
Leduc Representative	Alberta	Leduc, Alberta, Canada	Weekly (Friday)	May 26, 2006
Lethbridge Sun Times	Alberta	Lethbridge, Alberta	Weekly (Wed)	Jun 11, 2008
Lethbridge Herald	Alberta	Lethbridge, Alberta, Canada	Daily	Aug 4, 2011
Westwind Weekly News	Alberta	Magrath, Alberta, Canada	Weekly (Thu)	Oct 27, 2016
Mayerthorpe Freelancer	Alberta	Mayerthorpe, Alberta	Weekly (Wednesday)	May 18, 2011
Medicine Hat News	Alberta	Medicine Hat, Alberta, Canada	Daily	Feb 11, 2010
Prairie Post	Alberta	Medicine Hat, Alberta, Canada	Weekly (Friday)	Aug 6, 2009
Prairie Post West	Alberta	Medicine Hat, Alberta, Canada	Weekly (Fridays)	Apr 22, 2016
Morinville Free Press	Alberta	Morinville, Alberta	Weekly (Tuesday)	Jun 4, 2013
Okotoks Western Wheel	Alberta	Okotoks, Alberta, Canada	Weekly (Wednesdays)	Nov 24, 2004
Mountain View Gazette	Alberta	Olds, Alberta, Canada	Weekly - Tuesday	Oct 20, 2009
Oyen Echo	Alberta	Oyen, Alberta	Weekly (Tuesday)	Jun 4, 2013

Peace River Record Gazette	Alberta	Peace River, Alberta	Weekly (Tuesday)	May 18, 2011
Pincher Creek Echo	Alberta	Pincher Creek, Alberta	Weekly (Friday)	May 20, 2011
Ponoka News	Alberta	Ponoka, Alberta	Weekly (Wednesday)	Jun 5, 2013
Provost News	Alberta	Provost, Alberta	Weekly	Jun 11, 2008
Red Deer Express	Alberta	Red Deer, Alberta, Canada	Weekly (Wednesday)	Jul 2, 2000
Redwater Review	Alberta	Redwater, Alberta	Weekly (Tuesday)	Jun 4, 2013
Rimbey Review	Alberta	Rimbey, Alberta	Weekly (Tuesday)	Jun 4, 2013
Rycroft Central Peace Signal	Alberta	Rycroft, Alberta	Weekly (Tuesday)	Jun 10, 2008
Sedgewick Community Press	Alberta	Sedgewick, Alberta	Weekly (Tuesday)	Jun 3, 2008
Sherwood Park News	Alberta	Sherwood Park, Alberta, Canada	Twice/Weekly (Tuesday & Friday)	Aug 10, 2005
Slave Lake Lakeside Leader	Alberta	Slave Lake, Alberta	Weekly	Jun 24, 2009
Smoky Lake Signal	Alberta	Smoky Lake, Alberta	Weekly	Jun 4, 2008
Spruce Grove Examiner	Alberta	Spruce Grove, Alberta, Canada	Weekly (Friday)	May 26, 2006
St. Albert Gazette	Alberta	St. Albert, Alberta, Canada	Twice/week (Wednesday & Saturday)	Sep 29, 1999
St. Paul Journal	Alberta	St. Paul, Alberta, Canada	Weekly (Tuesday)	Jun 5, 2001
Stettler Independent	Alberta	Stettler, Alberta	Weekly (Wednesday)	Jun 5, 2013

Stony Plain Reporter	Alberta	Stony Plain, Alberta, Canada	Weekly (Friday)	May 26, 2006
Strathmore Standard	Alberta	Strathmore, Alberta	Weekly (Wednesday)	May 18, 2011
Strathmore Times	Alberta	Strathmore, Alberta	Weekly (Friday)	Jun 7, 2013
Sundre Round Up	Alberta	Sundre, Alberta, Canada	Weekly (Tuesday)	Oct 20, 2009
Swan Hills Grizzly Gazette	Alberta	Swan Hills, Alberta	Weekly (Tuesday)	Jun 3, 2008
Eckville Echo	Alberta	Sylvan Lake, Alberta	Weekly (Thursday)	Jun 6, 2008
Sylvan Lake News	Alberta	Sylvan Lake, Alberta	Weekly (Friday)	Jun 6, 2008
Taber Times	Alberta	Taber, Alberta	Weekly	Jun 4, 2008
Three Hills Capital	Alberta	Three Hills, Alberta	Weekly	Jun 4, 2008
Tofield Mercury	Alberta	Tolfield, Alberta	Weekly (Tuesday)	Jun 10, 2008
Two Hills & County Chronicle	Alberta	Two Hills, Alberta	Weekly (Tuesday)	May 3, 2011
Vauxhall Advance	Alberta	Vauxhall	Weekly	Jun 5, 2008
Vermilion Standard	Alberta	Vermilion, Alberta	Weekly (Wednesday)	May 18, 2011
Vermilion Voice	Alberta	Vermilion, Alberta	Weekly (Monday)	Jun 3, 2013
Viking Weekly Review	Alberta	Viking. Alberta	Weekly (Tuesday)	Jun 3, 2008
Vulcan Advocate	Alberta	Vulcan, Alberta	Weekly (Wednesday)	May 18, 2011
Wabasca Fever	Alberta	Wabasca, Alberta	Weekly (Thursday)	Jun 5, 2008

Wainwright Star/Edge	Alberta	Wainright, Alberta	Weekly (Friday)	Jun 6, 2008
Town & Country	Alberta	Westlock, Alberta, Canada	Weekly (Monday)	Mar 13, 2006
Westlock News	Alberta	Westlock, Alberta, Canada	Weekly (Monday)	Mar 13, 2006
Wetaskiwin Times Advertiser	Alberta	Wetaskiwin, Alberta	Weekly (Wednesday)	May 18, 2011
Whitecourt Press	Alberta	Whitecourt, Alberta	Weekly (Tue)	Mar 4, 2014
Whitecourt Star	Alberta	Whitecourt, Alberta	Weekly (Wednesday)	May 18, 2011
Bow Island Commentator	Alberta		Weekly (Tuesday)	Jun 3, 2008
Burnaby Now	British Columbia	Burnaby, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Jun 12, 2002
New Westminster Record	British Columbia	Burnaby, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Oct 16, 2002
Tri-City News	British Columbia	Coquitlam, British Columbia, Canada	Twice Weekly (Wed & Fri)	Dec 9, 2015
Northern Horizon	British Columbia	Dawson Creek, British Columbia	Weekly (Fri)	Jan 20, 2017
Dawson Creek Mirror	British Columbia	Dawson Creek, British Columbia, Canada	Weekly (Thursday)	Jan 5, 2017
Delta Optimist	British Columbia	Delta, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Apr 24, 2002
Alaska Highway News	British Columbia	Fort St. John, British Columbia, Canada	Monday-Friday	Nov 25, 1999
Local Weekly	British Columbia	Gibsons, British Columbia	Weekly (Thursday)	Dec 3, 2014
Columbia Valley Pioneer	British Columbia	Invermere, British Columbia	Weekly (Friday)	Dec 5, 2014

Kamloops This Week	British Columbia	Kamloops, British Columbia	3x/Week (Tuesday, Thursday & Friday)	Dec 4, 2014
Kelowna Daily Courier	British Columbia	Kelowna, British Columbia, Canada	Daily	Nov 5, 2002
Kelowna Westside Weekly	British Columbia	Kelowna, British Columbia, Canada	Thursday, Sunday	Nov 6, 2002
Okanagan Weekend	British Columbia	Kelowna, British Columbia, Canada		Nov 9, 2002
Langley Advance	British Columbia	Langley, British Columbia	Twice/Week (Tuesday & Friday)	Apr 19, 2002
Merritt Herald	British Columbia	Merritt, British Columbia	Twice/Week (Tuesday & Thursday)	Dec 4, 2014
North Shore News	British Columbia	North Vancouver, British Columbia, Canada	Thrice/Week (Wed, Fri & Sun)	Aug 19, 2001
Oliver Chronicle	British Columbia	Oliver, British Columbia	Weekly (Wednesday)	Dec 3, 2014
Osoyoos Times	British Columbia	Osoyoos, British Columbia	Weekly (Wednesday)	Dec 4, 2014
Peachland View	British Columbia	Peachland, British Columbia	Weekly (Friday)	Dec 5, 2014
Penticton Herald	British Columbia	Penticton, British Columbia, Canada	Daily	Nov 5, 2002
Prince George Citizen	British Columbia	Prince George, British Columbia, Canada	Monday-Saturday	Aug 17, 1999
Richmond News	British Columbia	Richmond, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Apr 10, 2002
Coast Reporter	British Columbia	Sechelt, British Columbia	Weekly (Fri)	Apr 1, 2016
Elk Valley Herald	British Columbia	Sparwood, British Columbia	Weekly (Wed)	Mar 5, 2014
Squamish Chief	British Columbia	Squamish, British Columbia	Weekly (Thursday)	Apr 14, 2016

Trail Daily Times	British Columbia	Trail, British Columbia, Canada	Tuesday - Friday	Sep 1, 1999
24 Hours Vancouver	British Columbia	Vancouver, British Columbia	Mon-Fri	May 27, 2011
Westender	British Columbia	Vancouver, British Columbia	Weekly (Thursday)	May 15, 2014
Business in Vancouver	British Columbia	Vancouver, British Columbia, Canada	Weekly (Tuesdays)	Jan 5, 2016
Vancouver Courier	British Columbia	Vancouver, British Columbia, Canada	Weekly (Friday)	Sep 15, 2002
Vancouver Province	British Columbia	Vancouver, British Columbia, Canada	Daily	Mar 20, 1989
Vancouver Sun	British Columbia	Vancouver, British Columbia, Canada	Daily	Jan 2, 1987
Victoria Times Colonist	British Columbia	Victoria, British Columbia, Canada	Daily	Nov 23, 1991
100 Mile House Free Press	British Columbia			May 29, 2009
Abbotsford News	British Columbia			Aug 25, 2001
Agassiz Observer	British Columbia			Mar 24, 2004
Alberni Valley News	British Columbia			Aug 11, 2006
Aldergrove Star	British Columbia			Aug 30, 2001
Arrow Lakes News	British Columbia			Mar 31, 2004
Ashcroft Cache Creek Journal	British Columbia			Mar 23, 2004
Barriere Star Journal	British Columbia			Mar 22, 2004
Boundary Creek Times	British Columbia			May 10, 2013

Burns Lake Lakes District News	British Columbia			Mar 24, 2004
Caledonia Courier	British Columbia			Oct 2, 2007
Campbell River Mirror	British Columbia			Mar 23, 2004
Castlegar News	British Columbia			May 7, 2004
Chilliwack Progress	British Columbia			Mar 23, 2004
Clearwater Times	British Columbia			Mar 22, 2004
Cloverdale Reporter	British Columbia			Mar 20, 2009
Coast Mountain News	British Columbia		2x/Month	Feb 27, 2013
Comox Valley Record	British Columbia			Mar 26, 2004
Cowichan Valley Citizen	British Columbia			Jan 1, 2015
Cranbrook Daily Townsman	British Columbia			Jan 9, 2014
Creston Valley Advance	British Columbia			Feb 10, 2011
Eagle Valley News	British Columbia			Feb 15, 2011
Golden Star	British Columbia			Mar 24, 2004
Goldstream News Gazette	British Columbia			Mar 16, 2005
Grand Forks Gazette	British Columbia			Apr 13, 2010
Hope Standard	British Columbia			Aug 30, 2001

Houston Today	British Columbia			Feb 15, 2005
Kelowna Capital News	British Columbia			Sep 26, 2004
Keremeos Review	British Columbia			Jul 14, 2009
Kimberley Daily Bulletin	British Columbia			Jan 6, 2014
Kitimat Northern Sentinel	British Columbia			Aug 29, 2007
Ladysmith Chronicle	British Columbia			Mar 23, 2004
Lake Country Calendar	British Columbia			Jul 14, 2009
Lake Cowichan Gazette	British Columbia			Mar 24, 2004
Langley Times	British Columbia			Mar 24, 2004
Maple Ridge News	British Columbia			Mar 24, 2004
Mission City Record	British Columbia			Aug 30, 2001
Monday Magazine	British Columbia			Apr 29, 2004
Nanaimo News Bulletin	British Columbia			Aug 25, 2001
Nelson Star	British Columbia			Mar 29, 2008
North Delta Reporter	British Columbia			Mar 9, 2017
North Island Gazette	British Columbia			Mar 24, 2004
Oak Bay News	British Columbia			Mar 31, 2004

Parksville Qualicum Beach News	British Columbia			Mar 7, 2007
Peace Arch News	British Columbia			Mar 23, 2004
Peninsula News Review	British Columbia			Mar 31, 2004
Penticton Western News	British Columbia			Sep 28, 2007
Quesnel Cariboo Observer	British Columbia			Jan 2, 2003
Revelstoke Times Review	British Columbia			Mar 24, 2004
Rossland News	British Columbia			May 29, 2009
Saanich News	British Columbia			Mar 31, 2004
Salmon Arm Observer	British Columbia			Aug 24, 2001
Similkameen Spotlight	British Columbia			Mar 31, 2004
Smithers Interior News	British Columbia			Mar 25, 2004
Sooke News Mirror	British Columbia			Mar 31, 2004
Summerland Review	British Columbia			Aug 26, 2001
Surrey Now Leader	British Columbia			Mar 19, 2004
Terrace Standard	British Columbia			Mar 23, 2004
The Free Press	British Columbia			Nov 30, 2011
The Northern View	British Columbia			Jul 28, 2006

Tofino-Ucluelet Westerly News	British Columbia			Aug 4, 2015
Vanderhoof Omineca Express	British Columbia			Mar 24, 2004
Vernon Morning Star	British Columbia			Mar 26, 2004
Victoria News	British Columbia			Mar 31, 2004
West Kootenay Advertiser	British Columbia			Aug 29, 2001
Williams Lake Tribune	British Columbia			Aug 24, 2001
Red River Valley Echo	Manitoba	Altona, Manitoba	Weekly (Thursday)	Dec 1, 2011
Westman Journal	Manitoba	Brandon, Manitoba	Weekly (Thursday)	Nov 15, 2007
Brandon Sun	Manitoba	Brandon, Manitoba, Canada	Daily	Feb 20, 2007
Valley Leader	Manitoba	Carman, Manitoba	Weekly (Thursday)	Dec 1, 2011
Interlake Spectator	Manitoba	Gimli, Manitoba	Weekly (Thursday)	Dec 1, 2011
Morden Times	Manitoba	Morden, Manitoba	Weekly	Dec 1, 2011
Central Plains Herald-Leader	Manitoba	Portage la Prairie, Manitoba	Weekly (Saturday)	May 28, 2011
Portage La Prairie Daily Graphic	Manitoba	Portage La Prairie, Manitoba, Canada	Monday, Tuesday, Thursday, Friday	May 1, 2002
Selkirk Journal	Manitoba	Selkirk, Manitoba, Canada	Weekly (Friday)	Feb 8, 2006
Stonewall Argus	Manitoba	Stonewall, Manitoba	Weekly (Friday)	Dec 1, 2011
Winkler Times	Manitoba	Winkler, Manitoba	Weekly (Thursday)	Dec 1, 2011

Winnipeg Free Press	Manitoba	Winnipeg, Manitoba, Canada	Monday - Saturday	Nov 26, 1996
Winnipeg Sun	Manitoba	Winnipeg, Manitoba, Canada	Daily	Oct 18, 1999
Canada NewsWire	National	Canada	Daily	Mar 1, 1988
Canadian Press	National	Canada	Daily	Jan 1, 1990
Daily Oil Bulletin	National	Canada	Monday-Friday	Jun 1, 1989
Maclean's	National	Canada	Weekly	Mar 21, 1988
National Post	National	Canada	Monday-Saturday	Oct 5, 1985
Postmedia News	National	Canada	Daily	Nov 2, 1986
Presse Canadienne	National	Canada	Monday - Saturday	Jan 1, 1990
Presse Canadienne – Le fil radio	National	Canada	Daily	Oct 23, 1999
Strategy	National	Canada	Monthly	Jun 4, 2001
Bathurst Northern Light	New Brunswick	Bathurst, New Brunswick, Canada	Weekly (Tuesday)	Oct 23, 2002
Tribune (Campbellton)	New Brunswick	Campbellton, New Brunswick	Weekly	Nov 5, 2008
L'Étoile Chaleur	New Brunswick	Chaleur, New Brunswick	Weekly (Thursday)	Mar 28, 2008
L'Étoile Sud-Est	New Brunswick	Dieppe, New Brunswick	Weekly (Thursday)	Mar 29, 2008
Fredericton Daily Gleaner	New Brunswick	Fredericton, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
Victoria Star	New Brunswick	Grand Falls, New Brunswick	Weekly (Wednesday)	Dec 12, 2007

L'Étoile Kent	New Brunswick	Kent, New Brunswick	Weekly (Thursday)	Mar 29, 2008
Le Madawaska	New Brunswick	Makawaska, New Brunswick	Weekly (Saturday)	Mar 28, 2008
Moncton Times & Transcript	New Brunswick	Moncton, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
L'Étoile-Nord-Ouest	New Brunswick	New Brunswick	Weekly (Wednesday)	Dec 14, 2016
Miramichi Leader	New Brunswick	New Brunswick	Next Day	Oct 1, 2007
L'Étoile Restigouche	New Brunswick	Restigouche, New Brunswick	Thursday	Mar 28, 2008
New Brunswick Telegraph-Journal	New Brunswick	Saint John, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
Kings County Record	New Brunswick	Sussex, New Brunswick	Weekly (Tuesday)	Jul 31, 2007
Bugle-Observer	New Brunswick	Woodstock, New Brunswick	Twice/Week (Tuesday, Friday)	Oct 9, 2007
L'Étoile Provinciale	New Brunswick		Weekly (Thursday)	Aug 13, 2009
St. John's Telegram	Newfoundland	St. John's, Newfoundland, Canada	Daily	Apr 5, 1997
Halifax Chronicle-Herald	Nova Scotia	Halifax, Nova Scotia	Daily	Feb 1, 2012
Halifax Community Herald	Nova Scotia	Halifax, Nova Scotia	Weekly (Wednesday)	Feb 6, 2012
Cape Breton Post	Nova Scotia	Sydney, Nova Scotia, Canada	Monday-Saturday	Apr 5, 1999
Truro Daily News	Nova Scotia	Truro, Nova Scotia, Canada	Monday-Saturday (one day delay)	May 3, 1999
Carleton Place Almonte Canadian Gazette	Ontario	Almonte/Carleton Place Region	Weekly (Thursday)	Nov 6, 2008

Arnprior Chronicle-Guide	Ontario	Arnprior, Ontario	Weekly (Thursday)	Nov 7, 2008
Barrie Examiner	Ontario	Barrie, Ontario, Canada	Tuesday-Saturday	Feb 8, 2000
Lakeshore News	Ontario	Belle River, Ontario	Weekly (Thursday)	Feb 18, 2011
Belleville Intelligencer	Ontario	Belleville, Ontario, Canada	Monday-Saturday	Apr 6, 2005
Bradford Times	Ontario	Bradford, Ontario	Weekly (Thursday)	Apr 23, 2015
Brantford Expositor	Ontario	Brantford, Ontario, Canada	Monday-Saturday	Dec 23, 1998
Brockville Recorder & Times	Ontario	Brockville, Ontario, Canada	Monday - Saturday	Jun 20, 2000
Today's Farmer	Ontario	Chatham, Ontario	25 Issues P/Y	May 17, 2011
Chatham Daily News	Ontario	Chatham, Ontario, Canada	Monday-Saturday	Feb 10, 1999
Chatham This Week	Ontario	Chatham, Ontario, Canada	Weekly (Wednesday)	Jan 17, 2007
Clinton News-Record	Ontario	Clinton, Ontario	Weekly	Apr 29, 2015
Cochrane Times-Post	Ontario	Cochrane, Ontario	Weekly	Apr 23, 2015
Collingwood Enterprise-Bulletin	Ontario	Collingwood, Ontario, Canada	Twice /Week (Tuesday & Friday)	Feb 25, 2000
Cornwall Standard-Freeholder	Ontario	Cornwall, Ontario, Canada	Monday - Saturday	Feb 25, 1999
Delhi News-Record	Ontario	Delhi, Ontario	Weekly	May 18, 2011
Elliott Lake Standard	Ontario	Elliott Lake, Ontario	Weekly (Thu)	Mar 13, 2013
Espanola Mid-North Monitor	Ontario	Espanoloa, Ontario	Weekly (Thu)	Mar 13, 2013

Fort Erie Times	Ontario	Fort Erie, Ontario	Weekly	Apr 30, 2015
Ottawa West News	Ontario	Friday	Weekly (Thursday)	Nov 7, 2008
Gananoque Reporter	Ontario	Gananoque, Ontario	Weekly	Apr 30, 2015
Goderich Signal Star	Ontario	Goderich, Ontario	Weekly (Wed)	Apr 29, 2015
Goderich Focus	Ontario	Goderich, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Lakeshore Advance	Ontario	Grand Bend, Ontario	Weekly	Apr 29, 2015
Hamilton Spectator	Ontario	Hamilton, Ontario, Canada	Monday-Saturday	Oct 7, 1991
Hanover Post	Ontario	Hanover, Ontario, Canada	Weekly (Thursday)	Feb 15, 2000
Ingersoll Times	Ontario	Ingersoll, Ontario	Weekly (Wednesday)	May 18, 2011
Innisfil Examiner	Ontario	Innisfil, Ontario	Weekly	May 1, 2015
Kanata Kourier-Standard	Ontario	Kanata, Ontario	Weekly (Thursday)	Nov 7, 2008
Kapuskasing Northern Times	Ontario	Kapuskasing, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Kemptville Advance	Ontario	Kemptville Region	Weekly (Thursday)	Nov 6, 2008
Lake of the Woods Enterprise	Ontario	Kenora, Ontario	Weekly (Saturday)	May 28, 2011
Kenora Daily Miner & News	Ontario	Kenora, Ontario, Canada	Daily	Jan 10, 2001
Kincardine News	Ontario	Kincardine, Ontario	Weekly (Tuesday)	May 24, 2011
Kingston This Week	Ontario	Kingston, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015

Kingston Whig-Standard	Ontario	Kingston, Ontario, Canada	Monday-Saturday	Oct 1, 1985
Kingsville Reporter	Ontario	Kingsville, Ontario	Weekly (Tuesday)	Feb 15, 2011
Kirkland Lake Northern Daily News	Ontario	Kirkland Lake, Ontario, Canada	3x/week (Mon, Wed & Fri)	Dec 1, 1999
Waterloo Region Record	Ontario	Kitchener, Ontario, Canada	Monday-Saturday	Oct 1, 1990
Londoner	Ontario	London	Weekly (Thursday)	Apr 22, 2010
London Free Press	Ontario	London, Ontario, Canada	Monday - Saturday	Aug 15, 1998
Ontario Dairy Farmer	Ontario	London, Ontario, Canada	12x/year	Dec 30, 2015
Ontario Farmer	Ontario	London, Ontario, Canada	Weekly (Tuesdays)	Mar 22, 2005
Western Dairy Farmer	Ontario	London, Ontario, Canada	12x/year	Dec 4, 2015
Lucknow Sentinel	Ontario	Lucknow, Ontario	Weekly	Apr 29, 2015
Mitchell Advocate	Ontario	Mitchell, Ontario	Weekly	Apr 29, 2015
Napanee Guide	Ontario	Napanee, Ontario	Weekly	Apr 30, 2015
Nepean Barrhaven News	Ontario	Nepean/Barrhaven Region	Weekly (Thursday)	Nov 7, 2008
Niagara Advance	Ontario	Niagara Falls, Ontario	Weekly	Apr 30, 2015
Niagara Falls Review	Ontario	Niagara Falls, Ontario, Canada	Monday - Friday	Feb 1, 1999
North Bay Nugget	Ontario	North Bay, Ontario, Canada	Monday-Saturday (one day delay)	Jan 2, 1999
Norwich Gazette	Ontario	Norwich, Ontario	Weekly (Wednesday)	May 18, 2011

Orillia Packet & Times	Ontario	Orillia, Ontario, Canada	Monday-Saturday	Jan 29, 2000
Orleans News	Ontario	Orleans	Weekly (Thursday)	Nov 7, 2008
Ottawa South News	Ontario	Ottawa South Region	Friday	Nov 7, 2008
Ottawa East News	Ontario	Ottawa-Gatineau	Weekly (Thursday)	Nov 7, 2008
Ottawa Citizen	Ontario	Ottawa, Ontario, Canada	Daily	Oct 1, 1985
Ottawa Sun	Ontario	Ottawa, Ontario, Canada	Daily	Jul 17, 1998
Grey-Bruce This Week	Ontario	Owen Sound, Ontario	Weekly (Thursday)	Apr 30, 2015
Owen Sound Sun Times	Ontario	Owen Sound, Ontario, Canada	Monday-Saturday (one day delay)	Mar 2, 1998
Paris Star	Ontario	Paris, Ontario	Weekly	Apr 23, 2015
Pelham News	Ontario	Pelham, Ontario	Weekly (Wednesday)	May 20, 2011
Pembroke Daily Observer	Ontario	Pembroke, Ontario, Canada	Monday - Saturday	Apr 6, 2000
Pembroke News	Ontario	Pembroke, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Perth Courier	Ontario	Perth, Ontario	Weekly (Thursday)	Nov 6, 2008
Peterborough Examiner	Ontario	Peterborough, Ontario, Canada	Monday-Saturday	Mar 27, 2000
Petrolia Topic	Ontario	Petrolia, Ontario	Weekly	Apr 29, 2015
Picton County Weekly News	Ontario	Picton, Ontario	Weekly	Apr 30, 2015
Inport News	Ontario	Port Colborne, Ontario	Weekly (Wednesday)	May 20, 2011

Shoreline Beacon	Ontario	Port Elgin, Ontario, Canada	Weekly (Tuesday)	Jan 17, 2007
Renfrew Mercury	Ontario	Renfrew, Ontario	Weekly (Thursdays)	Jun 20, 2013
Sarnia Observer	Ontario	Sarnia, Ontario, Canada	Monday-Saturday (one day delay)	May 21, 1999
Sarnia This Week	Ontario	Sarnia, Ontario, Canada	Weekly (Wednesday)	Jan 31, 2007
Sault This Week	Ontario	Sault Ste. Marie	Weekly (Wednesday)	May 18, 2011
Sault Star	Ontario	Sault Ste. Marie, Ontario, Canada	Monday-Saturday (one day delay)	Jan 2, 1997
Huron Expositor	Ontario	Seaforth, Ontario	Weekly (Wednesday)	May 18, 2011
Simcoe Reformer	Ontario	Simcoe, Ontario, Canada	Tuesday - Saturday	Jan 29, 2004
Smiths Falls Record News	Ontario	Smith Falls Region	Weekly (Thursday)	Nov 6, 2008
St. Catharines Standard	Ontario	St. Catharines, Ontario, Canada	Monday-Saturday	Oct 1, 1996
St. Thomas Times-Journal	Ontario	St. Thomas, Ontario, Canada	Monday - Saturday	Jul 14, 2000
St. Lawrence News	Ontario	St. Lawrence Region	Weekly (Thursday)	Nov 6, 2008
Stirling Community Press	Ontario	Stirling, Ontario	Weekly	Apr 30, 2015
Stittsville News	Ontario	Stittsville/Richmond Region	Weekly (Thursday)	Nov 7, 2008
Stratford Beacon-Herald	Ontario	Stratford, Ontario, Canada	Monday-Saturday	Jan 30, 2001
Strathroy Age Dispatch	Ontario	Strathroy, Ontario	Weekly	Apr 30, 2015
Strathroy Focus	Ontario	Strathroy, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015

Sudbury Star	Ontario	Sudbury, Ontario, Canada	Monday - Saturday	Jul 8, 1999
Tecumseh Shoreline Week	Ontario	Tecumseh, Ontario	Weekly (Friday)	Feb 18, 2011
Thorold Niagara News	Ontario	Thorold, Ontario	Weekly	Apr 30, 2015
Thunder Bay Chronicle Journal	Ontario	Thunder Bay, Ontario, Canada	Daily	Sep 6, 2012
Tilbury Times	Ontario	Tilbury, Ontario	Weekly (Tuesday)	Feb 22, 2011
Tillsonburg News	Ontario	Tillsonburg, Ontario	Twice/Weekly (Monday & Friday)	May 18, 2011
Timmins Daily Press	Ontario	Timmins, Ontario, Canada	Monday-Saturday	May 4, 1999
Timmins Times	Ontario	Timmins, Ontario, Canada	Weekly (Thursday)	Jan 17, 2007
24 Hours Toronto	Ontario	Toronto, Ontario	Monday-Friday	Jun 5, 2008
Toronto Sun	Ontario	Toronto, Ontario, Canada	Daily	Sep 3, 1989
Trenton Trentonian	Ontario	Trenton, Ontario	Weekly	Apr 30, 2015
Wallaceburg Courier Press	Ontario	Wallaceburg	Weekly (Thursday)	Apr 22, 2010
Welland Tribune	Ontario	Welland, Ontario, Canada	Monday-Saturday	Mar 17, 1999
West Carleton Review	Ontario	West Carleton Region	Weekly (Thursday)	Nov 7, 2008
West Elgin Chronicle	Ontario	West Lorne, Ontario	Weekly	Apr 30, 2015
Wiarton Echo	Ontario	Wiarton, Ontario	Weekly	Apr 28, 2015
LaSalle Post	Ontario	Windsor, Ontario	Weekly (Friday)	Feb 18, 2011

Windsor Star	Ontario	Windsor, Ontario, Canada	Monday-Saturday	Oct 20, 1986
Oxford Review	Ontario	Woodstock, Ontario		May 28, 2011
Woodstock Sentinel-Review	Ontario	Woodstock, Ontario, Canada	Daily	May 25, 2004
Ajax News Advertiser	Ontario		Three/Week (Wednesday, Friday, Sunday)	Mar 16, 2003
Alliston Herald	Ontario		Twice/Week (Wednesday, Friday)	Feb 24, 2002
Almaguin News	Ontario			May 28, 2009
Ancaster News	Ontario			Apr 17, 2009
Arthur Enterprise News	Ontario			Feb 4, 2010
Aurora Banner	Ontario			Mar 18, 2003
Barrie Advance	Ontario		Three/Week (Wednesday, Friday, Sunday)	Nov 28, 2002
Beach Mirror	Ontario			Apr 1, 2005
Bloor West Villager	Ontario			Mar 21, 2003
Bracebridge Examiner	Ontario			Nov 16, 2011
Bradford West Gwillimbury Topic	Ontario			Mar 25, 2010
Brampton Guardian	Ontario		Three/Week (Wednesday, Friday, Sunday)	Dec 13, 2002
Brant News	Ontario			Nov 19, 2008

Brock Citizen	Ontario		Weekly (Friday)	Jul 23, 2004
Burlington Post	Ontario		Three/Week (Wednesday, Friday, Sunday)	Dec 13, 2002
Caledon Enterprise	Ontario		Three/Week (Wednesday, Friday, Sunday)	Oct 4, 2006
Cambridge Times	Ontario			Oct 5, 2007
City Centre Mirror	Ontario			Apr 1, 2005
Clarington This Week	Ontario			May 28, 2009
Collingwood Connection	Ontario		Weekly (Friday)	Nov 27, 2002
Dundas Star News	Ontario			May 14, 2009
East Gwillimbury Express	Ontario			Jun 19, 2007
East York Mirror	Ontario			Nov 14, 2009
Etobicoke Guardian	Ontario			Mar 19, 2003
Exeter Times-Advocate	Ontario			Jul 28, 2017
Flamborough Review	Ontario		Weekly (Friday)	Aug 15, 2003
Fort Erie Post	Ontario			Aug 4, 2011
Georgina Advocate	Ontario			Mar 20, 2003
Gravenhurst Banner	Ontario			Nov 16, 2011

Grimsby Lincoln News	Ontario			Apr 26, 2011
Hamilton Mountain News	Ontario			Jun 29, 2011
Huntsville Forester	Ontario			Jan 21, 2005
Independent Free Press	Ontario		Twice/Week (Wednesday, Friday)	Feb 28, 2007
Innisfil Journal	Ontario			Jun 1, 2009
Kawartha Lakes This Week	Ontario			Feb 7, 2007
King Connection	Ontario			Jul 13, 2007
Kitchener Post	Ontario			Jun 10, 2011
Listowel Banner	Ontario			Feb 4, 2010
Markham Economist & Sun	Ontario			Mar 18, 2003
Meaford Express	Ontario			May 28, 2009
Midland Mirror	Ontario		Twice/Weekly (Wednesday, Friday)	Apr 2, 2003
Milton Canadian Champion	Ontario		Twice/Week (Tuesday, Friday)	Apr 1, 2003
Minto Express	Ontario			Feb 4, 2010
Mississauga News	Ontario		Continuous	Sep 19, 2007
Mount Forest Confederate	Ontario			Feb 4, 2010
Muskokan	Ontario			May 29, 2009

New Hamburg Independent	Ontario			May 29, 2009
Newmarket Era	Ontario			Feb 19, 2000
Niagara This Week - Niagara Falls	Ontario			May 30, 2013
Niagara This Week - St. Catharines	Ontario			Oct 14, 2005
Niagara This Week - Thorold	Ontario			Jun 11, 2013
Niagara This Week - Welland	Ontario			Jun 11, 2013
Niagara-On-The-Lake Town Crier	Ontario			Jul 15, 2011
Norfolk News	Ontario			Oct 2, 2013
North Bay Nipissing News	Ontario			Apr 27, 2011
North York Mirror	Ontario			Mar 19, 2003
Northumberland News	Ontario		Three/Week (Wednesday, Friday, Sunday)	Aug 23, 2002
Oakville Beaver	Ontario		Three/Week (Wednesday, Friday, Saturday)	Dec 13, 2002
Orangeville Banner	Ontario		Twice/Week (Tuesday, Friday)	Aug 15, 2002
Orillia Today	Ontario		Twice/Weekly (Wednesday, Friday)	Nov 29, 2002
Oshawa This Week	Ontario		Three/Week (Wednesday, Friday, Sunday)	May 14, 1993
Our London	Ontario			Nov 4, 2010

Parkdale Villager	Ontario			Jul 14, 2009
Parry Sound North Star	Ontario			Jun 30, 2006
Peterborough This Week	Ontario		Twice/Week (Wednesday, Friday)	Mar 27, 1993
Pickering News Advertiser	Ontario			May 28, 2009
Port Colborne Leader	Ontario			Aug 31, 2011
Port Perry Star	Ontario		Twice/Week (Wednesday, Friday)	Sep 14, 2004
Richmond Hill Liberal	Ontario			Mar 18, 2003
Scarborough Mirror	Ontario			Mar 19, 2003
South Asian Focus	Ontario			Jul 17, 2007
St. Marys Journal Argus	Ontario			Sep 20, 2007
St. Thomas-Elgin Weekly News	Ontario			Oct 29, 2013
Stayner Sun	Ontario			Feb 15, 2008
Stoney Creek News	Ontario			May 15, 2009
Stouffville Sun-Tribune	Ontario			Jun 19, 2007
Stratford Gazette	Ontario			Mar 31, 2005
The Sachem	Ontario			May 7, 2009
Thornhill Liberal	Ontario			Jul 5, 2007

Uxbridge Times Journal	Ontario		Twice/Week (Wednesday, Friday)	Jun 11, 2003
Vaughan Citizen	Ontario			Mar 23, 2003
Walkerton Herald-Times	Ontario			Jun 2, 2009
Wasaga Sun	Ontario			Feb 15, 2008
Waterloo Chronicle	Ontario			May 20, 2009
Whitby This Week	Ontario			May 28, 2009
Wingham Advance Times	Ontario			Jul 31, 2017
York Guardian	Ontario			Mar 21, 2003
Journal de Montreal	Quebec	Montreal, PQ	Daily	May 25, 2011
24 Heures Montreal	Quebec	Montreal, Quebec	Mon-Fri	May 27, 2011
Montreal Gazette	Quebec	Montreal, Quebec, Canada	Monday - Saturday	Oct 1, 1985
Journal de Quebec	Quebec	Quebec City, PQ	Daily	Apr 2, 2011
Brome County News	Quebec	Sherbrook, Quebec, Canada	Weekly (Tuesday)	Dec 1, 1999
Sherbrooke Record	Quebec	Sherbrooke, Quebec, Canada	Monday-Friday	Nov 29, 1999
Battlefords News Optimist	Saskatchewan	Battlefords, Saskatchewan	Weekly (Tuesday)	Nov 28, 2007
Battlefords Regional Optimist	Saskatchewan	Battlefords, Saskatchewan	Weekly (Thursday)	Mar 7, 2013

Maple Creek & Southwest Advance Times	Saskatchewan	Maple Creek, Saskatchewan, Canada	Weekly (Tuesday)	May 3, 2016
Maple Creek News	Saskatchewan	Maple Creek, Saskatchewan, Canada	Weekly (Thursday)	May 5, 2016
Melfort Journal	Saskatchewan	Melfort, Saskatchewan	Weekly (Tuesday)	May 17, 2011
Nipawin Journal	Saskatchewan	Nipawin, Saskatchewan	Weekly (Wednesday)	May 18, 2011
Northeast Sun	Saskatchewan	Nipawin, Saskatchewan	Weekly (Friday)	May 20, 2011
Outlook	Saskatchewan	Outlook, Saskatchewan	Weekly	Oct 1, 2007
Regina QC	Saskatchewan	Regina, Saskatchewan	Weekly	Sep 15, 2011
Regina Leader Post	Saskatchewan	Regina, Saskatchewan, Canada	Monday - Saturday	Jan 1, 2000
Saskatoon Star Phoenix	Saskatchewan	Saskatoon, Saskatchewan, Canada	Monday-Saturday	May 1, 1996
Shaunavon Standard	Saskatchewan	Shaunavon, Saskatchewan, Canada	Weekly (Tuesday)	May 3, 2016
Parkland Review	Saskatchewan	Tisdale, SK	Weekly (Friday)	May 16, 2008
Tisdale Recorder	Saskatchewan	Tisdale, SK	Weekly (Wednesday)	May 14, 2008
Unity-Wilkie Press-Herald	Saskatchewan	Unity, Saskatchewan	Weekly (Monday)	May 12, 2008
Weyburn Review	Saskatchewan	Weyburn, SK	Weekly (Wednesday)	Apr 23, 2008
Whitehorse Star	Territories	Whitehorse, Yukon, Canada	Monday-Friday	Nov 1, 1999
Yukon News	Territories	Whitehorse, Yukon, Canada	Twice/Week (Wed & Fri)	Sep 9, 2002

Non-Responsive

From: Sarah Demko
Sent: Friday, March 10, 2023 11:13 AM
To: Violet Rudy ; Alexia Elford ; Candace Rumancik
Subject: RE: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

ISC: Protected A

Morning Violet,

Alexia is on top of it – I already signed this morning 😊

Hope you have a good weekend.

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Friday, March 10, 2023 11:08 AM
To: Sarah Demko <SDemko@calgarypolice.ca>; Alexia Elford <AElford@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: FW: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

Good morning Sarah,

I hope you're having a great day. I know Alexia is off today, please see the note below.
I fairly certain Alexia mentioned that you would have to sign this. Not sure if you're working today either.

Thank you to all three of you for the help with this!
Happy Friday/weekend,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Friday, March 10, 2023 9:11 AM
To: Alexia Elford <AElford@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>; Violet Rudy <VRudy@calgarypolice.ca>; Niki Phillips <niki.phillips@hootsuite.com>
Subject: Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

Hi Alexia,

See below for the countersigned Calgary Police Service contract letter. Please send back the fully executed version once your team has signed.

Do you think your team will be able to sign Hootsuite's authorization form by the end of today?

Best,
Mackenzie

On Thu, Mar 9, 2023 at 6:59 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Great thanks Alexia! I've just sent the contract letter over to our contracts team for signature. I'll send it back over once complete.
>
> Best,
> Mackenzie
>
> On Thu, Mar 9, 2023 at 6:44 PM Alexia Elford <AElford@calgarypolice.ca> wrote:
>
> > ISC: Protected A
> >
> > HI Mackenzie,
> >
> > Please move this forward for signature so I can have it executed by CSP and release the PO. Thank you,
> >
> > **Alexia Elford, SCMP** | Leader – Strategic Procurement and Asset Management | IT Operations Section
> > S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca
> >
> > CALGARY POLICE SERVICE
> > RESPECT • HONESTY • COMPASSION • COURAGE • FAIRNESS • ACCOUNTABILITY • INTEGRITY
> >
> > ISC: Protected A
>
> ---
>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Thursday, March 09, 2023 3:01 PM
> **To:** Alexia Elford <AElford@calgarypolice.ca>
> **Cc:** Elly Leader <elly.leader@hootsuite.com>; Violet Rudy <VRudy@calgarypolice.ca>; Niki Phillips <niki.phillips@hootsuite.com>
> **Subject:** Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police
>
> Hi Alexia,
>
> Our legal team has made a few final minor changes to the Calgary Police Service contract letter, these include the following:
>
> - Added "Hootsuite Inc." to the first paragraph
> - Reverted to "-1" for the quote reference #
> - Revised the Talkwalker language in section 7.3 per Talkwalkers suggestion
>
> If your team is okay with these changes then we are ready to route it to our team for final signature. Do these changes work for your team?
>
> Best,
> Mackenzie
>
> On Thu, Mar 9, 2023 at 9:47 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:
>
> > Thanks Alexia, we've forwarded this along to Michael and our legal team for final review.

I've also attached the updated Hootsuite Authorization form below for signature. This has a start date of Monday, March 13th.

Warm Regards,
Mackenzie

On Thu, Mar 9, 2023 at 9:19 AM Alexia Elford <AElford@calgarypolice.ca> wrote:

> ISC: Protected A
>
> HI Everyone ,
>
> Please see the revised document as discussed. If you can sign and send me an updated quote I can get this executed today on our end and have a req created to process the payment. Thank you,
>
> **Alexia Elford, SCMP** | Leader – Strategic Procurement and Asset Management | IT Operations Section
> S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca
>
>
>
>
> ISC: Protected A
>
> ---
>
> **From:** Elly Leader <elly.leader@hootsuite.com>
> **Sent:** Thursday, March 09, 2023 8:49 AM
> **To:** Alexia Elford <AElford@calgarypolice.ca>
> **Cc:** Violet Rudy <VRudy@calgarypolice.ca>; Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>; Niki Phillips <niki.phillips@hootsuite.com>
> **Subject:** Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police
>
> Hi Alexia - yes - just sent you an invite! Michael from our Legal team will be joining.
>
> On Thu, Mar 9, 2023 at 7:38 AM Alexia Elford <AElford@calgarypolice.ca> wrote:
>
> > ISC: Protected A
> >
> > Good Morning Elly,
> >
> > I have a mutually agreed to solution that I have approval to move forward with, but wanted to touch base with you to ensure we are all on the same page. Do you have time for a quick 5 minute phone conversation today before I move forward with the agreement. I am flexible to accommodating your schedule. Thank you,
> >
> > **Alexia Elford, SCMP** | Leader – Strategic Procurement and Asset Management | IT Operations Section
> > S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Elly Leader <elly.leader@hootsuite.com>
Sent: Wednesday, March 08, 2023 11:01 AM
To: Violet Rudy <VRudy@calgarypolice.ca>; Alexia Elford <AElford@calgarypolice.ca>
Cc: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>; Niki Phillips <niki.phillips@hootsuite.com>
Subject: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

> You don't often get email from elly.leader@hootsuite.com. Learn why this is important

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hello Violet and Alexia,

We met with our Legal team first thing this morning. I can't express the amount of urgency we are applying to make sure we can get you going with the solution with Meltwater now switched off. Please see updated feedback below from our Head of Legal:

We have reviewed your proposed letter of contract with a view to determining the best path forward given the time constraints and your need for access to our solution asap.

S. 24(1)(c)

Please forward this or connect us with whomever needs to review!

Speak soon,

Elly

Elly Leader

Senior Manager, North America Sales

+1 604 341 6368
111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

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--

Mackenzie Magnolo

Senior Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1
call: +1 408 916 5614
text: +1 604 842 1331

Book a meeting with Mackenzie Magnolo

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From: Elly Leader <elly.leader@hootsuite.com>
Sent: Friday, March 10, 2023 11:39 AM
To: Alexia Elford
Cc: Violet Rudy; Mackenzie Magnolo; Candace Rumancik; Emma Poole
Subject: Re: [EXTERNAL]Re: FW: IQ 23-002 Social Media Scheduling and Monitoring

Thank you, Alexia! Processing now. Appreciate your partnership on this.

On Fri, Mar 10, 2023 at 10:33 AM Alexia Elford <AElford@calgarypolice.ca> wrote:

> ISC: Protected A
>
> Hi Elly,
>
> My apologies, please see attached the signed authorization form as well for your records. Thank you,
>
> **Alexia Elford, SCMP** | Leader – Strategic Procurement and Asset Management | IT Operations Section
> S. 25(1)(c)(i) | Phone: 403.428.5777 | aelford@calgarypolice.ca
>
>
>
>
> ISC: Protected A
>
> ---
>
> **From:** Elly Leader <elly.leader@hootsuite.com>
> **Sent:** Friday, March 10, 2023 11:24 AM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Cc:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>; Alexia Elford <AElford@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
> **Subject:** [EXTERNAL]Re: FW: IQ 23-002 Social Media Scheduling and Monitoring
>
> ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.
>
> Hi Violet - thank you. The last remaining item as discussed in our call is the Hootsuite Authorization form attached (as referenced in your contract letter).
>
> Once this is signed, we can process your account and get going!
>
> Elly
>
> On Fri, Mar 10, 2023 at 10:08 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > ISC: Protected A
> >
> > Good morning Elly and Mackenzie,
> >
> > Please see the attached executed contract letter for the Hootsuite and Talkwalker social media scheduling and monitoring

tool.

Thank you,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

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From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Friday, March 10, 2023 10:42 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: IQ 23-002 Social Media Scheduling and Monitoring

ISC: Protected A

Hi Violet,

Please see the executed agreement with Hootsuite for your records. Candace created Req# 27958 based on the quote amount which will transition to a PO for payment processing once supply has processed it.

Feel free to engage the supplier to move this forward. Thank you

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Sarah Demko
Sent: Friday, March 10, 2023 11:32 AM
To: Alexia Elford
Subject: RE: [EXTERNAL]Re: FW: IQ 23-002 Social Media Scheduling and Monitoring
Attachments: Calgary Police Service Updated Contract Start Date March 13th.pdf

ISC: Protected A

Not a problem. Please find attached 😊

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) | Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Friday, March 10, 2023 11:29 AM
To: Sarah Demko <SDemko@calgarypolice.ca>
Subject: FW: [EXTERNAL]Re: FW: IQ 23-002 Social Media Scheduling and Monitoring

ISC: Protected A

Hi Sarah,

Can you also sign this authorization form for Hootsuite. I forgot to attach it to the email with the contract letter and it was part of the agreement. Thank you,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Elly Leader <elly.leader@hootsuite.com>
Sent: Friday, March 10, 2023 11:24 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>; Alexia Elford <AElford@calgarypolice.ca>; Candace Rumancik

<CRumancik@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: [EXTERNAL]Re: FW: IQ 23-002 Social Media Scheduling and Monitoring

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Violet - thank you. The last remaining item as discussed in our call is the Hootsuite Authorization form attached (as referenced in your contract letter).

Once this is signed, we can process your account and get going!

Elly

On Fri, Mar 10, 2023 at 10:08 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> ISC: Protected A
>
> Good morning Elly and Mackenzie,
>
> Please see the attached executed contract letter for the Hootsuite and Talkwalker social media scheduling and monitoring tool.
>
> Thank you,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
> **ISC: Protected A**
> **NOTICE -**
> This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation.
>
> ---
>
> **From:** Alexia Elford <AElford@calgarypolice.ca>
> **Sent:** Friday, March 10, 2023 10:42 AM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Cc:** Candace Rumancik <CRumancik@calgarypolice.ca>
> **Subject:** IQ 23-002 Social Media Scheduling and Monitoring
>
> ISC: Protected A
>
> Hi Violet,
>
> Please see the executed agreement with Hootsuite for your records. Candace created Req# 27958 based on the quote

amount which will transition to a PO for payment processing once supply has processed it.

Feel free to engage the supplier to move this forward. Thank you

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Authorization Form Prepared For:
Calgary Police Service
5111 47 St. N.E.
Calgary, AB T3J 3R2
Canada

Quote #: Q-376232-1
Date: 9-MAR-2023
Expires 13-MAR-2023
Prices quoted in CAD
Account Executive: Mackenzie Magnolo
Email: mackenzie.magnolo@hootsuite.com

Item	Total Price
S. 16(1)	CAD 71,222.50

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Customer:	Calgary Police Service	**Billing Schedule:**	Annually
Contact Name:	Violet Rudy	**Payment Terms:**	Payments are due within 30 days of invoice date
Phone:	S. 25(1)(c)(i)		
Customer Billing Address:	5111 47 St. N.E. Calgary, AB T3J 3R2 Canada	**Start of Initial Term:** **End of Initial Term:**	13-MAR-2023 12-MAR-2024

Primary Contact Email: violet.rudy@calgarypolice.ca
Billing Contact Name: Violet Rudy
Billing Contact Phone: S. 25(1)(c)(i)
Billing Contact Email: violet.rudy@calgarypolice.ca

Additional Terms:
Pursuant to Section 6.2 (Term of Authorization Form) of the Terms, this Authorization Form shall renew for a 12-month term at a Total Renewal Price of $63,577.50.

For customer internal purposes only:

Order Subtotal: 71,222.50
Estimated Order Tax Total: 3,561.13*
Estimated Grant Total: 74,783.63

*Estimated Tax of $3,561.13. Please note this is just an estimate

---

By signing this Authorization Form, you agree to: (a) purchase the products and services pursuant to the terms and fees set forth herein; (b) pay the Total Price (and applicable sales and use taxes) and authorize Hootsuite to submit invoices for such payment; and (c) be bound by the terms and conditions published at https://hootsuite.com/enterpriseterms (the "Terms"). This Authorization Form will renew as set forth in the Terms, unless expressly stated otherwise herein.

S. 17(1)

Sarah Demko
Name

Signature

Director IT Operations Calgary Police Service
Title

2023/03/10
Date of Signature

From: Sarah Demko
Sent: Friday, March 10, 2023 11:13 AM
To: Violet Rudy; Alexia Elford; Candace Rumancik
Subject: RE: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police
Attachments: RE: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

ISC: Protected A

Morning Violet,

Alexia is on top of it – I already signed this morning 😊

Hope you have a good weekend.

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Violet Rudy
Sent: Friday, March 10, 2023 11:08 AM
To: Sarah Demko ; Alexia Elford ; Candace Rumancik
Subject: FW: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

Good morning Sarah,

I hope you're having a great day. I know Alexia is off today, please see the note below.
I fairly certain Alexia mentioned that you would have to sign this. Not sure if you're working today either.

Thank you to all three of you for the help with this!
Happy Friday/weekend,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

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the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation.

From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Friday, March 10, 2023 9:11 AM
To: Alexia Elford <AElford@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>; Violet Rudy <VRudy@calgarypolice.ca>; Niki Phillips <niki.phillips@hootsuite.com>
Subject: Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

Hi Alexia,

See below for the countersigned Calgary Police Service contract letter. Please send back the fully executed version once your team has signed.

Do you think your team will be able to sign Hootsuite's authorization form by the end of today?

Best,
Mackenzie

On Thu, Mar 9, 2023 at 6:59 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Great thanks Alexia! I've just sent the contract letter over to our contracts team for signature. I'll send it back over once complete.
>
> Best,
> Mackenzie
>
> On Thu, Mar 9, 2023 at 6:44 PM Alexia Elford <AElford@calgarypolice.ca> wrote:
>
> > ISC: Protected A
> >
> > HI Mackenzie,
> >
> > Please move this forward for signature so I can have it executed by CSP and release the PO. Thank you,
> >
> > **Alexia Elford, SCMP** | Leader – Strategic Procurement and Asset Management | IT Operations Section
> > S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca
> >
> >
> >
> > ISC: Protected A
> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Thursday, March 09, 2023 3:01 PM
> > **To:** Alexia Elford <AElford@calgarypolice.ca>
> > **Cc:** Elly Leader <elly.leader@hootsuite.com>; Violet Rudy <VRudy@calgarypolice.ca>; Niki Phillips <niki.phillips@hootsuite.com>
> > **Subject:** Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

Hi Alexia,

Our legal team has made a few final minor changes to the Calgary Police Service contract letter, these include the following:

- Added "Hootsuite Inc." to the first paragraph
- Reverted to "-1" for the quote reference #
- Revised the Talkwalker language in section 7.3 per Talkwalkers suggestion

If your team is okay with these changes then we are ready to route it to our team for final signature. Do these changes work for your team?

Best,
Mackenzie

On Thu, Mar 9, 2023 at 9:47 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks Alexia, we've forwarded this along to Michael and our legal team for final review.
>
> I've also attached the updated Hootsuite Authorization form below for signature. This has a start date of Monday, March 13th.
>
> Warm Regards,
> Mackenzie
>
> On Thu, Mar 9, 2023 at 9:19 AM Alexia Elford <AElford@calgarypolice.ca> wrote:
>
> > ISC: Protected A
> >
> > HI Everyone ,
> >
> > Please see the revised document as discussed. If you can sign and send me an updated quote I can get this executed today on our end and have a req created to process the payment. Thank you,
> >
> > **Alexia Elford, SCMP** | Leader – Strategic Procurement and Asset Management | IT Operations Section
> > S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca
> >
> >
> >
> > ISC: Protected A
> >
> > **From:** Elly Leader <elly.leader@hootsuite.com>
> > **Sent:** Thursday, March 09, 2023 8:49 AM
> > **To:** Alexia Elford <AElford@calgarypolice.ca>
> > **Cc:** Violet Rudy <VRudy@calgarypolice.ca>; Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>; Niki Phillips <niki.phillips@hootsuite.com>
> > **Subject:** Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police
> >
> > Hi Alexia - yes - just sent you an invite! Michael from our Legal team will be joining.

On Thu, Mar 9, 2023 at 7:38 AM Alexia Elford <AElford@calgarypolice.ca> wrote:

ISC: Protected A

Good Morning Elly,

I have a mutually agreed to solution that I have approval to move forward with, but wanted to touch base with you to ensure we are all on the same page. Do you have time for a quick 5 minute phone conversation today before I move forward with the agreement. I am flexible to accommodating your schedule. Thank you,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Elly Leader <elly.leader@hootsuite.com>
Sent: Wednesday, March 08, 2023 11:01 AM
To: Violet Rudy <VRudy@calgarypolice.ca>; Alexia Elford <AElford@calgarypolice.ca>
Cc: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>; Niki Phillips <niki.phillips@hootsuite.com>
Subject: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

> You don't often get email from elly.leader@hootsuite.com. Learn why this is important

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Hello Violet and Alexia,

We met with our Legal team first thing this morning. I can't express the amount of urgency we are applying to make sure we can get you going with the solution with Meltwater now switched off. Please see updated feedback below from our Head of Legal:

We have reviewed your proposed letter of contract with a view to determining the best path forward given the time constraints and your need for access to our solution asap.

S. 24(1)(c)

S. 24(1)(c)

Please forward this or connect us with whomever needs to review!

Speak soon,

Elly

Elly Leader

Senior Manager, North America Sales

+1 604 341 6368
111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

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--

Mackenzie Magnolo

Senior Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1
call: +1 408 916 5614
text: +1 604 842 1331

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From: Sarah Demko [SDemko@calgarypolice.ca]
To: Alexia Elford
Sent: Friday, March 10, 2023 9:40:44 AM
Subject: RE: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police
Attachments: Calgary_contract letter_Hootsuite 2023 Mar 10.pdf (487 KB); image001.jpg (8 KB); image002.png (3 KB); image003.png (3 KB); image004.png (3 KB); image005.png (3 KB); image006.png (3 KB);

Good morning Alexia,

Please find attached the signed letter.

I hope you have a good weekend.

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Friday, March 10, 2023 9:17 AM
To: Sarah Demko <SDemko@calgarypolice.ca>
Subject: Fw: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

Hi sarah,

Can you please execute this agreement and sent it back to me so I can move this forward for violet. Thanks

Sent from Nine Work

From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Friday, March 10, 2023 9:13 a.m.
To: Alexia Elford
Cc: Elly Leader; Violet Rudy; Niki Phillips
Subject: Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

Hi Alexia,

See below for the countersigned Calgary Police Service contract letter. Please send back the fully executed version once your team has signed.

Do you think your team will be able to sign Hootsuite's authorization form by the end of today?

Best,
Mackenzie

On Thu, Mar 9, 2023 at 6:59 'a0PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Great thanks Alexia! I've just sent the contract letter over to our contracts team for signature. I'll send it back over once complete.
>
> Best,
> Mackenzie
>
> On Thu, Mar 9, 2023 at 6:44 'a0PM Alexia Elford <AElford@calgarypolice.ca> wrote:
>
> > ISC: Protected A
> >
> > HI Mackenzie,
> >
> > Please move this forward for signature so I can have it executed by CSP and release the PO. Thank you,
> >
> > **Alexia Elford, SCMP** | Leader – Strategic Procurement and Asset Management | IT Operations Section
> > S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca
> >
> >
> >
> > ISC: Protected A
> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Thursday, March 09, 2023 3:01 PM
> > **To:** Alexia Elford <AElford@calgarypolice.ca>
> > **Cc:** Elly Leader <elly.leader@hootsuite.com>; Violet Rudy <VRudy@calgarypolice.ca>; Niki Phillips <niki.phillips@hootsuite.com>
> > **Subject:** Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police
> >
> > Hi Alexia,
> >
> > Our legal team has made a few final minor changes to the Calgary Police Service contract letter, these include the following:
> >
> > - Added "Hootsuite Inc." to the first paragraph
> > - Reverted to "-1" for the quote reference #
> > - Revised the Talkwalker language in section 7.3 per Talkwalkers suggestion
> >
> > If your team is okay with these changes then we are ready to route it to our team for final signature. Do these changes work for your team?
> >
> > Best,
> > Mackenzie
> >
> > On Thu, Mar 9, 2023 at 9:47 'a0AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:
> >
> > > Thanks Alexia, we've forwarded this along to Michael and our legal team for final review.

I've also attached the updated Hootsuite Authorization form below for signature. This has a start date of Monday, March 13th.

Warm Regards,
Mackenzie

On Thu, Mar 9, 2023 at 9:19 'a0AM Alexia Elford <AElford@calgarypolice.ca> wrote:

ISC: Protected A

HI Everyone ,

Please see the revised document as discussed. If you can sign and send me an updated quote I can get this executed today on our end and have a req created to process the payment. Thank you,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Elly Leader <elly.leader@hootsuite.com>
Sent: Thursday, March 09, 2023 8:49 AM
To: Alexia Elford <AElford@calgarypolice.ca>
Cc: Violet Rudy <VRudy@calgarypolice.ca>; Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>; Niki Phillips <niki.phillips@hootsuite.com>
Subject: Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

Hi Alexia - yes - just sent you an invite! Michael from our Legal team will be joining.

On Thu, Mar 9, 2023 at 7:38 'a0AM Alexia Elford <AElford@calgarypolice.ca> wrote:

ISC: Protected A

Good Morning Elly,

I have a mutually agreed to solution that I have approval to move forward with, but wanted to touch base with you to ensure we are all on the same page. Do you have time for a quick 5 minute phone conversation today before I move forward with the agreement. I am flexible to accommodating your schedule. Thank you,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
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Subject: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

> You don't often get email from elly.leader@hootsuite.com. Learn why this is important

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Hello Violet and Alexia,

We met with our Legal team first thing this morning. I can't express the amount of urgency we are applying to make sure we can get you going with the solution with Meltwater now switched off. Please see updated feedback below from our Head of Legal:

We have reviewed your proposed letter of contract with a view to determining the best path forward given the time constraints and your need for access to our solution asap.

S. 24(1)(c)

Please forward this or connect us with whomever needs to review!

Speak soon,

Elly

Elly Leader

Senior Manager, North America Sales

+1 604 341 6368
111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

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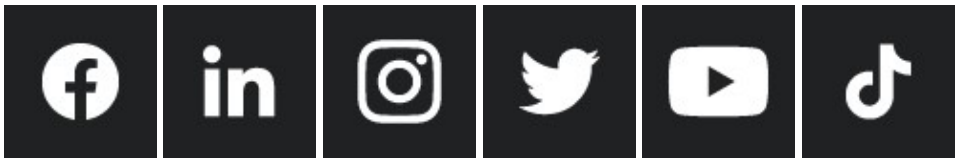

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Mackenzie Magnolo

Senior Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1
call: +1 408 916 5614
text: +1 604 842 1331

Book a meeting with Mackenzie Magnolo

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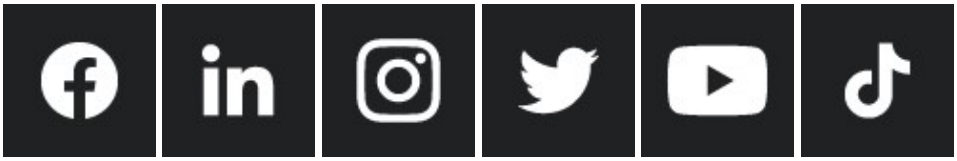

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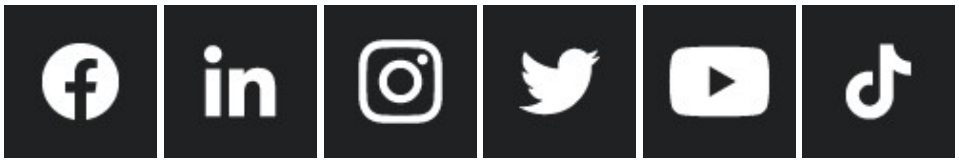

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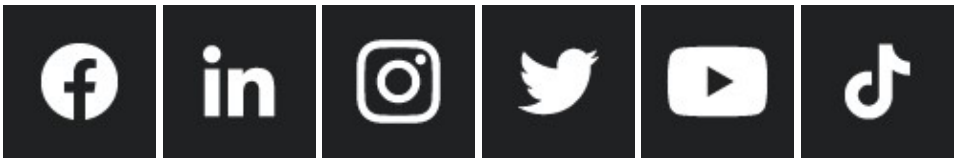

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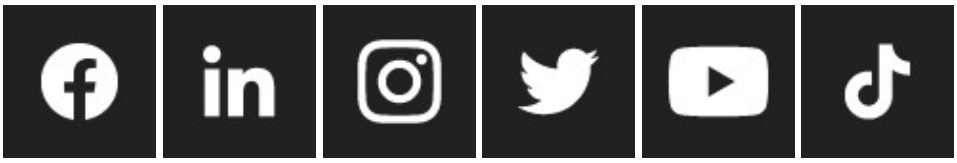

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Calgary

Appendix A

X 672 (2021-04)

2023 March 09

Hootsuite Inc.
111 East 5th Avenue
Vancouver, Canada, V5T 4L1

Attention: Mackenzie Magnolo

Re: Request for Quote (IQ 23-002) dated 2023 February 10 for social media and media open-sourced listening and monitoring tools (the "Procurement Document")

The City of Calgary ("The City") is pleased to provide your company, Hootsuite Inc. (the "Supplier"), with this letter of acceptance (the "Contract Letter") of the Supplier's Quote to provide the Deliverables set out in the Procurement Document.

The purpose of this letter is to summarize the terms and conditions between The City and the Supplier with respect to the Deliverables, and to clarify that the contract for the Deliverables is comprised of the following documents:

(a) this Contract Letter dated **2023 March 09**

(b) Hootsuite Enterprise Terms of Service (https://www.hootsuite.com/en-gb/legal/enterprise-terms);

(c) the Procurement Document, including any addenda (excluding the City's General Terms and Conditions as originally posted); and

(d) the Supplier's Quote response to the Procurement Document (the "Supplier Submission"); (collectively, the "Contract").

Additional Performance Terms

1. **The Rates (excluding tax) for the Contract are as follows:**

Item	Description of Services	Forecasted usage in months	Extended Cost
1.	Social Media and Media Open-Sourced Listening/ Monitoring Tool	12	**$71,222.50**
2.	Social Media Scheduling & Engagement Management Tool	12	

2. The City will pay all undisputed amounts within 30 days of receipt of Suppliers invoice.

3. The Contract will be effective on the start date indicated on the Suppliers authorization form

4. The Expiry Date for the Contract will be one (1) year, from the start date indicated on the supplier's authorization form

5. **The City contact and address for this Contract:**

Violet Rudy
Social Media Communications Strategist
Calgary Police Services – Media Relations
S. 25(1)(c)(i)
E: vrudy@calgarypolice.ca

Alexia Elford
Leader – Strategic Procurement and Asset Mgmt.
Calgary Police Services – IT Operations
S. 25(1)(c)(i)
E: aelford@calgarypolice.ca

©2021 The City of Calgary

6. The Supplier contact and address for this Contract:

Mackenzie Magnolo
Account Executive
Hootsuite Inc
T: 604-341-6368
E: mackenzie.magnolo@hootsuite.com

Elly Leader
Senior Manager, North America Sales
Hootsuite Inc
T: 604-341-6368
E: elly.leader@hootsuite.com

7. The following additional terms will govern:

The Scope of work and all other items the be completed as per Quote #Q-376232-1 provided by the Supplier

7.1 Security and Technical Resources

- Hootsuite Trust Center – This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.
- A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.

7.2 Different between topics, channels and filters

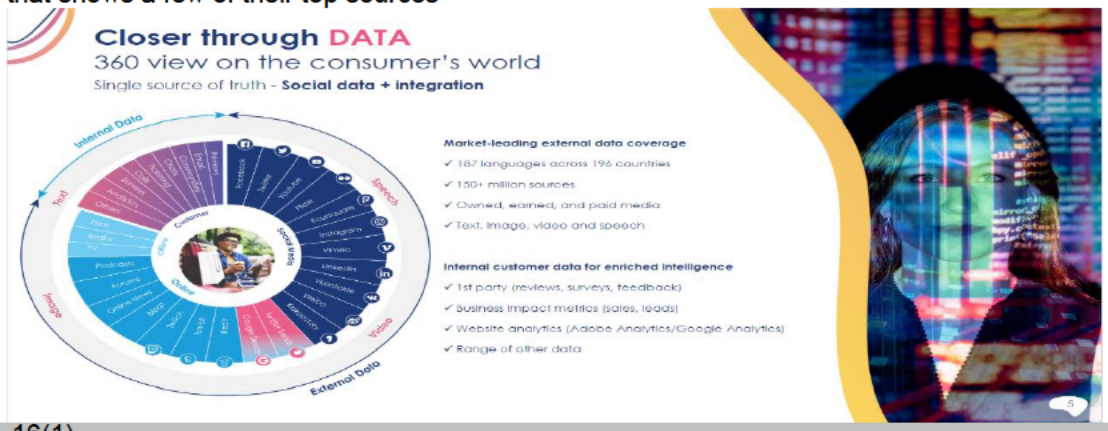
- The search option was a typo and it should have been channels! You will receive S. 16(1) S. 16(1) in the package below.
- A topic can be keywords, brands, products, events, etc. this would be your string of oolean logic.
- Channels are the number of channels that you can track ie. An Instagram account.
- Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.

7.3 Can Talkwalker pull in full news articles without clicking out of the link

S. 16(1)

7.4 Can Talkwalker provide a list of all the online sources where data is pulled from?

- As there are over 150 million+ data sources being pulled into Talkwalker there isn't a comprehensive list that showcases all of the sources. However, the below is a 360 data slide that shows a few of their top sources



- S. 16(1)

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7.5 Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
S. 16(1)

Interpretation

In the event of any ambiguity, conflict or inconsistency between or among the documents comprising the Contract, those documents will be construed, interpreted and applied so as to give effect to their express terms, in the following order of precedence so that the first mentioned document below will prevail notwithstanding any term or aspect of a later mentioned document:

(a) this Contract Letter;
(b) The Suppliers terms and conditions referenced above;
(c) the Procurement Document, including any addenda (excluding the City's General Terms and Conditions as originally posted); and
(d) the Supplier Submission.

Execution

This letter may be executed and scanned or otherwise signed electronically and delivered by electronic transmission and when so executed and delivered will be deemed an original and binding on the parties. This letter may be executed in one or more counterparts, each of which taken together, shall constitute only one legal instrument.

By signing the below, the parties indicate their acknowledgement and agreement to perform the Contract on the terms and conditions confirmed herein.

Sincerely,

Agreed to on this date:

Hootsuite Inc. S. 17(1)

Per: _____
Authorized Signatory.

Liam Surridge
Vice President, Global New Business
Please print name.

Agreed to on this date:

The City of Calgary

Per: S. 17(1)

Sarah Demko
Director of IT Operations for Calgary Police Services

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From: Violet Rudy
Sent: Friday, March 10, 2023 11:09 AM
To: Alexia Elford
Cc: Candace Rumancik
Subject: RE: IQ 23-002 Social Media Scheduling and Monitoring

ISC: Protected A

Can't thank you enough ladies, really appreciate all the work on this and I'm really sorry for the short turn around for this one. Have an incredible weekend, and thank you again,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A
NOTICE -
This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation.

From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Friday, March 10, 2023 10:42 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: IQ 23-002 Social Media Scheduling and Monitoring

ISC: Protected A

Hi Violet,

Please see the executed agreement with Hootsuite for your records. Candace created Req# 27958 based on the quote amount which will transition to a PO for payment processing once supply has processed it.

Feel free to engage the supplier to move this forward. Thank you

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

From: Sarah Demko
Sent: Friday, March 10, 2023 9:41 AM
To: Alexia Elford
Subject: RE: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police
Attachments: Calgary_contract letter_Hootsuite 2023 Mar 10.pdf

ISC: Protected A

Good morning Alexia,

Please find attached the signed letter.

I hope you have a good weekend.

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Alexia Elford
Sent: Friday, March 10, 2023 9:17 AM
To: Sarah Demko
Subject: Fw: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

Hi sarah,

Can you please execute this agreement and sent it back to me so I can move this forward for violet. Thanks

Sent from Nine Work

From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Friday, March 10, 2023 9:13 a.m.
To: Alexia Elford
Cc: Elly Leader; Violet Rudy; Niki Phillips
Subject: Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

Hi Alexia,

See below for the countersigned Calgary Police Service contract letter. Please send back the fully executed version once your team has signed.

Do you think your team will be able to sign Hootsuite's authorization form by the end of today?

Best,
Mackenzie

On Thu, Mar 9, 2023 at 6:59 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Great thanks Alexia! I've just sent the contract letter over to our contracts team for signature. I'll send it back over once complete.
>
> Best,
> Mackenzie
>
> On Thu, Mar 9, 2023 at 6:44 PM Alexia Elford <AElford@calgarypolice.ca> wrote:
>
> > ISC: Protected A
> >
> > HI Mackenzie,
> >
> > Please move this forward for signature so I can have it executed by CSP and release the PO. Thank you,
> >
> > **Alexia Elford, SCMP** | Leader – Strategic Procurement and Asset Management | IT Operations Section
> > S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca
> >
> > CALGARY POLICE SERVICE
> > RESPECT • HONESTY • COMPASSION • COURAGE • FAIRNESS • ACCOUNTABILITY • INTEGRITY
> > ISC: Protected A
> >
> > ---
> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Thursday, March 09, 2023 3:01 PM
> > **To:** Alexia Elford <AElford@calgarypolice.ca>
> > **Cc:** Elly Leader <elly.leader@hootsuite.com>; Violet Rudy <VRudy@calgarypolice.ca>; Niki Phillips <niki.phillips@hootsuite.com>
> > **Subject:** Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police
> >
> > Hi Alexia,
> >
> > Our legal team has made a few final minor changes to the Calgary Police Service contract letter, these include the following:
> >
> > - Added "Hootsuite Inc." to the first paragraph
> > - Reverted to "-1" for the quote reference #
> > - Revised the Talkwalker language in section 7.3 per Talkwalkers suggestion
> >
> > If your team is okay with these changes then we are ready to route it to our team for final signature. Do these changes work for your team?
> >
> > Best,
> > Mackenzie
>
> On Thu, Mar 9, 2023 at 9:47 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

Thanks Alexia, we've forwarded this along to Michael and our legal team for final review.

I've also attached the updated Hootsuite Authorization form below for signature. This has a start date of Monday, March 13th.

Warm Regards,
Mackenzie

On Thu, Mar 9, 2023 at 9:19 AM Alexia Elford <AElford@calgarypolice.ca> wrote:

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> HI Everyone ,
>
> Please see the revised document as discussed. If you can sign and send me an updated quote I can get this executed today on our end and have a req created to process the payment. Thank you,
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We have reviewed your proposed letter of contract with a view to determining the best path forward given the time constraints and your need for access to our solution asap.

S. 24(1)(c)

Please forward this or connect us with whomever needs to review!

Speak soon,

Elly

Elly Leader

Senior Manager, North America Sales

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Appendix A

X 672 (2021-04)

2023 March 09

Hootsuite Inc.
111 East 5th Avenue
Vancouver, Canada, V5T 4L1

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Calgary Police Services – Media Relations
S. 25(1)(c)(i)
E: vrudy@calgarypolice.ca

Alexia Elford
Leader – Strategic Procurement and Asset Mgmt.
Calgary Police Services – IT Operations
S. 25(1)(c)(i)
E: aelford@calgarypolice.ca

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E: mackenzie.magnolo@hootsuite.com

Elly Leader
Senior Manager, North America Sales
Hootsuite Inc
T: 604-341-6368
E: elly.leader@hootsuite.com

7. The following additional terms will govern:

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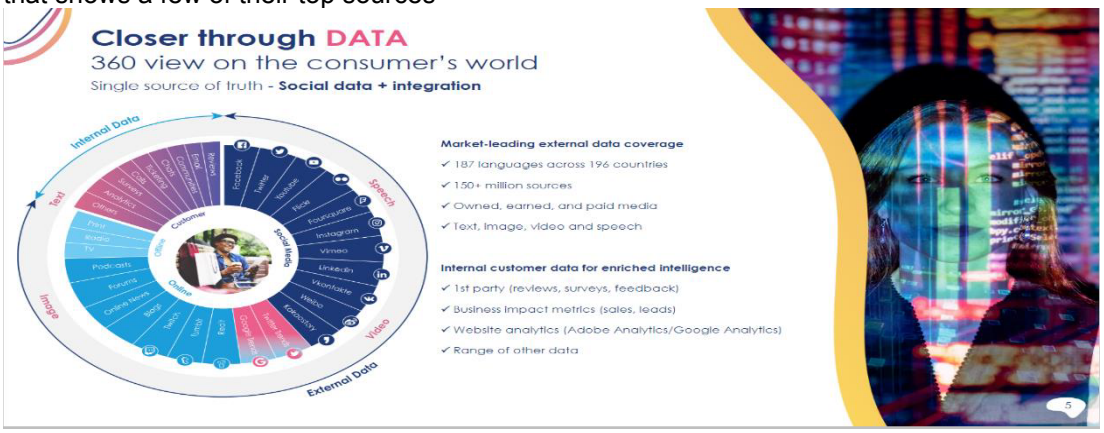

S. 16(1)

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By signing the below, the parties indicate their acknowledgement and agreement to perform the Contract on the terms and conditions confirmed herein.

Sincerely,

Agreed to on this date:

Hootsuite Inc. S. 17(1)

Per: _____
Authorized Signatory.

Liam Surridge
Vice President, Global New Business
Please print name.

Agreed to on this date:

The City of Calgary

Per: S. 17(1)

Sarah Demko
Director of IT Operations for Calgary Police Services

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Friday, March 10, 2023 9:11 AM
To: Alexia Elford
Cc: Elly Leader; Violet Rudy; Niki Phillips
Subject: Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police
Attachments: Calgary_contract letter_Hootsuite 2023 Mar 10 (1).pdf

Hi Alexia,

See below for the countersigned Calgary Police Service contract letter. Please send back the fully executed version once your team has signed.

Do you think your team will be able to sign Hootsuite's authorization form by the end of today?

Best,
Mackenzie

On Thu, Mar 9, 2023 at 6:59 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

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> > S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca
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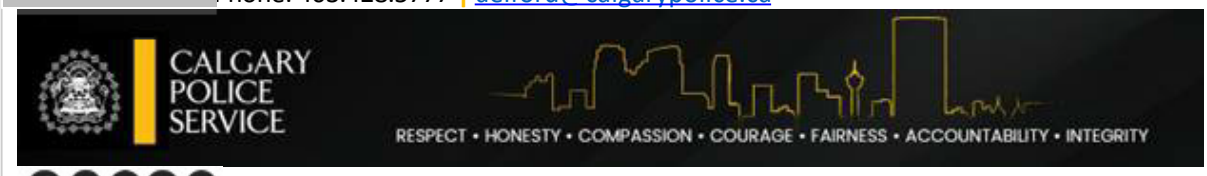
> > 
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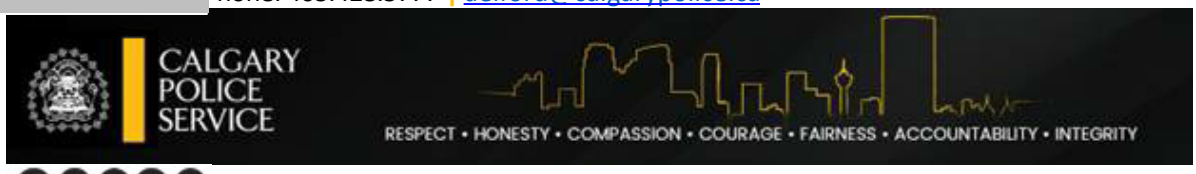
> > 
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You don't often get email from elly.leader@hootsuite.com. Learn why this is important

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We have reviewed your proposed letter of contract with a view to determining the best path forward given the time constraints and your need for access to our solution asap.

S. 24(1)(c)

Please forward this or connect us with whomever needs to review!
Speak soon,
Elly

Elly Leader

Senior Manager, North America Sales

+1 604 341 6368
111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

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Check out blog.hootsuite.com for the latest social media best practices, industry news, and Hootsuite Product updates.

This email is being sent on behalf of Hootsuite Inc.

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Mackenzie Magnolo

Senior Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

call: +1 408 916 5614
text: +1 604 842 1331
Book a meeting with Mackenzie Magnolo

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Calgary

Appendix A

X 672 (2021-04)

2023 March 09

Hootsuite Inc.
111 East 5th Avenue
Vancouver, Canada, V5T 4L1

Attention: Mackenzie Magnolo

Re: Request for Quote (IQ 23-002) dated 2023 February 10 for social media and media open-sourced listening and monitoring tools (the "Procurement Document")

The City of Calgary ("The City") is pleased to provide your company, Hootsuite Inc. (the "Supplier"), with this letter of acceptance (the "Contract Letter") of the Supplier's Quote to provide the Deliverables set out in the Procurement Document.

The purpose of this letter is to summarize the terms and conditions between The City and the Supplier with respect to the Deliverables, and to clarify that the contract for the Deliverables is comprised of the following documents:

(a) this Contract Letter dated **2023 March 09**

(b) Hootsuite Enterprise Terms of Service (https://www.hootsuite.com/en-gb/legal/enterprise-terms);

(c) the Procurement Document, including any addenda (excluding the City's General Terms and Conditions as originally posted); and

(d) the Supplier's Quote response to the Procurement Document (the "Supplier Submission"); (collectively, the "Contract").

Additional Performance Terms

1. **The Rates (excluding tax) for the Contract are as follows:**

Item	Description of Services	Forecasted usage in months	Extended Cost
1.	Social Media and Media Open-Sourced Listening/ Monitoring Tool	12	**$71,222.50**
2.	Social Media Scheduling & Engagement Management Tool	12	

2. The City will pay all undisputed amounts within 30 days of receipt of Suppliers invoice.

3. The Contract will be effective on the start date indicated on the Suppliers authorization form

4. The Expiry Date for the Contract will be one (1) year, from the start date indicated on the supplier's authorization form

5. **The City contact and address for this Contract:**

Violet Rudy
Social Media Communications Strategist
Calgary Police Services – Media Relations
S. 25(1)(c)(i)
E: vrudy@calgarypolice.ca

Alexia Elford
Leader – Strategic Procurement and Asset Mgmt.
Calgary Police Services – IT Operations
S. 25(1)(c)(i)
E: aelford@calgarypolice.ca

©2021 The City of Calgary

6. The Supplier contact and address for this Contract:

Mackenzie Magnolo
Account Executive
Hootsuite Inc
T: 604-341-6368
E: mackenzie.magnolo@hootsuite.com

Elly Leader
Senior Manager, North America Sales
Hootsuite Inc
T: 604-341-6368
E: elly.leader@hootsuite.com

7. The following additional terms will govern:

The Scope of work and all other items the be completed as per Quote #Q-376232-1 provided by the Supplier

7.1 Security and Technical Resources

- Hootsuite Trust Center – This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.
- A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.

7.2 Different between topics, channels and filters

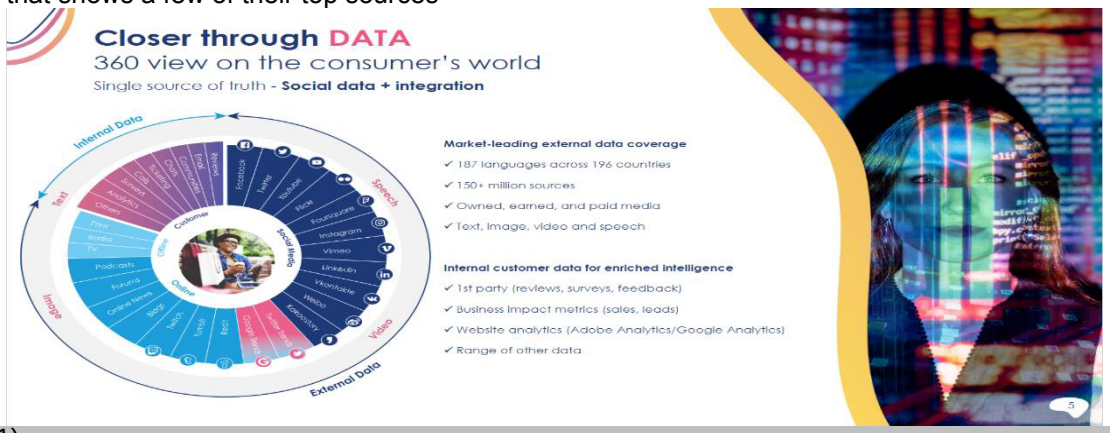
- The search option was a typo and it should have been channels! You will receive S. 16(1) S. 16(1) in the package below.
- A topic can be keywords, brands, products, events, etc. this would be your string of oolean logic.
- Channels are the number of channels that you can track ie. An Instagram account.
- Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.

7.3 Can Talkwalker pull in full news articles without clicking out of the link

S. 16(1)

7.4 Can Talkwalker provide a list of all the online sources where data is pulled from?

- As there are over 150 million+ data sources being pulled into Talkwalker there isn't a comprehensive list that showcases all of the sources. However, the below is a 360 data slide that shows a few of their top sources



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Per: _____

Sarah Demko
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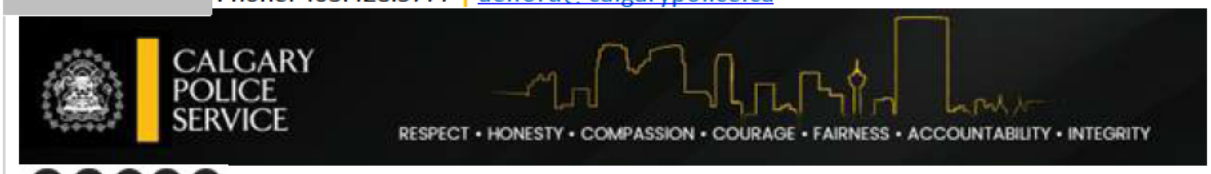

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Attachments: IQ 23-002 Contract letter - Hootsuite 2023 Mar 09 (Updated and Revised)HS09Mar2023(FINAL).pdf

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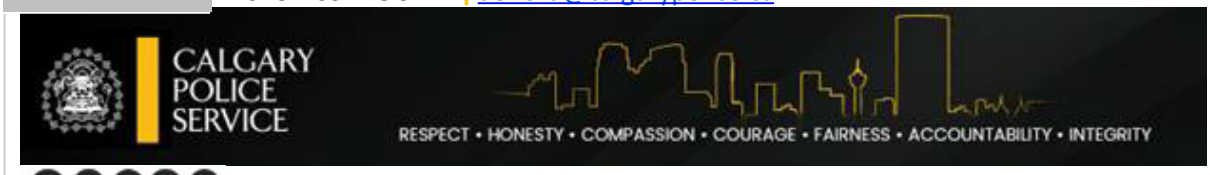
> > 
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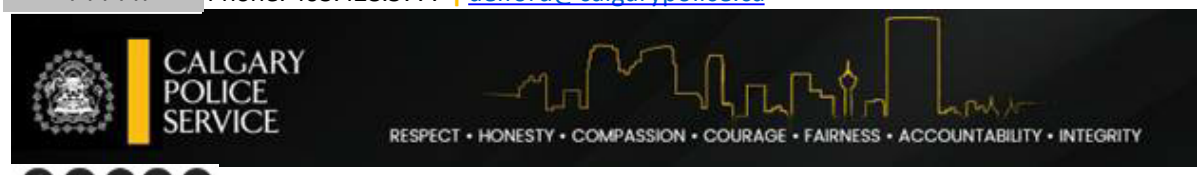

ISC: Protected A

From: Elly Leader <elly.leader@hootsuite.com>
Sent: Wednesday, March 08, 2023 11:01 AM
To: Violet Rudy <VRudy@calgarypolice.ca>; Alexia Elford <AElford@calgarypolice.ca>
Cc: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>; Niki Phillips <niki.phillips@hootsuite.com>
Subject: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

You don't often get email from elly.leader@hootsuite.com. Learn why this is important

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hello Violet and Alexia,
We met with our Legal team first thing this morning. I can't express the amount of urgency we are applying to make sure we can get you going with the solution with Meltwater now switched off. Please see updated feedback below from our Head of Legal:
We have reviewed your proposed letter of contract with a view to determining the best path forward given the time constraints and your need for access to our solution asap.

S. 24(1)(c)

Please forward this or connect us with whomever needs to review!
Speak soon,
Elly

Elly Leader

Senior Manager, North America Sales

+1 604 341 6368
111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

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This email is being sent on behalf of Hootsuite Inc.
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--

Mackenzie Magnolo
Senior Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1
call: +1 408 916 5614
text: +1 604 842 1331

Book a meeting with Mackenzie Magnolo

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Calgary

Appendix A

X 672 (2021-04)

2023 March 09

Hootsuite Inc.
111 East 5th Avenue
Vancouver, Canada, V5T 4L1

Attention: Mackenzie Magnolo

Re: Request for Quote (IQ 23-002) dated 2023 February 10 for social media and media open-sourced listening and monitoring tools (the "Procurement Document")

The City of Calgary ("The City") is pleased to provide your company, Hootsuite Inc. (the "Supplier"), with this letter of acceptance (the "Contract Letter") of the Supplier's Quote to provide the Deliverables set out in the Procurement Document.

The purpose of this letter is to summarize the terms and conditions between The City and the Supplier with respect to the Deliverables, and to clarify that the contract for the Deliverables is comprised of the following documents:

(a) this Contract Letter dated **2023 March 09**

(b) Hootsuite Enterprise Terms of Service (https://www.hootsuite.com/en-gb/legal/enterprise-terms);

(c) the Procurement Document, including any addenda (excluding the City's General Terms and Conditions as originally posted); and

(d) the Supplier's Quote response to the Procurement Document (the "Supplier Submission"); (collectively, the "Contract").

Additional Performance Terms

1. **The Rates (excluding tax) for the Contract are as follows:**

Item	Description of Services	Forecasted usage in months	Extended Cost
1.	Social Media and Media Open-Sourced Listening/ Monitoring Tool	12	**$71,222.50**
2.	Social Media Scheduling & Engagement Management Tool	12	

2. The City will pay all undisputed amounts within 30 days of receipt of Suppliers invoice.

3. The Contract will be effective on the start date indicated on the Suppliers authorization form

4. The Expiry Date for the Contract will be one (1) year, from the start date indicated on the supplier's authorization form

5. **The City contact and address for this Contract:**

Violet Rudy
Social Media Communications Strategist
Calgary Police Services – Media Relations
S. 25(1)(c)(i)
E: vrudy@calgarypolice.ca

Alexia Elford
Leader – Strategic Procurement and Asset Mgmt.
Calgary Police Services – IT Operations
S. 25(1)(c)(i)
E: aelford@calgarypolice.ca

©2021 The City of Calgary

6. The Supplier contact and address for this Contract:

Mackenzie Magnolo
Account Executive
Hootsuite Inc
T: 604-341-6368
E: mackenzie.magnolo@hootsuite.com

Elly Leader
Senior Manager, North America Sales
Hootsuite Inc
T: 604-341-6368
E: elly.leader@hootsuite.com

7. The following additional terms will govern:

The Scope of work and all other items the be completed as per Quote #Q-376232-1 provided by the Supplier

7.1 Security and Technical Resources

- Hootsuite Trust Center – This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.
- A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.

7.2 Different between topics, channels and filters

- The search option was a typo and it should have been channels! You will receive S. 16(1) S. 16(1) in the package below.
- A topic can be keywords, brands, products, events, etc. this would be your string of oolean logic.
- Channels are the number of channels that you can track ie. An Instagram account.
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7.3 Can Talkwalker pull in full news articles without clicking out of the link

S. 16(1)

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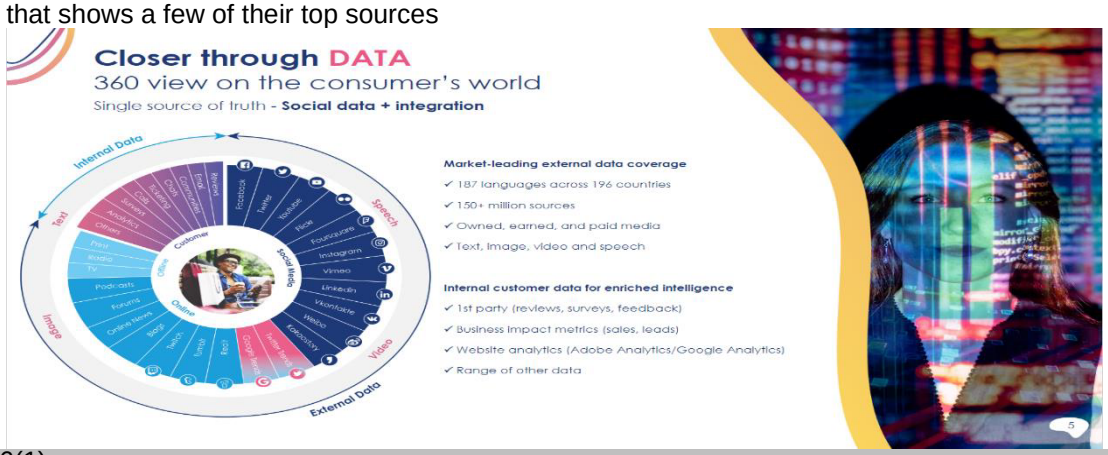

S. 16(1)

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S. 16(1)

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Execution

This letter may be executed and scanned or otherwise signed electronically and delivered by electronic transmission and when so executed and delivered will be deemed an original and binding on the parties. This letter may be executed in one or more counterparts, each of which taken together, shall constitute only one legal instrument.

By signing the below, the parties indicate their acknowledgement and agreement to perform the Contract on the terms and conditions confirmed herein.

Sincerely,

Agreed to on this date:

Hootsuite Inc.

Per: _____
Authorized Signatory.

_____
Please print name.

Agreed to on this date:

The City of Calgary

Per: _____
Sarah Demko
Director of IT Operations for Calgary Police Services

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From: Candace Rumancik
Sent: Thursday, March 09, 2023 10:53 AM
To: Alexia Elford
Cc: Violet Rudy
Subject: RE: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police
Attachments: IQ 23-002 Contract letter - Hootsuite 2023 Mar 09.pdf

ISC: Protected A

Hi Alexia,
I created **Requisition 27958** in FSCM for you.

From: Alexia Elford
Sent: Thursday, March 09, 2023 10:29 AM
To: Candace Rumancik
Cc: Violet Rudy
Subject: FW: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

ISC: Protected A

HI Candace,

Can you please create a req for social media services with hootsuite inc. please use account code 42380 under dept ID10189.

The contract letter/ supplier quote is in the process of being signed so if needed, I can add them to the req comments later if you can create the req itself. Thanks

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Alexia Elford
Sent: Thursday, March 09, 2023 10:19 AM
To: Elly Leader <elly.leader@hootsuite.com>
Cc: Violet Rudy <VRudy@calgarypolice.ca>; Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>; Niki Phillips <niki.phillips@hootsuite.com>
Subject: RE: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

HI Everyone ,

Please see the revised document as discussed. If you can sign and send me an updated quote I can get this executed today on our end and have a req created to process the payment. Thank you,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) | Phone: 403.428.5777 | aelford@calgarypolice.ca

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Sent: Thursday, March 09, 2023 8:49 AM
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Subject: Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

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>
> Good Morning Elly,
>
> I have a mutually agreed to solution that I have approval to move forward with, but wanted to touch base with you to ensure we are all on the same page. Do you have time for a quick 5 minute phone conversation today before I move forward with the agreement. I am flexible to accommodating your schedule. Thank you,
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> **Subject:** [EXTERNAL]Hootsuite Legal Feedback - Calgary Police
>
> > You don't often get email from elly.leader@hootsuite.com. Learn why this is important
>
> ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.
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S. 24(1)(c)

Please forward this or connect us with whomever needs to review!

Speak soon,

Elly

Elly Leader

Senior Manager, North America Sales

+1 604 341 6368
111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

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Product updates.

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Calgary

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2023 March 09

Hootsuite Inc.
111 East 5th Avenue
Vancouver, Canada, V5T 4L1

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Calgary Police Services – Media Relations
S. 25(1)(c)(i)
E: vrudy@calgarypolice.ca

Alexia Elford
Leader – Strategic Procurement and Asset Mgmt.
Calgary Police Services – IT Operations
S. 25(1)(c)(i)
E: aelford@calgarypolice.ca

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E: mackenzie.magnolo@hootsuite.com

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Senior Manager, North America Sales
Hootsuite Inc
T: 604-341-6368
E: elly.leader@hootsuite.com

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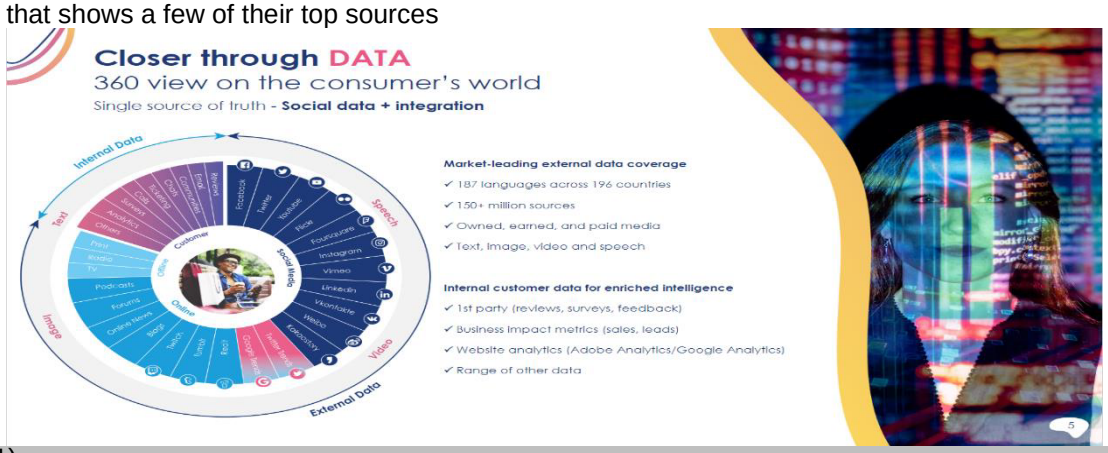

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Sincerely,

Agreed to on this date:

Hootsuite Inc.

Per: _____
Authorized Signatory.

_____
Please print name.

Agreed to on this date:

The City of Calgary

Per:

_____
Sarah Demko
Director of IT Operations for Calgary Police Services

©2021 The City of Calgary

From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, March 09, 2023 10:48 AM
To: Alexia Elford
Cc: Elly Leader; Violet Rudy; Niki Phillips
Subject: Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police
Attachments: Calgary Police Service Updated Contract Start Date March 13th.pdf

Thanks Alexia, we've forwarded this along to Michael and our legal team for final review.

I've also attached the updated Hootsuite Authorization form below for signature. This has a start date of Monday, March 13th.

Warm Regards,
Mackenzie

On Thu, Mar 9, 2023 at 9:19 AM Alexia Elford <AElford@calgarypolice.ca> wrote:

> ISC: Protected A
>
> HI Everyone ,
> Please see the revised document as discussed. If you can sign and send me an updated quote I can get this executed today on our end and have a req created to process the payment. Thank you,
> **Alexia Elford, SCMP** | Leader – Strategic Procurement and Asset Management | IT Operations Section
> S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca
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> **Subject:** Re: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police
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S. 24(1)(c)

Please forward this or connect us with whomever needs to review!
Speak soon,
Elly

Elly Leader

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+1 604 341 6368
111 East 5th Avenue, 3rd Floor
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Hootsuite®

Mackenzie Magnolo
Senior Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1
call: +1 408 916 5614
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Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Authorization Form Prepared For:
Calgary Police Service
5111 47 St. N.E.
Calgary, AB T3J 3R2
Canada

Quote #: Q-376232-1
Date: 9-MAR-2023
Expires 13-MAR-2023
Prices quoted in CAD
Account Executive: Mackenzie Magnolo
Email: mackenzie.magnolo@hootsuite.com

Item	Total Price
16(1)	CAD 71,222.50

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Customer:	Calgary Police Service	**Billing Schedule:**	Annually
Contact Name:	Violet Rudy	**Payment Terms:**	Payments are due within 30 days of invoice date
Phone:	S. 25(1)(c)(i)		
Customer Billing Address:	5111 47 St. N.E. Calgary, AB T3J 3R2 Canada	**Start of Initial Term:** **End of Initial Term:**	13-MAR-2023 12-MAR-2024

Primary Contact Email: violet.rudy@calgarypolice.ca
Billing Contact Name: Violet Rudy
Billing Contact Phone: S. 25(1)(c)(i)
Billing Contact Email: violet.rudy@calgarypolice.ca

Additional Terms:
Pursuant to Section 6.2 (Term of Authorization Form) of the Terms, this Authorization Form shall renew for a 12-month term at a Total Renewal Price of $63,577.50.

For customer internal purposes only:

Order Subtotal: 71,222.50
Estimated Order Tax Total: 3,561.13*
Estimated Grant Total: 74,783.63

*Estimated Tax of $3,561.13. Please note this is just an estimate

---

By signing this Authorization Form, you agree to: (a) purchase the products and services pursuant to the terms and fees set forth herein; (b) pay the Total Price (and applicable sales and use taxes) and authorize Hootsuite to submit invoices for such payment; and (c) be bound by the terms and conditions published at https://hootsuite.com/enterpriseterms (the "Terms"). This Authorization Form will renew as set forth in the Terms, unless expressly stated otherwise herein.

Name _____ **Signature** _____

Title _____ **Date of Signature** _____

From: Elly Leader <elly.leader@hootsuite.com>
Sent: Thursday, March 09, 2023 8:49 AM
To: Alexia Elford
Cc: Violet Rudy; Mackenzie Magnolo; Niki Phillips
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ISC: Protected A

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Speak soon,

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From: Sarah Demko
Sent: Thursday, March 09, 2023 8:29 AM
To: Alexia Elford
Subject: RE: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

ISC: Protected A

Good morning Alexia,

As per our conversation this morning, I am in full support of signing the terms and conditions and moving ahead with this. This is something we at CPS have run into before and are comfortable with.

Please let me know if you need me to sign things.

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Wednesday, March 08, 2023 6:43 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Subject: FW: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

ISC: Protected A

HI Sarah,

Violet has identified Hootsuite as the successful supplier for the invitational quote we issued for social media monitoring.

S. 24(1)(b)

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Elly Leader <elly.leader@hootsuite.com>
Sent: Wednesday, March 08, 2023 11:01 AM
To: Violet Rudy <VRudy@calgarypolice.ca>; Alexia Elford <AElford@calgarypolice.ca>
Cc: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>; Niki Phillips <niki.phillips@hootsuite.com>
Subject: [EXTERNAL]Hootsuite Legal Feedback - Calgary Police

You don't often get email from elly.leader@hootsuite.com. Learn why this is important

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hello Violet and Alexia,

We met with our Legal team first thing this morning. I can't express the amount of urgency we are applying to make sure we can get you going with the solution with Meltwater now switched off. Please see updated feedback below from our Head of Legal:

We have reviewed your proposed letter of contract with a view to determining the best path forward given the time constraints and your need for access to our solution asap.

S. 24(1)(c)

Please forward this or connect us with whomever needs to review!

Speak soon,

Elly

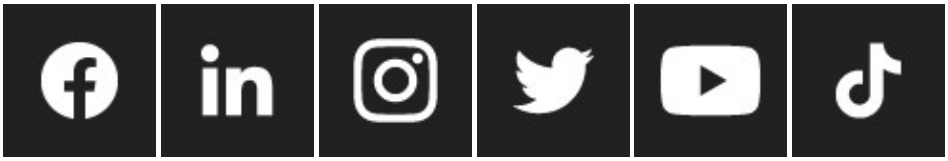
Hootsuite®

Elly Leader

Senior Manager, North America Sales

+1 604 341 6368
111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

Get social with us



Check out blog.hootsuite.com for the latest social media best practices, industry news, and Hootsuite Product updates.

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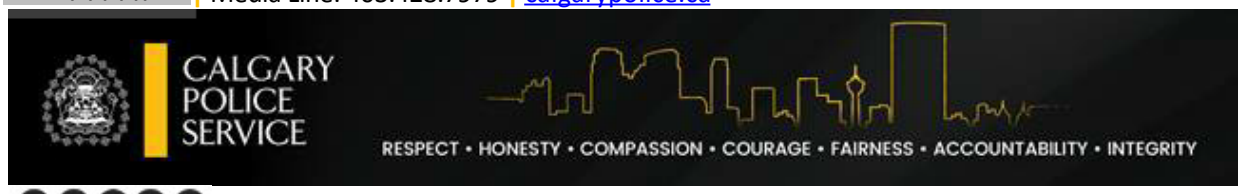
From: Elly Leader <elly.leader@hootsuite.com>
Sent: Wednesday, March 08, 2023 7:33 AM
To: Violet Rudy
Cc: Alexia Elford; Mackenzie Magnolo
Subject: Re: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

You don't often get email from elly.leader@hootsuite.com. Learn why this is important

Hi Violet, checking if 10am works now! Will confirm asap.

We'll need to make sure all necessary legal team members are on this call to be able to mutually agree on next steps and not have approvals etc routed after.
The idea is this will be a legal to legal discussion to speed up completion.
Confirming that's the case on your side?

On Wed, Mar 8, 2023 at 06:15 Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Good morning Elly,
> I sent out a meeting request for 10:30 your time.
> Alexia is only available for 10 a.m. PST, would your team be able to make that work?
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
>
> 
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>
> **From:** Elly Leader <elly.leader@hootsuite.com>
> **Sent:** Tuesday, March 07, 2023 5:15 PM
> **To:** Alexia Elford <AElford@calgarypolice.ca>
> **Cc:** Violet Rudy <VRudy@calgarypolice.ca>; Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Subject:** Re: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> Hi Alexia,
> Our legal team is asking for a quick call with your team tomorrow morning. Is your team available at **9am PST or 10:30am PST?**
> On Tue, Mar 7, 2023 at 1:47 PM Elly Leader <elly.leader@hootsuite.com> wrote:
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> > Thanks Alexia, I am immediately escalating this so we can see. Will update this thread ASAP!
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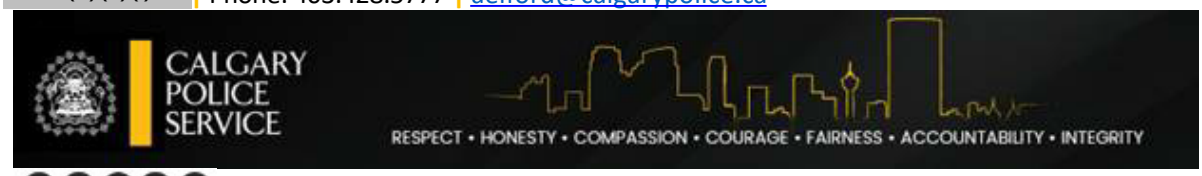
> > >
> > > Hi Elly,
> > > S. 24(1)(c)

S. 24(1)(c)

S. 24(1)(c) Let me know if this is an acceptable solution/ middle ground. Thanks,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) | Phone: 403.428.5777 | aelford@calgarypolice.ca



ISC: Protected A

From: Elly Leader <elly.leader@hootsuite.com>
Sent: Tuesday, March 07, 2023 2:22 PM
To: Alexia Elford <AElford@calgarypolice.ca>; Violet Rudy <VRudy@calgarypolice.ca>
Cc: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Subject: Re: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

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Hi Alexia and Violet,
With this, are we good to proceed and route for final signature?
Conscious that the current start-date is today.
Thanks,
On Tue, Mar 7, 2023 at 9:18 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Hi Alexia,
> Our legal team does not allow us to sign external documents. However, I can assure you that our agreement is legally binding and we will uphold all levels of service that are outlined in the Hootsuite agreement.
> Let me know if you have any questions.
> Best,
> Mackenzie
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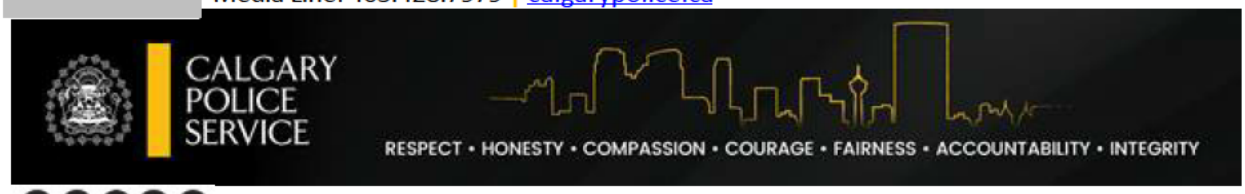
>
> **Alexia Elford, SCMP** | Leader – Strategic Procurement and Asset Management | IT Operations Section
> S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca
>
>
>
>
> ISC: Protected A
>
> ---
>
> **From:** Violet Rudy <VRudy@calgarypolice.ca>
> **Sent:** Monday, March 06, 2023 10:58 AM
> **To:** Alexia Elford <AElford@calgarypolice.ca>
> **Subject:** FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> Good morning Alexia,
> My fav person! Hope you're week is off to a great start. I asked Mackenzie to put together two different start dates depending on when we get the final approval. I thought it would help speed up the process.
> Thanks so much for all your work on this.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca



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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Monday, March 06, 2023 10:43 AM
To: Elly Leader <elly.leader@hootsuite.com>
Cc: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,
Thanks for texting me an update this morning! As per your note, I've attached two contracts below, one has a start date of today and the other has a start date of tomorrow.
It sounds like we're in the final stages waiting on Alexia and your IT team's final review.
Let us know if anything else is needed! Additionally, if you haven't had a chance yet to fill in our Hootsuite requirements form and Talkwalker Media Brief I would recommend doing so as this will speed up our onboarding process. :)
Warm Regards,
Mackenzie

On Fri, Mar 3, 2023 at 8:15 AM Elly Leader <elly.leader@hootsuite.com> wrote:

> Hi Violet - are we all on track for completion today? I will be helping process this as soon as it's completed.
> Speak soon!
> Elly
> On Thu, Mar 2, 2023 at 1:30 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:
>
> > Hi Violet,
> > Yes, you can put Elly as your backup contact on the contract letter!
> > Elly's position is Senior Manager, North America Sales and her phone number is 604-341-6368.
> > Best,
> > Mackenzie
> >
> > On Thu, Mar 2, 2023 at 12:40 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Hey Mackenzie,
> > > So sorry for the delay. We're just reviewing the Contract letter from procurement and finalizing any changes. Should get this to you asap.
> > > @Elly Leader can we put you on the supplier contact as a backup contact?
> > > I will need your position and phone number.
> > > Really sorry for the delay, thank you,
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
> > >
> > >
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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, March 02, 2023 9:36 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,
I'm meeting with my launch team at 10am PST. Are we still on track for a start date this week?
Note I'll need to update the paperwork, as the current start date on the contract was set for yesterday.
Best,
Mackenzie

On Wed, Mar 1, 2023 at 12:07 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Sounds great, thanks Violet!
> On Wed, Mar 1, 2023 at 12:02 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good afternoon Mackenzie,
> > Thank you for getting that response for me.
> > I've sent over all the information to Alexia and will let you know when we can move forward.
> > Have a great day,
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
> >
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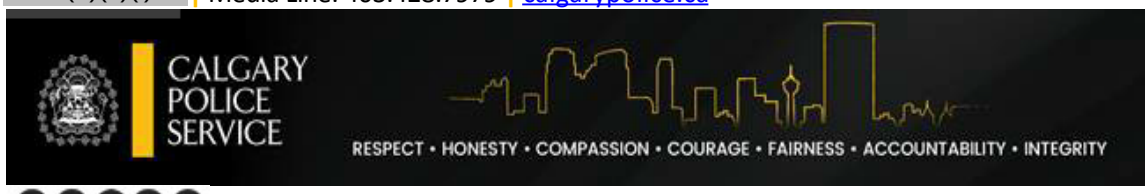
> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Wednesday, March 01, 2023 9:42 AM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> >
> > Morning Violet,
> > I received the final word on what "Text-Only" means in the contract S. 16(1)
> > S. 16(1)
> >
> > Are there any other final items that we need to check off in order to move forward with a contract signature?
> > Warm Regards,
> > Mackenzie
> >
> > On Tue, Feb 28, 2023 at 4:54 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:
> >
> > > Hi Violet,
> > > Please see attached! Note that this includes all of the taxes that are outlined in the additional terms section of the contract, as well.

Best,
Mackenzie
On Tue, Feb 28, 2023 at 3:37 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Can you please update the attachment as well with the new updated information.
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
>
> 
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Tuesday, February 28, 2023 4:20 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> Hi Violet,
> So great to hear that your team was able to get in touch with the Talkwalker team and everything is squared away security-wise! I've included the contract below with your updated phone number. Clarification on your additional points below:
>
> - Within the contract, you will receive S. 16(1) The secondary SKU stating "up to 30 topics and 40 channels" is a SKU that is used with multiple packages. This is just referring to the limit on the number of topics the Talkwalker team will help you set up/configure.
> - I've clarified again with Jack that S. 16(1) S. 16(1) I'm still waiting on clarification from their team regarding what "Text Only" means but my understanding is that this refers to the actual data storage. Jack said we likely won't get a response until tomorrow, but I'm trying other avenues to get a response quicker!
>
> Best,
> Mackenzie
> On Tue, Feb 28, 2023 at 2:53 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> > Our IT Security Analyst reached out to Talkwalker directly and met with Nicole Asbun. She was able to provide him with the answers from Jack Harback.
> > They also were working with Taylor Shein your colleague.
> > Hi Keith,
> > Nice to e-meet you and I am happy to get answers for any additional security questions.
> > 1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
> S. 16(1)
> > 2. Does talk walker have any security compliance certifications such as the ones for Hootsuite?
> S. 16(1)
> >
> > Best,
> > Jack
> > Looks like this is all good to go when it comes to security.
> > Have you had a chance to go through the contract and update if needed?
> > Thank you,

--
Elly Leader
Senior Manager, North America Sales
Elly.Leader@hootsuite.com

From: Violet Rudy
Sent: Wednesday, March 08, 2023 7:15 AM
To: Elly Leader; Alexia Elford
Cc: Mackenzie Magnolo
Subject: RE: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Good morning Elly,

I sent out a meeting request for 10:30 your time.
Alexia is only available for 10 a.m. PST, would your team be able to make that work?

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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> > S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca
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> > > > **Sent:** Monday, March 06, 2023 10:58 AM
> > > > **To:** Alexia Elford <AElford@calgarypolice.ca>

Subject: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

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Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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>
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> S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

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> I'm meeting with my launch team at 10am PST. Are we still on track for a start date this week?
>
> Note I'll need to update the paperwork, as the current start date on the contract was set for yesterday.
>
> Best,
> Mackenzie

On Wed, Mar 1, 2023 at 12:07 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Sounds great, thanks Violet!
>
> On Wed, Mar 1, 2023 at 12:02 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good afternoon Mackenzie,
> >
> > Thank you for getting that response for me.
> > I've sent over all the information to Alexia and will let you know when we can move forward.
> >
> > Have a great day,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Wednesday, March 01, 2023 9:42 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Morning Violet,

I received the final word on what "Text-Only" means in the contract S. 16(1)
S. 16(1)

Are there any other final items that we need to check off in order to move forward with a contract signature?

Warm Regards,
Mackenzie

On Tue, Feb 28, 2023 at 4:54 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Hi Violet,
>
> Please see attached! Note that this includes all of the taxes that are outlined in the additional terms section of the contract, as well.
>
> Best,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 3:37 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Can you please update the attachment as well with the new updated information.
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Tuesday, February 28, 2023 4:20 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Hi Violet,
>
> So great to hear that your team was able to get in touch with the Talkwalker team and everything is squared away security-wise! I've included the contract below with your updated phone number. Clarification on your additional points below:
>
> - Within the contract, you will receive S. 16(1) The secondary SKU stating "up to 30 topics and 40 channels" is a SKU that is used with multiple packages. This is just referring to the limit on the number of topics the Talkwalker team will help you set up/configure.
> - I've clarified again with Jack that S. 16(1) I'm still waiting on clarification from their team regarding what "Text Only" means but my understanding is that this refers to the actual data storage. Jack said we likely won't get a response until tomorrow, but I'm trying other avenues to get a response quicker!
>
> Best,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 2:53 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> >
> > Our IT Security Analyst reached out to Talkwalker directly and met with Nicole Asbun. She was able to provide him with the answers from Jack Harback.
> > They also were working with Taylor Shein your colleague.
> >
> > Hi Keith,
> >
> > Nice to e-meet you and I am happy to get answers for any additional security questions.
> >
> > 1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
> > S. 16(1)
> > 2. Does talk walker have any security compliance certifications such as the ones for Hootsuite?
> > S. 16(1)
> >
> > Best,
> > Jack
> >
> > Looks like this is all good to go when it comes to security.
> > Have you had a chance to go through the contract and update if needed?
> > Thank you,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Tuesday, February 28, 2023 1:23 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Thanks, Violet!
>
> Just to confirm were you looking for clarification on the highlighted pieces?
>
> Best,

Mackenzie

On Tue, Feb 28, 2023 at 12:06 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> Thank you for including the taxes in this for us.
> I have a few things I've highlighted in the contract.
>
> Thank you,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Tuesday, February 28, 2023 12:25 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Cc:** Elly Leader <elly.leader@hootsuite.com>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Hi Violet,
>
> Please see the updated Hootsuite contract below! A few items to note:
>
> - The start date is set for March 1st, as I know you're on a time crunch. This can be adjusted if another start date is preferred.
> - Our AR team has included the taxes in our additional terms section. These taxes are based on the 5% Calgary tax rate and the reason we list this as an estimate is that we don't control tax laws. If tax rates were to change at the time of billing we would need to bill based on those rates. Given that this is only a few days away and in Canada tax rates rarely if ever change we are in a comfortable position in assuming that on the service value of $71,222.50 CAD, the total value with tax included should be $74,783.63 CAD.
> - Our terms of service are linked at the bottom of the contract.
>
> Please let me know if any information on the contract is incorrect. I can also send this via AdobeSign for signature if preferred!
>
> We're looking forward to bringing your team onboard and I'll be on the lookout for any final items needed for your Talkwalker security review.
>
> Warm Regards,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 7:07 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:
>
> > Thanks Violet! I'll keep an eye out for the updated questions from IT.
> >
> > I'm just waiting on our AR and contracts teams to work through the final stages of inputting the taxes into the contract. As it's not something we typically do we just have to go through a few extra layers of approval. I should have this over to you later today! :)
> >
> > Best,
> > Mackenzie
> >
> > On Tue, Feb 28, 2023 at 6:37 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Hey Mackenzie,
> > >
> > > I'm waiting on the questions back from our IT team.
> > > Do you have that updated quote? We lose our tool today so we need something asap.
> > > Thanks for all your work on this,
> > >
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > >
> > >
> > >
> > >
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> > >
> > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > **Sent:** Monday, February 27, 2023 11:33 AM
> > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > >
> > > Thanks for confirming! I just spoke with their team and they don't have a direct point of contact that would be able to jump on a call. However, I can pass along any questions or documents that are needed so that we can get those into your IT team's hands.
> > >
> > > In specific what questions does your IT team have? What security certificates are needed? Are you looking for SSO when you say MFA?
> > >
> > > If you could provide a comprehensive list I can ensure we get these items over to you! :)
> > >
> > > On Mon, Feb 27, 2023 at 10:13 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> > >
> > > > Hey Mackenzie,
> > > >
> > > > Yes exactly – thank you!
> > > >
> > > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > > S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
> > > >
> > > >
> > > >
> > > >
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> > > >
> > > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > > **Sent:** Monday, February 27, 2023 8:59 AM
> > > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > > >
> > > > Hi Violet,
> > > >
> > > > Is your IT team referring to Talkwalker in this case?

Let me know so I can reach out to their team!

Best,
Mackenzie

On Mon, Feb 27, 2023 at 7:30 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Thanks Mackenzie, I appreciate it. Hope you had a good weekend.
>
> I got this back from our IT team: "I tried to schedule a session with them on Tuesday to ask some more questions. **Violet – if your contact has a link to any further information, security compliance certificates, etc., that would be useful.** I can't even really make an account to verify the ability to use MFA, for example. Being that they are European (HQ in Luxembourg) and regulated under the GDPR makes me generally less concerned overall."
>
> Is there a contact that I can direct him to meet with? And would you be able to provide more information around security compliance certificates?
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Friday, February 24, 2023 1:31 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Hi Violet,
>
> Our team is still working internally to work out the tax situation! We should have an update shortly, including updated paperwork.
>
> In the meantime, I wanted to share the Talkwalker Media Brief which will need to be filled in. This will speed up the process and ensure we can work within your tight timeline!
>
> Once you've completed the form please send it back to me. Let me know if you have any questions! :)
>
> Best,
> Mackenzie
>
> On Thu, Feb 23, 2023 at 4:13 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Thanks for the clarification!
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
> >
> >
> >
> >
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> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Thursday, February 23, 2023 4:50 PM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> >
> > Hi Violet,
> >
> > Sorry, I must have missed that! S. 16(1)
> > S. 16(1)
> >
> > Best,
> > Mackenzie
> >
> > On Thu, Feb 23, 2023 at 3:45 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Hey Mackenzie,
> > >
> > > I totally did this earlier, here is what I put below the image:
> > > S. 16(1)
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > >
> > >
> > >
> > >
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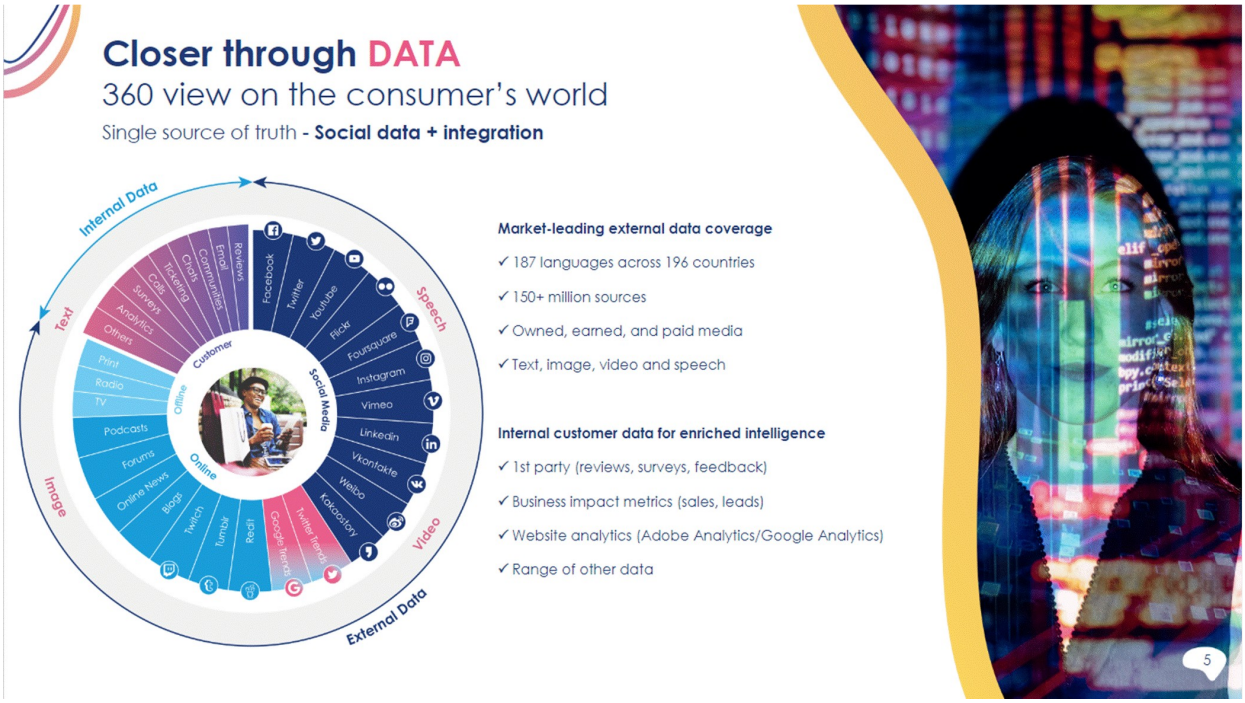
> > >
> > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > **Sent:** Thursday, February 23, 2023 3:40 PM
> > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > >
> > > Amazing Violet! I'm so happy to hear that this was helpful. :)
> > >
> > > On Thu, Feb 23, 2023 at 1:19 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> > >
> > > > Just wanted to say this was very helpful when I shared it with my leadership team:



S. 16(1)

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 21, 2023 4:31 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I've included below the updated RFQ as well as the PDF which outlines everything included in the new package!

Knowing your set budget of 75k CAD and timeline, I am doing my best to make sure we include as much as possible and keep this smooth.

A couple of items to note:

S. 16(1)

Security, Technical, and Legal Resources

- **Hootsuite Trust Center** - *This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.*
  - *A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.*
- **Hootsuite Legal Center**
- **Hootsuite Terms and Conditions**
- Hootsuite's MSA and security resources will cover Talkwalker, as both products will be on the same paperwork.

Questions & Answers:

- **What is the difference between topics, channels, and filters?**
  - *The search option was a typo and it should have been channels! You will receive* S. 16(1) *in the package below.*
  - *A topic can be keywords, brands, products, events, etc. this would be your string of boolean logic.*
  - *Channels are the number of channels that you can track ie. an Instagram account.*
  - *Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.*
- **Is there any way that the Talkwalker team can pull in full news articles without clicking out to a link?**

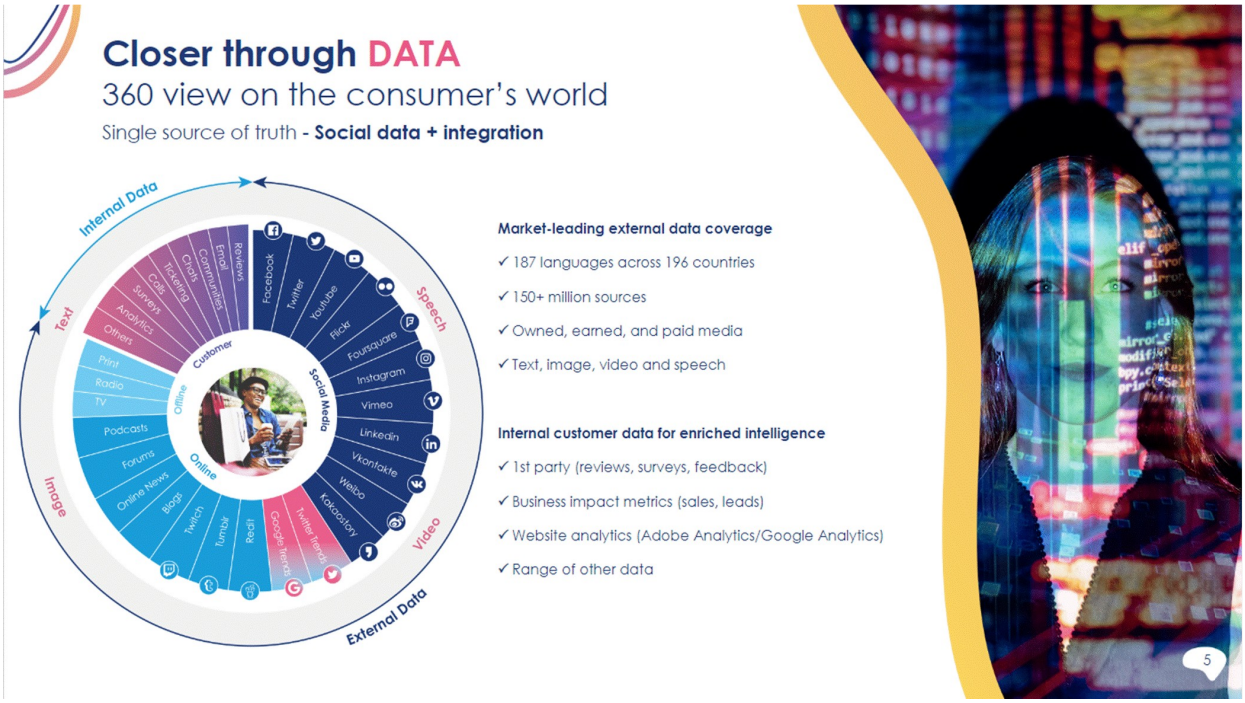
S. 16(1)

- **Can Talkwalker provide a list of all the online sources where data is pulled from?**
  - *As there are over 150 million+ data sources being pulled into Talkwalker they don't have a comprehensive list that showcases all of the sources. However, I have included below a 360 data slide that shows a few of their top sources!*

S. 16(1)

Let me know if you have any other questions!

Best,
Mackenzie



On Tue, Feb 21, 2023 at 12:02 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks, Violet! I'm working with our teams and will have an updated quote and answers to your questions over to you shortly. :)
>
> On Tue, Feb 21, 2023 at 11:26 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good morning Elly and Mackenzie,
> >
> > I was actually just responding with a few questions to Mackenzie's email. Thank you to Mackenzie for providing the updated invoices.
> > Could I just ask a few questions, mainly Talkwalker questions:
> >
> > - It says on the Hootsuite proposal document "15 topics, 15 searches, 15 filters" – Can I please get clarification on what 15 topics and 15 filters mean?
>
> S. 16(1)
>
> > - Could Talkwalker provide a list of all the online sources it pulls in data from? Social media (socials, blogs, and all the media sources (Global, etc.) I know my leadership team will be curious to see all the local Calgary media news sources.
>
> S. 16(1)
>
> > - Are you able to provide me with the security details for Hootsuite and Talkwalker so I can make sure this will work with our IT & security department
> > - Our network is very locked down, I saw the response about the email summary. Is it possible that Talkwalker could reach out to their IT team to see if it's possible to get the full news articles
>
> S. 16(1)
>
> > Thank you,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
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Hootsuite®

Mackenzie Magnolo

Strategic Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

call: +1 408 916 5614
text: +1 604 842 1331

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--

Mackenzie Magnolo

Strategic Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

call: +1 408 916 5614
text: +1 604 842 1331

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From: Elly Leader <elly.leader@hootsuite.com>
Sent: Tuesday, March 07, 2023 5:15 PM
To: Alexia Elford
Cc: Violet Rudy; Mackenzie Magnolo
Subject: Re: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

> You don't often get email from elly.leader@hootsuite.com. Learn why this is important

Hi Alexia,

Our legal team is asking for a quick call with your team tomorrow morning. Is your team available at **9am PST or 10:30am PST?**

On Tue, Mar 7, 2023 at 1:47 PM Elly Leader <elly.leader@hootsuite.com> wrote:

> Thanks Alexia, I am immediately escalating this so we can see. Will update this thread ASAP!
>
> On Tue, Mar 7, 2023 at 1:36 PM Alexia Elford <AElford@calgarypolice.ca> wrote:
>
> > ISC: Protected A
> >
> > Hi Elly,
> > S. 24(1)(c)
> > [redacted]
> > Let me know if this is an acceptable solution/ middle ground. Thanks,
> > **Alexia Elford, SCMP** | Leader – Strategic Procurement and Asset Management | IT Operations Section
> > S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca
> >
> >
> > ISC: Protected A
> >
> > **From:** Elly Leader <elly.leader@hootsuite.com>
> > **Sent:** Tuesday, March 07, 2023 2:22 PM
> > **To:** Alexia Elford <AElford@calgarypolice.ca>; Violet Rudy <VRudy@calgarypolice.ca>
> > **Cc:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Subject:** Re: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> >
> > > You don't often get email from elly.leader@hootsuite.com. Learn why this is important
> >
> > Hi Alexia and Violet,
> > With this, are we good to proceed and route for final signature?
> > Conscious that the current start-date is today.
> > Thanks,
> > On Tue, Mar 7, 2023 at 9:18 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:
> >
> > > Hi Alexia,
> > > Our legal team does not allow us to sign external documents. However, I can assure you that our agreement is legally

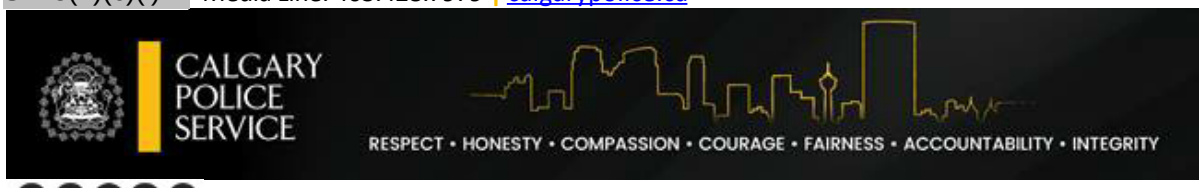
binding and we will uphold all levels of service that are outlined in the Hootsuite agreement.
Let me know if you have any questions.
Best,
Mackenzie
On Tue, Mar 7, 2023 at 9:09 AM Alexia Elford <AElford@calgarypolice.ca> wrote:

ISC: Protected A

Good Morning Mackenzie,
Apologies for the delay, but please see attached the contract letter for the social media scope of work for Violet. Please sign and send it back to me as there is a is a good change I can get it executed today so that the Mar 07 start date comes to fruition. Thanks,
Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Monday, March 06, 2023 10:58 AM
To: Alexia Elford <AElford@calgarypolice.ca>
Subject: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
Good morning Alexia,
My fav person! Hope you're week is off to a great start. I asked Mackenzie to put together two different start dates depending on when we get the final approval. I thought it would help speed up the process.
Thanks so much for all your work on this,
Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca



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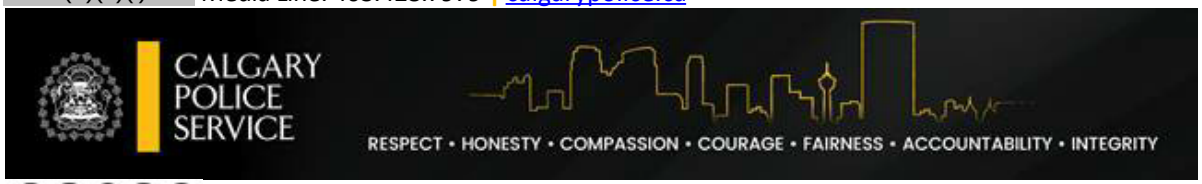
From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Monday, March 06, 2023 10:43 AM
To: Elly Leader <elly.leader@hootsuite.com>
Cc: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
Hi Violet,
Thanks for texting me an update this morning! As per your note, I've attached two contracts below, one has a start date of today and the other has a start date of tomorrow.
It sounds like we're in the final stages waiting on Alexia and your IT team's final review.
Let us know if anything else is needed! Additionally, if you haven't had a chance yet to fill in our Hootsuite requirements form and Talkwalker Media Brief I would recommend doing so as this will speed up our onboarding process. :)
Warm Regards,
Mackenzie
On Fri, Mar 3, 2023 at 8:15 AM Elly Leader <elly.leader@hootsuite.com> wrote:

Hi Violet - are we all on track for completion today? I will be helping process this as soon as it's completed.
Speak soon!
Elly
On Thu, Mar 2, 2023 at 1:30 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Hi Violet,
> Yes, you can put Elly as your backup contact on the contract letter!
> Elly's position is Senior Manager, North America Sales and her phone number is 604-341-6368.
> Best,
> Mackenzie
>
> On Thu, Mar 2, 2023 at 12:40 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> > So sorry for the delay. We're just reviewing the Contract letter from procurement and finalizing any changes. Should get this to you asap.
> > @Elly Leader can we put you on the supplier contact as a backup contact?
> > I will need your position and phone number.
> > Really sorry for the delay, thank you,
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
> > 
> >
> >
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> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Thursday, March 02, 2023 9:36 AM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Cc:** Elly Leader <elly.leader@hootsuite.com>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > Hi Violet,
> > I'm meeting with my launch team at 10am PST. Are we still on track for a start date this week?
> > Note I'll need to update the paperwork, as the current start date on the contract was set for yesterday.
> > Best,
> > Mackenzie
> > On Wed, Mar 1, 2023 at 12:07 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:
> >
> > > Sounds great, thanks Violet!
> > > On Wed, Mar 1, 2023 at 12:02 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> > >
> > > > Good afternoon Mackenzie,
> > > > Thank you for getting that response for me.
> > > > I've sent over all the information to Alexia and will let you know when we can move forward.
> > > > Have a great day,
> > > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Wednesday, March 01, 2023 9:42 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Morning Violet,
I received the final word on what "Text-Only" means in the contract. S. 16(1)
S. 16(1)

Are there any other final items that we need to check off in order to move forward with a contract signature?
Warm Regards,
Mackenzie

On Tue, Feb 28, 2023 at 4:54 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Hi Violet,
> Please see attached! Note that this includes all of the taxes that are outlined in the additional terms section of the contract, as well.
>
> Best,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 3:37 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Can you please update the attachment as well with the new updated information.
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
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> **ISC: Protected A**
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Tuesday, February 28, 2023 4:20 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Hi Violet,
> So great to hear that your team was able to get in touch with the Talkwalker team and everything is squared away security-wise! I've included the contract below with your updated phone number. Clarification on your additional points below:
>
> - Within the contract, you will receive S. 16(1) The secondary SKU

stating "up to 30 topics and 40 channels" is a SKU that is used with multiple packages. This is just referring to the limit on the number of topics the Talkwalker team will help you set up/configure.

- I've clarified again with Jack that S. 16(1) S. 16(1) I'm still waiting on clarification from their team regarding what "Text Only" means but my understanding is that this refers to the actual data storage. Jack said we likely won't get a response until tomorrow, but I'm trying other avenues to get a response quicker!

Best,
Mackenzie

On Tue, Feb 28, 2023 at 2:53 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
> Our IT Security Analyst reached out to Talkwalker directly and met with Nicole Asbun. She was able to provide him with the answers from Jack Harback.
> They also were working with Taylor Shein your colleague.
> Hi Keith,
> Nice to e-meet you and I am happy to get answers for any additional security questions.
> 1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
> S. 16(1)
> 2. Does talk walker have any security compliance certifications such as the ones for Hootsuite?
> S. 16(1)
> Best,
> Jack
> Looks like this is all good to go when it comes to security.
> Have you had a chance to go through the contract and update if needed?
> Thank you,
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

Non-Responsive

From: JJ Carroll <JCarroll@calgarypolice.ca>
Sent: Tuesday, March 07, 2023 9:46 AM
To: Keith McLeod <KMcLeod@calgarypolice.ca>; Alexia Elford <AElford@calgarypolice.ca>; Violet Rudy <VRudy@calgarypolice.ca>
Cc: Dan Wandler <DWandler@calgarypolice.ca>; Nick Alessio <NAlessio@calgarypolice.ca>; Paul Paraschuk <PParaschuk@calgarypolice.ca>; Sean Gallant <SAGallant@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Thanks Keith. Alexia I am good proceeding then, as Keith is running with this for our team.

Non-Responsive

JJ

JJ Carroll
IT Security Manager
Calgary Police Service
403-428-8369

From: Keith McLeod <KMcLeod@calgarypolice.ca>
Sent: March 7, 2023 9:17 AM
To: Alexia Elford <AElford@calgarypolice.ca>; Violet Rudy <VRudy@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Morning Alexia, I'm good with everything.

Thanks,

Keith McLeod | IT Security Analyst | Information Technology Section
keith.mcleod@calgarypolice.ca
ISC: Protected B

From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Monday, March 06, 2023 8:22 AM
To: Violet Rudy <VRudy@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Thanks Violet,

JJ and Keith – do either of you have any comments/ concerns on this contract package before I move forward? Thanks,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Thursday, March 02, 2023 2:11 PM
To: Alexia Elford <AElford@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Afternoon Alexia,

THANK YOU very much for putting this together so quickly. I made a few small edits.
I've added Elly Leader as a backup to Mackenzie, I'm just waiting to hear back with her position and phone number, I searched and didn't have her signature in any of the emails.
I'll send that over to you asap. I've sent an email and text.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Thursday, March 02, 2023 1:32 PM
To: Violet Rudy <VRudy@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Good Afternoon Everyone,

Apologies for the delay, but there was a bunch of information I had to sort through to draft this letter.

Please review and provide feedback on if all the required information related to this SOW has been captured.

By using the city's templates the procurement will be governed by the City's Terms and conditions which may need to be flushed out a bit with the supplier when they review it, but it is anticipated.

Once I receive everyone's feedback, will send to the supplier for review. Once everyone is happy I will then have it executed by Sarah Demko which will allow us to move forward officially with this procurement and release the purchase order. Let me know if anyone needs to discuss anything. Thanks

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Thursday, March 02, 2023 9:41 AM
To: Alexia Elford <AElford@calgarypolice.ca>
Subject: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hey Alexia,

Please see the note from Mackenzie below. I know this is a super quick turn around. I'm sorry for the pressure. I know you're working as hard and fast as you can!
Please know I'm not trying to rush you, just let me know what I can tell her to change the date to even if it's next week.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

[redacted]

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, March 02, 2023 9:36 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I'm meeting with my launch team at 10am PST. Are we still on track for a start date this week?

Note I'll need to update the paperwork, as the current start date on the contract was set for yesterday.

Best,
Mackenzie

On Wed, Mar 1, 2023 at 12:07 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Sounds great, thanks Violet!
>
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> > Good afternoon Mackenzie,
> >
> > Thank you for getting that response for me.
> > I've sent over all the information to Alexia and will let you know when we can move forward.
> >
> > Have a great day,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
> > [redacted]
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> >
> > ---
> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Wednesday, March 01, 2023 9:42 AM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> >
> > Morning Violet,
> >
> > I received the final word on what "Text-Only" means in the contract. S. 16(1)
> > S. 16(1)
> >
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> >
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> > >
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> > >
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> > > Mackenzie
> > >
> > > On Tue, Feb 28, 2023 at 3:37 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
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> > > > Can you please update the attachment as well with the new updated information.
> > > >
> > > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > > >
> > > > [redacted]
> > > >
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> > > >
> > > > ---
> > > >
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> > > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > > >
> > > > Hi Violet,
> > > >
> > > > So great to hear that your team was able to get in touch with the Talkwalker team and everything is squared away security-wise! I've included the contract below with your updated phone number. Clarification on your additional points below:
> > > >
> > > > - Within the contract, you will receive S. 16(1) The secondary SKU stating "up to 30 topics and 40 channels" is a SKU that is used with multiple packages. This is just referring to the limit on the number of topics the Talkwalker team will help you set up/configure.
> > > > - I've clarified again with Jack that S. 16(1) I'm still waiting on clarification from their team regarding what "Text Only" means but my understanding is that this refers to the actual data storage. Jack said we likely won't get a response until tomorrow, but I'm trying other avenues to get a response quicker!
> > > >
> > > > Best,

Mackenzie

On Tue, Feb 28, 2023 at 2:53 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Hey Mackenzie,

Our IT Security Analyst reached out to Talkwalker directly and met with Nicole Asbun. She was able to provide him with the answers from Jack Harback.
They also were working with Taylor Shein your colleague.

Hi Keith,

Nice to e-meet you and I am happy to get answers for any additional security questions.

1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
S. 16(1)
2. Does talk walker have any security compliance certifications such as the ones for Hootsuite?
S. 16(1)

Best,
Jack

Looks like this is all good to go when it comes to security.
Have you had a chance to go through the contract and update if needed?
Thank you,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

[redacted]

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 1:23 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Thanks, Violet!

Just to confirm were you looking for clarification on the highlighted pieces?

Best,
Mackenzie

On Tue, Feb 28, 2023 at 12:06 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Hey Mackenzie,

Thank you for including the taxes in this for us.
I have a few things I've highlighted in the contract.

Thank you,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

[redacted]

ISC: Protected A

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 12:25 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Please see the updated Hootsuite contract below! A few items to note:

- The start date is set for March 1st, as I know you're on a time crunch. This can be adjusted if another start date is preferred.
- Our AR team has included the taxes in our additional terms section. These taxes are based on the 5% Calgary tax rate and the reason we list this as an estimate is that we don't control tax laws. If tax rates were to change at the time of billing we would need to bill based on those rates. Given that this is only a few days away and in Canada tax rates rarely if ever change we are in a comfortable position in assuming that on the service value of $71,222.50 CAD, the total value with tax included should be $74,783.63 CAD.
- Our terms of service are linked at the bottom of the contract.

Please let me know if any information on the contract is incorrect. I can also send this via AdobeSign for signature if preferred!

We're looking forward to bringing your team onboard and I'll be on the lookout for any final items needed for your Talkwalker security review.

Warm Regards,
Mackenzie

On Tue, Feb 28, 2023 at 7:07 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

Thanks Violet! I'll keep an eye out for the updated questions from IT.

I'm just waiting on our AR and contracts teams to work through the final stages of inputting the taxes into the contract. As it's not something we typically do we just have to go through a few extra layers of approval. I should have this over to you later today! :)

Best,
Mackenzie

On Tue, Feb 28, 2023 at 6:37 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Hey Mackenzie,

I'm waiting on the questions back from our IT team.
Do you have that updated quote? We lose our tool today so we need something asap.
Thanks for all your work on this.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

[redacted]

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Monday, February 27, 2023 11:33 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Thanks for confirming! I just spoke with their team and they don't have a direct point of contact that would be able to jump on a call. However, I can pass along any questions or documents that are needed so that we can get those into your IT team's hands.

In specific what questions does your IT team have? What security certificates are needed? Are you looking for SSO when you say MFA?

If you could provide a comprehensive list I can ensure we get these items over to you! :)

On Mon, Feb 27, 2023 at 10:13 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> Yes exactly – thank you!
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
> [redacted]
>
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>
> ---
>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Monday, February 27, 2023 8:59 AM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Hi Violet,
>
> Is your IT team referring to Talkwalker in this case?
>
> Let me know so I can reach out to their team!
>
> Best,
> Mackenzie
>
> On Mon, Feb 27, 2023 at 7:30 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Thanks Mackenzie, I appreciate it. Hope you had a good weekend.
> >
> > I got this back from our IT team: "I tried to schedule a session with them on Tuesday to ask some more questions. **Violet – if your contact has a link to any further information, security compliance certificates, etc., that would be useful.** I can't even really make an account to verify the ability to use MFA, for example. Being that they are European (HQ in Luxembourg) and regulated under the GDPR makes me generally less concerned overall."
> >
> > Is there a contact that I can direct him to meet with? And would you be able to provide more information around security compliance certificates?
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
> > [redacted]
> >
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> >
> > ---
> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Friday, February 24, 2023 1:31 PM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> >
> > Hi Violet,
> >
> > Our team is still working internally to work out the tax situation! We should have an update shortly, including updated paperwork.
> >
> > In the meantime, I wanted to share the Talkwalker Media Brief which will need to be filled in. This will speed up the process and ensure we can work within your tight timeline!
> >
> > Once you've completed the form please send it back to me. Let me know if you have any questions! :)
> >
> > Best,
> > Mackenzie
> >
> > On Thu, Feb 23, 2023 at 4:13 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Thanks for the clarification!
> > >
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

[redacted]

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, February 23, 2023 4:50 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Sorry, I must have missed that! S. 16(1)

S. 16(1)

Best,
Mackenzie

On Thu, Feb 23, 2023 at 3:45 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> I totally did this earlier, here is what I put below the image:

S. 16(1)

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

[redacted]

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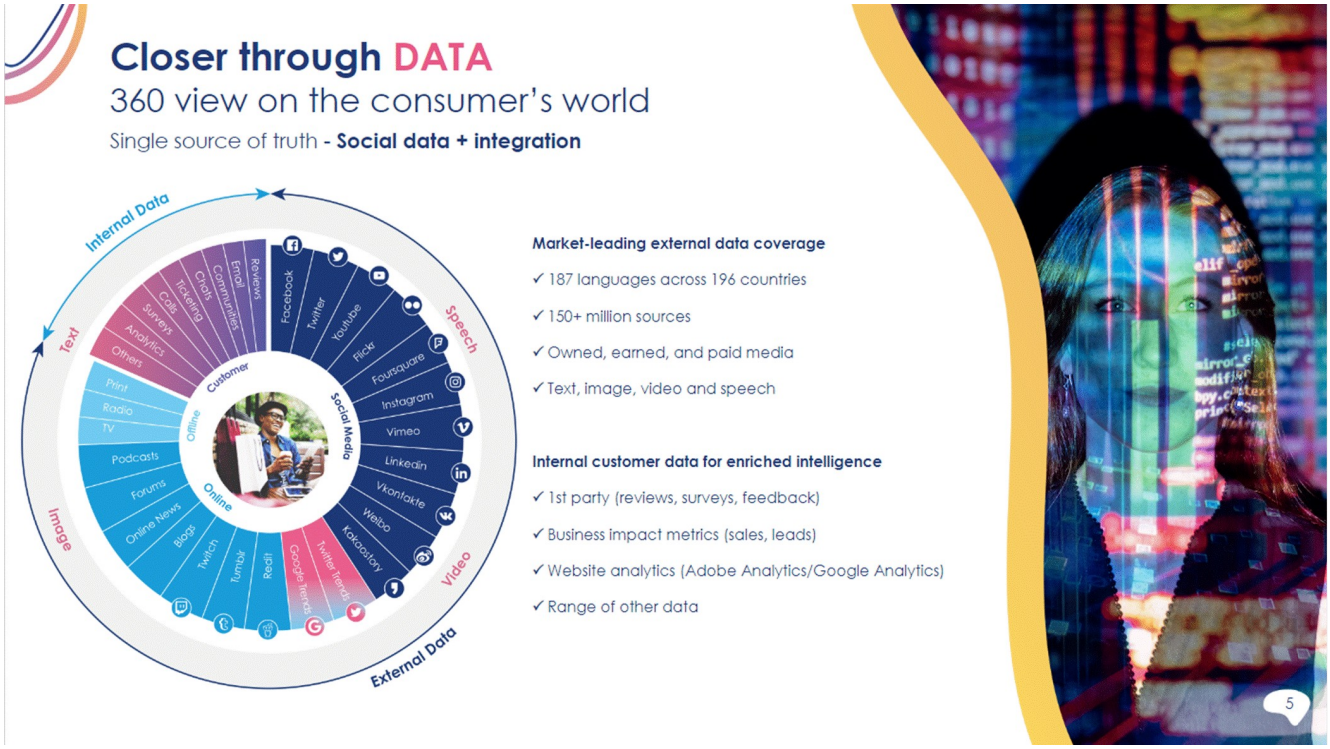
From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, February 23, 2023 3:40 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Amazing Violet! I'm so happy to hear that this was helpful. :)

On Thu, Feb 23, 2023 at 1:19 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Just wanted to say this was very helpful when I shared it with my leadership team:



S. 16(1)

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

[redacted]

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 21, 2023 4:31 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I've included below the updated RFQ as well as the PDF which outlines everything included in the new package!

Knowing your set budget of 75k CAD and timeline, I am doing my best to make sure we include as much as possible and keep this smooth.

A couple of items to note:

S. 16(1)

Security, Technical, and Legal Resources

- **Hootsuite Trust Center** - *This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.*
  - *A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.*
- **Hootsuite Legal Center**
- **Hootsuite Terms and Conditions**
- Hootsuite's MSA and security resources will cover Talkwalker, as both products will be on the same paperwork.

Questions & Answers:

- **What is the difference between topics, channels, and filters?**
  - *The search option was a typo and it should have been channels! You will receive* S. 16(1) *in the package below.*
  - *A topic can be keywords, brands, products, events, etc. this would be your string of boolean logic.*
  - *Channels are the number of channels that you can track ie. an Instagram account.*
  - *Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.*
- **Is there any way that the Talkwalker team can pull in full news articles without clicking out to a link?**

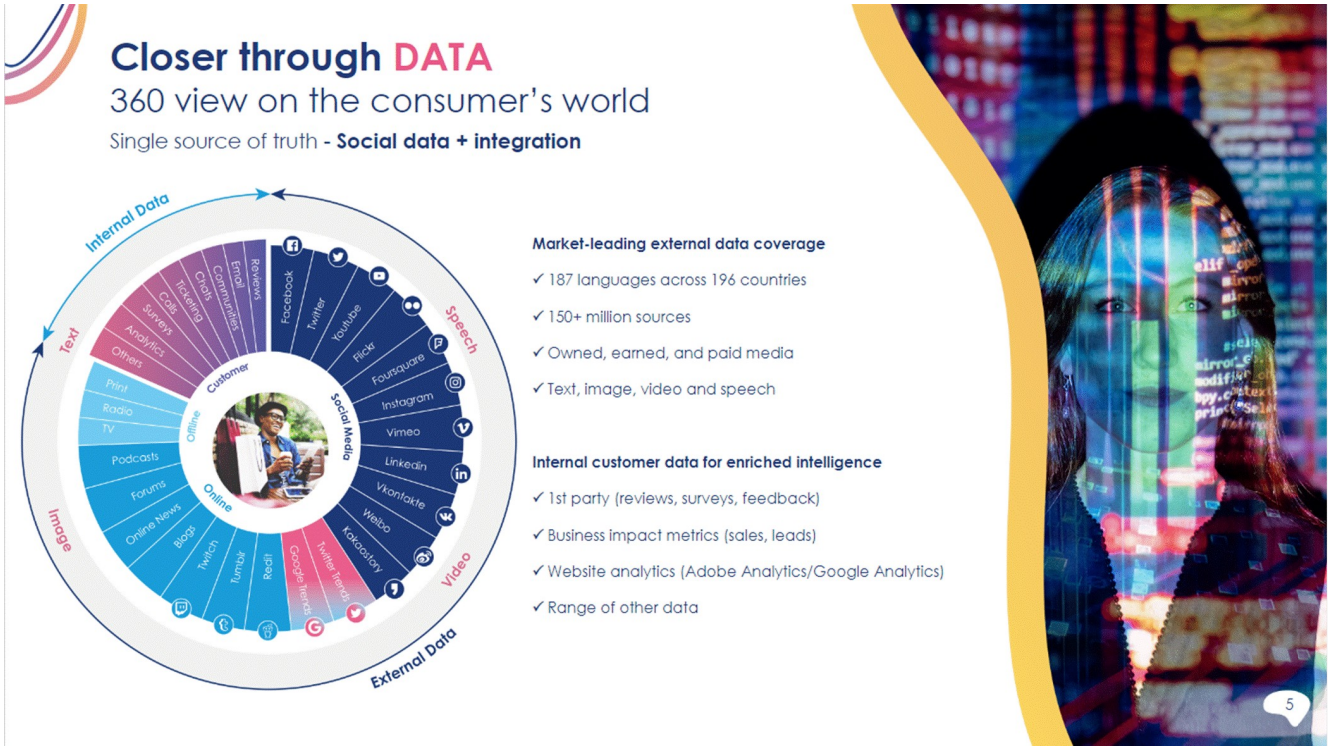
S. 16(1)

- **Can Talkwalker provide a list of all the online sources where data is pulled from?**
  - *As there are over 150 million+ data sources being pulled into Talkwalker they don't have a comprehensive list that showcases all of the sources. However, I have included below a 360 data slide that shows a few of their top sources!*

S. 16(1)

Let me know if you have any other questions!

Best,
Mackenzie



On Tue, Feb 21, 2023 at 12:02 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks, Violet! I'm working with our teams and will have an updated quote and answers to your questions over to you shortly. :)
>
> On Tue, Feb 21, 2023 at 11:26 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Good morning Elly and Mackenzie,

I was actually just responding with a few questions to Mackenzie's email. Thank you to Mackenzie for providing the updated invoices.
Could I just ask a few questions, mainly Talkwalker questions:

- It says on the Hootsuite proposal document "15 topics, 15 searches, 15 filters" – Can I please get clarification on what 15 topics and 15 filters mean?

S. 16(1)

- Could Talkwalker provide a list of all the online sources it pulls in data from? Social media (socials, blogs, and all the media sources (Global, etc.) I know my leadership team will be curious to see all the local Calgary media news sources.

S. 16(1)

- Are you able to provide me with the security details for Hootsuite and Talkwalker so I can make sure this will work with our IT & security department
- Our network is very locked down, I saw the response about the email summary. Is it possible that Talkwalker could reach out to their IT team to see if it's possible to get the full news articles

S. 16(1)

Thank you,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

[redacted]

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Mackenzie Magnolo

Strategic Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1
call: +1 408 916 5614
text: +1 604 842 1331

Book a meeting with Mackenzie Magnolo

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Mackenzie Magnolo
Strategic Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1
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Non-Responsive

From: JJ Carroll <JCarroll@calgarypolice.ca>
Sent: Tuesday, March 07, 2023 9:46 AM
To: Keith McLeod <KMcLeod@calgarypolice.ca>; Alexia Elford <AElford@calgarypolice.ca>; Violet Rudy <VRudy@calgarypolice.ca>
Cc: Dan Wandler <DWandler@calgarypolice.ca>; Nick Alessio <NAlessio@calgarypolice.ca>; Paul Paraschuk <PParaschuk@calgarypolice.ca>; Sean Gallant <SAGallant@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Thanks Keith. Alexia I am good proceeding then, as Keith is running with this for our team.

Non-Responsive

JJ

JJ Carroll
IT Security Manager
Calgary Police Service
403-428-8369

From: Keith McLeod <KMcLeod@calgarypolice.ca>
Sent: March 7, 2023 9:17 AM
To: Alexia Elford <AElford@calgarypolice.ca>; Violet Rudy <VRudy@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Morning Alexia, I'm good with everything.

Thanks,

Keith McLeod | IT Security Analyst | Information Technology Section
keith.mcleod@calgarypolice.ca
ISC: Protected B

From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Monday, March 06, 2023 8:22 AM
To: Violet Rudy <VRudy@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Thanks Violet,

JJ and Keith – do either of you have any comments/ concerns on this contract package before I move forward? Thanks,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Thursday, March 02, 2023 2:11 PM
To: Alexia Elford <AElford@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Afternoon Alexia,

THANK YOU very much for putting this together so quickly. I made a few small edits.
I've added Elly Leader as a backup to Mackenzie, I'm just waiting to hear back with her position and phone number, I searched and didn't have her signature in any of the emails.
I'll send that over to you asap. I've sent an email and text.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Thursday, March 02, 2023 1:32 PM
To: Violet Rudy <VRudy@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Good Afternoon Everyone,

Apologies for the delay, but there was a bunch of information I had to sort through to draft this letter.

Please review and provide feedback on if all the required information related to this SOW has been captured.

By using the city's templates the procurement will be governed by the City's Terms and conditions which may need to be flushed out a bit with the supplier when they review it, but it is anticipated.

Once I receive everyone's feedback, will send to the supplier for review. Once everyone is happy I will then have it executed by Sarah Demko which will allow us to move forward officially with this procurement and release the purchase order. Let me know if anyone needs to discuss anything. Thanks

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Thursday, March 02, 2023 9:41 AM
To: Alexia Elford <AElford@calgarypolice.ca>
Subject: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hey Alexia,

Please see the note from Mackenzie below. I know this is a super quick turn around. I'm sorry for the pressure. I know you're working as hard and fast as you can!
Please know I'm not trying to rush you, just let me know what I can tell her to change the date to even if it's next week.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, March 02, 2023 9:36 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I'm meeting with my launch team at 10am PST. Are we still on track for a start date this week?

Note I'll need to update the paperwork, as the current start date on the contract was set for yesterday.

Best,
Mackenzie

On Wed, Mar 1, 2023 at 12:07 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Sounds great, thanks Violet!

On Wed, Mar 1, 2023 at 12:02 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Good afternoon Mackenzie,
>
> Thank you for getting that response for me.
> I've sent over all the information to Alexia and will let you know when we can move forward.
>
> Have a great day,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
> [redacted]
>
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Wednesday, March 01, 2023 9:42 AM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Morning Violet,
>
> I received the final word on what "Text-Only" means in the contract. S.16(1) S.16(1)
>
> Are there any other final items that we need to check off in order to move forward with a contract signature?
>
> Warm Regards,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 4:54 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:
>
> > Hi Violet,
> >
> > Please see attached! Note that this includes all of the taxes that are outlined in the additional terms section of the contract, as well.
> >
> > Best,
> > Mackenzie
> >
> > On Tue, Feb 28, 2023 at 3:37 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Can you please update the attachment as well with the new updated information.
> > >
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > >
> > > [redacted]
> > >
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> > >
> > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > **Sent:** Tuesday, February 28, 2023 4:20 PM
> > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > >
> > > Hi Violet,
> > >
> > > So great to hear that your team was able to get in touch with the Talkwalker team and everything is squared away security-wise! I've included the contract below with your updated phone number. Clarification on your additional points below:
> > >
> > > - Within the contract, you will receive S. 16(1) The secondary SKU stating "up to 30 topics and 40 channels" is a SKU that is used with multiple packages. This is just referring to the limit on the number of topics the Talkwalker team will help you set up/configure.
> > > - I've clarified again with Jack that S. 16(1) I'm still waiting on clarification from their team regarding what "Text Only" means but my understanding is that this refers to the actual data storage. Jack said we likely won't get a response until tomorrow, but I'm trying other avenues to get a response quicker!
> > >
> > > Best,
> > > Mackenzie
> > >
> > > On Tue, Feb 28, 2023 at 2:53 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> > >
> > > > Hey Mackenzie,
> > > >
> > > > Our IT Security Analyst reached out to Talkwalker directly and met with Nicole Asbun. She was able to provide him with the answers from Jack Harback.
> > > > They also were working with Taylor Shein your colleague.
> > > >
> > > > Hi Keith,
> > > >
> > > > Nice to e-meet you and I am happy to get answers for any additional security questions.
> > > >
> > > > 1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
> > > > S.16(1)
> > > > 2. Does talk walker have any security compliance certifications such as the ones for Hootsuite?
> > > > S.16(1)
> > > >
> > > > Best,
> > > > Jack
> > > >
> > > > Looks like this is all good to go when it comes to security.
> > > > Have you had a chance to go through the contract and update if needed?
> > > > Thank you,
> > > >
> > > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

[redacted]

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 1:23 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Thanks, Violet!

Just to confirm were you looking for clarification on the highlighted pieces?

Best,
Mackenzie

On Tue, Feb 28, 2023 at 12:06 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> Thank you for including the taxes in this for us.
> I have a few things I've highlighted in the contract.
>
> Thank you,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
> [redacted]
>
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>
> ---
>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Tuesday, February 28, 2023 12:25 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Cc:** Elly Leader <elly.leader@hootsuite.com>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Hi Violet,
>
> Please see the updated Hootsuite contract below! A few items to note:
>
> - The start date is set for March 1st, as I know you're on a time crunch. This can be adjusted if another start date is preferred.
> - Our AR team has included the taxes in our additional terms section. These taxes are based on the 5% Calgary tax rate and the reason we list this as an estimate is that we don't control tax laws. If tax rates were to change at the time of billing we would need to bill based on those rates. Given that this is only a few days away and in Canada tax rates rarely if ever change we are in a comfortable position in assuming that on the service value of $71,222.50 CAD, the total value with tax included should be $74,783.63 CAD.
> - Our terms of service are linked at the bottom of the contract.
>
> Please let me know if any information on the contract is incorrect. I can also send this via AdobeSign for signature if preferred!
>
> We're looking forward to bringing your team onboard and I'll be on the lookout for any final items needed for your Talkwalker security review.
>
> Warm Regards,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 7:07 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:
>
> > Thanks Violet! I'll keep an eye out for the updated questions from IT.
> >
> > I'm just waiting on our AR and contracts teams to work through the final stages of inputting the taxes into the contract. As it's not something we typically do we just have to go through a few extra layers of approval. I should have this over to you later today! :)
> >
> > Best,
> > Mackenzie
> >
> > On Tue, Feb 28, 2023 at 6:37 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Hey Mackenzie,
> > >
> > > I'm waiting on the questions back from our IT team.
> > > Do you have that updated quote? We lose our tool today so we need something asap.
> > > Thanks for all your work on this,
> > >
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > >
> > > [redacted]
> > >
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> > >
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> > >
> > > ---
> > >
> > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > **Sent:** Monday, February 27, 2023 11:33 AM
> > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > >
> > > Thanks for confirming! I just spoke with their team and they don't have a direct point of contact that would be able to jump on a call. However, I can pass along any questions or documents that are needed so that we can get those into your IT team's hands.
> > >
> > > In specific what questions does your IT team have? What security certificates are needed? Are you looking for SSO when you say MFA?
> > >
> > > If you could provide a comprehensive list I can ensure we get these items over to you! :)

On Mon, Feb 27, 2023 at 10:13 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> Yes exactly – thank you!
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
> [redacted]
>
> **ISC: Protected A**
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Monday, February 27, 2023 8:59 AM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Hi Violet,
>
> Is your IT team referring to Talkwalker in this case?
>
> Let me know so I can reach out to their team!
>
> Best,
> Mackenzie
>
> On Mon, Feb 27, 2023 at 7:30 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Thanks Mackenzie, I appreciate it. Hope you had a good weekend.
> >
> > I got this back from our IT team: "I tried to schedule a session with them on Tuesday to ask some more questions. **Violet – if your contact has a link to any further information, security compliance certificates, etc., that would be useful.** I can't even really make an account to verify the ability to use MFA, for example. Being that they are European (HQ in Luxembourg) and regulated under the GDPR makes me generally less concerned overall."
> >
> > Is there a contact that I can direct him to meet with? And would you be able to provide more information around security compliance certificates?
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
> > [redacted]
> >
> > **ISC: Protected A**
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> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Friday, February 24, 2023 1:31 PM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> >
> > Hi Violet,
> >
> > Our team is still working internally to work out the tax situation! We should have an update shortly, including updated paperwork.
> >
> > In the meantime, I wanted to share the Talkwalker Media Brief which will need to be filled in. This will speed up the process and ensure we can work within your tight timeline!
> >
> > Once you've completed the form please send it back to me. Let me know if you have any questions! :)
> >
> > Best,
> > Mackenzie
> >
> > On Thu, Feb 23, 2023 at 4:13 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Thanks for the clarification!
> > >
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > >
> > > [redacted]
> > >
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> > >
> > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > **Sent:** Thursday, February 23, 2023 4:50 PM
> > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > >
> > > Hi Violet,
> > >
> > > Sorry, I must have missed that! S.16(1)
> > > S.16(1)
> > >
> > > Best,
> > > Mackenzie
> > >
> > > On Thu, Feb 23, 2023 at 3:45 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> > >
> > > > Hey Mackenzie,
> > > >
> > > > I totally did this earlier, here is what I put below the image:
> > > > S. 16(1)

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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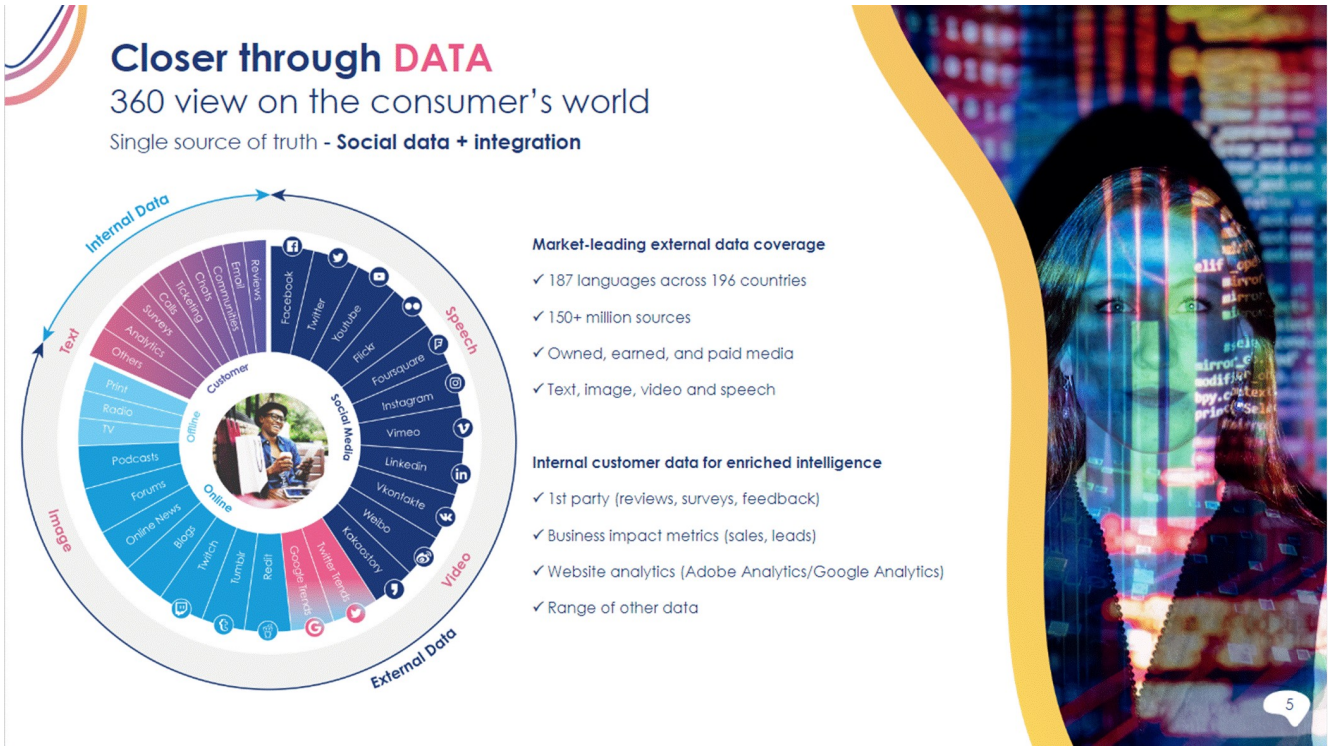
From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, February 23, 2023 3:40 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Amazing Violet! I'm so happy to hear that this was helpful. :)

On Thu, Feb 23, 2023 at 1:19 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Just wanted to say this was very helpful when I shared it with my leadership team:



S. 16(1)

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 21, 2023 4:31 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I've included below the updated RFQ as well as the PDF which outlines everything included in the new package!

Knowing your set budget of 75k CAD and timeline, I am doing my best to make sure we include as much as possible and keep this smooth.

A couple of items to note:

S.16(1)

Security, Technical, and Legal Resources

- **Hootsuite Trust Center** - *This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.*
  - *A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.*
- **Hootsuite Legal Center**

- Hootsuite Terms and Conditions
- Hootsuite's MSA and security resources will cover Talkwalker, as both products will be on the same paperwork.

Questions & Answers:

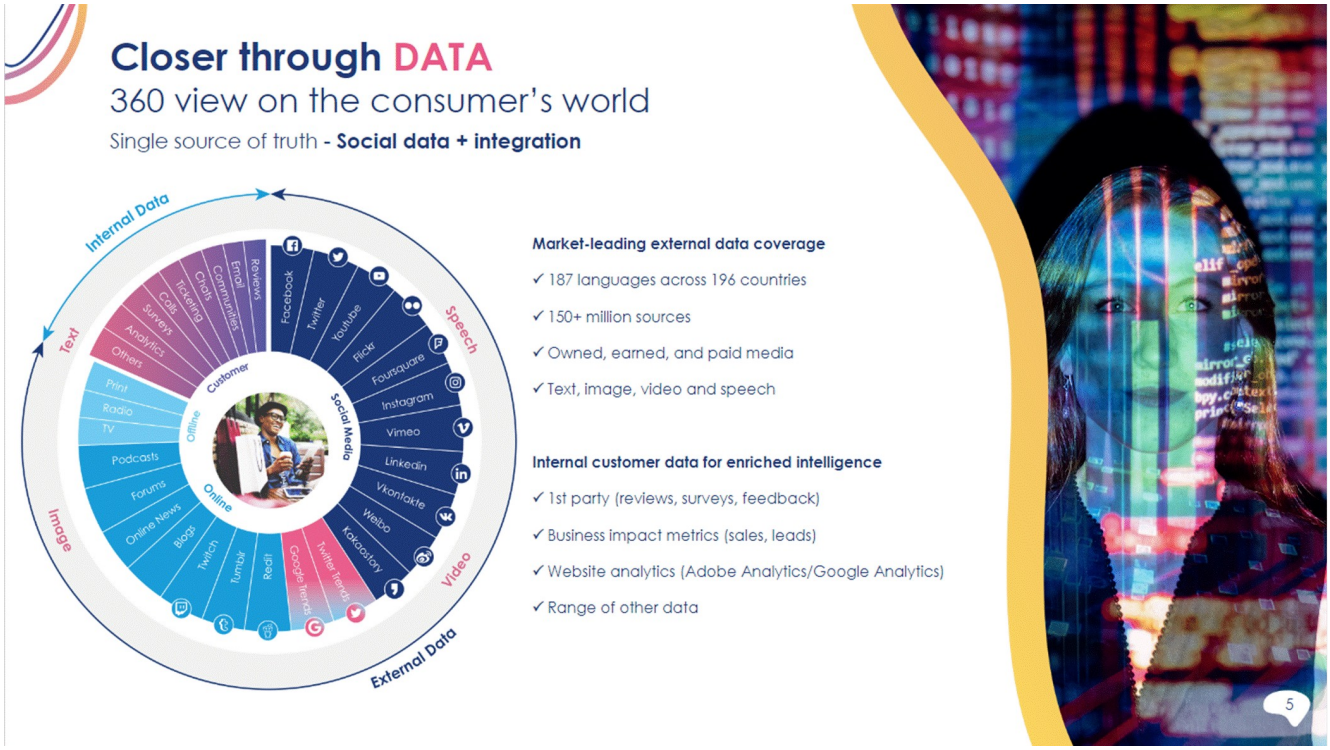
- **What is the difference between topics, channels, and filters?**
  - *The search option was a typo and it should have been channels! You will receive* S.16(1) *ilters in the package below.*
  - *A topic can be keywords, brands, products, events, etc. this would be your string of boolean logic.*
  - *Channels are the number of channels that you can track ie. an Instagram account.*
  - *Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.*
- **Is there any way that the Talkwalker team can pull in full news articles without clicking out to a link?**

  S.16(1)
- **Can Talkwalker provide a list of all the online sources where data is pulled from?**
  - *As there are over 150 million+ data sources being pulled into Talkwalker they don't have a comprehensive list that showcases all of the sources. However, I have included below a 360 data slide that shows a few of their top sources!*

  S.16(1)

Let me know if you have any other questions!

Best,
Mackenzie



On Tue, Feb 21, 2023 at 12:02 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks, Violet! I'm working with our teams and will have an updated quote and answers to your questions over to you shortly. :)
>
> On Tue, Feb 21, 2023 at 11:26 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good morning Elly and Mackenzie,
> >
> > I was actually just responding with a few questions to Mackenzie's email. Thank you to Mackenzie for providing the updated invoices.
> > Could I just ask a few questions, mainly Talkwalker questions:
> >
> > - It says on the Hootsuite proposal document "15 topics, 15 searches, 15 filters" – Can I please get clarification on what 15 topics and 15 filters mean?
> >
> >   S.16(1)
> > - Could Talkwalker provide a list of all the online sources it pulls in data from? Social media (socials, blogs, and all the media sources (Global, etc.) I know my leadership team will be curious to see all the local Calgary media news sources.
> >
> >   S. 16(1)
> > - Are you able to provide me with the security details for Hootsuite and Talkwalker so I can make sure this will work with our IT & security department
> > - Our network is very locked down, I saw the response about the email summary. Is it possible that Talkwalker could reach out to their IT team to see if it's possible to get the full news articles
> >
> >   S.16(1)
> >
> > Thank you,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

[redacted]

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Mackenzie Magnolo

Strategic Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1
call: +1 408 916 5614
text: +1 604 842 1331

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From: Elly Leader <elly.leader@hootsuite.com>
Sent: Tuesday, March 07, 2023 2:47 PM
To: Alexia Elford
Cc: Violet Rudy; Mackenzie Magnolo
Subject: Re: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

> You don't often get email from elly.leader@hootsuite.com. Learn why this is important

Thanks Alexia, I am immediately escalating this so we can see. Will update this thread ASAP!

On Tue, Mar 7, 2023 at 1:36 PM Alexia Elford <AElford@calgarypolice.ca> wrote:

> ISC: Protected A
>
> Hi Elly,
> S. 24(1)(c)
> S. 24(1)(c) Let me know if this is an acceptable solution/ middle ground. Thanks,
> **Alexia Elford, SCMP** | Leader – Strategic Procurement and Asset Management | IT Operations Section
> S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca
>
> CALGARY POLICE SERVICE
> RESPECT • HONESTY • COMPASSION • COURAGE • FAIRNESS • ACCOUNTABILITY • INTEGRITY
>
> ISC: Protected A
>
> **From:** Elly Leader <elly.leader@hootsuite.com>
> **Sent:** Tuesday, March 07, 2023 2:22 PM
> **To:** Alexia Elford <AElford@calgarypolice.ca>; Violet Rudy <VRudy@calgarypolice.ca>
> **Cc:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Subject:** Re: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
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S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

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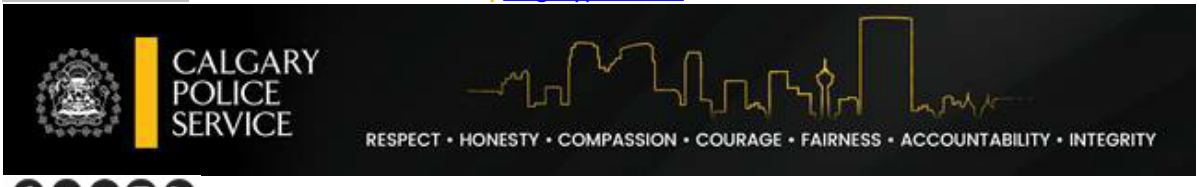
> > > 
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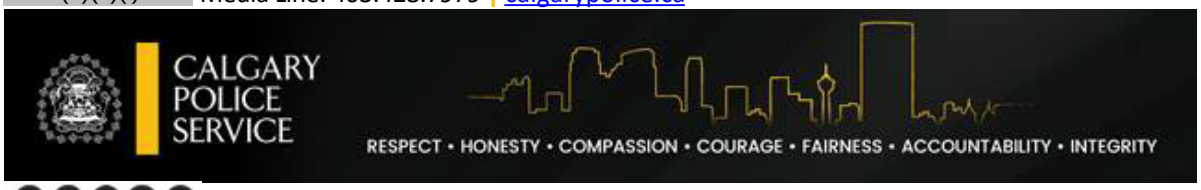
> > 
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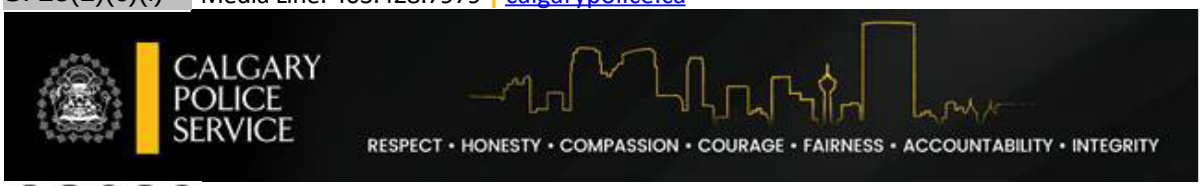

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From: Elly Leader <elly.leader@hootsuite.com>
Sent: Tuesday, March 07, 2023 2:47 PM
To: Alexia Elford
Cc: Violet Rudy; Mackenzie Magnolo
Subject: Re: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

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Thanks Alexia, I am immediately escalating this so we can see. Will update this thread ASAP!

On Tue, Mar 7, 2023 at 1:36 PM Alexia Elford <AElford@calgarypolice.ca> wrote:

ISC: Protected A

Hi Elly,
S. 24(1)(c)

S. 24(1)(c) Let me know if this is an acceptable solution/ middle ground. Thanks,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

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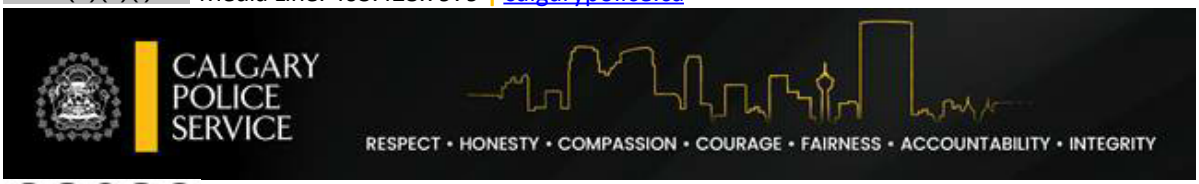

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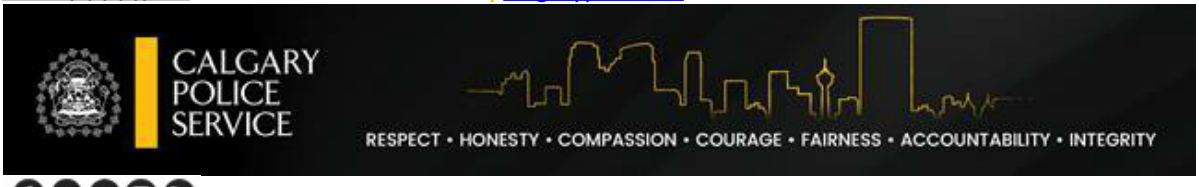
> > > 
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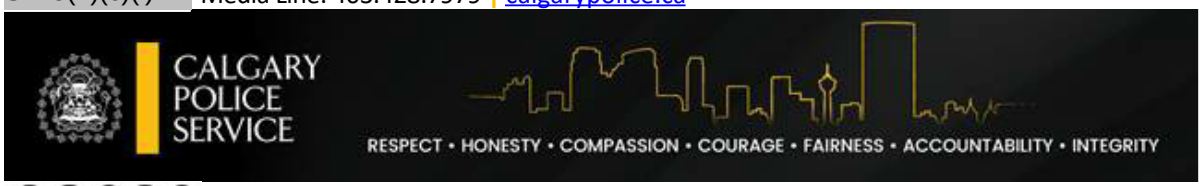

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> Thank you,
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

From: Elly Leader <elly.leader@hootsuite.com>
Sent: Tuesday, March 07, 2023 2:22 PM
To: Alexia Elford; Violet Rudy
Cc: Mackenzie Magnolo
Subject: Re: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

You don't often get email from elly.leader@hootsuite.com. Learn why this is important

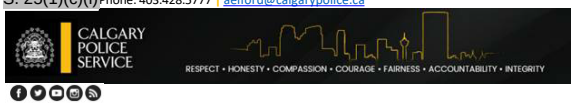
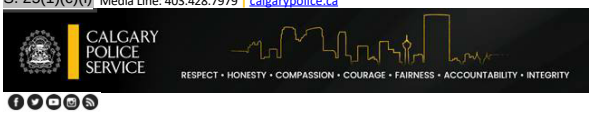
Hi Alexia and Violet,

With this, are we good to proceed and route for final signature?

Conscious that the current start-date is today.

Thanks,

On Tue, Mar 7, 2023 at 9:18 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Hi Alexia,
>
> Our legal team does not allow us to sign external documents. However, I can assure you that our agreement is legally binding and we will uphold all levels of service that are outlined in the Hootsuite agreement.
>
> Let me know if you have any questions.
>
> Best,
> Mackenzie
>
> On Tue, Mar 7, 2023 at 9:09 AM Alexia Elford <AElford@calgarypolice.ca> wrote:
>
> > ISC: Protected A
> >
> > Good Morning Mackenzie,
> > Apologies for the delay, but please see attached the contract letter for the social media scope of work for Violet. Please sign and send it back to me as there is a is a good change I can get it executed today so that the Mar 07 start date comes to fruition. Thanks,
> > **Alexia Elford, SCMP** | Leader – Strategic Procurement and Asset Management | IT Operations Section
> > S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca
> > 
> >
> > ISC: Protected A
> >
> > **From:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Sent:** Monday, March 06, 2023 10:58 AM
> > **To:** Alexia Elford <AElford@calgarypolice.ca>
> > **Subject:** FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > Good morning Alexia,
> > My fav person! Hope you're week is off to a great start. I asked Mackenzie to put together two different start dates depending on when we get the final approval. I thought it would help speed up the process.
> > Thanks so much for all your work on this,
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > 
> >
> > **ISC: Protected A**
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> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Monday, March 06, 2023 10:43 AM
> > **To:** Elly Leader <elly.leader@hootsuite.com>
> > **Cc:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > Hi Violet,
> > Thanks for texting me an update this morning! As per your note, I've attached two contracts below, one has a start date of today and the other has a start date of tomorrow.
> > It sounds like we're in the final stages waiting on Alexia and your IT team's final review.
> > Let us know if anything else is needed! Additionally, if you haven't had a chance yet to fill in our Hootsuite requirements form and Talkwalker Media Brief I would recommend doing so as this will speed up our onboarding process. :)
> > Warm Regards,
> > Mackenzie
> > On Fri, Mar 3, 2023 at 8:15 AM Elly Leader <elly.leader@hootsuite.com> wrote:
> >
> > > Hi Violet - are we all on track for completion today? I will be helping process this as soon as it's completed.
> > > Speak soon!
> > > Elly
> > > On Thu, Mar 2, 2023 at 1:30 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:
> > >
> > > > Hi Violet,
> > > > Yes, you can put Elly as your backup contact on the contract letter!
> > > > Elly's position is Senior Manager, North America Sales and her phone number is 604-341-6368.
> > > > Best,
> > > > Mackenzie
> > > >
> > > > On Thu, Mar 2, 2023 at 12:40 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> > > >
> > > > > Hey Mackenzie,
> > > > > So sorry for the delay. We're just reviewing the Contract letter from procurement and finalizing any changes. Should get this to you asap.
> > > > > @Elly Leader can we put you on the supplier contact as a backup contact?
> > > > > I will need your position and phone number.
> > > > > Really sorry for the delay, thank you,
> > > > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > > > >
> > > > >
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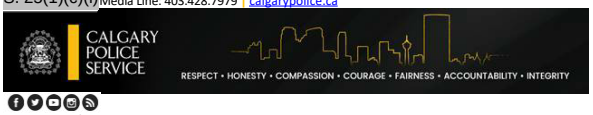
> > > > >
> > > > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > > > **Sent:** Thursday, March 02, 2023 9:36 AM
> > > > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > > > **Cc:** Elly Leader <elly.leader@hootsuite.com>
> > > > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > > > > Hi Violet,
> > > > > I'm meeting with my launch team at 10am PST. Are we still on track for a start date this week?
> > > > > Note I'll need to update the paperwork, as the current start date on the contract was set for yesterday.
> > > > > Best,
> > > > > Mackenzie
> > > > > On Wed, Mar 1, 2023 at 12:07 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:
> > > > >
> > > > > > Sounds great, thanks Violet!
> > > > > > On Wed, Mar 1, 2023 at 12:02 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Good afternoon Mackenzie,
Thank you for getting that response for me.
I've sent over all the information to Alexia and will let you know when we can move forward.
Have a great day,
Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca



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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Wednesday, March 01, 2023 9:42 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
Morning Violet,
I received the final word on what "Text-Only" means in the contract. S.16(1)
S.16(1)
Are there any other final items that we need to check off in order to move forward with a contract signature?
Warm Regards,
Mackenzie
On Tue, Feb 28, 2023 at 4:54 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Hi Violet,
> Please see attached! Note that this includes all of the taxes that are outlined in the additional terms section of the contract, as well.
>
> Best,
> Mackenzie
> On Tue, Feb 28, 2023 at 3:37 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Can you please update the attachment as well with the new updated information.
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
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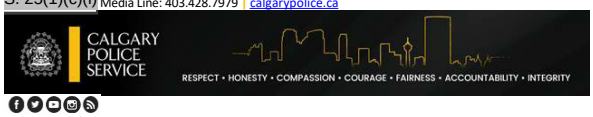
>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Tuesday, February 28, 2023 4:20 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> Hi Violet,
> So great to hear that your team was able to get in touch with the Talkwalker team and everything is squared away security-wise! I've included the contract below with your updated phone number. Clarification on your additional points below:
>
> - Within the contract, you will receive S.16(1) The secondary SKU stating "up to 30 topics and 40 channels" is a SKU that is used with multiple packages. This is just referring to the limit on the number of topics the Talkwalker team will help you set up/configure.
> - I've clarified again with Jack that S.16(1) I'm still waiting on clarification from their team regarding what "Text Only" means but my understanding is that this refers to the actual data storage. Jack said we likely won't get a response until tomorrow, but I'm trying other avenues to get a response quicker!
>
> Best,
> Mackenzie
> On Tue, Feb 28, 2023 at 2:53 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> > Our IT Security Analyst reached out to Talkwalker directly and met with Nicole Asbun. She was able to provide him with the answers from Jack Harback.
> > They also were working with Taylor Shein your colleague.
> > Hi Keith,
> > Nice to e-meet you and I am happy to get answers for any additional security questions.
> > 1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
> > S.16(1)
> > 2. Does talk walker have any security compliance certifications such as the ones for Hootsuite?
> > S.16(1)
> > Best,
> > Jack
> > Looks like this is all good to go when it comes to security.
> > Have you had a chance to go through the contract and update if needed?
> > Thank you,
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
> 
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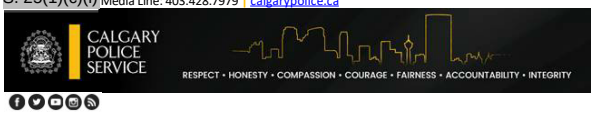
>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Tuesday, February 28, 2023 1:23 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> Thanks, Violet!
> Just to confirm were you looking for clarification on the highlighted pieces?
> Best,
> Mackenzie
> On Tue, Feb 28, 2023 at 12:06 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> > Thank you for including the taxes in this for us.
> > I have a few things I've highlighted in the contract.
> > Thank you,
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
> 
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Tuesday, February 28, 2023 12:25 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Cc:** Elly Leader <elly.leader@hootsuite.com>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,
Please see the updated Hootsuite contract below! A few items to note:

- The start date is set for March 1st, as I know you're on a time crunch. This can be adjusted if another start date is preferred.
- Our AR team has included the taxes in our additional terms section. These taxes are based on the 5% Calgary tax rate and the reason we list this as an estimate is that we don't control tax laws. If tax rates were to change at the time of billing we would need to bill based on those rates. Given that this is only a few days away and in Canada tax rates rarely if ever change we are in a comfortable position in assuming that on the service value of $71,222.50 CAD, the total value with tax included should be $74,783.63 CAD.
- Our terms of service are linked at the bottom of the contract.

Please let me know if any information on the contract is incorrect. I can also send this via AdobeSign for signature if preferred!
We're looking forward to bringing your team onboard and I'll be on the lookout for any final items needed for your Talkwalker security review.
Warm Regards,
Mackenzie
On Tue, Feb 28, 2023 at 7:07 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks Violet! I'll keep an eye out for the updated questions from IT.
> I'm just waiting on our AR and contracts teams to work through the final stages of inputting the taxes into the contract. As it's not something we typically do we just have to go through a few extra layers of approval. I should have this over to you later today! :)
> Best,
> Mackenzie
> On Tue, Feb 28, 2023 at 6:37 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> > I'm waiting on the questions back from our IT team.
> > Do you have that updated quote? We lose our tool today so we need something asap.
> > Thanks for all your work on this,
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
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> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Monday, February 27, 2023 11:33 AM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > Thanks for confirming! I just spoke with their team and they don't have a direct point of contact that would be able to jump on a call. However, I can pass along any questions or documents that are needed so that we can get those into your IT team's hands.
> > In specific what questions does your IT team have? What security certificates are needed? Are you looking for SSO when you say MFA?
> > If you could provide a comprehensive list I can ensure we get these items over to you! :)
> > On Mon, Feb 27, 2023 at 10:13 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Hey Mackenzie,
> > > Yes exactly – thank you!
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > >
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> > >
> > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > **Sent:** Monday, February 27, 2023 8:59 AM
> > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > > Hi Violet,
> > > Is your IT team referring to Talkwalker in this case?
> > > Let me know so I can reach out to their team!
> > > Best,
> > > Mackenzie
> > > On Mon, Feb 27, 2023 at 7:30 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> > >
> > > > Thanks Mackenzie, I appreciate it. Hope you had a good weekend.
> > > > I got this back from our IT team: "I tried to schedule a session with them on Tuesday to ask some more questions. **Violet – if your contact has a link to any further information, security compliance certificates, etc., that would be useful.** I can't even really make an account to verify the ability to use MFA, for example. Being that they are European (HQ in Luxembourg) and regulated under the GDPR makes me generally less concerned overall."
> > > > Is there a contact that I can direct him to meet with? And would you be able to provide more information around security compliance certificates?
> > > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
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> > > >
> > > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > > **Sent:** Friday, February 24, 2023 1:31 PM
> > > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > > > Hi Violet,
> > > > Our team is still working internally to work out the tax situation! We should have an update shortly, including updated paperwork.
> > > > In the meantime, I wanted to share the Talkwalker Media Brief which will need to be filled in. This will speed up the process and ensure we can work within your tight timeline!
> > > > Once you've completed the form please send it back to me. Let me know if you have any questions! :)
> > > > Best,
> > > > Mackenzie
> > > > On Thu, Feb 23, 2023 at 4:13 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> > > >
> > > > > Thanks for the clarification!
> > > > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > > > >
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> > > > >
> > > > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > > > **Sent:** Thursday, February 23, 2023 4:50 PM
> > > > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > > > > Hi Violet,
> > > > > Sorry, I must have missed that! S.16(1)
> > > > > S.16(1)
> > > > > Best,

Mackenzie
On Thu, Feb 23, 2023 at 3:45 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
> I totally did this earlier, here is what I put below the image:

S. 16(1)

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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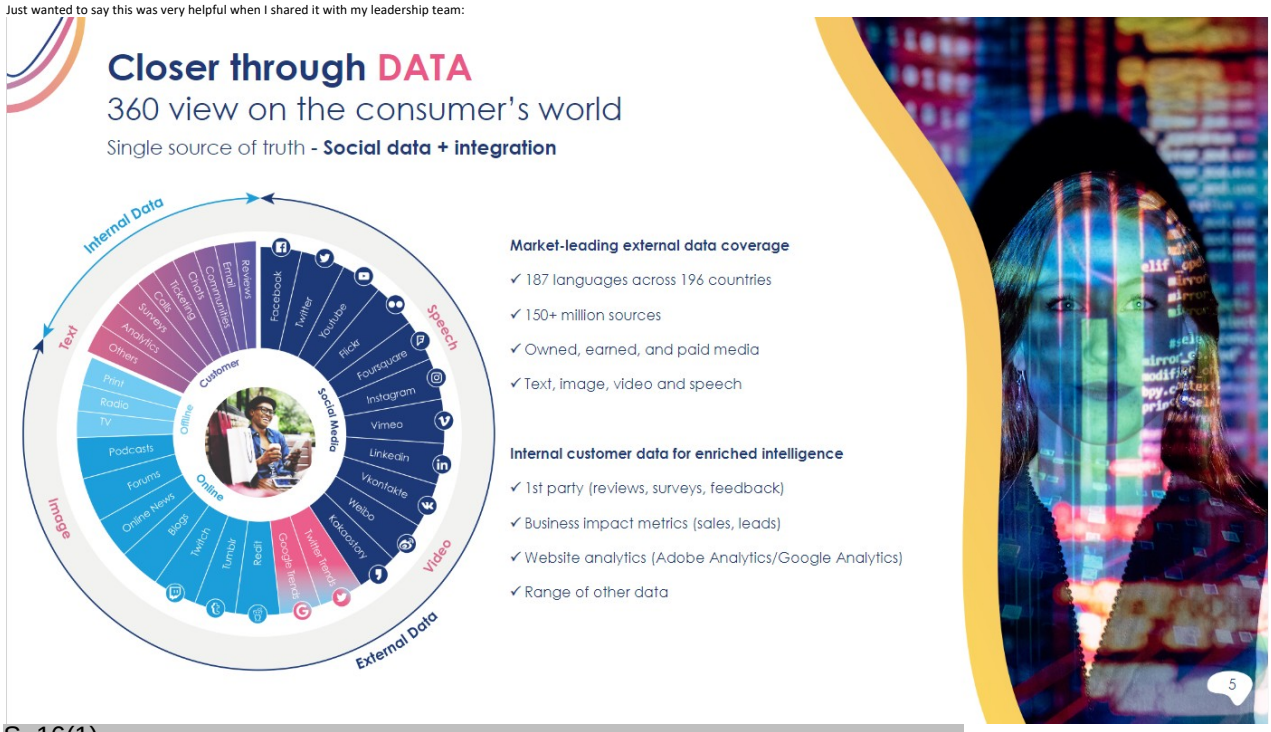
From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, February 23, 2023 3:40 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
Amazing Violet! I'm so happy to hear that this was helpful. :)
On Thu, Feb 23, 2023 at 1:19 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Just wanted to say this was very helpful when I shared it with my leadership team:



S. 16(1)

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 21, 2023 4:31 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
Hi Violet,
I've included below the updated RFQ as well as the PDF which outlines everything included in the new package!
Knowing your set budget of 75k CAD and timeline, I am doing my best to make sure we include as much as possible and keep this smooth.
A couple of items to note:

S.16(1)

Security, Technical, and Legal Resources

- **Hootsuite Trust Center** - *This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.*
  - *A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.*
- **Hootsuite Legal Center**
- **Hootsuite Terms and Conditions**
- Hootsuite's MSA and security resources will cover Talkwalker, as both products will be on the same paperwork.

Questions & Answers:

- **What is the difference between topics, channels, and filters?**
  - *The search option was a typo and it should have been channels! You will receive* S.16(1) *in the package below.*
  - *A topic can be keywords, brands, products, events, etc. this would be your string of boolean logic.*
  - *Channels are the number of channels that you can track ie. an Instagram account.*
  - *Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.*
- **Is there any way that the Talkwalker team can pull in full news articles without clicking out to a link?**

S.16(1)

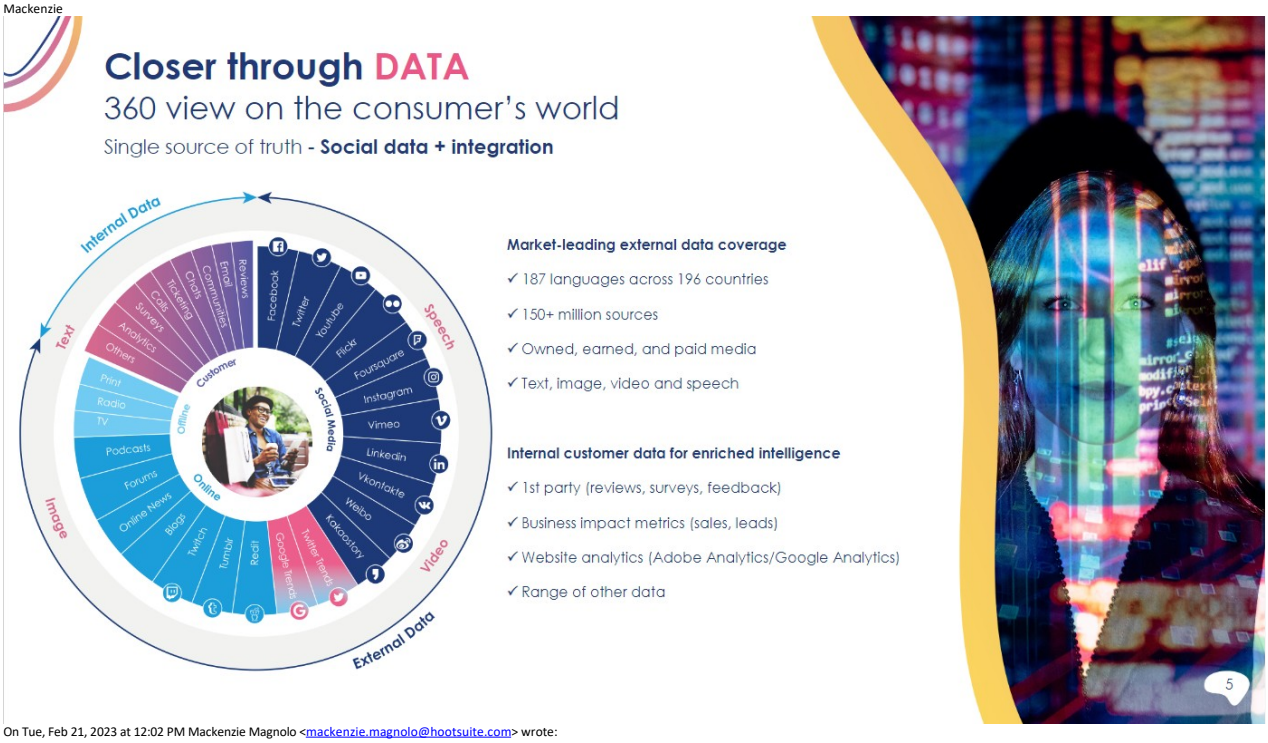
S.16(1)

- **Can Talkwalker provide a list of all the online sources where data is pulled from?**
  - *As there are over 150 million+ data sources being pulled into Talkwalker they don't have a comprehensive list that showcases all of the sources. However, I have included below a 360 data slide that shows a few of their top sources!*

S. 16(1)

Let me know if you have any other questions!

Best,
Mackenzie



On Tue, Feb 21, 2023 at 12:02 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks, Violet! I'm working with our teams and will have an updated quote and answers to your questions over to you shortly. :)
> On Tue, Feb 21, 2023 at 11:26 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good morning Elly and Mackenzie,
> > I was actually just responding with a few questions to Mackenzie's email. Thank you to Mackenzie for providing the updated invoices.
> > Could I just ask a few questions, mainly Talkwalker questions:
> >
> > - It says on the Hootsuite proposal document "15 topics, 15 searches, 15 filters" – Can I please get clarification on what 15 topics and 15 filters mean?
> >
> > S.16(1)
> >
> > - Could Talkwalker provide a list of all the online sources it pulls in data from? Social media (socials, blogs, and all the media sources (Global, etc.) I know my leadership team will be curious to see all the local Calgary media news sources.
> >
> > S.16(1)
> >
> > - Are you able to provide me with the security details for Hootsuite and Talkwalker so I can make sure this will work with our IT & security department
> > - Our network is very locked down, I saw the response about the email summary. Is it possible that Talkwalker could reach out to their IT team to see if it's possible to get the full news articles
> >
> > S.16(1)
> >
> > Thank you,
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
> > CALGARY POLICE SERVICE
> > RESPECT • HONESTY • COMPASSION • COURAGE • FAIRNESS • ACCOUNTABILITY • INTEGRITY
> >
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> > **NOTICE** -
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Mackenzie Magnolo

Strategic Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

call: +1 408 916 5614
text: +1 604 842 1331
Book a meeting with Mackenzie Magnolo

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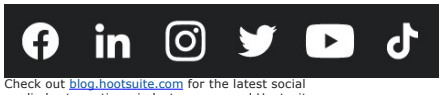

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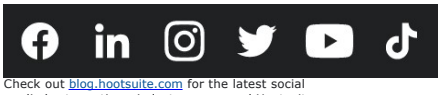

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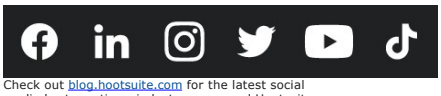

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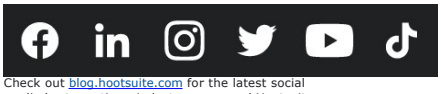

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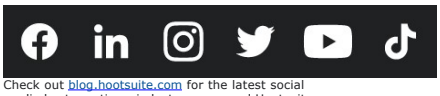

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Senior Account Executive
111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1
call: +1 408 916 5614
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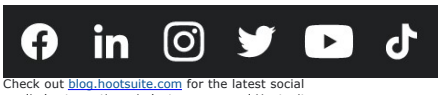

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Non-Responsive

From: JJ Carroll
Sent: Tuesday, March 07, 2023 9:46 AM
To: Keith McLeod ; Alexia Elford ; Violet Rudy
Cc: Dan Wandler ; Nick Alessio ; Paul Paraschuk ; Sean Gallant
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Thanks Keith. Alexia I am good proceeding then, as Keith is running with this for our team.

Non-Responsive

JJ

JJ Carroll
IT Security Manager
Calgary Police Service
403-428-8369

From: Keith McLeod <KMcLeod@calgarypolice.ca>
Sent: March 7, 2023 9:17 AM
To: Alexia Elford <AElford@calgarypolice.ca>; Violet Rudy <VRudy@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Morning Alexia, I'm good with everything.

Thanks,

Keith McLeod | IT Security Analyst | Information Technology Section
keith.mcleod@calgarypolice.ca
ISC: Protected B

From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Monday, March 06, 2023 8:22 AM
To: Violet Rudy <VRudy@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Thanks Violet,

JJ and Keith – do either of you have any comments/ concerns on this contract package before I move forward? Thanks,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

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ISC: Protected A

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Thursday, March 02, 2023 2:11 PM
To: Alexia Elford <AElford@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Afternoon Alexia,

THANK YOU very much for putting this together so quickly. I made a few small edits.
I've added Elly Leader as a backup to Mackenzie, I'm just waiting to hear back with her position and phone number, I searched and didn't have her signature in any of the emails.
I'll send that over to you asap. I've sent an email and text.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

[redacted]

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From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Thursday, March 02, 2023 1:32 PM
To: Violet Rudy <VRudy@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Good Afternoon Everyone,

Apologies for the delay, but there was a bunch of information I had to sort through to draft this letter.

Please review and provide feedback on if all the required information related to this SOW has been captured.

By using the city's templates the procurement will be governed by the City's Terms and conditions which may need to be flushed out a bit with the supplier when they review it, but it is anticipated.

Once I receive everyone's feedback, will send to the supplier for review. Once everyone is happy I will then have it executed by Sarah Demko which will allow us to move forward officially with this procurement and release the purchase order. Let me know if anyone needs to discuss anything. Thanks

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

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From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Thursday, March 02, 2023 9:41 AM
To: Alexia Elford <AElford@calgarypolice.ca>
Subject: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hey Alexia,

Please see the note from Mackenzie below. I know this is a super quick turn around. I'm sorry for the pressure. I know you're working as hard and fast as you can!
Please know I'm not trying to rush you, just let me know what I can tell her to change the date to even if it's next week.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, March 02, 2023 9:36 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I'm meeting with my launch team at 10am PST. Are we still on track for a start date this week?

Note I'll need to update the paperwork, as the current start date on the contract was set for yesterday.

Best,
Mackenzie

On Wed, Mar 1, 2023 at 12:07 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Sounds great, thanks Violet!
>
> On Wed, Mar 1, 2023 at 12:02 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good afternoon Mackenzie,
> >
> > Thank you for getting that response for me.
> > I've sent over all the information to Alexia and will let you know when we can move forward.
> >
> > Have a great day,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
> > [redacted]
> >
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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Wednesday, March 01, 2023 9:42 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Morning Violet,

I received the final word on what "Text-Only" means in the contract. S.16(1)
S.16(1)

Are there any other final items that we need to check off in order to move forward with a contract signature?

Warm Regards,
Mackenzie

On Tue, Feb 28, 2023 at 4:54 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Hi Violet,
>
> Please see attached! Note that this includes all of the taxes that are outlined in the additional terms section of the contract, as well.
>
> Best,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 3:37 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Can you please update the attachment as well with the new updated information.
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
> > [redacted]
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Tuesday, February 28, 2023 4:20 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Hi Violet,
>
> So great to hear that your team was able to get in touch with the Talkwalker team and everything is squared away security-wise! I've included the contract below with your updated phone number. Clarification on your additional points below:
>
> - Within the contract, you will receive S.16(1) The secondary SKU stating "up to 30 topics and 40 channels" is a SKU that is used with multiple packages. This is just referring to the limit on the number of topics the Talkwalker team will help you set up/configure.
> - I've clarified again with Jack that S.16(1) I'm still waiting on clarification from their team regarding what "Text Only" means but my understanding is that this refers to the actual data storage. Jack said we likely won't get a response until tomorrow, but I'm trying other avenues to get a response quicker!
>
> Best,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 2:53 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> >
> > Our IT Security Analyst reached out to Talkwalker directly and met with Nicole Asbun. She was able to provide him with the answers from Jack Harback.
> > They also were working with Taylor Shein your colleague.
> >
> > Hi Keith,
> >
> > Nice to e-meet you and I am happy to get answers for any additional security questions.
> >
> > 1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
> > S.16(1)
> > 2. Does talk walker have any security compliance certifications such as the ones for Hootsuite?
> > S.16(1)
> >
> > Best,
> > Jack
> >
> > Looks like this is all good to go when it comes to security.
> > Have you had a chance to go through the contract and update if needed?
> > Thank you,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
> > [redacted]
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Tuesday, February 28, 2023 1:23 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Thanks, Violet!
>
> Just to confirm were you looking for clarification on the highlighted pieces?
>
> Best,
> Mackenzie

On Tue, Feb 28, 2023 at 12:06 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Hey Mackenzie,

Thank you for including the taxes in this for us.
I have a few things I've highlighted in the contract.

Thank you,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 12:25 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Please see the updated Hootsuite contract below! A few items to note:

- The start date is set for March 1st, as I know you're on a time crunch. This can be adjusted if another start date is preferred.
- Our AR team has included the taxes in our additional terms section. These taxes are based on the 5% Calgary tax rate and the reason we list this as an estimate is that we don't control tax laws. If tax rates were to change at the time of billing we would need to bill based on those rates. Given that this is only a few days away and in Canada tax rates rarely if ever change we are in a comfortable position in assuming that on the service value of $71,222.50 CAD, the total value with tax included should be $74,783.63 CAD.
- Our terms of service are linked at the bottom of the contract.

Please let me know if any information on the contract is incorrect. I can also send this via AdobeSign for signature if preferred!

We're looking forward to bringing your team onboard and I'll be on the lookout for any final items needed for your Talkwalker security review.

Warm Regards,
Mackenzie

On Tue, Feb 28, 2023 at 7:07 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

Thanks Violet! I'll keep an eye out for the updated questions from IT.

I'm just waiting on our AR and contracts teams to work through the final stages of inputting the taxes into the contract. As it's not something we typically do we just have to go through a few extra layers of approval. I should have this over to you later today! :)

Best,
Mackenzie

On Tue, Feb 28, 2023 at 6:37 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Hey Mackenzie,

I'm waiting on the questions back from our IT team.
Do you have that updated quote? We lose our tool today so we need something asap.
Thanks for all your work on this,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Monday, February 27, 2023 11:33 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Thanks for confirming! I just spoke with their team and they don't have a direct point of contact that would be able to jump on a call. However, I can pass along any questions or documents that are needed so that we can get those into your IT team's hands.

In specific what questions does your IT team have? What security certificates are needed? Are you looking for SSO when you say MFA?

If you could provide a comprehensive list I can ensure we get these items over to you! :)

On Mon, Feb 27, 2023 at 10:13 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Hey Mackenzie,

Yes exactly – thank you!

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Monday, February 27, 2023 8:59 AM
To: Violet Rudy <VRudy@calgarypolice.ca>

Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Is your IT team referring to Talkwalker in this case?

Let me know so I can reach out to their team!

Best,
Mackenzie

On Mon, Feb 27, 2023 at 7:30 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Thanks Mackenzie, I appreciate it. Hope you had a good weekend.
>
> I got this back from our IT team: "I tried to schedule a session with them on Tuesday to ask some more questions. **Violet – if your contact has a link to any further information, security compliance certificates, etc., that would be useful.** I can't even really make an account to verify the ability to use MFA, for example. Being that they are European (HQ in Luxembourg) and regulated under the GDPR makes me generally less concerned overall."
>
> Is there a contact that I can direct him to meet with? And would you be able to provide more information around security compliance certificates?
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
> [redacted]
>
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Friday, February 24, 2023 1:31 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Hi Violet,
>
> Our team is still working internally to work out the tax situation! We should have an update shortly, including updated paperwork.
>
> In the meantime, I wanted to share the Talkwalker Media Brief which will need to be filled in. This will speed up the process and ensure we can work within your tight timeline!
>
> Once you've completed the form please send it back to me. Let me know if you have any questions! :)
>
> Best,
> Mackenzie
>
> On Thu, Feb 23, 2023 at 4:13 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Thanks for the clarification!
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
> > [redacted]
> >
> > **ISC: Protected A**
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> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Thursday, February 23, 2023 4:50 PM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> >
> > Hi Violet,
> >
> > Sorry, I must have missed that! S.16(1)
> >
> > S.16(1)
> >
> > Best,
> > Mackenzie
> >
> > On Thu, Feb 23, 2023 at 3:45 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Hey Mackenzie,
> > >
> > > I totally did this earlier, here is what I put below the image:
> > > S. 16(1)
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > >
> > > [redacted]
> > >
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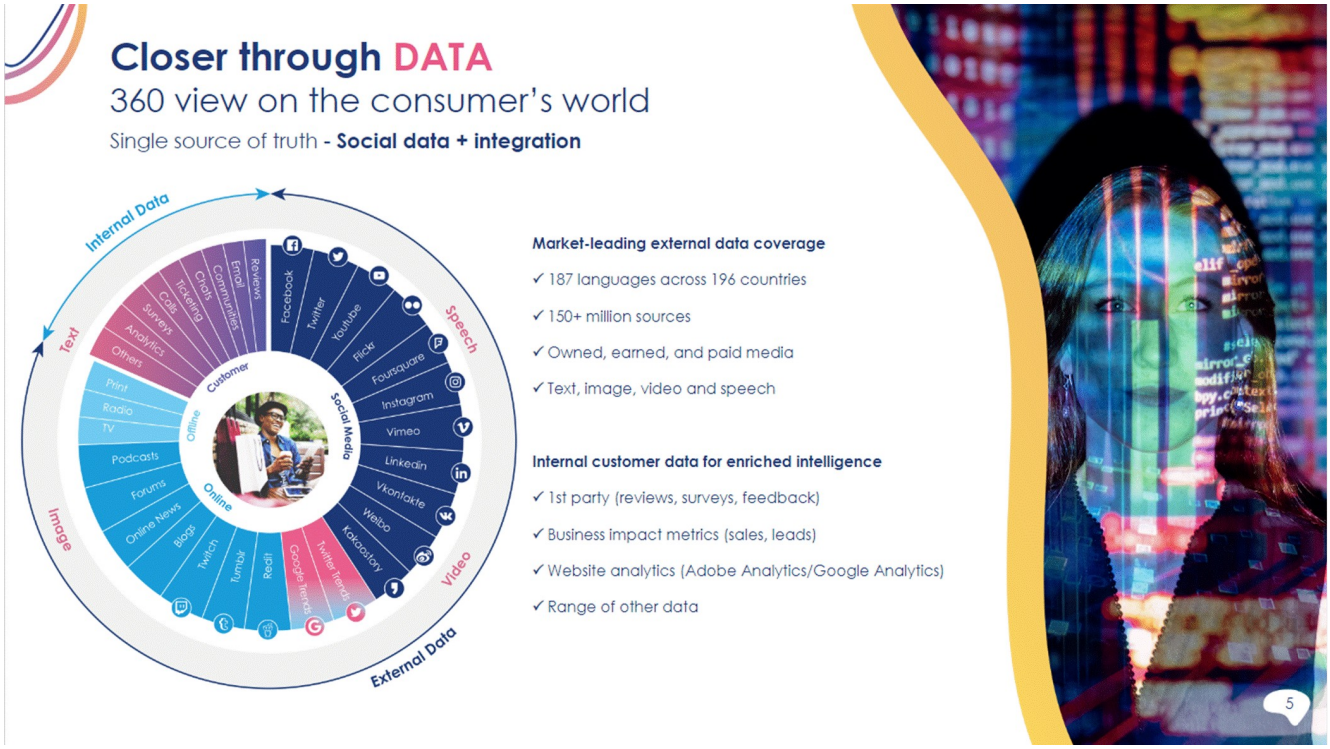
> > >
> > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > **Sent:** Thursday, February 23, 2023 3:40 PM
> > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > >
> > > Amazing Violet! I'm so happy to hear that this was helpful. :)
> > >
> > > On Thu, Feb 23, 2023 at 1:19 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Just wanted to say this was very helpful when I shared it with my leadership team:



S. 16(1)

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

[redacted]

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 21, 2023 4:31 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I've included below the updated RFQ as well as the PDF which outlines everything included in the new package!

Knowing your set budget of 75k CAD and timeline, I am doing my best to make sure we include as much as possible and keep this smooth.

A couple of items to note:

S.16(1)

Security, Technical, and Legal Resources

- **Hootsuite Trust Center** - *This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.*
  - *A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.*
- **Hootsuite Legal Center**
- **Hootsuite Terms and Conditions**
- Hootsuite's MSA and security resources will cover Talkwalker, as both products will be on the same paperwork.

Questions & Answers:

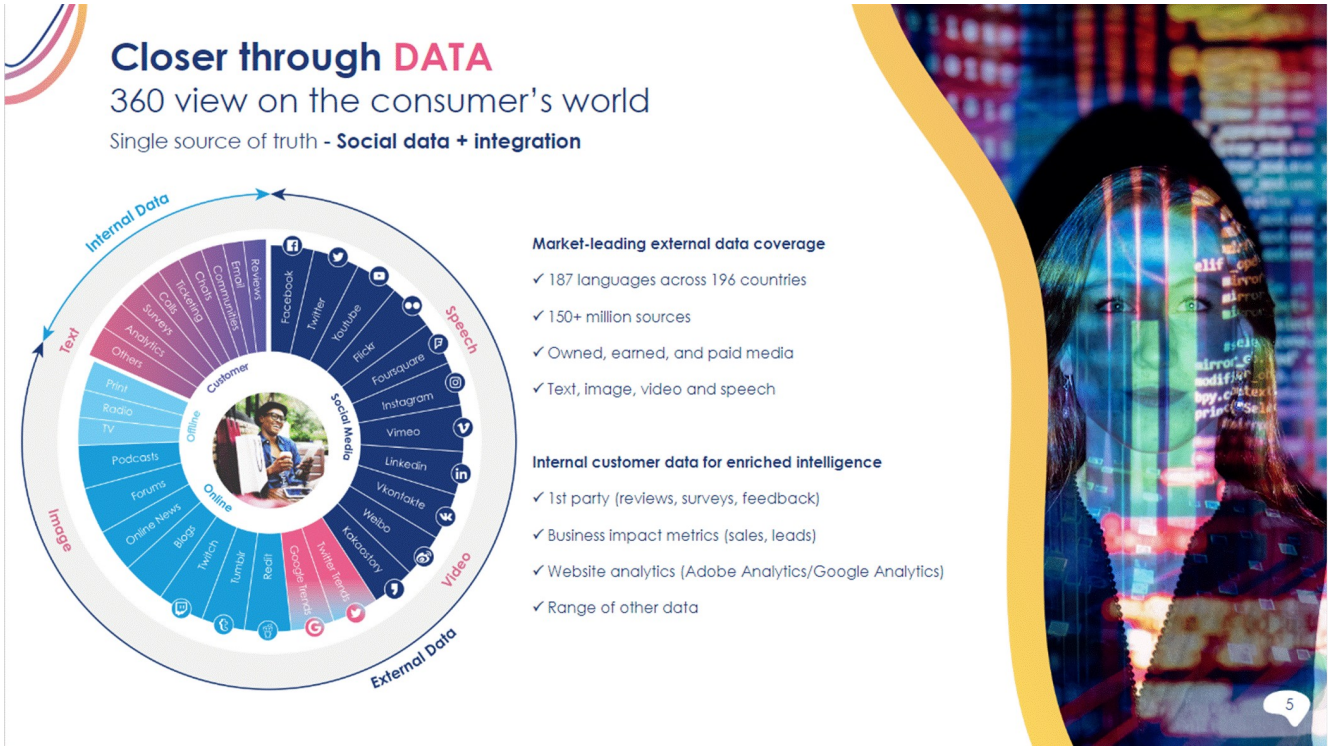
- **What is the difference between topics, channels, and filters?**
  - *The search option was a typo and it should have been channels! You will receive* S.16(1) *in the package below.*
  - *A topic can be keywords, brands, products, events, etc. this would be your string of boolean logic.*
  - *Channels are the number of channels that you can track ie. an Instagram account.*
  - *Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.*
- **Is there any way that the Talkwalker team can pull in full news articles without clicking out to a link?**

  S.16(1)
- **Can Talkwalker provide a list of all the online sources where data is pulled from?**
  - *As there are over 150 million+ data sources being pulled into Talkwalker they don't have a comprehensive list that showcases all of the sources. However, I have included below a 360 data slide that shows a few of their top sources!*

S.16(1)

Let me know if you have any other questions!

Best,
Mackenzie



On Tue, Feb 21, 2023 at 12:02 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks, Violet! I'm working with our teams and will have an updated quote and answers to your questions over to you shortly. :)
>
> On Tue, Feb 21, 2023 at 11:26 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good morning Elly and Mackenzie,
> >
> > I was actually just responding with a few questions to Mackenzie's email. Thank you to Mackenzie for providing the updated invoices.
> > Could I just ask a few questions, mainly Talkwalker questions:
> >
> > - It says on the Hootsuite proposal document "15 topics, 15 searches, 15 filters" – Can I please get clarification on what 15 topics and 15 filters mean?
>
> S.16(1)
>
> > - Could Talkwalker provide a list of all the online sources it pulls in data from? Social media (socials, blogs, and all the media sources (Global, etc.) I know my leadership team will be curious to see all the local Calgary media news sources.
>
> S.16(1)
>
> > - Are you able to provide me with the security details for Hootsuite and Talkwalker so I can make sure this will work with our IT & security department
> > - Our network is very locked down, I saw the response about the email summary. Is it possible that Talkwalker could reach out to their IT team to see if it's possible to get the full news articles
>
> S.16(1)
>
> > Thank you,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
> [redacted]
>
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Hootsuite®

Mackenzie Magnolo

Strategic Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1
call: +1 408 916 5614
text: +1 604 842 1331

Book a meeting with Mackenzie Magnolo

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, March 07, 2023 10:18 AM
To: Alexia Elford
Cc: Violet Rudy; Elly Leader
Subject: Re: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Alexia,

Our legal team does not allow us to sign external documents. However, I can assure you that our agreement is legally binding and we will uphold all levels of service that are outlined in the Hootsuite agreement.

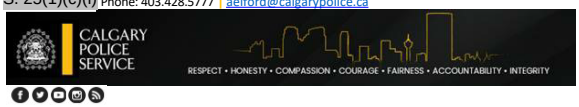
Let me know if you have any questions.

Best,
Mackenzie

On Tue, Mar 7, 2023 at 9:09 AM Alexia Elford <AElford@calgarypolice.ca> wrote:

ISC: Protected A

Good Morning Mackenzie,
Apologies for the delay, but please see attached the contract letter for the social media scope of work for Violet. Please sign and send it back to me as there is a is a good change I can get it executed today so that the Mar 07 start date comes to fruition. Thanks,
Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca



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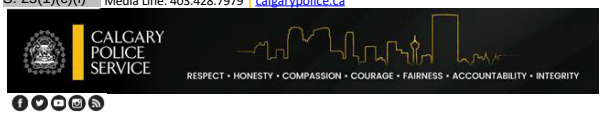
From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Monday, March 06, 2023 10:58 AM
To: Alexia Elford <AElford@calgarypolice.ca>
Subject: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
Good morning Alexia,
My fav person! Hope you're week is off to a great start. I asked Mackenzie to put together two different start dates depending on when we get the final approval. I thought it would help speed up the process.
Thanks so much for all your work on this,
Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca



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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Monday, March 06, 2023 10:43 AM
To: Elly Leader <elly.leader@hootsuite.com>
Cc: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
Hi Violet,
Thanks for texting me an update this morning! As per your note, I've attached two contracts below, one has a start date of today and the other has a start date of tomorrow.
It sounds like we're in the final stages waiting on Alexia and your IT team's final review.
Let us know if anything else is needed! Additionally, if you haven't had a chance yet to fill in our Hootsuite requirements form and Talkwalker Media Brief I would recommend doing so as this will speed up our onboarding process. :)
Warm Regards,
Mackenzie
On Fri, Mar 3, 2023 at 8:15 AM Elly Leader <elly.leader@hootsuite.com> wrote:

Hi Violet - are we all on track for completion today? I will be helping process this as soon as it's completed.
Speak soon!
Elly
On Thu, Mar 2, 2023 at 1:30 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

Hi Violet,
Yes, you can put Elly as your backup contact on the contract letter!
Elly's position is Senior Manager, North America Sales and her phone number is 604-341-6368.
Best,
Mackenzie

On Thu, Mar 2, 2023 at 12:40 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Hey Mackenzie,
So sorry for the delay. We're just reviewing the Contract letter from procurement and finalizing any changes. Should get this to you asap.
@Elly Leader can we put you on the supplier contact as a backup contact?
I will need your position and phone number.
Really sorry for the delay, thank you,
Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, March 02, 2023 9:36 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
Hi Violet,
I'm meeting with my launch team at 10am PST. Are we still on track for a start date this week?
Note I'll need to update the paperwork, as the current start date on the contract was set for yesterday.
Best,
Mackenzie
On Wed, Mar 1, 2023 at 12:07 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

Sounds great, thanks Violet!
On Wed, Mar 1, 2023 at 12:02 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Good afternoon Mackenzie,
Thank you for getting that response for me.
I've sent over all the information to Alexia and will let you know when we can move forward.
Have a great day,
Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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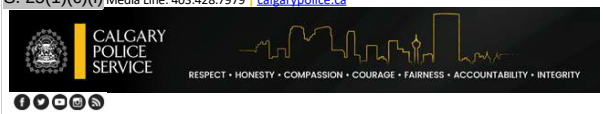
From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Wednesday, March 01, 2023 9:42 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Morning Violet,
I received the final word on what "Text-Only" means in the contract. S 16(1)
S 16(1)
Are there any other final items that we need to check off in order to move forward with a contract signature?
Warm Regards,
Mackenzie
On Tue, Feb 28, 2023 at 4:54 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Hi Violet,
> Please see attached! Note that this includes all of the taxes that are outlined in the additional terms section of the contract, as well.
>
> Best,
> Mackenzie
> On Tue, Feb 28, 2023 at 3:37 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Can you please update the attachment as well with the new updated information.
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
> > 
> >
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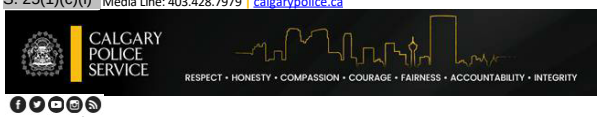
> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Tuesday, February 28, 2023 4:20 PM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > Hi Violet,
> > So great to hear that your team was able to get in touch with the Talkwalker team and everything is squared away security-wise! I've included the contract below with your updated phone number. Clarification on your additional points below:
> >
> > - Within the contract, you will receive S.16(1) The secondary SKU stating "up to 30 topics and 40 channels" is a SKU that is used with multiple packages. This is just referring to the limit on the number of topics the Talkwalker team will help you set up/configure.
> > - I've clarified again with Jack that S 16(1) I'm still waiting on clarification from their team regarding what "Text Only" means but my understanding is that this refers to the actual data storage. Jack said we likely won't get a response until tomorrow, but I'm trying other avenues to get a response quicker!
> >
> > Best,
> > Mackenzie
> > On Tue, Feb 28, 2023 at 2:53 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Hey Mackenzie,
> > > Our IT Security Analyst reached out to Talkwalker directly and met with Nicole Asbun. She was able to provide him with the answers from Jack Harback.
> > > They also were working with Taylor Shein your colleague.
> > > Hi Keith,
> > > Nice to e-meet you and I am happy to get answers for any additional security questions.
> > > 1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
> > > S 16(1)
> > > 2. Does Talkwalker have any security compliance certifications such as the ones for Hootsuite?
> > > S.16(1)
> > > Best,
> > > Jack
> > > Looks like this is all good to go when it comes to security.
> > > Have you had a chance to go through the contract and update if needed?
> > > Thank you,
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > >
> > > 
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> > >
> > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > **Sent:** Tuesday, February 28, 2023 1:23 PM
> > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > > Thanks, Violet!
> > > Just to confirm were you looking for clarification on the highlighted pieces?
> > > Best,
> > > Mackenzie
> > > On Tue, Feb 28, 2023 at 12:06 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> > >
> > > > Hey Mackenzie,
> > > > Thank you for including the taxes in this for us.
> > > > I have a few things I've highlighted in the contract.
> > > > Thank you,
> > > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > > >
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> > > >
> > > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > > **Sent:** Tuesday, February 28, 2023 12:25 PM
> > > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > > **Cc:** Elly Leader <elly.leader@hootsuite.com>
> > > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > > > Hi Violet,
> > > > Please see the updated Hootsuite contract below! A few items to note:
> > > >
> > > > - The start date is set for March 1st, as I know you're on a time crunch. This can be adjusted if another start date is preferred.
> > > > - Our AR team has included the taxes in our additional terms section. These taxes are based on the 5% Calgary tax rate and the reason we list this as an estimate is that we don't control tax laws. If tax rates were to change at the time of

billing we would need to bill based on those rates. Given that this is only a few days away and in Canada tax rates rarely if ever change we are in a comfortable position in assuming that on the service value of $71,222.50 CAD, the total value with tax included should be $74,783.63 CAD.

- Our terms of service are linked at the bottom of the contract.

Please let me know if any information on the contract is incorrect. I can also send this via AdobeSign for signature if preferred!
We're looking forward to bringing your team onboard and I'll be on the lookout for any final items needed for your Talkwalker security review.
Warm Regards,
Mackenzie
On Tue, Feb 28, 2023 at 7:07 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks Violet! I'll keep an eye out for the updated questions from IT.
> I'm just waiting on our AR and contracts teams to work through the final stages of inputting the taxes into the contract. As it's not something we typically do we just have to go through a few extra layers of approval. I should have this over to you later today! :)
> Best,
> Mackenzie
> On Tue, Feb 28, 2023 at 6:37 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> > I'm waiting on the questions back from our IT team.
> > Do you have that updated quote? We lose our tool today so we need something asap.
> > Thanks for all your work on this,
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
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> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Monday, February 27, 2023 11:33 AM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > Thanks for confirming! I just spoke with their team and they don't have a direct point of contact that would be able to jump on a call. However, I can pass along any questions or documents that are needed so that we can get those into your IT team's hands.
> > In specific what questions does your IT team have? What security certificates are needed? Are you looking for SSO when you say MFA?
> > If you could provide a comprehensive list I can ensure we get these items over to you! :)
> > On Mon, Feb 27, 2023 at 10:13 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Hey Mackenzie,
> > > Yes exactly – thank you!
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > >
> > >
> > >
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> > >
> > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > **Sent:** Monday, February 27, 2023 8:59 AM
> > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > > Hi Violet,
> > > Is your IT team referring to Talkwalker in this case?
> > > Let me know so I can reach out to their team!
> > > Best,
> > > Mackenzie
> > > On Mon, Feb 27, 2023 at 7:30 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> > >
> > > > Thanks Mackenzie, I appreciate it. Hope you had a good weekend.
> > > > I got this back from our IT team: "I tried to schedule a session with them on Tuesday to ask some more questions. **Violet – if your contact has a link to any further information, security compliance certificates, etc., that would be useful.** I can't even really make an account to verify the ability to use MFA, for example. Being that they are European (HQ in Luxembourg) and regulated under the GDPR makes me generally less concerned overall."
> > > > Is there a contact that I can direct him to meet with? And would you be able to provide more information around security compliance certificates?
> > > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > > >
> > > >
> > > >
> > > >
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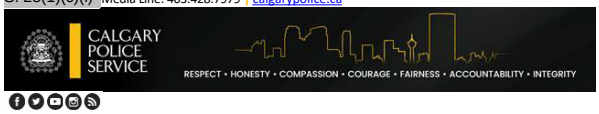
> > > >
> > > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > > **Sent:** Friday, February 24, 2023 1:31 PM
> > > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > > > Hi Violet,
> > > > Our team is still working internally to work out the tax situation! We should have an update shortly, including updated paperwork.
> > > > In the meantime, I wanted to share the Talkwalker Media Brief which will need to be filled in. This will speed up the process and ensure we can work within your tight timeline!
> > > > Once you've completed the form please send it back to me. Let me know if you have any questions! :)
> > > > Best,
> > > > Mackenzie
> > > > On Thu, Feb 23, 2023 at 4:13 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> > > >
> > > > > Thanks for the clarification!
> > > > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > > > >
> > > > > 
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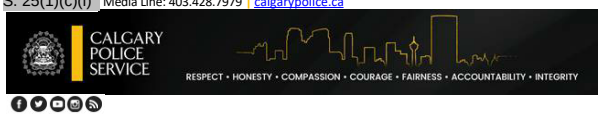
> > > > >
> > > > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > > > **Sent:** Thursday, February 23, 2023 4:50 PM
> > > > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > > > > Hi Violet,
> > > > > Sorry, I must have missed that! S. 16(1)
> > > > > S. 16(1)
> > > > > Best,
> > > > > Mackenzie
> > > > > On Thu, Feb 23, 2023 at 3:45 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> > > > >
> > > > > > Hey Mackenzie,

I totally did this earlier, here is what I put below the image:

S. 16(1)

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca



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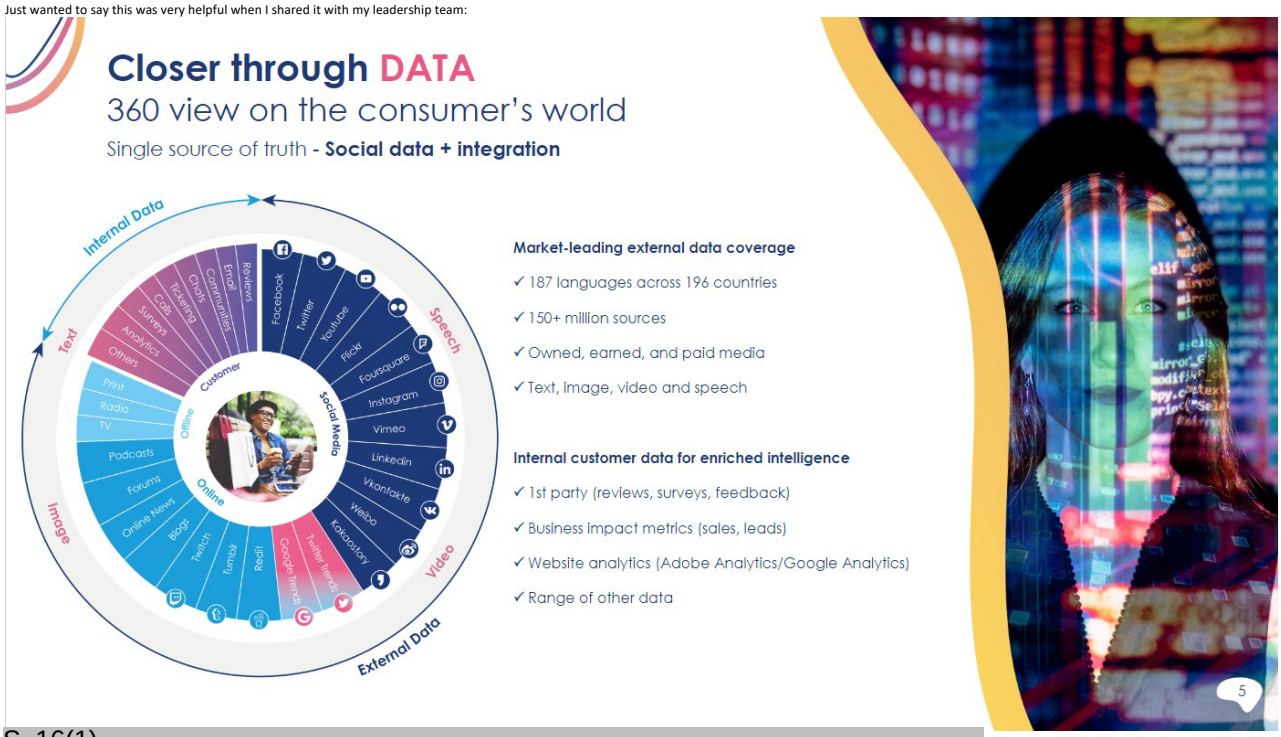
From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, February 23, 2023 3:40 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
Amazing Violet! I'm so happy to hear that this was helpful. :)
On Thu, Feb 23, 2023 at 1:19 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Just wanted to say this was very helpful when I shared it with my leadership team:



S. 16(1)

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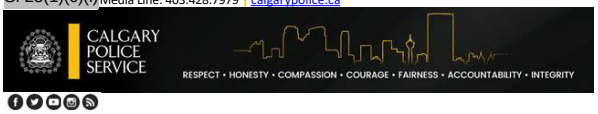
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca



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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 21, 2023 4:31 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
Hi Violet,
I've included below the updated RFQ as well as the PDF which outlines everything included in the new package!
Knowing your set budget of 75k CAD and timeline, I am doing my best to make sure we include as much as possible and keep this smooth.
A couple of items to note:

S.16(1)

Security, Technical, and Legal Resources

- **Hootsuite Trust Center** - *This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.*
  - *A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.*
- **Hootsuite Legal Center**
- **Hootsuite Terms and Conditions**
- Hootsuite's MSA and security resources will cover Talkwalker, as both products will be on the same paperwork.

Questions & Answers:

- **What is the difference between topics, channels, and filters?**
  - *The search option was a typo and it should have been channels! You will receive* S.16(1) *filters in the package below.*
  - *A topic can be keywords, brands, products, events, etc. this would be your string of boolean logic.*
  - *Channels are the number of channels that you can track ie. an Instagram account.*
  - *Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.*
- **Is there any way that the Talkwalker team can pull in full news articles without clicking out to a link?**

S.16(1)

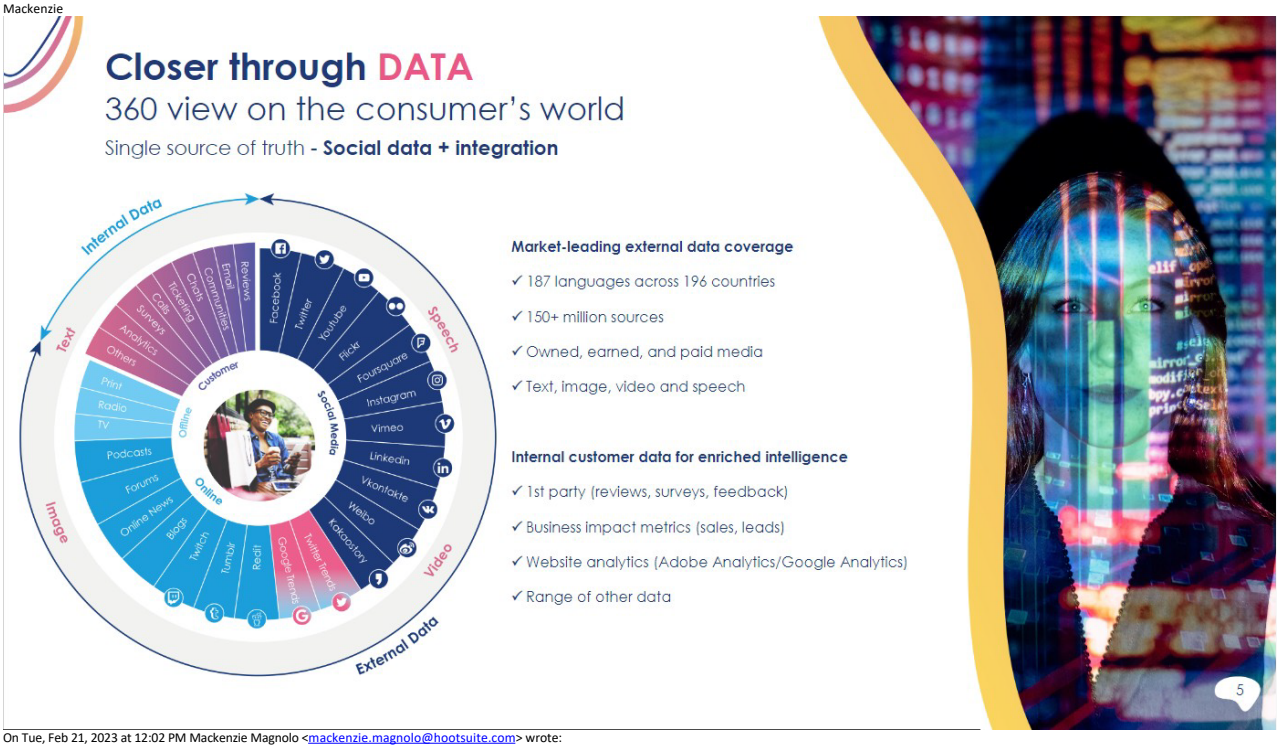
- **Can Talkwalker provide a list of all the online sources where data is pulled from?**

- *As there are over 150 million+ data sources being pulled into Talkwalker they don't have a comprehensive list that showcases all of the sources. However, I have included below a 360 data slide that shows a few of their top sources!*

S. 16(1)

Let me know if you have any other questions!

Best,
Mackenzie



On Tue, Feb 21, 2023 at 12:02 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks, Violet! I'm working with our teams and will have an updated quote and answers to your questions over to you shortly. :)
> On Tue, Feb 21, 2023 at 11:26 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good morning Elly and Mackenzie,
> > I was actually just responding with a few questions to Mackenzie's email. Thank you to Mackenzie for providing the updated invoices.
> > Could I just ask a few questions, mainly Talkwalker questions:
> >
> > - It says on the Hootsuite proposal document "15 topics, 15 searches, 15 filters" – Can I please get clarification on what 15 topics and 15 filters mean?
>
> S.16(1)
>
> > - Could Talkwalker provide a list of all the online sources it pulls in data from? Social media (socials, blogs, and all the media sources (Global, etc.) I know my leadership team will be curious to see all the local Calgary media news sources.
>
> S.16(1)
>
> > - Are you able to provide me with the security details for Hootsuite and Talkwalker so I can make sure this will work with our IT & security department
> > - Our network is very locked down, I saw the response about the email summary. Is it possible that Talkwalker could reach out to their IT team to see if it's possible to get the full news articles
>
> S.16(1)
>
> Thank yo
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
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Hootsuite®

Mackenzie Magnolo

Strategic Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1
call: +1 408 916 5614
text: +1 604 842 1331
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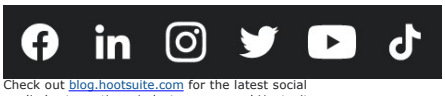

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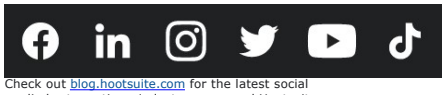

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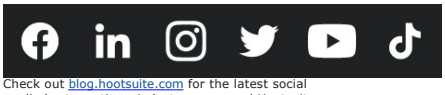

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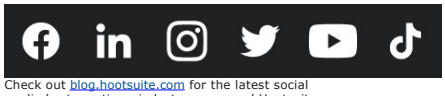

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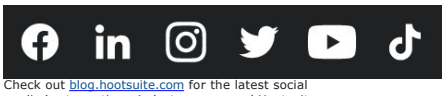

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Mackenzie Magnolo

Strategic Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

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text: +1 604 842 1331
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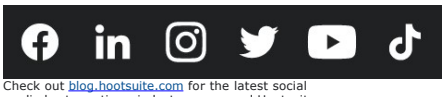

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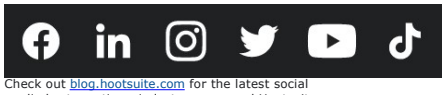

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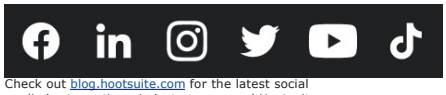

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Mackenzie Magnolo

Senior Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

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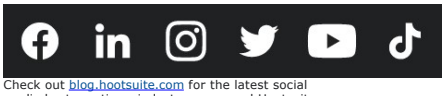

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Mackenzie Magnolo
Senior Account Executive

111 East 5th Avenue, 3rd Floor
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From: JJ Carroll
Sent: Tuesday, March 07, 2023 9:46 AM
To: Keith McLeod; Alexia Elford; Violet Rudy
Cc: Dan Wandler; Nick Alessio; Paul Paraschuk; Sean Gallant
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
Attachments: RE: Hootsuite + Talkwalker

ISC: Protected A

Thanks Keith. Alexia I am good proceeding then, as Keith is running with this for our team.

Non-Responsive

JJ

JJ Carroll
IT Security Manager
Calgary Police Service
403-428-8369

From: Keith McLeod
Sent: March 7, 2023 9:17 AM
To: Alexia Elford ; Violet Rudy ; JJ Carroll
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Morning Alexia, I'm good with everything.

Thanks,

Keith McLeod | IT Security Analyst | Information Technology Section
keith.mcleod@calgarypolice.ca
ISC: Protected B

From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Monday, March 06, 2023 8:22 AM
To: Violet Rudy <VRudy@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Thanks Violet,

JJ and Keith – do either of you have any comments/ concerns on this contract package before I move forward? Thanks,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Thursday, March 02, 2023 2:11 PM
To: Alexia Elford <AElford@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Afternoon Alexia,

THANK YOU very much for putting this together so quickly. I made a few small edits.
I've added Elly Leader as a backup to Mackenzie, I'm just waiting to hear back with her position and phone number, I searched and didn't have her signature in any of the emails.
I'll send that over to you asap. I've sent an email and text.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Thursday, March 02, 2023 1:32 PM
To: Violet Rudy <VRudy@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Good Afternoon Everyone,

Apologies for the delay, but there was a bunch of information I had to sort through to draft this letter.

Please review and provide feedback on if all the required information related to this SOW has been captured.

By using the city's templates the procurement will be governed by the City's Terms and conditions which may need to be flushed out a bit with the supplier when they review it, but it is anticipated.

Once I receive everyone's feedback, will send to the supplier for review. Once everyone is happy I will then have it executed by Sarah Demko which will allow us to move forward officially with this procurement and release the purchase order. Let me know if anyone needs to discuss anything. Thanks

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Thursday, March 02, 2023 9:41 AM
To: Alexia Elford <AElford@calgarypolice.ca>
Subject: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hey Alexia,

Please see the note from Mackenzie below. I know this is a super quick turn around. I'm sorry for the pressure. I know you're working as hard and fast as you can!
Please know I'm not trying to rush you, just let me know what I can tell her to change the date to even if it's next week.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, March 02, 2023 9:36 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I'm meeting with my launch team at 10am PST. Are we still on track for a start date this week?

Note I'll need to update the paperwork, as the current start date on the contract was set for yesterday.

Best,
Mackenzie

On Wed, Mar 1, 2023 at 12:07 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Sounds great, thanks Violet!
>
> On Wed, Mar 1, 2023 at 12:02 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good afternoon Mackenzie,
> >
> > Thank you for getting that response for me.
> > I've sent over all the information to Alexia and will let you know when we can move forward.
> >
> > Have a great day,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
> >
> >
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>
> ---
>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Wednesday, March 01, 2023 9:42 AM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Morning Violet,
>
> I received the final word on what "Text-Only" means in the contract. S.16(1)
> S.16(1)
>
> Are there any other final items that we need to check off in order to move forward with a contract signature?
>
> Warm Regards,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 4:54 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:
>
> > Hi Violet,
> >
> > Please see attached! Note that this includes all of the taxes that are outlined in the additional terms section of the contract, as well.
> >
> > Best,
> > Mackenzie

On Tue, Feb 28, 2023 at 3:37 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Can you please update the attachment as well with the new updated information.
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 4:20 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

So great to hear that your team was able to get in touch with the Talkwalker team and everything is squared away security-wise! I've included the contract below with your updated phone number. Clarification on your additional points below:

- Within the contract, you will receive S.16(1) he secondary SKU stating "up to 30 topics and 40 channels" is a SKU that is used with multiple packages. This is just referring to the limit on the number of topics the Talkwalker team will help you set up/configure.
- I've clarified again with Jack that the S.16(1) I'm still waiting on clarification from their team regarding what "Text Only" means but my understanding is that this refers to the actual data storage. Jack said we likely won't get a response until tomorrow, but I'm trying other avenues to get a response quicker!

Best,
Mackenzie

On Tue, Feb 28, 2023 at 2:53 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> Our IT Security Analyst reached out to Talkwalker directly and met with Nicole Asbun. She was able to provide him with the answers from Jack Harback.
> They also were working with Taylor Shein your colleague.
>
> Hi Keith,
>
> Nice to e-meet you and I am happy to get answers for any additional security questions.
>
> 1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
> S.16(1)
> 2. Does talk walker have any security compliance certifications such as the ones for Hootsuite?
> S.16(1)
>
> Best,
> Jack
>
> Looks like this is all good to go when it comes to security.
> Have you had a chance to go through the contract and update if needed?
> Thank you,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 1:23 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Thanks, Violet!

Just to confirm were you looking for clarification on the highlighted pieces?

Best,
Mackenzie

On Tue, Feb 28, 2023 at 12:06 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> Thank you for including the taxes in this for us.
> I have a few things I've highlighted in the contract.
>
> Thank you,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
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>
>
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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 12:25 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Please see the updated Hootsuite contract below! A few items to note:

- The start date is set for March 1st, as I know you're on a time crunch. This can be adjusted if another start date is preferred.
- Our AR team has included the taxes in our additional terms section. These taxes are based on the 5% Calgary tax rate and the reason we list this as an estimate is that we don't control tax laws. If tax rates were to change at the time of billing we would need to bill based on those rates. Given that this is only a few days away and in Canada tax rates rarely if ever change we are in a comfortable position in assuming that on the service value of $71,222.50 CAD, the total value with tax included should be $74,783.63 CAD.
- Our terms of service are linked at the bottom of the contract.

Please let me know if any information on the contract is incorrect. I can also send this via AdobeSign for signature if preferred!

We're looking forward to bringing your team onboard and I'll be on the lookout for any final items needed for your Talkwalker security review.

Warm Regards,
Mackenzie

On Tue, Feb 28, 2023 at 7:07 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks Violet! I'll keep an eye out for the updated questions from IT.
>
> I'm just waiting on our AR and contracts teams to work through the final stages of inputting the taxes into the contract. As it's not something we typically do we just have to go through a few extra layers of approval. I should have this over to you later today! :)
>
> Best,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 6:37 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> >
> > I'm waiting on the questions back from our IT team.
> > Do you have that updated quote? We lose our tool today so we need something asap.
> > Thanks for all your work on this,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
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> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Monday, February 27, 2023 11:33 AM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> >
> > Thanks for confirming! I just spoke with their team and they don't have a direct point of contact that would be able to jump on a call. However, I can pass along any questions or documents that are needed so that we can get those into your IT team's hands.
> >
> > In specific what questions does your IT team have? What security certificates are needed? Are you looking for SSO when you say MFA?
> >
> > If you could provide a comprehensive list I can ensure we get these items over to you! :)
> >
> > On Mon, Feb 27, 2023 at 10:13 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Hey Mackenzie,
> > >
> > > Yes exactly – thank you!
> > >
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > >
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> > >
> > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > **Sent:** Monday, February 27, 2023 8:59 AM
> > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > >
> > > Hi Violet,
> > >
> > > Is your IT team referring to Talkwalker in this case?
> > >
> > > Let me know so I can reach out to their team!
> > >
> > > Best,
> > > Mackenzie
> > >
> > > On Mon, Feb 27, 2023 at 7:30 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> > >
> > > > Thanks Mackenzie, I appreciate it. Hope you had a good weekend.
> > > >
> > > > I got this back from our IT team: "I tried to schedule a session with them on Tuesday to ask some more questions. **Violet – if your contact has a link to any further information, security compliance certificates, etc., that would be useful.** I can't even really make an account to verify the ability to use MFA, for example. Being that they are European (HQ in Luxembourg) and regulated under the GDPR makes me generally less concerned overall."
> > > >
> > > > Is there a contact that I can direct him to meet with? And would you be able to provide more information around security compliance certificates?
> > > >
> > > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Friday, February 24, 2023 1:31 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Our team is still working internally to work out the tax situation! We should have an update shortly, including updated paperwork.

In the meantime, I wanted to share the Talkwalker Media Brief which will need to be filled in. This will speed up the process and ensure we can work within your tight timeline!

Once you've completed the form please send it back to me. Let me know if you have any questions! :)

Best,
Mackenzie

On Thu, Feb 23, 2023 at 4:13 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Thanks for the clarification!
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, February 23, 2023 4:50 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Sorry, I must have missed that! S.16(1)

S.16(1)

Best,
Mackenzie

On Thu, Feb 23, 2023 at 3:45 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> I totally did this earlier, here is what I put below the image:
> S. 16(1)
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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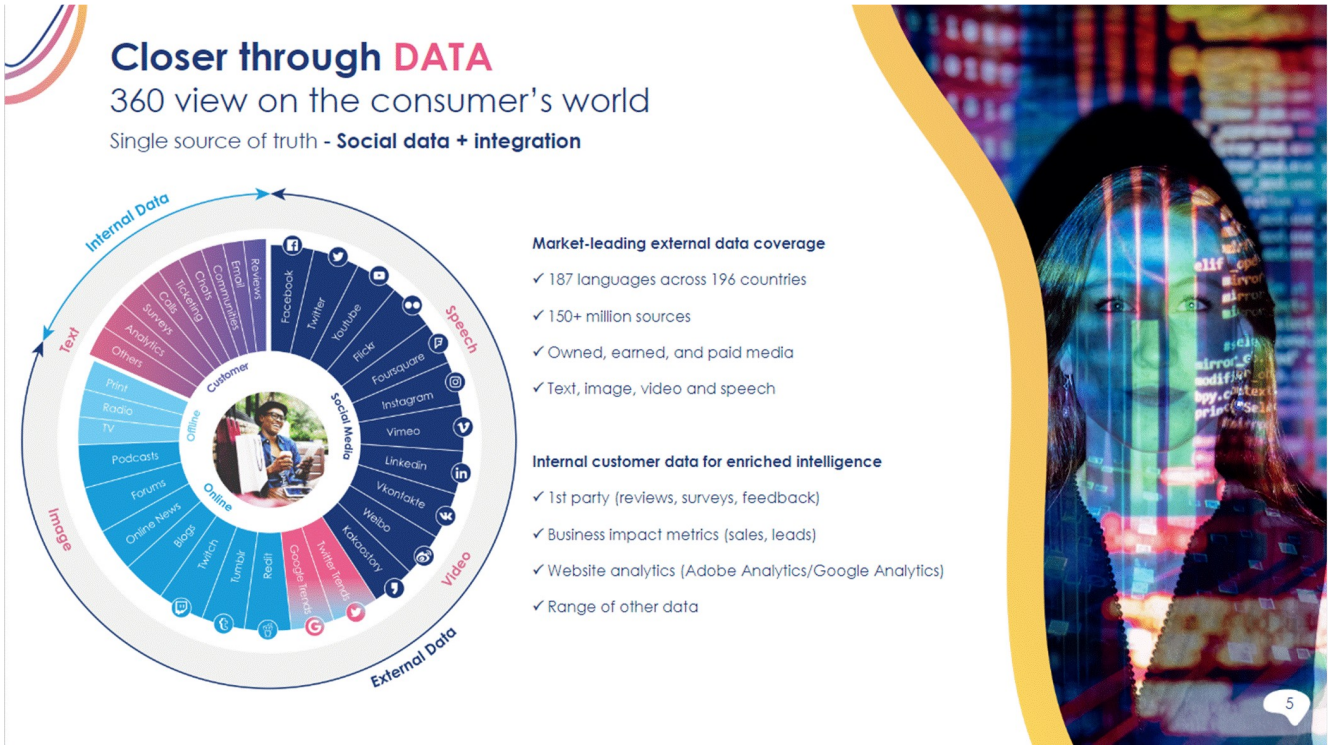
From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, February 23, 2023 3:40 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Amazing Violet! I'm so happy to hear that this was helpful. :)

On Thu, Feb 23, 2023 at 1:19 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Just wanted to say this was very helpful when I shared it with my leadership team:



S. 16(1)

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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ISC: Protected A

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 21, 2023 4:31 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I've included below the updated RFQ as well as the PDF which outlines everything included in the new package!

Knowing your set budget of 75k CAD and timeline, I am doing my best to make sure we include as much as possible and keep this smooth.

A couple of items to note:

S.16(1)

Security, Technical, and Legal Resources

- **Hootsuite Trust Center** - *This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.*
  - *A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.*
- **Hootsuite Legal Center**
- **Hootsuite Terms and Conditions**
- Hootsuite's MSA and security resources will cover Talkwalker, as both products will be on the same paperwork.

Questions & Answers:

- **What is the difference between topics, channels, and filters?**
  - *The search option was a typo and it should have been channels! You will receive* S.16(1) *in the package below.*
  - *A topic can be keywords, brands, products, events, etc. this would be your string of boolean logic.*
  - *Channels are the number of channels that you can track ie. an Instagram account.*
  - *Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.*
- **Is there any way that the Talkwalker team can pull in full news articles without clicking out to a link?**

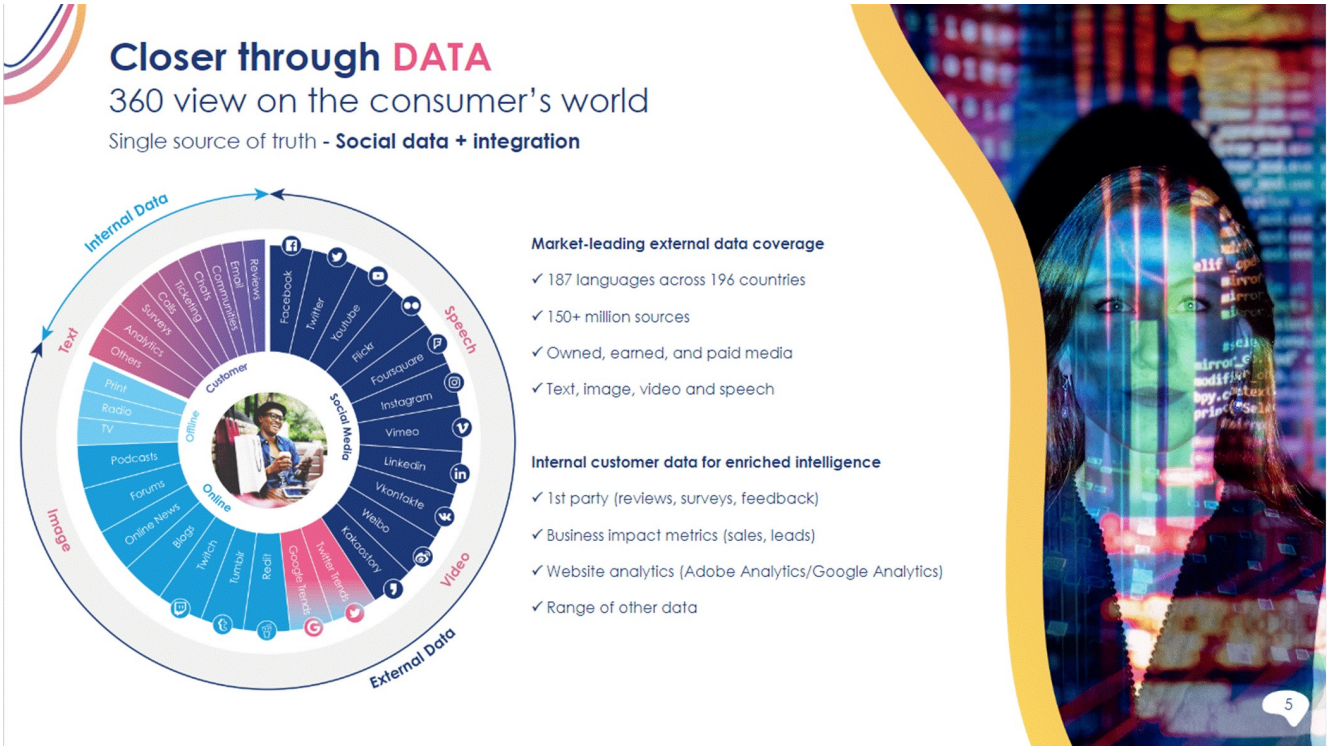
S.16(1)

- **Can Talkwalker provide a list of all the online sources where data is pulled from?**
  - *As there are over 150 million+ data sources being pulled into Talkwalker they don't have a comprehensive list that showcases all of the sources. However, I have included below a 360 data slide that shows a few of their top sources!*

S.16(1)

Let me know if you have any other questions!

Best,
Mackenzie



On Tue, Feb 21, 2023 at 12:02 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks, Violet! I'm working with our teams and will have an updated quote and answers to your questions over to you shortly. :)
>
> On Tue, Feb 21, 2023 at 11:26 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good morning Elly and Mackenzie,
> >
> > I was actually just responding with a few questions to Mackenzie's email. Thank you to Mackenzie for providing the updated invoices.
> > Could I just ask a few questions, mainly Talkwalker questions:
> >
> > - It says on the Hootsuite proposal document "15 topics, 15 searches, 15 filters" – Can I please get clarification on what 15 topics and 15 filters mean?
>
> S.16(1)
>
> > - Could Talkwalker provide a list of all the online sources it pulls in data from? Social media (socials, blogs, and all the media sources (Global, etc.) I know my leadership team will be curious to see all the local Calgary media news sources.
>
> S.16(1)
>
> > - Are you able to provide me with the security details for Hootsuite and Talkwalker so I can make sure this will work with our IT & security department
> > - Our network is very locked down, I saw the response about the email summary. Is it possible that Talkwalker could reach out to their IT team to see if it's possible to get the full news articles
>
> S.16(1)
>
> > Thank you,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
> CALGARY POLICE SERVICE
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>
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--

Hootsuite®

Mackenzie Magnolo

Strategic Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1
call: +1 408 916 5614
text: +1 604 842 1331

Book a meeting with Mackenzie Magnolo

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From: Keith McLeod [KMcLeod@calgarypolice.ca]
To: JJ Carroll
Sent: Wednesday, March 01, 2023 8:32:58 AM
Subject: RE: Hootsuite + Talkwalker
Attachments: image001.png (58 KB); image002.jpg (9 KB); image003.png (3 KB); image004.png (3 KB); image005.png (3 KB); image006.png (3 KB); image007.png (3 KB);

ISC: Protected A

S. 24(1)(a)

Thanks,

Keith McLeod | IT Security Analyst | Information Technology Section
keith.mcleod@calgarypolice.ca
ISC: Protected B

From: JJ Carroll <JCarroll@calgarypolice.ca>
Sent: Wednesday, March 01, 2023 8:29 AM
To: Keith McLeod <KMcLeod@calgarypolice.ca>
Cc: Nick Alessio <NAlessio@calgarypolice.ca>
Subject: RE: Hootsuite + Talkwalker

ISC: Protected A

Morning Keith,

S. 24(1)(a)

JJ

JJ Carroll
IT Security Manager
Calgary Police Service
403-428-8369

From: Keith McLeod <KMcLeod@calgarypolice.ca>
Sent: February 28, 2023 3:40 PM
To: Violet Rudy <VRudy@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>; Alexia Elford <AElford@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Nick Alessio <NAlessio@calgarypolice.ca>; Sean Gallant <SAGallant@calgarypolice.ca>

Subject: RE: Hootsuite + Talkwalker

ISC: Protected A

Hi all, I had a followup from the Talkwalker folks.

I got some answers to my questions below. S. 24(1)(a)
S. 24(1)(a)

1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
S.16(1)

2. Does talk walker have any security compliance certifications such as the ones for Hootsuite?
S.16(1)

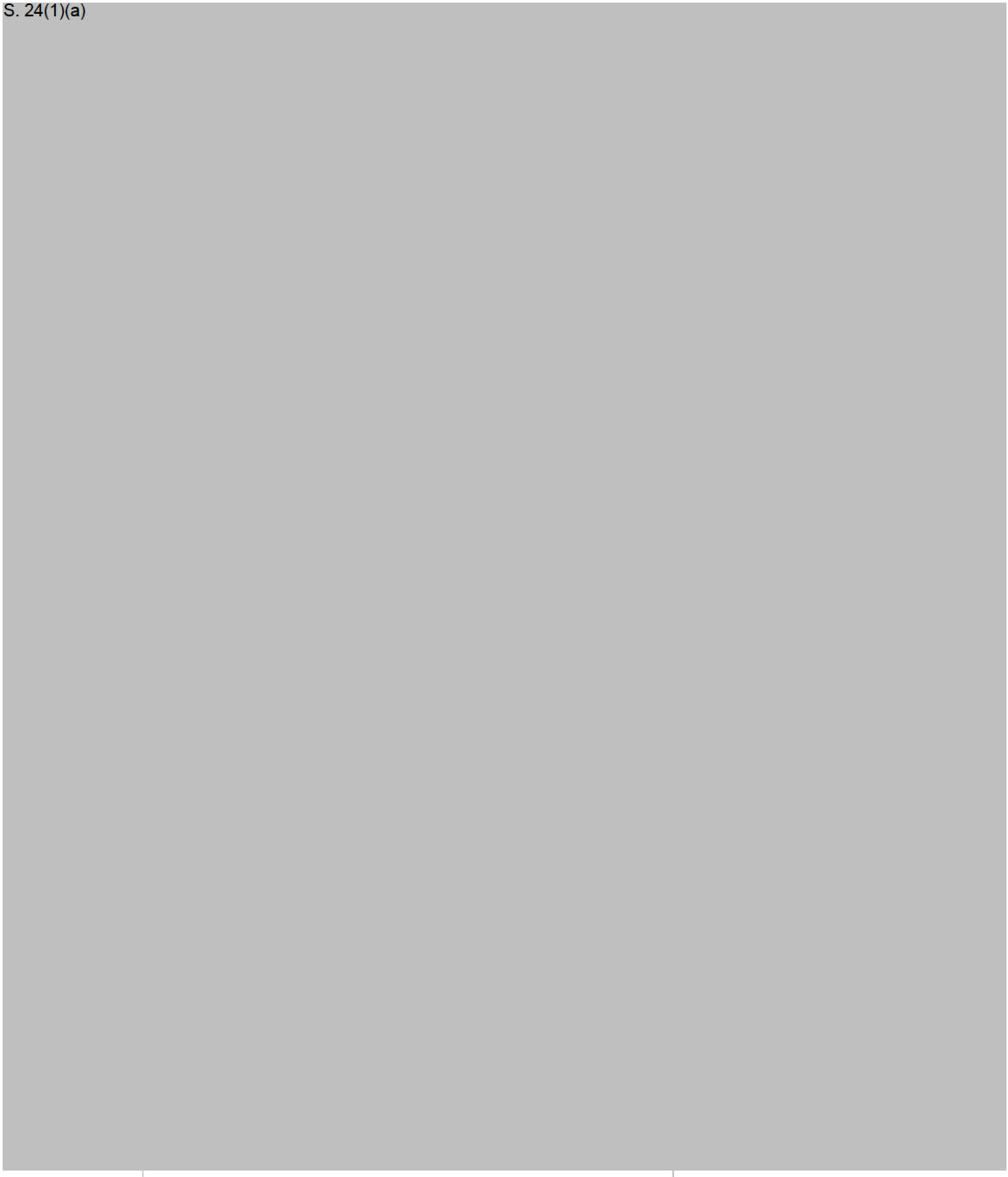
Thanks,

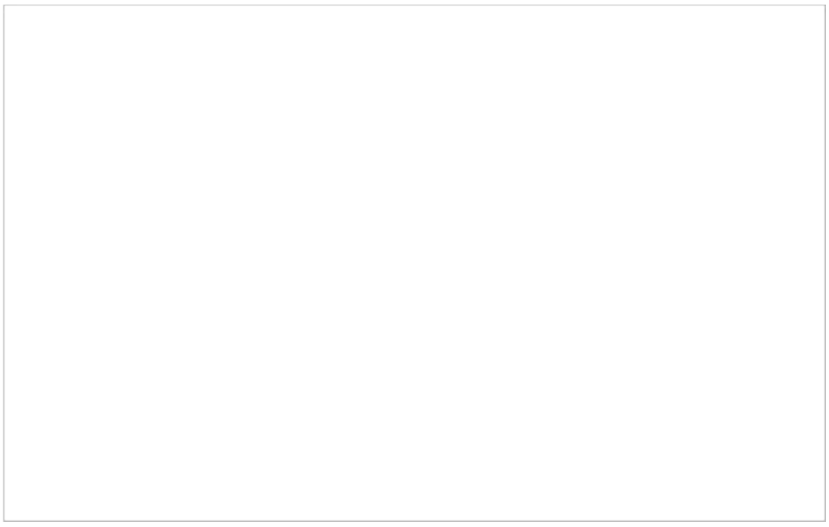
Keith McLeod | IT Security Analyst | Information Technology Section
keith.mcleod@calgarypolice.ca
ISC: Protected B

From: Keith McLeod
Sent: Friday, February 24, 2023 4:25 PM
To: Violet Rudy <VRudy@calgarypolice.ca>; JJ Carroll <jcarroll@calgarypolice.ca>; Alexia Elford <AElford@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Nick Alessio <NAlessio@calgarypolice.ca>; Sean Gallant <SAGallant@calgarypolice.ca>
Subject: RE: Hootsuite + Talkwalker

S. 24(1)(a)

S. 24(1)(a)





Thanks,

Keith McLeod | IT Security Analyst | Information Technology Section
keith.mcleod@calgarypolice.ca
ISC: Protected B

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Friday, February 24, 2023 8:36 AM
To: JJ Carroll <JCarroll@calgarypolice.ca>; Alexia Elford <AElford@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Nick Alessio <NAlessio@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: Hootsuite + Talkwalker

ISC: Protected A

Good morning JJ,

Non-Responsive thank you so much for getting back to me, I completely understand.
I will send over the information asap, I'm hoping that Mackenzie will get that all over to me today and I'll send everything all in one email.
Can't thank you enough for the help Keith – greatly appreciated! Always coming to help the PAMRU team!

Thanks again all, have the best day!

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: JJ Carroll <JCarroll@calgarypolice.ca>
Sent: Thursday, February 23, 2023 10:05 PM
To: Violet Rudy <VRudy@calgarypolice.ca>; Alexia Elford <AElford@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Nick Alessio <NAlessio@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: Hootsuite + Talkwalker

ISC: Protected A

HI Violet,

Keith 'The Highlander' McLeod, one of our Senior IT Security Analysts who you have met, is looking at this for us. Re: "**Alexia Elford I'm just waiting on the updated quote and draft contract. I'll send that over to you with the rest of the quotes I received once I get those**." Please send *us* the quotes and draft contract too, as it will further zero in on exactly what you aim to buy, and therefore let us zero in further on what to analyze.

Non-Responsive

JJ

JJ Carroll
Information Security Manager
Calgary Police Service
403-428-8369

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: February 23, 2023 5:07 PM
To: Alexia Elford <AElford@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: JJ Carroll <JCarroll@calgarypolice.ca>; Nick Alessio <NAlessio@calgarypolice.ca>
Subject: Hootsuite + Talkwalker
Importance: High

Good afternoon,

I have shared this information with most of you, we have decided to go with the interim solution of Hootsuite + Talkwalker, ONLY pending approval of JJ/Nick or your incredible team! We have used and are currently using Hootsuite and Talkwalker will

be integrated with Hootsuite. I am so sorry in advance for this request. We are on an extremely tight time frame as we lose Meltwater Feb. 28th... that is only 5 days away and I've been trying to get this information (I just got the security links 5 minutes ago) as soon as I was able to. Can this be done asap please!

Tools:

- **Talkwalker Social Listening Deep Dive**
- **Hootsuite Enterprise Deep Dive**

Hootsuite - Security, Technical, and Legal Resources

- **Hootsuite Trust Center** – "*This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc. A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center"* – Mackenzie from Hootsuite
- **Hootsuite Legal Center**
- **Hootsuite Terms and Conditions** – "Hootsuite's MSA and security resources will cover Talkwalker, as both products will be on the same paperwork" – Mackenzie from Hootsuite

Talkwalker - Security, Privacy and Terms of Service:
"Also please see below for Talkwalkers security resources!" – Mackenzie from Hootsuite

- **Talkwalker Privacy Policy**
- **Talkwalker Terms of Service**

@Alexia Elford I'm just waiting on the updated quote and draft contract. I'll send that over to you with the rest of the quotes I received once I get those – sorry for the delay.

Again I'm sorry for the short turn around, let me know if it's possible or not. Thank you to all of you for your help with this and can I say sorry one more time? I'm sorry!

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Keith McLeod
Sent: Tuesday, March 07, 2023 9:17 AM
To: Alexia Elford; Violet Rudy; JJ Carroll
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Morning Alexia, I'm good with everything.

Thanks,

Keith McLeod | IT Security Analyst | Information Technology Section
keith.mcleod@calgarypolice.ca
ISC: Protected B

From: Alexia Elford
Sent: Monday, March 06, 2023 8:22 AM
To: Violet Rudy ; JJ Carroll ; Keith McLeod
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Thanks Violet,

JJ and Keith – do either of you have any comments/ concerns on this contract package before I move forward? Thanks,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Thursday, March 02, 2023 2:11 PM
To: Alexia Elford <AElford@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Afternoon Alexia,

THANK YOU very much for putting this together so quickly. I made a few small edits.
I've added Elly Leader as a backup to Mackenzie, I'm just waiting to hear back with her position and phone number, I searched and didn't have her signature in any of the emails.
I'll send that over to you asap. I've sent an email and text.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Thursday, March 02, 2023 1:32 PM
To: Violet Rudy <VRudy@calgarypolice.ca>; JJ Carroll <JCarroll@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Good Afternoon Everyone,

Apologies for the delay, but there was a bunch of information I had to sort through to draft this letter.

Please review and provide feedback on if all the required information related to this SOW has been captured.

By using the city's templates the procurement will be governed by the City's Terms and conditions which may need to be flushed out a bit with the supplier when they review it, but it is anticipated.

Once I receive everyone's feedback, will send to the supplier for review. Once everyone is happy I will then have it executed by Sarah Demko which will allow us to move forward officially with this procurement and release the purchase order. Let me know if anyone needs to discuss anything. Thanks

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Thursday, March 02, 2023 9:41 AM
To: Alexia Elford <AElford@calgarypolice.ca>
Subject: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hey Alexia,

Please see the note from Mackenzie below. I know this is a super quick turn around. I'm sorry for the pressure. I know you're working as hard and fast as you can!

Please know I'm not trying to rush you, just let me know what I can tell her to change the date to even if it's next week.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, March 02, 2023 9:36 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I'm meeting with my launch team at 10am PST. Are we still on track for a start date this week?

Note I'll need to update the paperwork, as the current start date on the contract was set for yesterday.

Best,
Mackenzie

On Wed, Mar 1, 2023 at 12:07 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Sounds great, thanks Violet!
>
> On Wed, Mar 1, 2023 at 12:02 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good afternoon Mackenzie,
> >
> > Thank you for getting that response for me.
> > I've sent over all the information to Alexia and will let you know when we can move forward.
> >
> > Have a great day,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
> >
> >
> >
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> >
> > ---
> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Wednesday, March 01, 2023 9:42 AM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> >
> > Morning Violet,
> >
> > I received the final word on what "Text-Only" means in the contract. S.16(1)
> > S.16(1)
> >
> > Are there any other final items that we need to check off in order to move forward with a contract signature?
> >
> > Warm Regards,
> > Mackenzie
> >
> > On Tue, Feb 28, 2023 at 4:54 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:
> >
> > > Hi Violet,
> > >
> > > Please see attached! Note that this includes all of the taxes that are outlined in the additional terms section of the contract, as well.
> > >
> > > Best,
> > > Mackenzie
> > >
> > > On Tue, Feb 28, 2023 at 3:37 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> > >
> > > > Can you please update the attachment as well with the new updated information.
> > > >
> > > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > > >
> > > >
> > > >
> > > >
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> > > >
> > > > ---
> > > >
> > > > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > > > **Sent:** Tuesday, February 28, 2023 4:20 PM
> > > > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > > > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> > > >
> > > > Hi Violet,
> > > >
> > > > So great to hear that your team was able to get in touch with the Talkwalker team and everything is squared away security-wise! I've included the contract below with your updated phone number. Clarification on your additional points below:

- Within the contract, you will receive S.16(1) The secondary SKU stating "up to 30 topics and 40 channels" is a SKU that is used with multiple packages. This is just referring to the limit on the number of topics the Talkwalker team will help you set up/configure.
- I've clarified again with Jack that S.16(1) I'm still waiting on clarification from their team regarding what "Text Only" means but my understanding is that this refers to the actual data storage. Jack said we likely won't get a response until tomorrow, but I'm trying other avenues to get a response quicker!

Best,
Mackenzie

On Tue, Feb 28, 2023 at 2:53 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> Our IT Security Analyst reached out to Talkwalker directly and met with Nicole Asbun. She was able to provide him with the answers from Jack Harback.
> They also were working with Taylor Shein your colleague.
>
> Hi Keith,
>
> Nice to e-meet you and I am happy to get answers for any additional security questions.
>
> 1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
> S.16(1)
> 2. Does talk walker have any security compliance certifications such as the ones for Hootsuite?
> S.16(1)
>
> Best,
> Jack
>
> Looks like this is all good to go when it comes to security.
> Have you had a chance to go through the contract and update if needed?
> Thank you,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 1:23 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Thanks, Violet!

Just to confirm were you looking for clarification on the highlighted pieces?

Best,
Mackenzie

On Tue, Feb 28, 2023 at 12:06 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> Thank you for including the taxes in this for us.
> I have a few things I've highlighted in the contract.
>
> Thank you,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 12:25 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Please see the updated Hootsuite contract below! A few items to note:

- The start date is set for March 1st, as I know you're on a time crunch. This can be adjusted if another start date is preferred.
- Our AR team has included the taxes in our additional terms section. These taxes are based on the 5% Calgary tax rate and the reason we list this as an estimate is that we don't control tax laws. If tax rates were to change at the time of billing we would need to bill based on those rates. Given that this is only a few days away and in Canada tax rates rarely if ever change we are in a comfortable position in assuming that on the service value of $71,222.50 CAD, the total value with tax included should be $74,783.63 CAD.
- Our terms of service are linked at the bottom of the contract.

Please let me know if any information on the contract is incorrect. I can also send this via AdobeSign for signature if preferred!

We're looking forward to bringing your team onboard and I'll be on the lookout for any final items needed for your Talkwalker security review.

Warm Regards,
Mackenzie

On Tue, Feb 28, 2023 at 7:07 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks Violet! I'll keep an eye out for the updated questions from IT.
>
> I'm just waiting on our AR and contracts teams to work through the final stages of inputting the taxes into the contract. As it's not something we typically do we just have to go through a few extra layers of approval. I should have this over to you later today! :)
>
> Best,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 6:37 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Hey Mackenzie,

I'm waiting on the questions back from our IT team.
Do you have that updated quote? We lose our tool today so we need something asap.
Thanks for all your work on this,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Monday, February 27, 2023 11:33 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Thanks for confirming! I just spoke with their team and they don't have a direct point of contact that would be able to jump on a call. However, I can pass along any questions or documents that are needed so that we can get those into your IT team's hands.

In specific what questions does your IT team have? What security certificates are needed? Are you looking for SSO when you say MFA?

If you could provide a comprehensive list I can ensure we get these items over to you! :)

On Mon, Feb 27, 2023 at 10:13 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> Yes exactly – thank you!
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
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>
> ---
>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Monday, February 27, 2023 8:59 AM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Hi Violet,
>
> Is your IT team referring to Talkwalker in this case?
>
> Let me know so I can reach out to their team!
>
> Best,
> Mackenzie
>
> On Mon, Feb 27, 2023 at 7:30 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Thanks Mackenzie, I appreciate it. Hope you had a good weekend.
> >
> > I got this back from our IT team: "I tried to schedule a session with them on Tuesday to ask some more questions. **Violet – if your contact has a link to any further information, security compliance certificates, etc., that would be useful.** I can't even really make an account to verify the ability to use MFA, for example. Being that they are European (HQ in Luxembourg) and regulated under the GDPR makes me generally less concerned overall."
> >
> > Is there a contact that I can direct him to meet with? And would you be able to provide more information around security compliance certificates?
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
> >
> >
> >
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> >
> > ---
> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Friday, February 24, 2023 1:31 PM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> >
> > Hi Violet,
> >
> > Our team is still working internally to work out the tax situation! We should have an update shortly, including updated paperwork.
> >
> > In the meantime, I wanted to share the Talkwalker Media Brief which will need to be filled in. This will speed up the process and ensure we can work within your tight timeline!
> >
> > Once you've completed the form please send it back to me. Let me know if you have any questions! :)
> >
> > Best,
> > Mackenzie
> >
> > On Thu, Feb 23, 2023 at 4:13 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Thanks for the clarification!
> > >
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, February 23, 2023 4:50 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Sorry, I must have missed that! S.16(1)

S.16(1)

Best,
Mackenzie

On Thu, Feb 23, 2023 at 3:45 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> I totally did this earlier, here is what I put below the image:

S. 16(1)

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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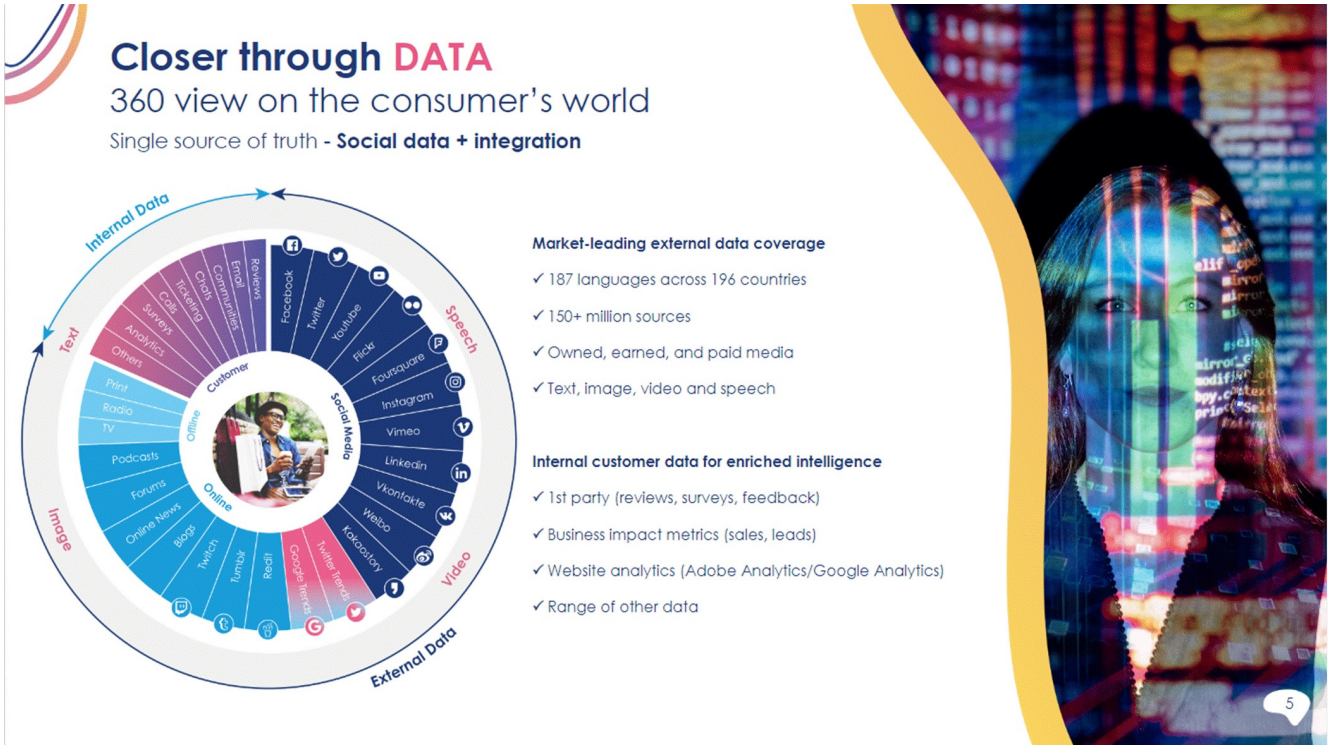
From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, February 23, 2023 3:40 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Amazing Violet! I'm so happy to hear that this was helpful. :)

On Thu, Feb 23, 2023 at 1:19 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Just wanted to say this was very helpful when I shared it with my leadership team:



S. 16(1)

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S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 21, 2023 4:31 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I've included below the updated RFQ as well as the PDF which outlines everything included in the new package!

Knowing your set budget of 75k CAD and timeline, I am doing my best to make sure we include as much as possible and keep this smooth.

A couple of items to note:

S.16(1)

Security, Technical, and Legal Resources

- **Hootsuite Trust Center** - *This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.*
  - *A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.*
- **Hootsuite Legal Center**
- **Hootsuite Terms and Conditions**
- Hootsuite's MSA and security resources will cover Talkwalker, as both products will be on the same paperwork.

Questions & Answers:

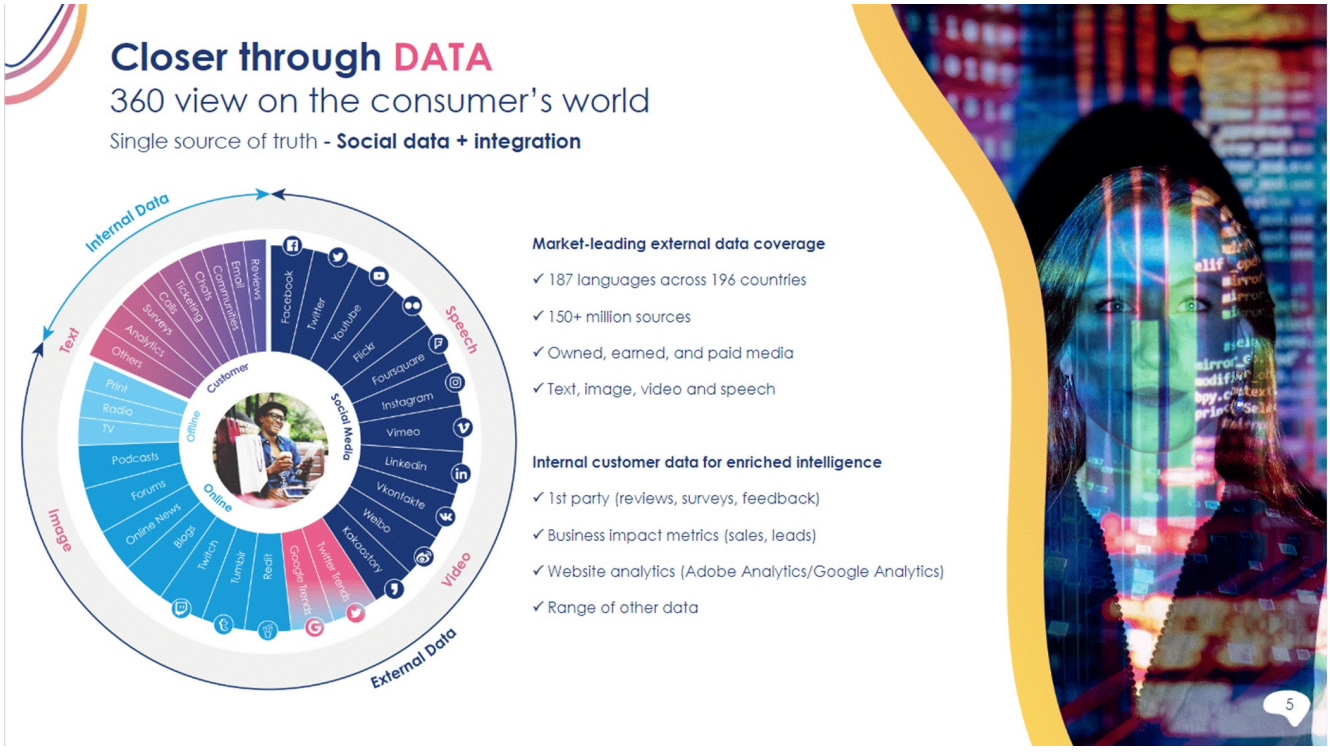
- **What is the difference between topics, channels, and filters?**
  - *The search option was a typo and it should have been channels! You will receive* S.16(1) *ilters in the package below.*
  - *A topic can be keywords, brands, products, events, etc. this would be your string of boolean logic.*
  - *Channels are the number of channels that you can track ie. an Instagram account.*
  - *Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.*
- **Is there any way that the Talkwalker team can pull in full news articles without clicking out to a link?**

  S.16(1)
- **Can Talkwalker provide a list of all the online sources where data is pulled from?**
  - *As there are over 150 million+ data sources being pulled into Talkwalker they don't have a comprehensive list that showcases all of the sources. However, I have included below a 360 data slide that shows a few of their top sources!*

  S. 16(1)

Let me know if you have any other questions!

Best,
Mackenzie



On Tue, Feb 21, 2023 at 12:02 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks, Violet! I'm working with our teams and will have an updated quote and answers to your questions over to you shortly. :)
>
> On Tue, Feb 21, 2023 at 11:26 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Good morning Elly and Mackenzie,

I was actually just responding with a few questions to Mackenzie's email. Thank you to Mackenzie for providing the updated invoices.
Could I just ask a few questions, mainly Talkwalker questions:

- It says on the Hootsuite proposal document "15 topics, 15 searches, 15 filters" – Can I please get clarification on what 15 topics and 15 filters mean?

S. 16(1)

- Could Talkwalker provide a list of all the online sources it pulls in data from? Social media (socials, blogs, and all the media sources (Global, etc.) I know my leadership team will be curious to see all the local Calgary media news sources.

S. 16(1)

- Are you able to provide me with the security details for Hootsuite and Talkwalker so I can make sure this will work with our IT & security department
- Our network is very locked down, I saw the response about the email summary. Is it possible that Talkwalker could reach out to their IT team to see if it's possible to get the full news articles

S. 16(1)

Thank you,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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Hootsuite®

Mackenzie Magnolo

Strategic Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1
call: +1 408 916 5614
text: +1 604 842 1331

Book a meeting with Mackenzie Magnolo

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From: Violet Rudy
Sent: Thursday, March 02, 2023 2:11 PM
To: Alexia Elford; JJ Carroll; Keith McLeod
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
Attachments: IQ 23-002 Contract letter - Hootsuite 2023 Mar 02.docx

ISC: Protected A

Afternoon Alexia,

THANK YOU very much for putting this together so quickly. I made a few small edits.
I've added Elly Leader as a backup to Mackenzie, I'm just waiting to hear back with her position and phone number, I searched and didn't have her signature in any of the emails.
I'll send that over to you asap. I've sent an email and text.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Alexia Elford
Sent: Thursday, March 02, 2023 1:32 PM
To: Violet Rudy ; JJ Carroll ; Keith McLeod
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Good Afternoon Everyone,

Apologies for the delay, but there was a bunch of information I had to sort through to draft this letter.

Please review and provide feedback on if all the required information related to this SOW has been captured.

By using the city's templates the procurement will be governed by the City's Terms and conditions which may need to be flushed out a bit with the supplier when they review it, but it is anticipated.

Once I receive everyone's feedback, will send to the supplier for review. Once everyone is happy I will then have it executed by Sarah Demko which will allow us to move forward officially with this procurement and release the purchase order. Let me know if anyone needs to discuss anything. Thanks

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

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From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Thursday, March 02, 2023 9:41 AM
To: Alexia Elford <AElford@calgarypolice.ca>
Subject: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hey Alexia,

Please see the note from Mackenzie below. I know this is a super quick turn around. I'm sorry for the pressure. I know you're working as hard and fast as you can!
Please know I'm not trying to rush you, just let me know what I can tell her to change the date to even if it's next week.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, March 02, 2023 9:36 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I'm meeting with my launch team at 10am PST. Are we still on track for a start date this week?

Note I'll need to update the paperwork, as the current start date on the contract was set for yesterday.

Best,
Mackenzie

On Wed, Mar 1, 2023 at 12:07 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Sounds great, thanks Violet!
>
> On Wed, Mar 1, 2023 at 12:02 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good afternoon Mackenzie,
> >
> > Thank you for getting that response for me.
> > I've sent over all the information to Alexia and will let you know when we can move forward.
> >
> > Have a great day,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Wednesday, March 01, 2023 9:42 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Morning Violet,

I received the final word on what "Text-Only" means in the contract. S.16(1)
S.16(1)

Are there any other final items that we need to check off in order to move forward with a contract signature?

Warm Regards,
Mackenzie

On Tue, Feb 28, 2023 at 4:54 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Hi Violet,
>
> Please see attached! Note that this includes all of the taxes that are outlined in the additional terms section of the contract, as well.
>
> Best,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 3:37 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Can you please update the attachment as well with the new updated information.
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
> >
> >
> >
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> >
> > **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> > **Sent:** Tuesday, February 28, 2023 4:20 PM
> > **To:** Violet Rudy <VRudy@calgarypolice.ca>
> > **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
> >
> > Hi Violet,
> >
> > So great to hear that your team was able to get in touch with the Talkwalker team and everything is squared away security-wise! I've included the contract below with your updated phone number. Clarification on your additional points below:
> >
> > - Within the contract, you will receive S.16(1) The secondary SKU stating "up to 30 topics and 40 channels" is a SKU that is used with multiple packages. This is just referring to the limit on the number of topics the Talkwalker team will help you set up/configure.
> > - I've clarified again with Jack that S.16(1) I'm still waiting on clarification from their team regarding what "Text Only" means but my understanding is that this refers to the actual data storage. Jack said we likely won't get a response until tomorrow, but I'm trying other avenues to get a response quicker!
> >
> > Best,
> > Mackenzie
> >
> > On Tue, Feb 28, 2023 at 2:53 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:
> >
> > > Hey Mackenzie,
> > >
> > > Our IT Security Analyst reached out to Talkwalker directly and met with Nicole Asbun. She was able to provide him with the answers from Jack Harback.
> > > They also were working with Taylor Shein your colleague.
> > >
> > > Hi Keith,
> > >
> > > Nice to e-meet you and I am happy to get answers for any additional security questions.
> > >
> > > 1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
> > > S.16(1)
> > > 2. Does talk walker have any security compliance certifications such as the ones for Hootsuite?
> > > S.16(1)
> > >
> > > Best,
> > > Jack
> > >
> > > Looks like this is all good to go when it comes to security.
> > > Have you had a chance to go through the contract and update if needed?
> > > Thank you,
> > >
> > > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> > >
> > >
> > >
> > >
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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 1:23 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Thanks, Violet!

Just to confirm were you looking for clarification on the highlighted pieces?

Best,
Mackenzie

On Tue, Feb 28, 2023 at 12:06 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> Thank you for including the taxes in this for us.
> I have a few things I've highlighted in the contract.
>
> Thank you,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 12:25 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Please see the updated Hootsuite contract below! A few items to note:

- The start date is set for March 1st, as I know you're on a time crunch. This can be adjusted if another start date is preferred.
- Our AR team has included the taxes in our additional terms section. These taxes are based on the 5% Calgary tax rate and the reason we list this as an estimate is that we don't control tax laws. If tax rates were to change at the time of billing we would need to bill based on those rates. Given that this is only a few days away and in Canada tax rates rarely if ever change we are in a comfortable position in assuming that on the service value of $71,222.50 CAD, the total value with tax included should be $74,783.63 CAD.
- Our terms of service are linked at the bottom of the contract.

Please let me know if any information on the contract is incorrect. I can also send this via AdobeSign for signature if preferred!

We're looking forward to bringing your team onboard and I'll be on the lookout for any final items needed for your Talkwalker security review.

Warm Regards,
Mackenzie

On Tue, Feb 28, 2023 at 7:07 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks Violet! I'll keep an eye out for the updated questions from IT.
>
> I'm just waiting on our AR and contracts teams to work through the final stages of inputting the taxes into the contract. As it's not something we typically do we just have to go through a few extra layers of approval. I should have this over to you later today! :)
>
> Best,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 6:37 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> >
> > I'm waiting on the questions back from our IT team.
> > Do you have that updated quote? We lose our tool today so we need something asap.
> > Thanks for all your work on this,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
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>
> **From:** Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
> **Sent:** Monday, February 27, 2023 11:33 AM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources
>
> Thanks for confirming! I just spoke with their team and they don't have a direct point of contact that would be able to jump on a call. However, I can pass along any questions or documents that are needed so that we can get those into your IT team's hands.
>
> In specific what questions does your IT team have? What security certificates are needed? Are you looking for SSO when you say MFA?
>
> If you could provide a comprehensive list I can ensure we get these items over to you! :)
>
> On Mon, Feb 27, 2023 at 10:13 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> >
> > Yes exactly – thank you!
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Monday, February 27, 2023 8:59 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Is your IT team referring to Talkwalker in this case?

Let me know so I can reach out to their team!

Best,
Mackenzie

On Mon, Feb 27, 2023 at 7:30 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Thanks Mackenzie, I appreciate it. Hope you had a good weekend.
>
> I got this back from our IT team: "I tried to schedule a session with them on Tuesday to ask some more questions. **Violet – if your contact has a link to any further information, security compliance certificates, etc., that would be useful.** I can't even really make an account to verify the ability to use MFA, for example. Being that they are European (HQ in Luxembourg) and regulated under the GDPR makes me generally less concerned overall."
>
> Is there a contact that I can direct him to meet with? And would you be able to provide more information around security compliance certificates?
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Friday, February 24, 2023 1:31 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Our team is still working internally to work out the tax situation! We should have an update shortly, including updated paperwork.

In the meantime, I wanted to share the Talkwalker Media Brief which will need to be filled in. This will speed up the process and ensure we can work within your tight timeline!

Once you've completed the form please send it back to me. Let me know if you have any questions! :)

Best,
Mackenzie

On Thu, Feb 23, 2023 at 4:13 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Thanks for the clarification!
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, February 23, 2023 4:50 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Sorry, I must have missed that! S.16(1)

S.16(1)

Best,
Mackenzie

On Thu, Feb 23, 2023 at 3:45 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> I totally did this earlier, here is what I put below the image:
> S. 16(1)
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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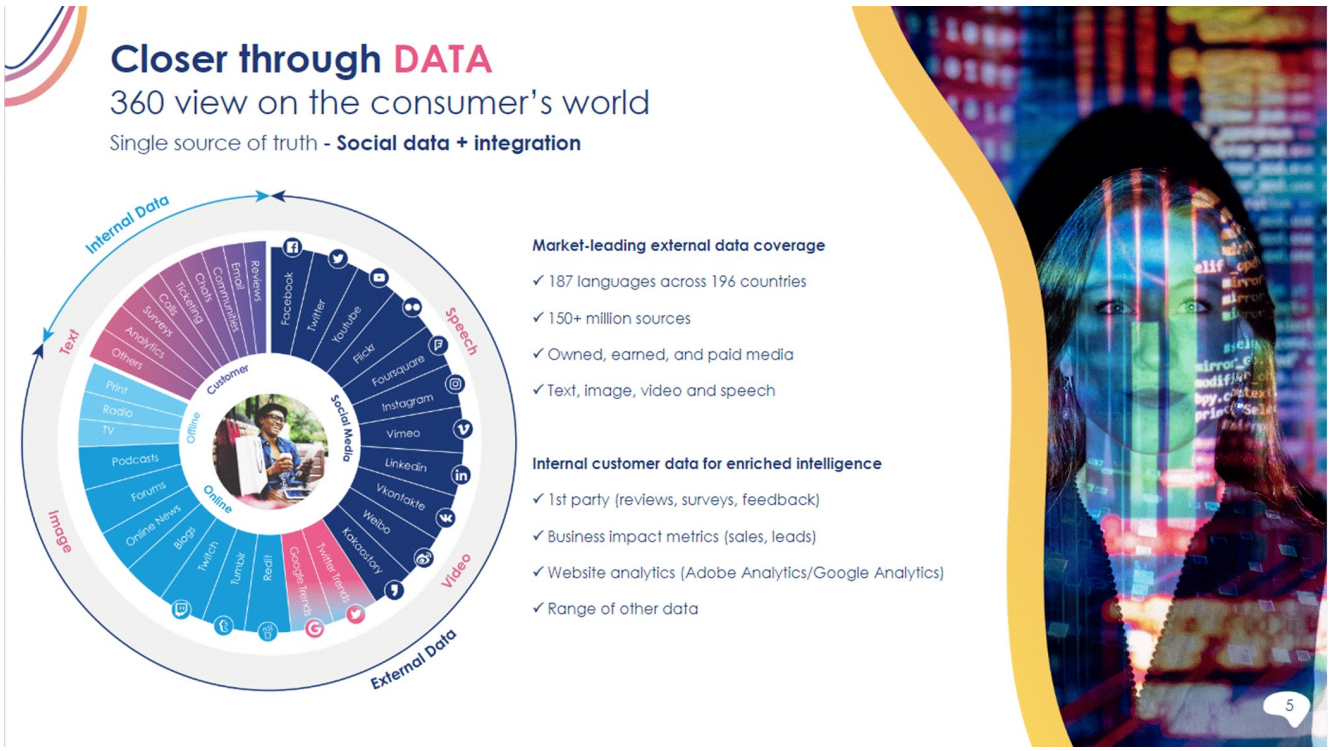
From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, February 23, 2023 3:40 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Amazing Violet! I'm so happy to hear that this was helpful. :)

On Thu, Feb 23, 2023 at 1:19 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Just wanted to say this was very helpful when I shared it with my leadership team:



S. 16(1)

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 21, 2023 4:31 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I've included below the updated RFQ as well as the PDF which outlines everything included in the new package!

Knowing your set budget of 75k CAD and timeline, I am doing my best to make sure we include as much as possible and keep this smooth.

A couple of items to note:

S.16(1)

Security, Technical, and Legal Resources

- **Hootsuite Trust Center** - *This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.*
  - *A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.*
- **Hootsuite Legal Center**
- **Hootsuite Terms and Conditions**
- Hootsuite's MSA and security resources will cover Talkwalker, as both products will be on the same paperwork.

Questions & Answers:

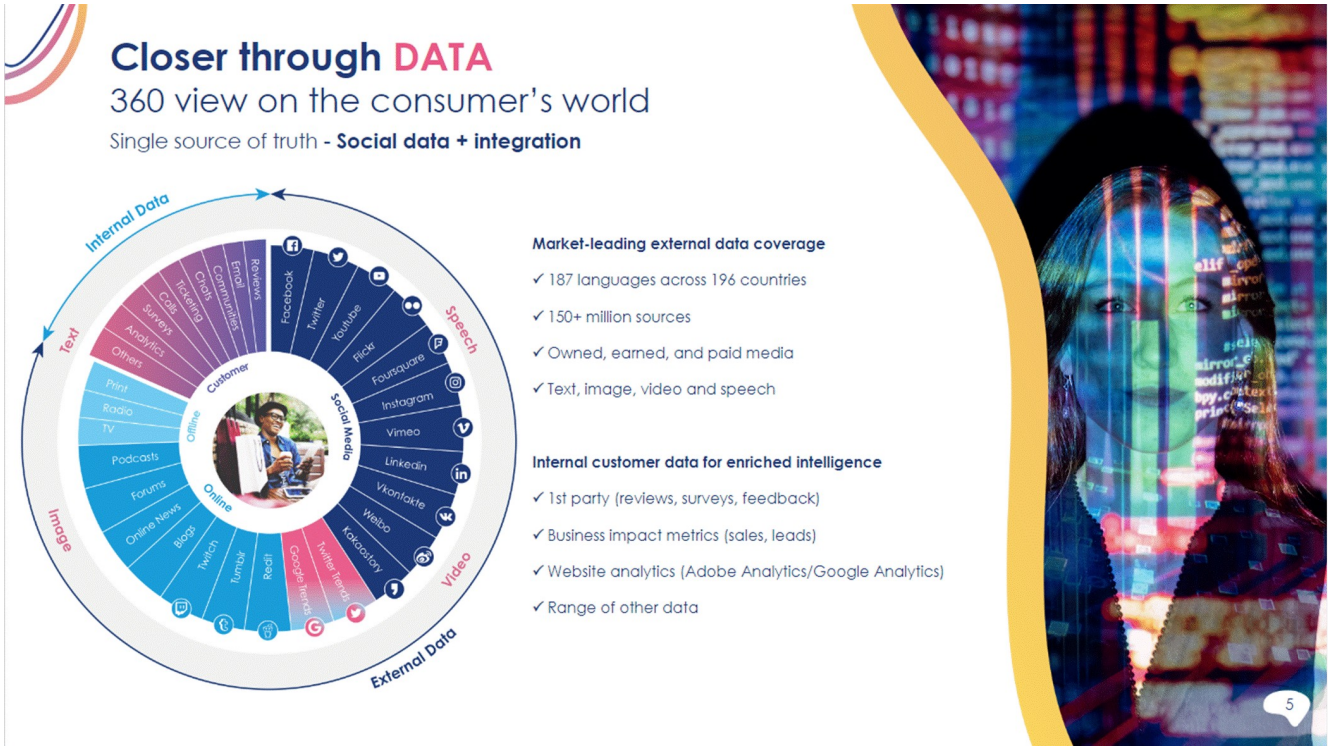
- **What is the difference between topics, channels, and filters?**
  - *The search option was a typo and it should have been channels! You will receive* S. 16(1) *in the package below.*
  - *A topic can be keywords, brands, products, events, etc. this would be your string of boolean logic.*
  - *Channels are the number of channels that you can track ie. an Instagram account.*
  - *Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.*
- **Is there any way that the Talkwalker team can pull in full news articles without clicking out to a link?**

  S.16(1)
- **Can Talkwalker provide a list of all the online sources where data is pulled from?**
  - *As there are over 150 million+ data sources being pulled into Talkwalker they don't have a comprehensive list that showcases all of the sources. However, I have included below a 360 data slide that shows a few of their top sources!*

  S. 16(1)

Let me know if you have any other questions!

Best,
Mackenzie



On Tue, Feb 21, 2023 at 12:02 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks, Violet! I'm working with our teams and will have an updated quote and answers to your questions over to you shortly. :)
>
> On Tue, Feb 21, 2023 at 11:26 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good morning Elly and Mackenzie,
> >
> > I was actually just responding with a few questions to Mackenzie's email. Thank you to Mackenzie for providing the updated invoices.
> > Could I just ask a few questions, mainly Talkwalker questions:
> >
> > - It says on the Hootsuite proposal document "15 topics, 15 searches, 15 filters" – Can I please get clarification on what 15 topics and 15 filters mean?
> >
> >   S.16(1)
> > - Could Talkwalker provide a list of all the online sources it pulls in data from? Social media (socials, blogs, and all the media sources (Global, etc.) I know my leadership team will be curious to see all the local Calgary media news sources.
> >
> >   S.16(1)
> > - Are you able to provide me with the security details for Hootsuite and Talkwalker so I can make sure this will work with our IT & security department
> > - Our network is very locked down, I saw the response about the email summary. Is it possible that Talkwalker could reach out to their IT team to see if it's possible to get the full news articles
>
>   S.16(1)
>
> Thank you,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
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Mackenzie Magnolo

Strategic Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1
call: +1 408 916 5614
text: +1 604 842 1331

Book a meeting with Mackenzie Magnolo

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Appendix A

X 672 (2021-04)

2023 March 02

Hootsuite Inc
111 East 5th Avenue
Vancouver, Canada, V5T 4L1

Attention: Mackenzie Magnolo

Re: Request for Quote (IQ 23-002) dated 2023 February 10 for social media and media open-sourced listening and monitoring tools (the "Procurement Document")

Dear Mrs. Magnolo,

The City of Calgary ("The City") is pleased to provide your company (the "Supplier"), with this letter of acceptance (the "Contract Letter") of the Supplier's Quote to provide the Deliverables set out in the Procurement Document.

The purpose of this letter is to summarize the terms and conditions between The City and the Supplier with respect to the Deliverables, and to clarify that the contract for the Deliverables is comprised of the following documents:

(a) this Contract Letter dated **2023 March 02**

(b) The City's General Terms and Conditions;

(c) the Procurement Document, including any addenda; and

(d) the Supplier's Quote response to the Procurement Document (the "Supplier Submission"); (collectively, the "Contract").

Additional Performance Terms

1. **The Rates (excluding tax) for the Contract are as follows:**

Item	Description of Services	Forecasted usage in months	Extended Cost
1.	Social Media and Media Open-Sourced Listening/ Monitoring Tool	12	**$71,222.50**
2.	Social Media Scheduling & Engagement Management Tool	12	

2. The City will pay all undisputed amounts within 30 days of receipt of Suppliers invoice.

3. The Contract will be effective the date the Manager, of CPS IT Operations executes this contract letter ("Effective Date").

4. The Expiry Date for the Contract will be one (1) year, from date of execution.

5. **The City contact and address for this Contract:**

Violet Rudy
Social Media Communications Strategist
Calgary Police Services – Media Relations
S. 25(1)(c)(i)
E: vrudy@calgarypolice.ca

Alexia Elford
Leader – Strategic Procurement and Asset Mgmt.
Calgary Police Services
S. 25(1)(c)(i)
E: aelford@calgarypolice.ca

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6. The Supplier contact and address for this Contract:

Mackenzie Magnolo	**Elly Leader**
Account Executive	Account Executive
Hootsuite Inc	Hootsuite Inc
C: 604-842-1331	C:
T: 408-916-5614	T:
E: mackenzie.magnolo@hootsuite.com	E: elly.leader@hootsuite.com

Commented [AE1]: Does Mackenzie have a back up and ohone number?

7. The following additional terms will govern:

The Scope of work and all other items the be completed as per Quote #Q-376232-1 provided by the Supplier

7.1 Security and Technical Resources

- Hootsuite Trust Center - This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.
- A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.
- Hootsuite's MSA and security resources will cover Talkwalker, as both products will be on the same paperwork.

7.2 Different between topics, channels and filters

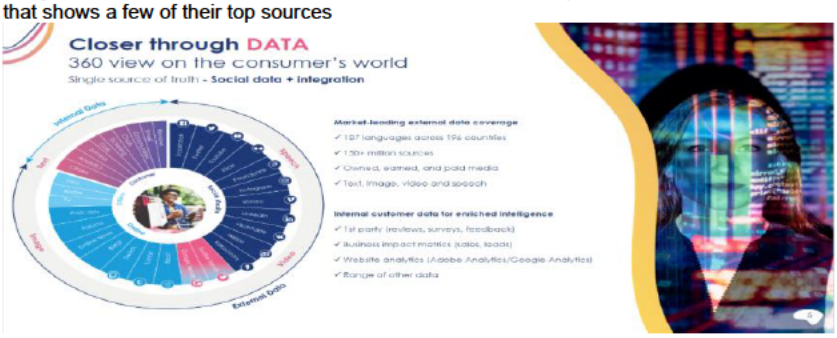
- S.16(1)
- A topic can be keywords, brands, products, events, etc. this would be your string of boolean logic.
- Channels are the number of channels that you can track ie an Instagram account.
- Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.

7.3 Can Talkwalker pull in full news articles without clicking out of the link

S.16(1)

7.4 Can Talkwalker provide a list of all the online sources where data is pulled from?

- As there are over 150 million+ data sources being pulled into Talkwalker there isn't a comprehensive list that showcases all of the sources. However, the below is a 360 data slide that shows a few of their top sources



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S.16(1)

7.5 Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?

S.16(1)

7.6 Does talk walker have any security compliance certifications such as the ones for Hootsuite?

S.16(1)

8. Note any express deletions from Supplier's Submission, if applicable:

Removal/ exclusion of any Supplier Terms and Conditions that may be incorporated as part of any documentation received by the Supplier, including but not limited to quotes and invoices.

Interpretation

In the event of any ambiguity, conflict or inconsistency between or among the documents comprising the Contract, those documents will be construed, interpreted and applied so as to give effect to their express terms, in the following order of precedence so that the first mentioned document below will prevail notwithstanding any term or aspect of a later mentioned document:

(a) this Contract Letter;
(b) The City's general terms and conditions referenced above;
(c) the Procurement Document, including any addenda;
(d) the Supplier Submission.

Execution

This letter may be executed and scanned or otherwise signed electronically and delivered by electronic transmission and when so executed and delivered will be deemed an original and binding on the parties. This letter may be executed in one or more counterparts, each of which taken together, shall constitute only one legal instrument.

By signing the below, the parties indicate their acknowledgement and agreement to perform the Contract on the terms and conditions confirmed herein.

Sincerely,

Agreed to on this date:

Hootsuite Inc

Per: _____
Authorized Signatory.

_____
Please print name.

Agreed to on this date:

The City of Calgary

Per:

_____
Sarah Demko
Director of IT Operations for Calgary Police Services

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From: Violet Rudy
Sent: Wednesday, March 01, 2023 2:20 PM
To: Peters, Lyndia M.
Cc: Kirmani, Asim; Alexia Elford
Subject: RE: [EXTERNAL]CSC + CPS: Social Media Management tool procurement for 2024 starting contract

Good afternoon Lyndia,

Great to hear from you. Doing well, super busy over here.

I'm actually working with Alexia Elford here at CPS. We stole her from the CoC and she's helping me out a TON with quick turn arounds/deadlines. We have been working on an interim solution (RFQ) so this will give me some breathing room to work on our RFP for a long-term solution. Our Meltwater contract ended yesterday. I actually just received (also yesterday) approval to go forward with Hootsuite and Talkwalker for a year. This will help our social media management/engagement/analytics and the social media/media listening. Of course Brandwatch was also an option after you showed me the tool with Allison.

We might be going a different direction with the RFP - I'm still gathering information about this to see if it's feasible. Let me do some info gathering on my end, let me chat with Alexia and see what makes the most sense for the tools we need. I of course would love to collaborate together, I think it would be the best value/service.

I hope that you have a wonderful vacation and time away, I will hopefully have more on this when you get back.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

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Non-Responsive

Non-Responsive

From: Violet Rudy
Sent: Tuesday, February 28, 2023 4:39 PM
To: Alexia Elford
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Hey Alexia,

She did but hasn't updated that one. She sent me about 3 of them. I'll get her to update it for us and send them altogether.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Alexia Elford
Sent: Tuesday, February 28, 2023 4:35 PM
To: Violet Rudy
Subject: RE: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

ISC: Protected A

Hi Violet,

Did the supplier not provide a response on the Invitational quote template we drafted and issued?

Also did you receive responses from other suppliers? let me know if you want to discuss. Thanks,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Tuesday, February 28, 2023 4:26 PM
To: Alexia Elford <AElford@calgarypolice.ca>
Subject: FW: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hey Alexia,

Please see the response below and the attached contract.
I'll put everything into an email tomorrow with the quotes I received.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 4:20 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

So great to hear that your team was able to get in touch with the Talkwalker team and everything is squared away security-wise! I've included the contract below with your updated phone number. Clarification on your additional points below:

- Within the contract, you will receive S.16(1) The secondary SKU stating "up to 30 topics and 40 channels" is a SKU that is used with multiple packages. This is just referring to the limit on the number of topics the Talkwalker team will help you set up/configure.
- I've clarified again with Jack that S.16(1) I'm still waiting on clarification from their team regarding what "Text Only" means but my understanding is that this refers to the actual data storage. Jack said we likely won't get a response until tomorrow, but I'm trying other avenues to get a response quicker!

Best,
Mackenzie

On Tue, Feb 28, 2023 at 2:53 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> Our IT Security Analyst reached out to Talkwalker directly and met with Nicole Asbun. She was able to provide him with the answers from Jack Harback.
> They also were working with Taylor Shein your colleague.
>
> Hi Keith,
>
> Nice to e-meet you and I am happy to get answers for any additional security questions.
>
> 1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
> S.16(1)
> 2. Does talk walker have any security compliance certifications such as the ones for Hootsuite?
> S.16(1)

Best,
Jack

Looks like this is all good to go when it comes to security.
Have you had a chance to go through the contract and update if needed?
Thank you,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 1:23 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Thanks, Violet!

Just to confirm were you looking for clarification on the highlighted pieces?

Best,
Mackenzie

On Tue, Feb 28, 2023 at 12:06 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> Thank you for including the taxes in this for us.
> I have a few things I've highlighted in the contract.
>
> Thank you,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 28, 2023 12:25 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Please see the updated Hootsuite contract below! A few items to note:

- The start date is set for March 1st, as I know you're on a time crunch. This can be adjusted if another start date is preferred.
- Our AR team has included the taxes in our additional terms section. These taxes are based on the 5% Calgary tax rate and the reason we list this as an estimate is that we don't control tax laws. If tax rates were to change at the time of billing we would need to bill based on those rates. Given that this is only a few days away and in Canada tax rates rarely if ever change we are in a comfortable position in assuming that on the service value of $71,222.50 CAD, the total value with tax included should be $74,783.63 CAD.
- Our terms of service are linked at the bottom of the contract.

Please let me know if any information on the contract is incorrect. I can also send this via AdobeSign for signature if preferred!

We're looking forward to bringing your team onboard and I'll be on the lookout for any final items needed for your Talkwalker security review.

Warm Regards,
Mackenzie

On Tue, Feb 28, 2023 at 7:07 AM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks Violet! I'll keep an eye out for the updated questions from IT.
>
> I'm just waiting on our AR and contracts teams to work through the final stages of inputting the taxes into the contract. As it's not something we typically do we just have to go through a few extra layers of approval. I should have this over to you later today! :)
>
> Best,
> Mackenzie
>
> On Tue, Feb 28, 2023 at 6:37 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Hey Mackenzie,
> >
> > I'm waiting on the questions back from our IT team.
> > Do you have that updated quote? We lose our tool today so we need something asap.
> > Thanks for all your work on this,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Monday, February 27, 2023 11:33 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Thanks for confirming! I just spoke with their team and they don't have a direct point of contact that would be able to jump on a call. However, I can pass along any questions or documents that are needed so that we can get those into your IT team's hands.

In specific what questions does your IT team have? What security certificates are needed? Are you looking for SSO when you say MFA?

If you could provide a comprehensive list I can ensure we get these items over to you! :)

On Mon, Feb 27, 2023 at 10:13 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> Yes exactly – thank you!
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Monday, February 27, 2023 8:59 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Is your IT team referring to Talkwalker in this case?

Let me know so I can reach out to their team!

Best,
Mackenzie

On Mon, Feb 27, 2023 at 7:30 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Thanks Mackenzie, I appreciate it. Hope you had a good weekend.
>
> I got this back from our IT team: "I tried to schedule a session with them on Tuesday to ask some more questions. **Violet – if your contact has a link to any further information, security compliance certificates, etc., that would be useful.** I can't even really make an account to verify the ability to use MFA, for example. Being that they are European (HQ in Luxembourg) and regulated under the GDPR makes me generally less concerned overall."
>
> Is there a contact that I can direct him to meet with? And would you be able to provide more information around security compliance certificates?
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Friday, February 24, 2023 1:31 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Our team is still working internally to work out the tax situation! We should have an update shortly, including updated paperwork.

In the meantime, I wanted to share the Talkwalker Media Brief which will need to be filled in. This will speed up the process and ensure we can work within your tight timeline!

Once you've completed the form please send it back to me. Let me know if you have any questions! :)

Best,
Mackenzie

On Thu, Feb 23, 2023 at 4:13 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Thanks for the clarification!
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, February 23, 2023 4:50 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

Sorry, I must have missed that! S.16(1)

S.16(1)

Best,
Mackenzie

On Thu, Feb 23, 2023 at 3:45 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Mackenzie,
>
> I totally did this earlier, here is what I put below the image:

S. 16(1)

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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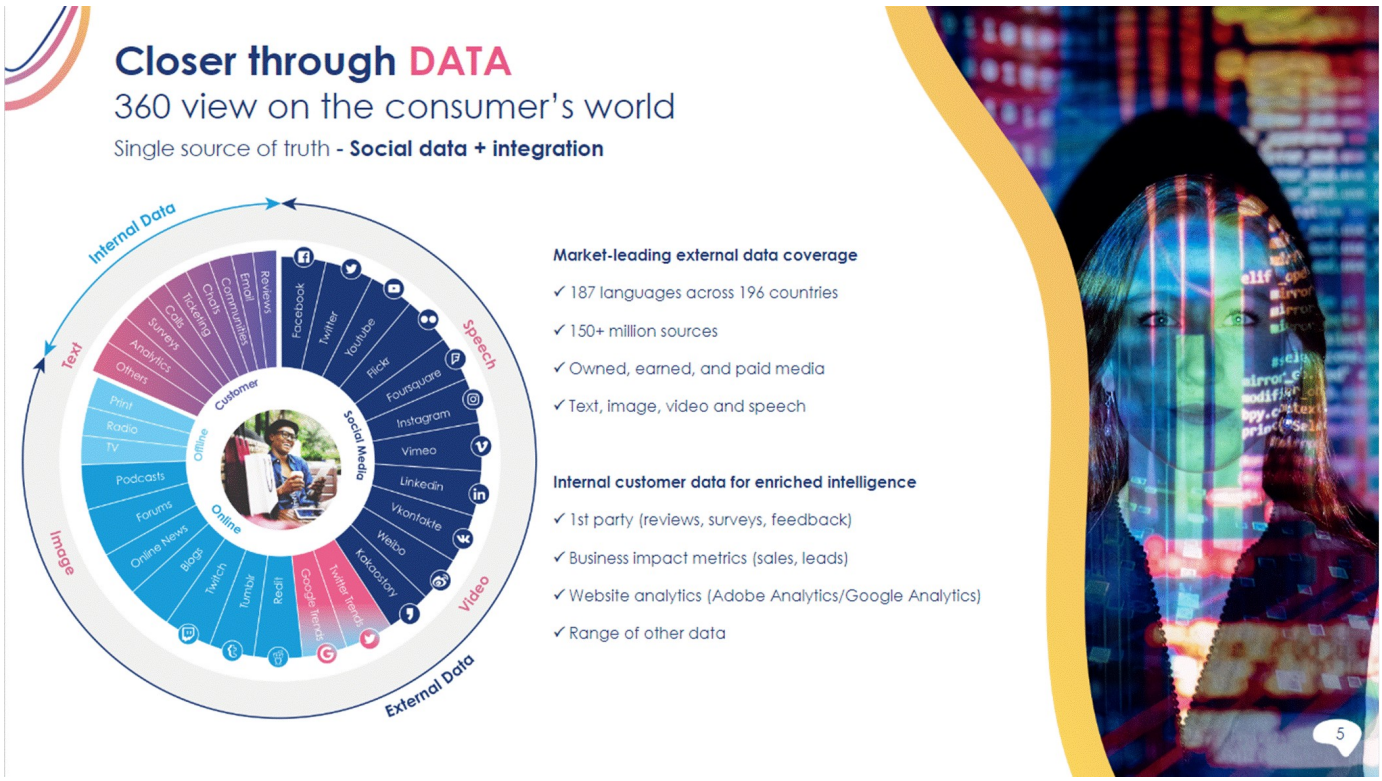
From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Thursday, February 23, 2023 3:40 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Amazing Violet! I'm so happy to hear that this was helpful. :)

On Thu, Feb 23, 2023 at 1:19 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Just wanted to say this was very helpful when I shared it with my leadership team:



S. 16(1)

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com>
Sent: Tuesday, February 21, 2023 4:31 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Elly Leader <elly.leader@hootsuite.com>
Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Hi Violet,

I've included below the updated RFQ as well as the PDF which outlines everything included in the new package!

Knowing your set budget of 75k CAD and timeline, I am doing my best to make sure we include as much as possible and keep this smooth.

A couple of items to note:

S.16(1)

Security, Technical, and Legal Resources

- **Hootsuite Trust Center** - *This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc.*
  - *A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center.*
- **Hootsuite Legal Center**
- **Hootsuite Terms and Conditions**
- Hootsuite's MSA and security resources will cover Talkwalker, as both products will be on the same paperwork.

Questions & Answers:

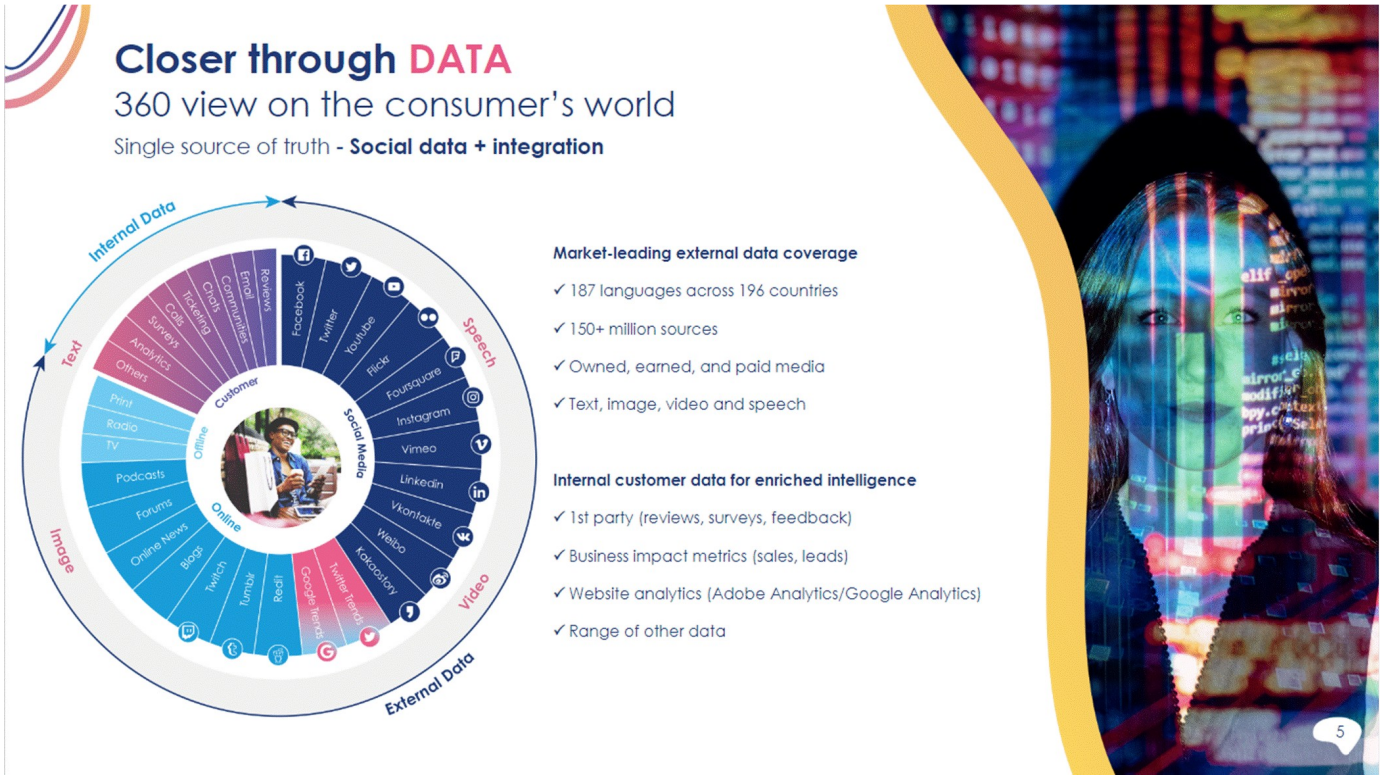
- **What is the difference between topics, channels, and filters?**
  - *The search option was a typo and it should have been channels! You will receive* S. 16(1) *in the package below.*
  - *A topic can be keywords, brands, products, events, etc. this would be your string of boolean logic.*
  - *Channels are the number of channels that you can track ie. an Instagram account.*
  - *Filters is a custom text filter that is created on the backend for common or recurring filters being used by your team.*
- **Is there any way that the Talkwalker team can pull in full news articles without clicking out to a link?**

  S.16(1)
- **Can Talkwalker provide a list of all the online sources where data is pulled from?**
  - *As there are over 150 million+ data sources being pulled into Talkwalker they don't have a comprehensive list that showcases all of the sources. However, I have included below a 360 data slide that shows a few of their top sources!*

S.16(1)

Let me know if you have any other questions!

Best,
Mackenzie



On Tue, Feb 21, 2023 at 12:02 PM Mackenzie Magnolo <mackenzie.magnolo@hootsuite.com> wrote:

> Thanks, Violet! I'm working with our teams and will have an updated quote and answers to your questions over to you shortly. :)
>
> On Tue, Feb 21, 2023 at 11:26 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good morning Elly and Mackenzie,
> >
> > I was actually just responding with a few questions to Mackenzie's email. Thank you to Mackenzie for providing the updated invoices.
> > Could I just ask a few questions, mainly Talkwalker questions:
> >
> > - It says on the Hootsuite proposal document "15 topics, 15 searches, 15 filters" – Can I please get clarification on what 15 topics and 15 filters mean?
> >
> > S.16(1)
> >
> > - Could Talkwalker provide a list of all the online sources it pulls in data from? Social media (socials, blogs, and all the media sources (Global, etc.) I know my leadership team will be curious to see all the local Calgary media news sources.
> >
> > S.16(1)
> >
> > - Are you able to provide me with the security details for Hootsuite and Talkwalker so I can make sure this will work with our IT & security department
> > - Our network is very locked down, I saw the response about the email summary. Is it possible that Talkwalker could reach out to their IT team to see if it's possible to get the full news articles
> >
> > S.16(1)
> >
> > Thank you,
> >
> > **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> > S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
> >
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Hootsuite®

Mackenzie Magnolo

Strategic Account Executive

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

call: +1 408 916 5614
text: +1 604 842 1331

Book a meeting with Mackenzie Magnolo

Get social with us

Check out blog.hootsuite.com for the latest social media best practices, industry news, and Hootsuite Product updates.

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From: Keith McLeod
Sent: Tuesday, February 28, 2023 3:40 PM
To: Violet Rudy; JJ Carroll; Alexia Elford; Candace Rumancik
Cc: Nick Alessio; Sean Gallant
Subject: RE: Hootsuite + Talkwalker
Attachments: Re: [EXTERNAL]Updated invitation with note: Meet with Nicole Asbun @ Tue Feb 28, 2023 10am - 10:15am (MST) (kmcleod@calgarypolice.ca)

ISC: Protected A

Hi all, I had a followup from the Talkwalker folks.

I got some answers to my questions below. S. 24(1)(a)
S. 24(1)(a)

1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
S.16(1)

2. Does talk walker have any security compliance certifications such as the ones for Hootsuite?
S.16(1)

Thanks,

Keith McLeod | IT Security Analyst | Information Technology Section
keith.mcleod@calgarypolice.ca
ISC: Protected B

From: Keith McLeod
Sent: Friday, February 24, 2023 4:25 PM
To: Violet Rudy ; JJ Carroll ; Alexia Elford ; Candace Rumancik
Cc: Nick Alessio ; Sean Gallant
Subject: RE: Hootsuite + Talkwalker

S. 24(1)(a)

S. 24(1)(a)

S. 24(1)(a)

Thanks,

Keith McLeod | IT Security Analyst | Information Technology Section
keith.mcleod@calgarypolice.ca
ISC: Protected B

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Friday, February 24, 2023 8:36 AM
To: JJ Carroll <JCarroll@calgarypolice.ca>; Alexia Elford <AElford@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Nick Alessio <NAlessio@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: Hootsuite + Talkwalker

ISC: Protected A

Good morning JJ,

Non-Responsive thank you so much for getting back to me, I completely understand.
I will send over the information asap, I'm hoping that Mackenzie will get that all over to me today and I'll send everything all in one email.
Can't thank you enough for the help Keith – greatly appreciated! Always coming to help the PAMRU team!

Thanks again all, have the best day!

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

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Cc: Nick Alessio <NAlessio@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
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HI Violet,

Keith 'The Highlander' McLeod, one of our Senior IT Security Analysts who you have met, is looking at this for us. Re: "**Alexia Elford I'm just waiting on the updated quote and draft contract. I'll send that over to you with the rest of the quotes I received once I get those**." Please send *us* the quotes and draft contract too, as it will further zero in on exactly what you aim to buy, and therefore let us zero in further on what to analyze.

Non-Responsive

JJ

JJ Carroll
Information Security Manager
Calgary Police Service
403-428-8369

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: February 23, 2023 5:07 PM
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Cc: JJ Carroll <JCarroll@calgarypolice.ca>; Nick Alessio <NAlessio@calgarypolice.ca>
Subject: Hootsuite + Talkwalker
Importance: High

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be integrated with Hootsuite. I am so sorry in advance for this request. We are on an extremely tight time frame as we lose Meltwater Feb. 28th… that is only 5 days away and I've been trying to get this information (I just got the security links 5 minutes ago) as soon as I was able to. Can this be done asap please!

Tools:

- **Talkwalker Social Listening Deep Dive**
- **Hootsuite Enterprise Deep Dive**

Hootsuite - Security, Technical, and Legal Resources

- **Hootsuite Trust Center** – "*This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc. A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center* " – Mackenzie from Hootsuite
- **Hootsuite Legal Center**
- **Hootsuite Terms and Conditions** – "Hootsuite's MSA and security resources will cover Talkwalker, as both products will be on the same paperwork" – Mackenzie from Hootsuite

Talkwalker - Security, Privacy and Terms of Service:
"Also please see below for Talkwalkers security resources!" – Mackenzie from Hootsuite

- **Talkwalker Privacy Policy**
- **Talkwalker Terms of Service**

@Alexia Elford I'm just waiting on the updated quote and draft contract. I'll send that over to you with the rest of the quotes I received once I get those – sorry for the delay.

Again I'm sorry for the short turn around, let me know if it's possible or not. Thank you to all of you for your help with this and can I say sorry one more time? I'm sorry!

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

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Hi Keith,

Nice to e-meet you and I am happy to get answers for any additional security questions.

1. Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
S.16(1)

2. Does talk walker have any security compliance certifications such as the ones for Hootsuite?
S.16(1)

Best,
Jack

On Tue, Feb 28, 2023 at 12:27 'a0PM Keith McLeod <KMcLeod@calgarypolice.ca> wrote:

> Thanks Nicole.
>
> Hi Jack, two big questions that we have:
>
> - Is there built-in two-factor/multi-factor authentication options for Talkwalker accounts?
> - Does talk walker have any security compliance certifications such as the ones for Hootsuite?
>
>
>
>
> Thanks,

Keith McLeod | IT Security Analyst | Information Technology Section

keith.mcleod@calgarypolice.ca

ISC: Protected B

From: Nicole Asbun <n.asbun@talkwalker.com>
Sent: Tuesday, February 28, 2023 10:25 AM
To: Keith McLeod <KMcLeod@calgarypolice.ca>
Cc: Jack Harback <j.harback@talkwalker.com>
Subject: Fwd: [EXTERNAL]Updated invitation with note: Meet with Nicole Asbun @ Tue Feb 28, 2023 10am - 10:15am (MST) (kmcleod@calgarypolice.ca)

Hi Keith,

It was a pleasure speaking to you today. I am connecting you with Jack Harback, our Account Executive from Talkwalker. He has been working with Taylor Shein from Hootsuite. Feel free to send a list of the questions you have in regards to security and compliance and Jack will work on getting those answers back to you.

Kindly,

Nicole

---------- Forwarded message ---------
From: **Keith McLeod** <KMcLeod@calgarypolice.ca>
Date: Tue, Feb 28, 2023 at 10:10 'a0AM
Subject: RE: [EXTERNAL]Updated invitation with note: Meet with Nicole Asbun @ Tue Feb 28, 2023 10am - 10:15am (MST) (kmcleod@calgarypolice.ca)
To: n.asbun@talkwalker.com <n.asbun@talkwalker.com>

Hootsuite

Thanks,

Keith McLeod | IT Security Analyst | Information Technology Section

keith.mcleod@calgarypolice.ca

ISC: Protected B

-----Original Appointment-----
From: Google Calendar <calendar-notification@google.com> **On Behalf Of** n.asbun@talkwalker.com
Sent: Tuesday, February 28, 2023 9:59 AM
To: Keith McLeod
Subject: [EXTERNAL]Updated invitation with note: Meet with Nicole Asbun @ Tue Feb 28, 2023 10am - 10:15am (MST) (kmcleod@calgarypolice.ca)
When: Tuesday, February 28, 2023 10:00 AM-10:15 AM America/Denver.
Where:

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

This event has been updated with a note:
"Updating the zoom link! Nicole"

Changed: conferencing, description

When

Tuesday Feb 28, 2023 ·'b7 10am – 10:15am
(Mountain Time - Denver)

Guests

n.asbun@talkwalker.com - organizer

kmcleod@calgarypolice.ca

View all guest info

Reply for kmcleod@calgarypolice.ca

Maybe	No	Yes

More options

Join Zoom Meeting
talkwalker.zoom.us/j/95218883872...
ID: 95218883872
passcode: 693615

Join by phone

8778535257
passcode: 693615

Join using SIP

95218883872@zoomcrc.com
passcode: 693615

Joining instructions

Joining notes

Zoom for G Suite Add-On Help

Meeting host: {n.asbun@talkwalker.com

Join Zoom Meeting:
https://talkwalker.zoom.us/j/95218883872?pwd=cTh0RXJUdzVlNXVTNTNrYWk4aWdydz09

Invitation from Google Calendar

You are receiving this email because you are an attendee on the event. To stop receiving future updates for this event, decline this event.

Forwarding this invitation could allow any recipient to send a response to the organizer, be added to the guest list, invite others regardless of their own invitation status, or modify your RSVP. Learn more

--

Book a meeting with Nicole

Nicole Asbun | Strategic & Enterprise Business Growth Specialist | +1-929-362-5867 | www.talkwalker.com

From: Violet Rudy
Sent: Monday, February 27, 2023 11:52 AM
To: Keith McLeod; JJ Carroll; Alexia Elford; Candace Rumancik
Cc: Nick Alessio; Sean Gallant
Subject: RE: Hootsuite + Talkwalker

ISC: Protected A

Good morning Keith,

Thank you very much for looking into this for us so quickly and for going in with such detail! I am so grateful!

Here is the response I received from Hootsuite about Talkwalker:

Subject: Re: [EXTERNAL]Re: Calgary Police Service + Hootsuite || Updated RFQ & Resources

Thanks for confirming! I just spoke with their team and they don't have a direct point of contact that would be able to jump on a call. However, I can pass along any questions or documents that are needed so that we can get those into your IT team's hands.

In specific what questions does your IT team have? What security certificates are needed? Are you looking for SSO when you say MFA?

If you could provide a comprehensive list I can ensure we get these items over to you! :)

Not the response I was hoping to get. I shared this with them "I tried to schedule a session with them on Tuesday to ask some more questions. **Violet – if your contact has a link to any further information, security compliance certificates, etc., that would be useful.** I can't even really make an account to verify the ability to use MFA, for example. Being that they are European (HQ in Luxembourg) and regulated under the GDPR makes me generally less concerned overall."

Is there questions you could provide them about this? (I'm sorry!)

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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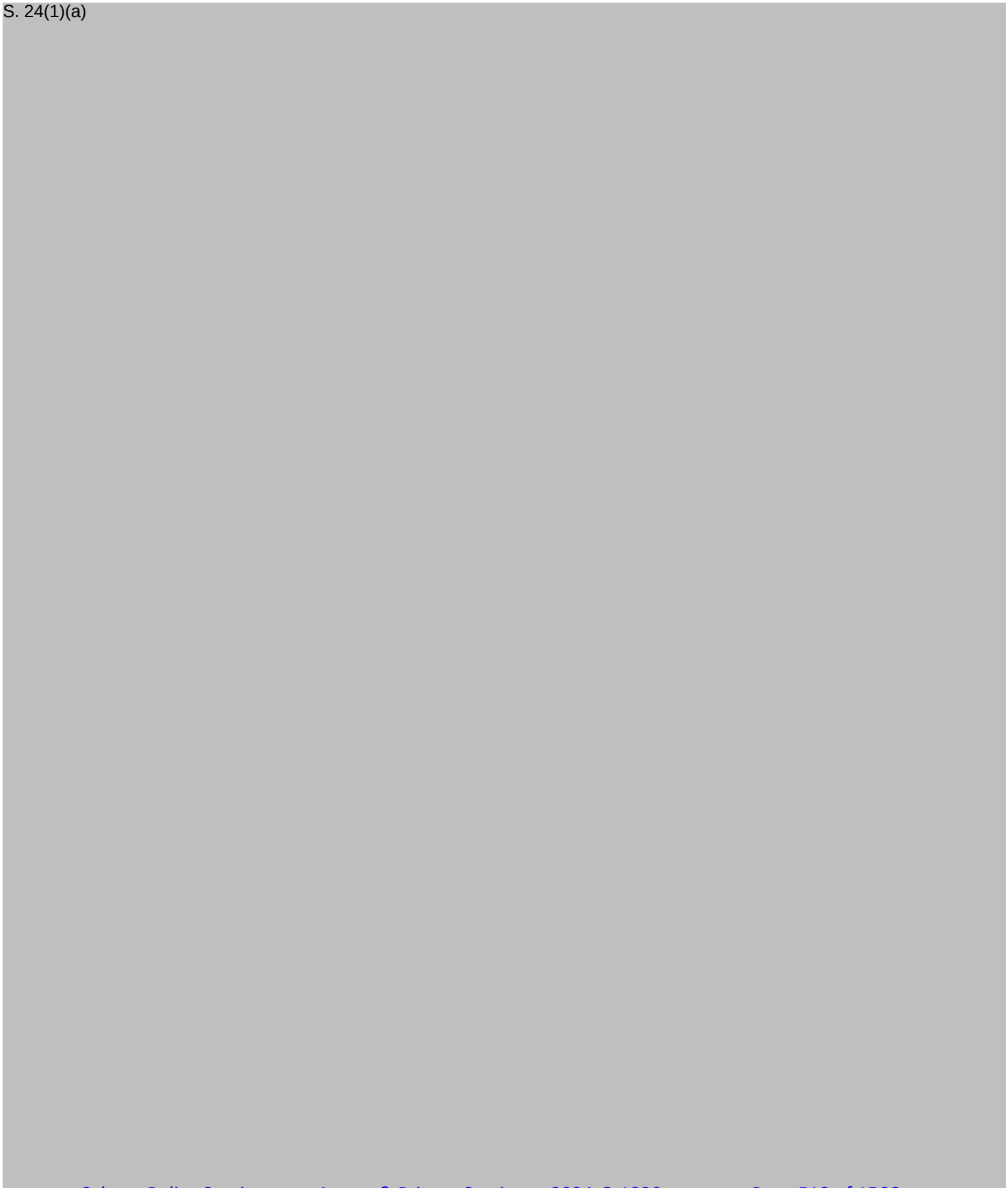
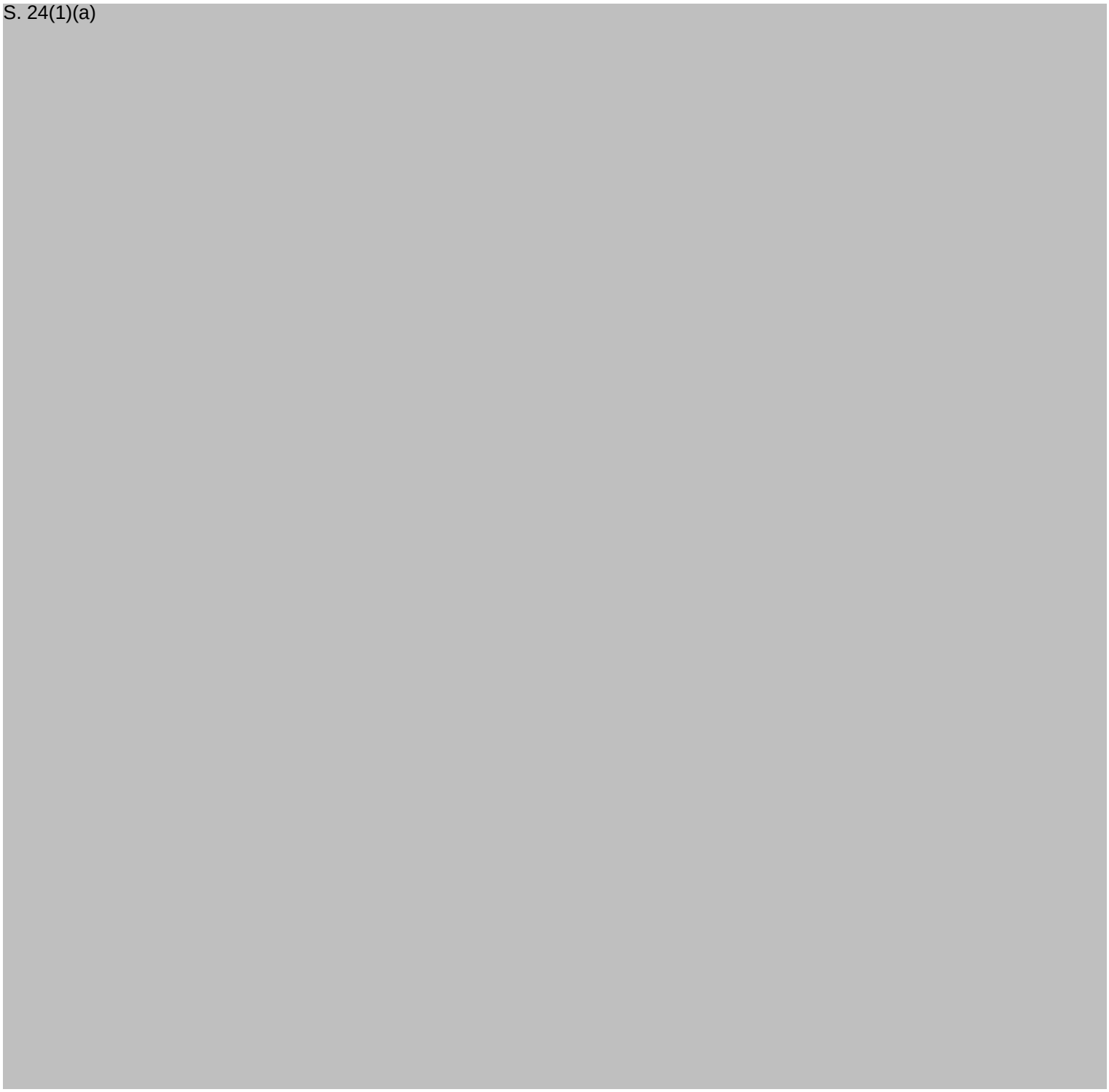
From: Keith McLeod
Sent: Friday, February 24, 2023 4:25 PM
To: Violet Rudy ; JJ Carroll ; Alexia Elford ; Candace Rumancik
Cc: Nick Alessio ; Sean Gallant
Subject: RE: Hootsuite + Talkwalker

S. 24(1)(a)



S. 24(1)(a)



Thanks,

Keith McLeod | IT Security Analyst | Information Technology Section
keith.mcleod@calgarypolice.ca
ISC: Protected B

From: Violet Rudy <VRudy@calgarypolice.ca>

Sent: Friday, February 24, 2023 8:36 AM
To: JJ Carroll <JCarroll@calgarypolice.ca>; Alexia Elford <AElford@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Nick Alessio <NAlessio@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
Subject: RE: Hootsuite + Talkwalker

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Good morning JJ,

Non-Responsive thank you so much for getting back to me, I completely understand.
I will send over the information asap, I'm hoping that Mackenzie will get that all over to me today and I'll send everything all in one email.
Can't thank you enough for the help Keith – greatly appreciated! Always coming to help the PAMRU team!

Thanks again all, have the best day!

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From: JJ Carroll <JCarroll@calgarypolice.ca>
Sent: Thursday, February 23, 2023 10:05 PM
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Cc: Nick Alessio <NAlessio@calgarypolice.ca>; Keith McLeod <KMcLeod@calgarypolice.ca>
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Non-Responsive

JJ

JJ Carroll
Information Security Manager
Calgary Police Service
403-428-8369

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: February 23, 2023 5:07 PM
To: Alexia Elford <AElford@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
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Subject: Hootsuite + Talkwalker
Importance: High

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Tools:

- **Talkwalker Social Listening Deep Dive**
- **Hootsuite Enterprise Deep Dive**

Hootsuite - Security, Technical, and Legal Resources

- **Hootsuite Trust Center** – "*This hosts all of our security, privacy, and compliance information including items such as the DPA, SOC2, SOC3, Pentest Report, etc. A member of your security team will need to request access in order to view these documents by submitting a request through this Trust Center* " – Mackenzie from Hootsuite
- **Hootsuite Legal Center**
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Talkwalker - Security, Privacy and Terms of Service:
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From: JJ Carroll
Sent: Friday, February 24, 2023 4:48 PM
To: Keith McLeod; Violet Rudy; Alexia Elford; Candace Rumancik
Cc: Calgary Police IT Security
Subject: RE: Hootsuite + Talkwalker

ISC: Protected A

Thank you Keith.

Excellent Analysis as usual.

S. 24(1)(a)

JJ

JJ Carroll
Information Security Manager
Calgary Police Service
403-428-8369

From: Keith McLeod
Sent: February 24, 2023 4:25 PM
To: Violet Rudy ; JJ Carroll ; Alexia Elford ; Candace Rumancik
Cc: Nick Alessio ; Sean Gallant
Subject: RE: Hootsuite + Talkwalker

ISC: Protected A

S. 24(1)(a)

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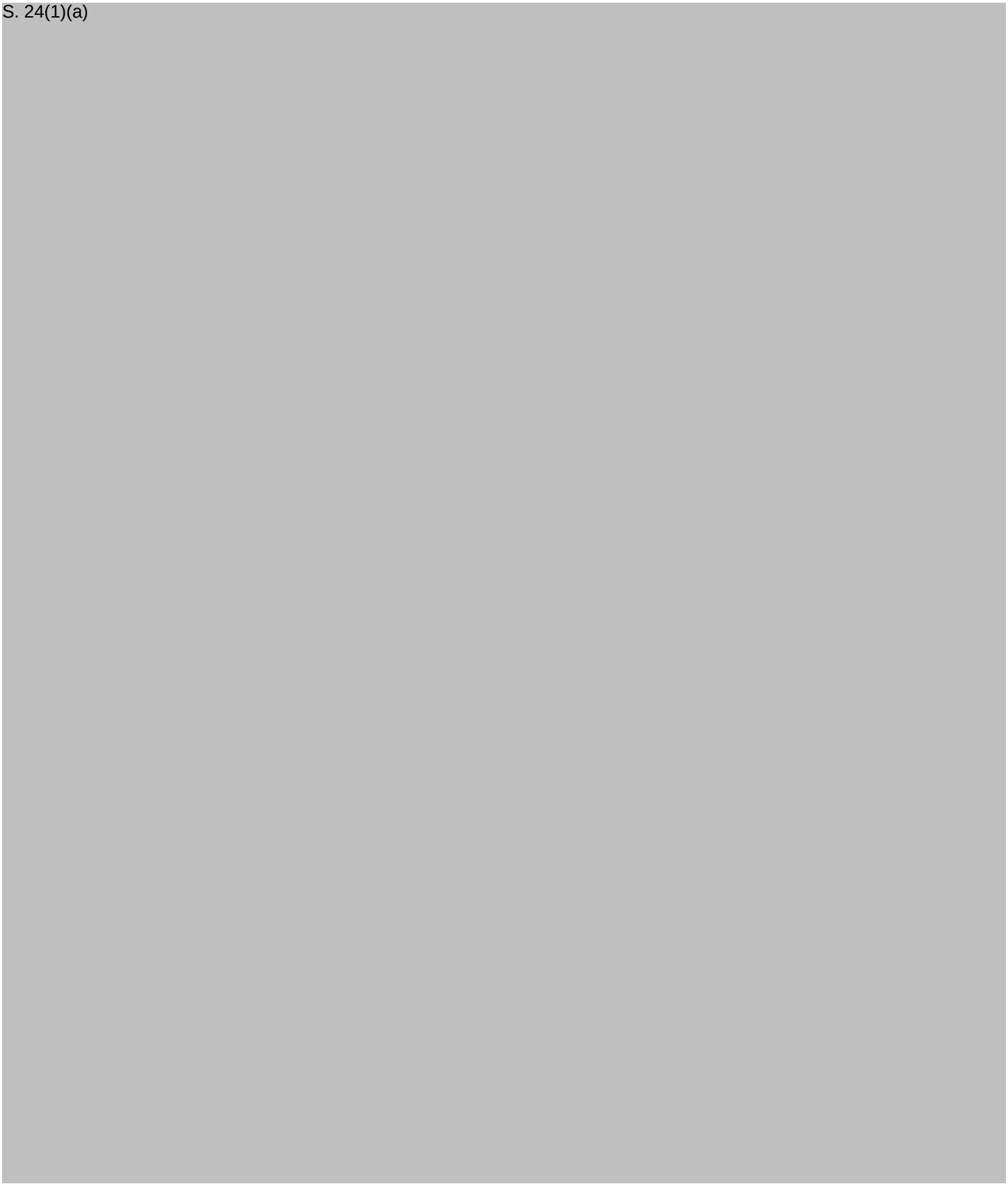
Cc: Nick Alessio; Sean Gallant
Subject: RE: Hootsuite + Talkwalker
Attachments: Hootsuite Android.pdf; privacy-addendum.pdf

ISC: Protected A

S. 24(1)(a)

[redacted]

S. 24(1)(a)



Thanks,

Keith McLeod | IT Security Analyst | Information Technology Section
keith.mcleod@calgarypolice.ca
ISC: Protected B

From: Violet Rudy
Sent: Friday, February 24, 2023 8:36 AM
To: JJ Carroll ; Alexia Elford ; Candace Rumancik
Cc: Nick Alessio ; Keith McLeod
Subject: RE: Hootsuite + Talkwalker

ISC: Protected A

Good morning JJ,

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I will send over the information asap, I'm hoping that Mackenzie will get that all over to me today and I'll send everything all in one email.
Can't thank you enough for the help Keith – greatly appreciated! Always coming to help the PAMRU team!

Thanks again all, have the best day!

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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Non-Responsive

JJ

JJ Carroll
Information Security Manager
Calgary Police Service
403-428-8369

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Cc: JJ Carroll <JCarroll@calgarypolice.ca>; Nick Alessio <NAlessio@calgarypolice.ca>
Subject: Hootsuite + Talkwalker
Importance: High

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S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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CHECK POINT

Harmony Mobile Application MARS Report

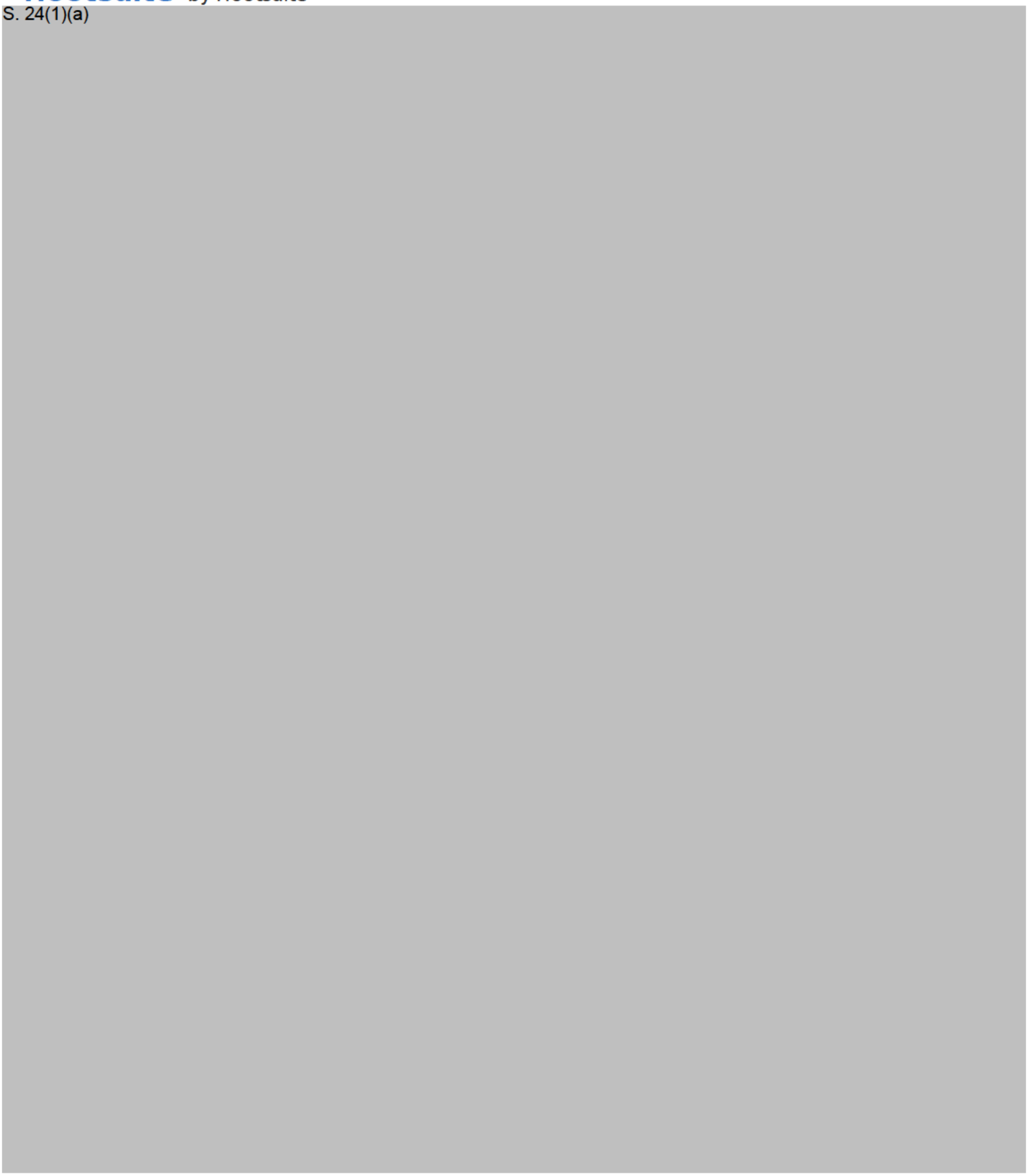
Hootsuite

date: 24.02.2023

MARS

Hootsuite by Hootsuite

S. 24(1)(a)



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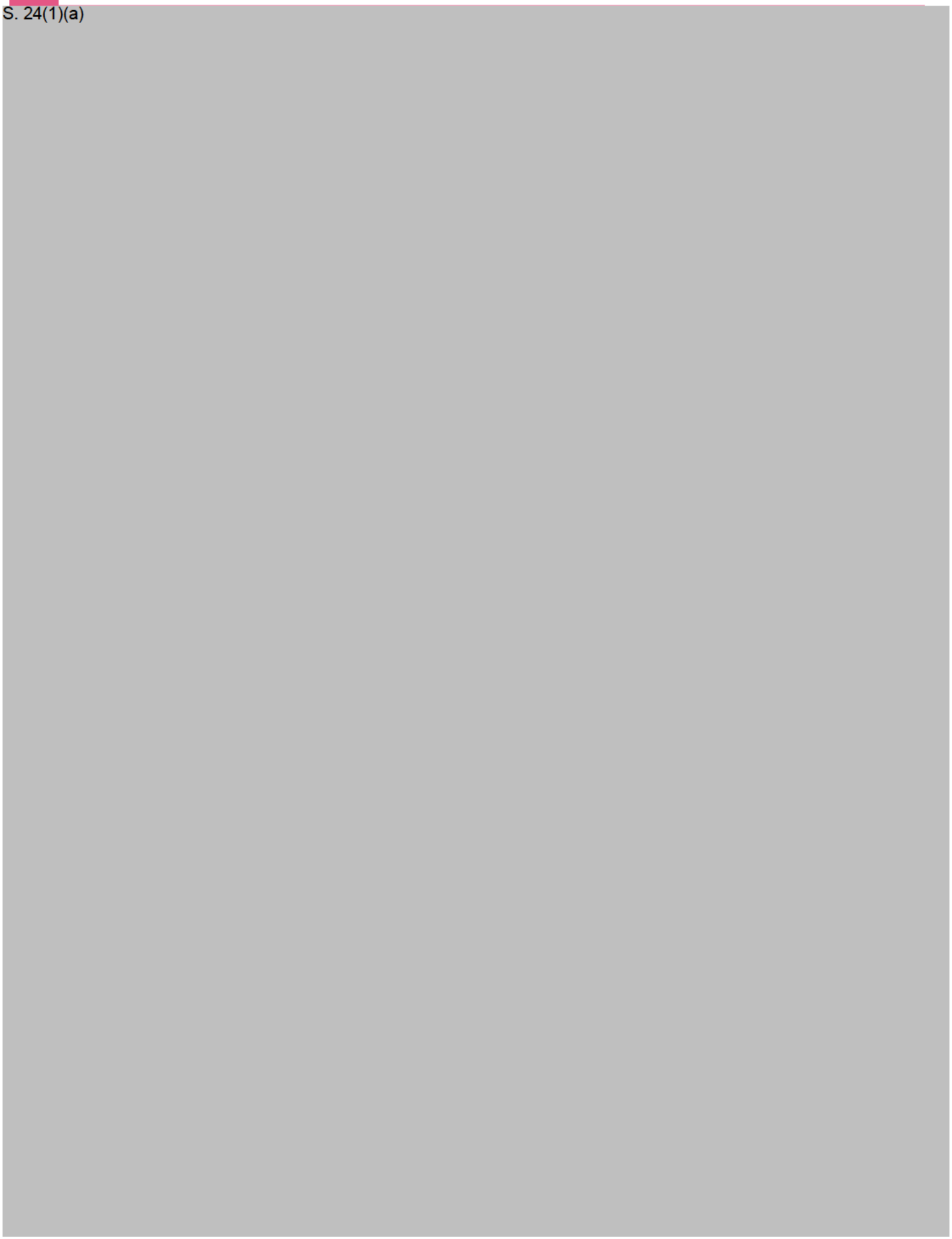
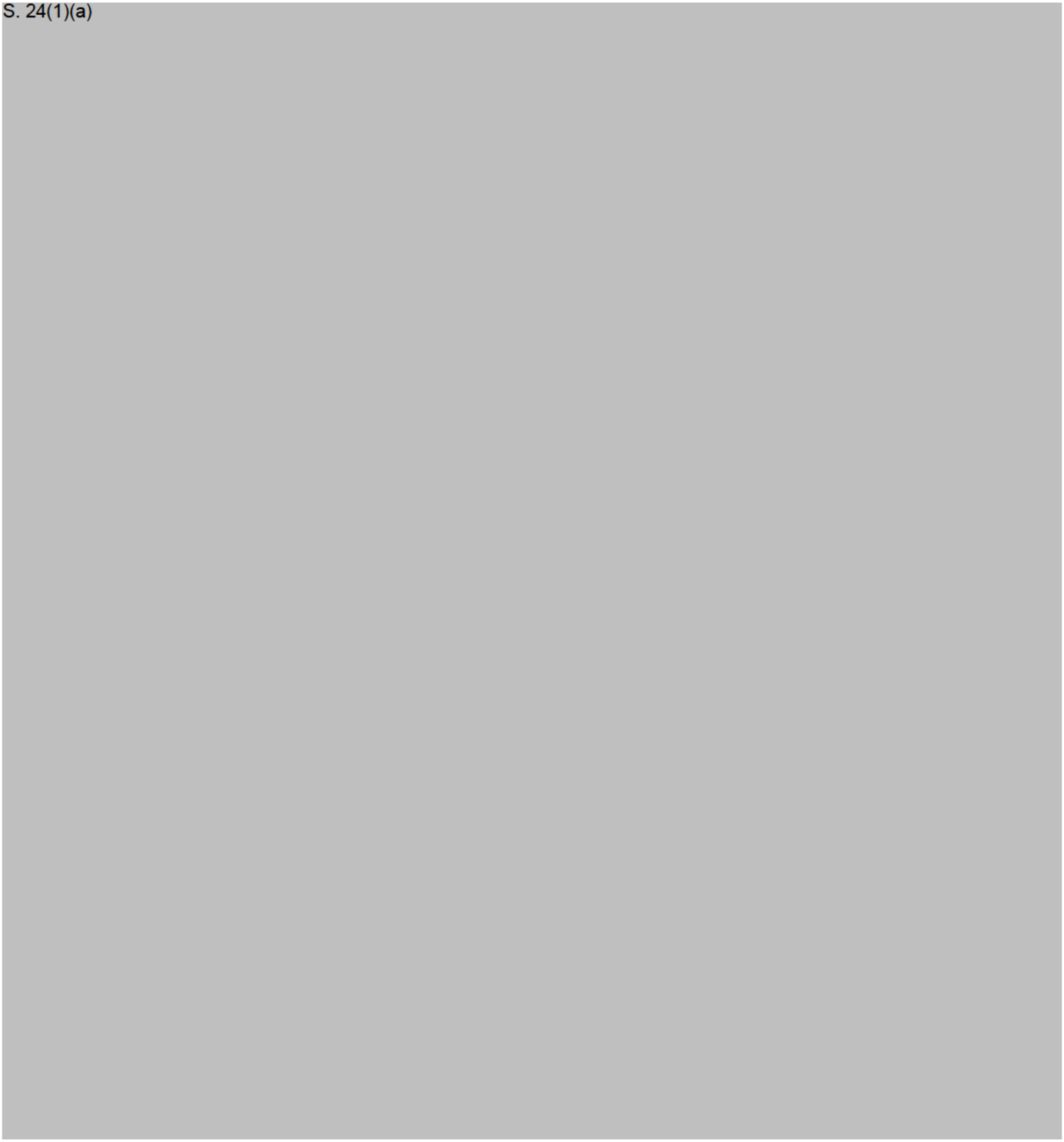


Package Information

S. 24(1)(a)



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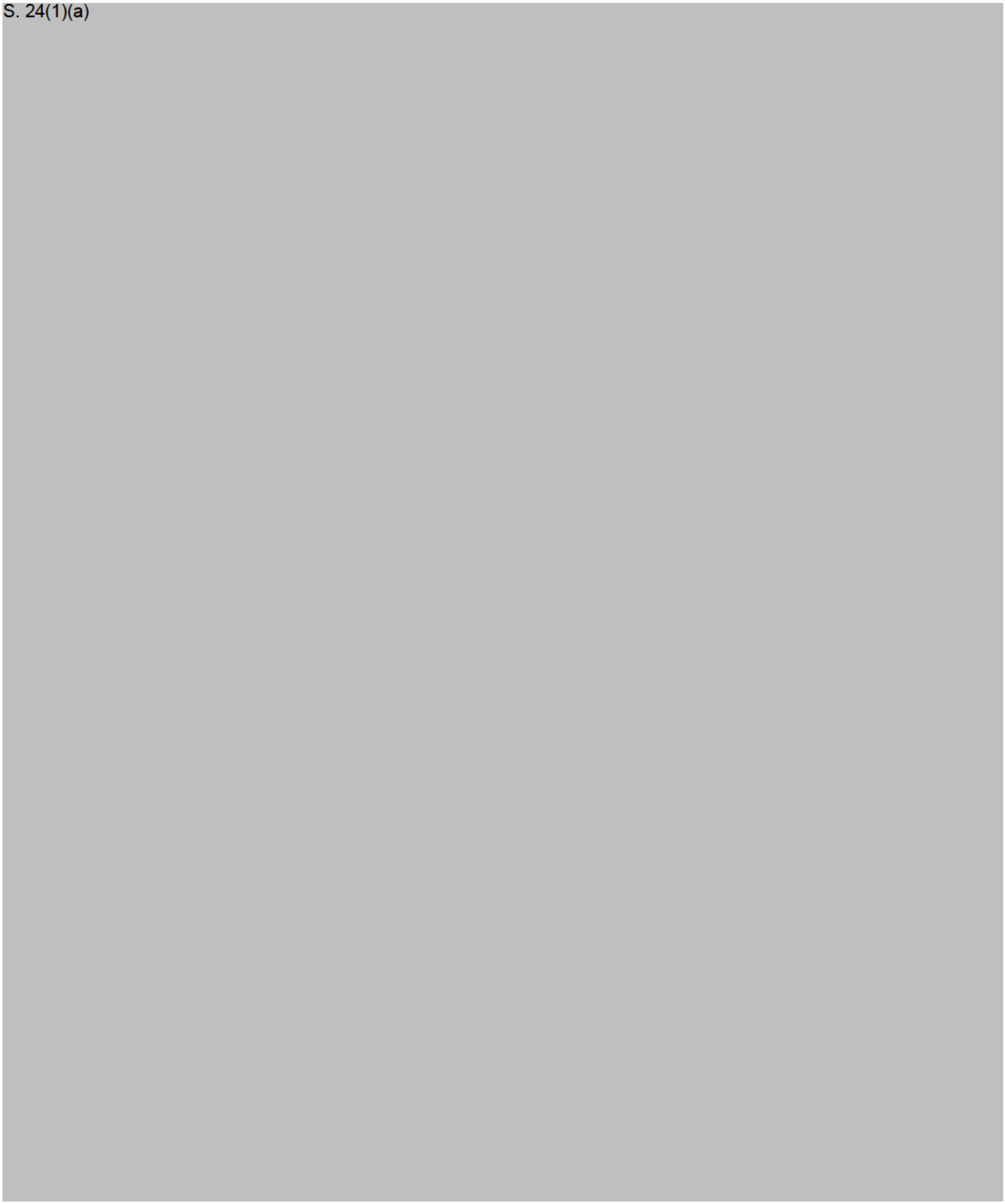

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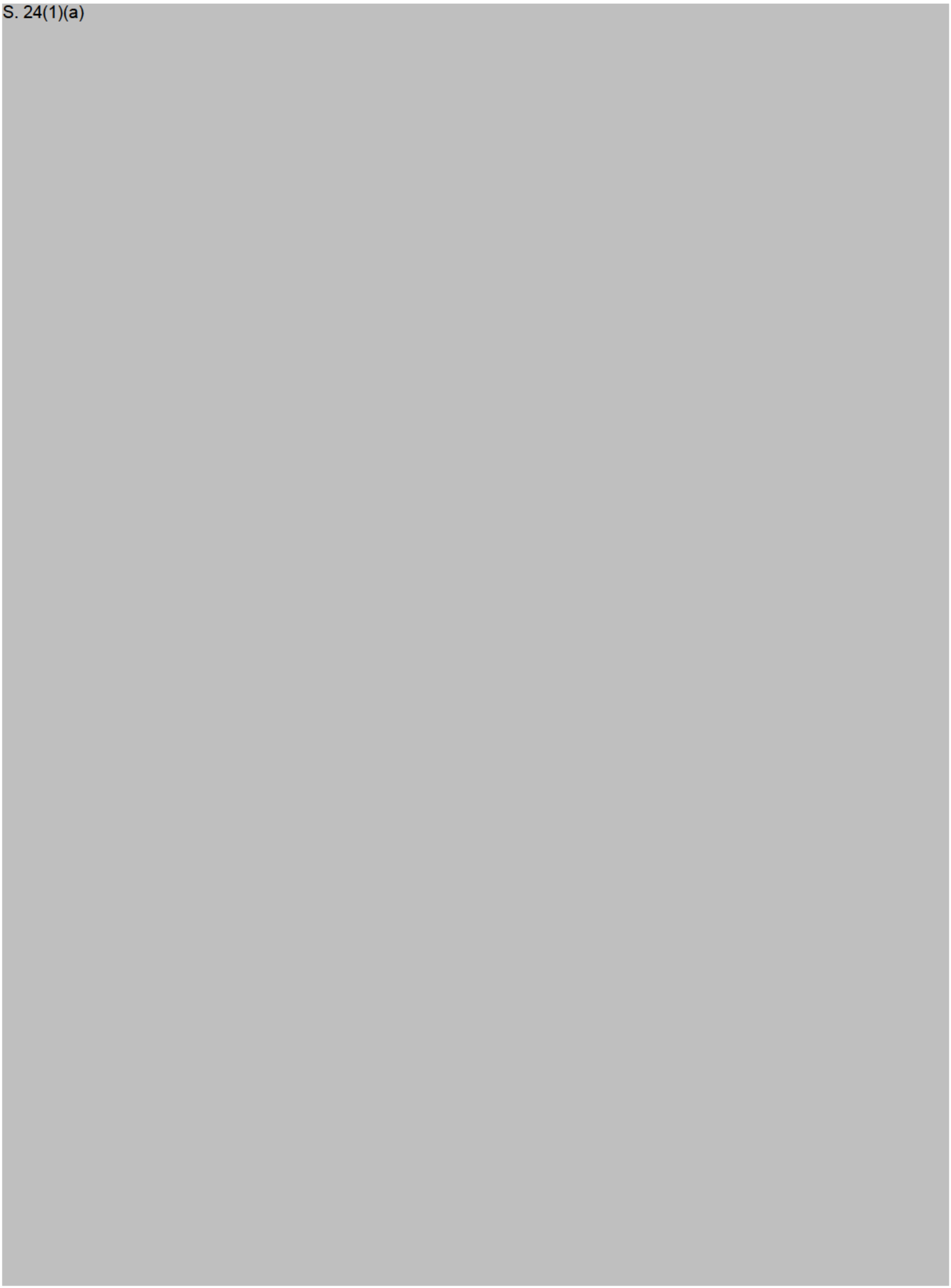
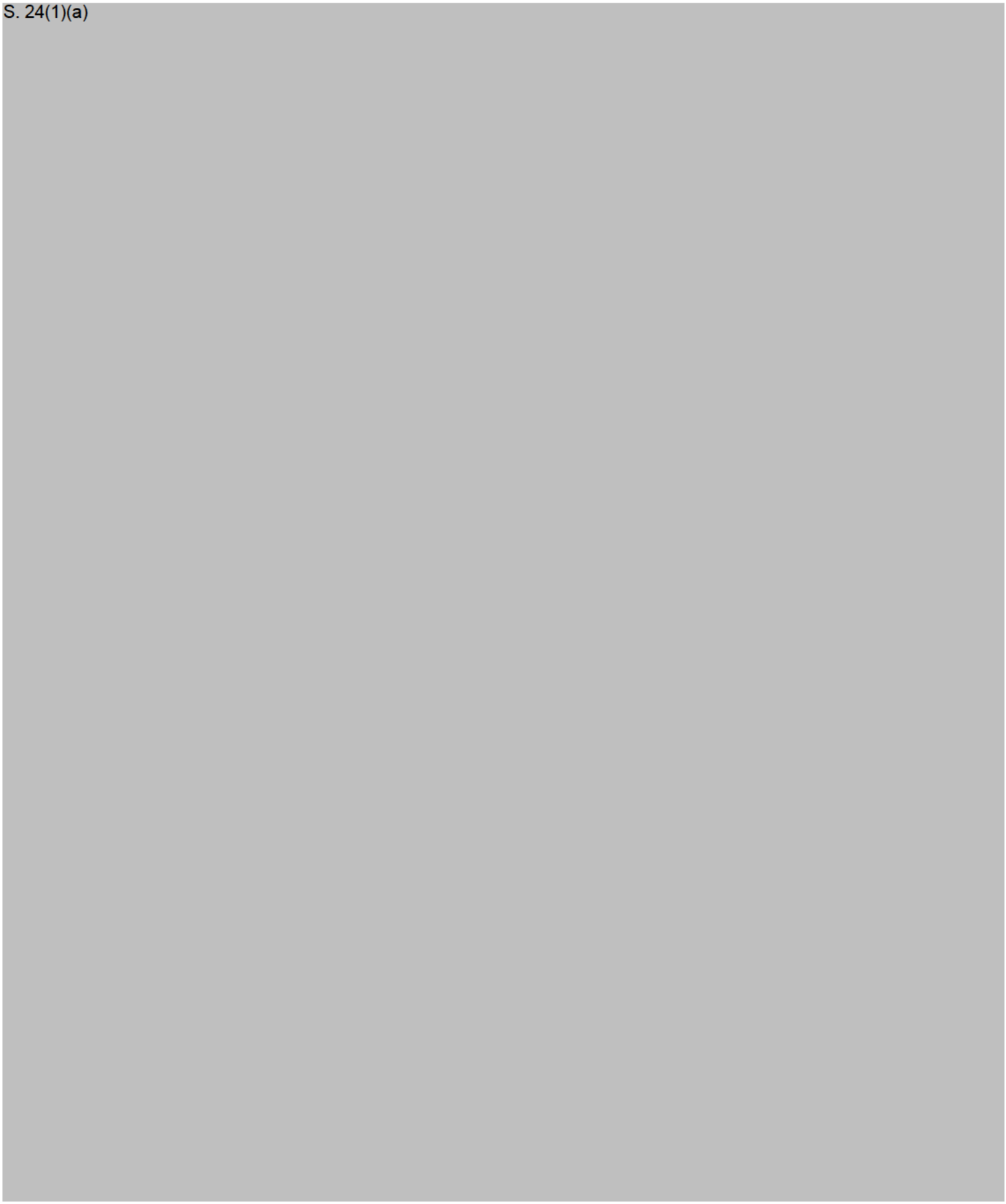


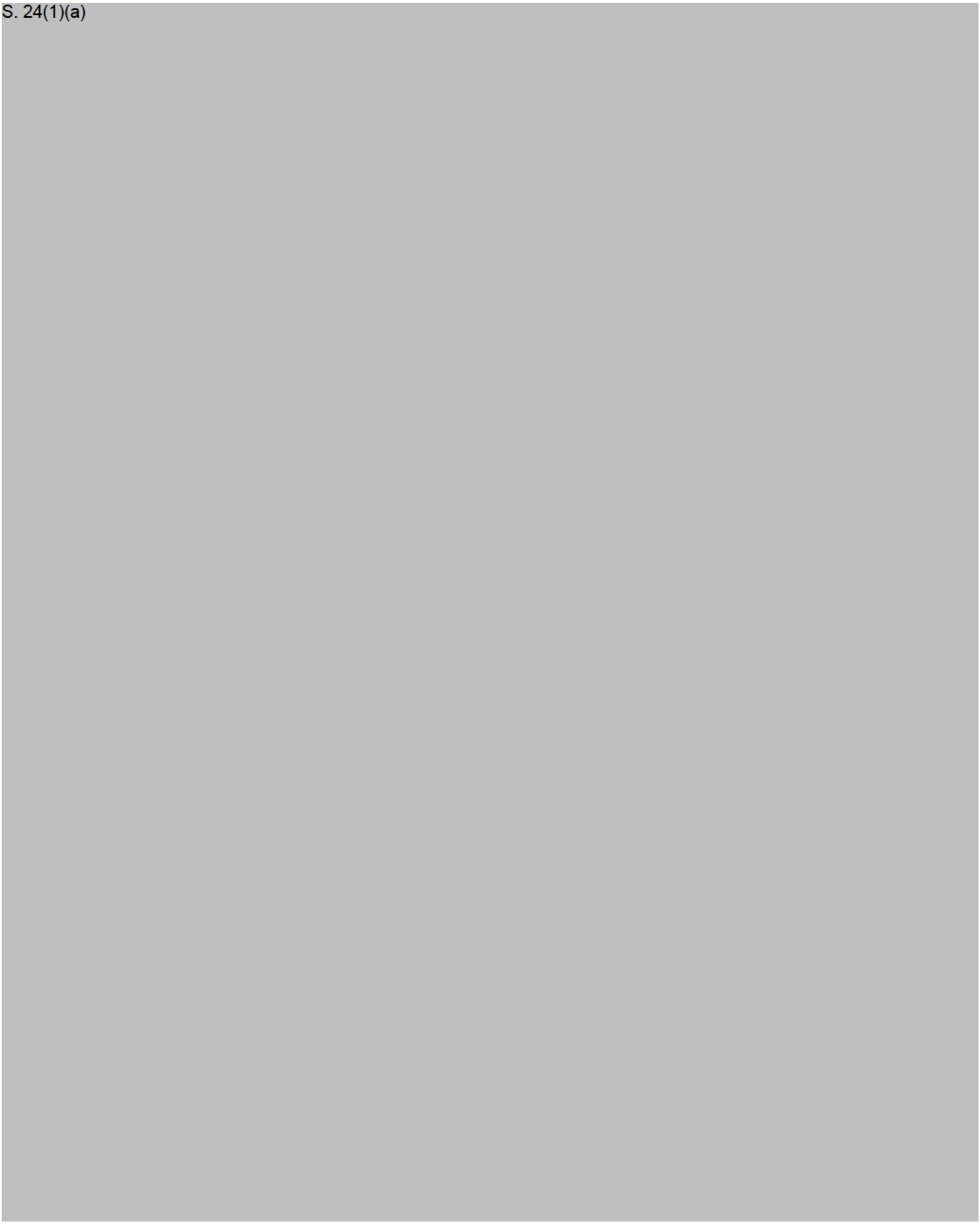
Capabilities Details

S. 24(1)(a)

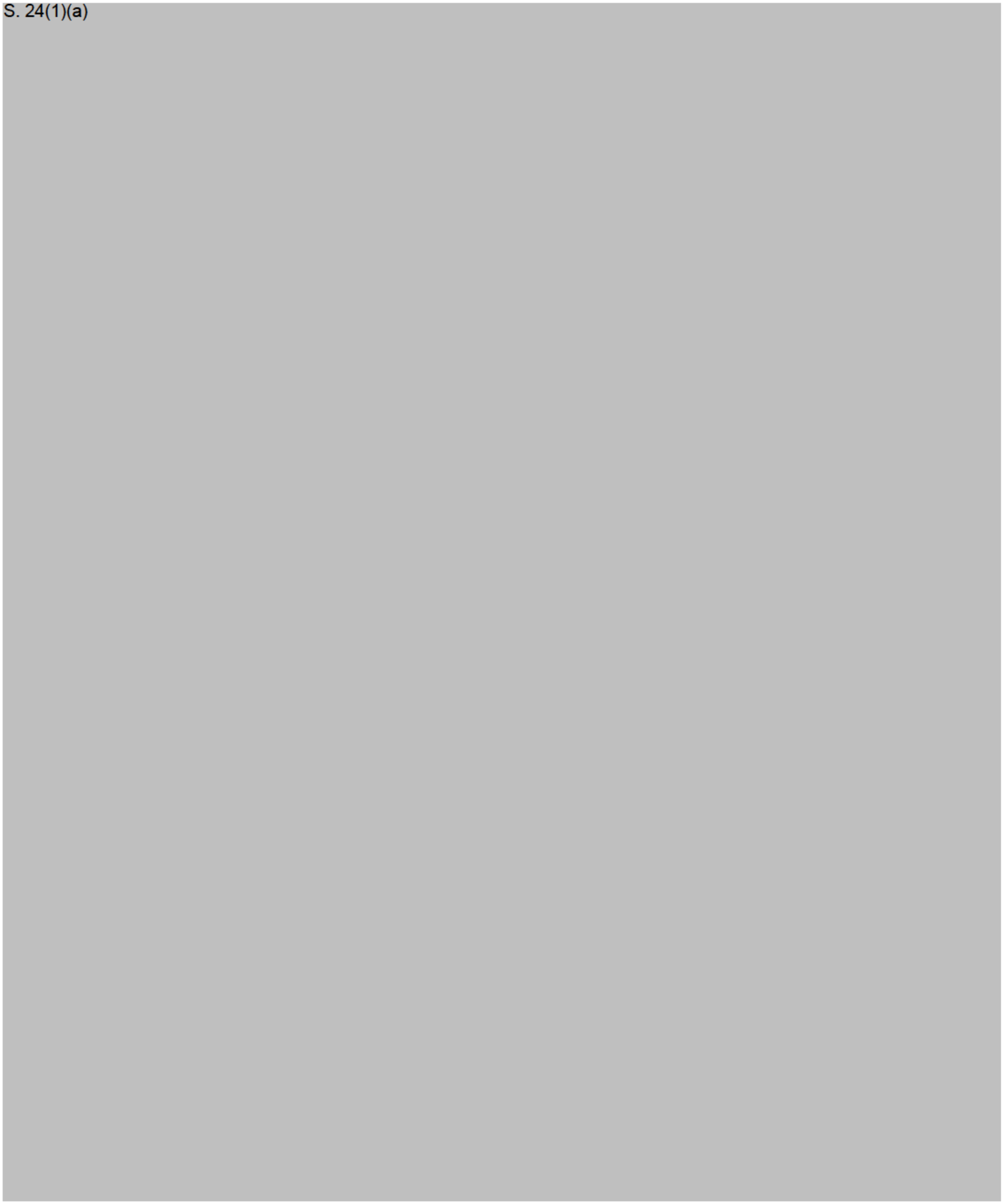


Cloud Services

S. 24(1)(a)



Application permissions



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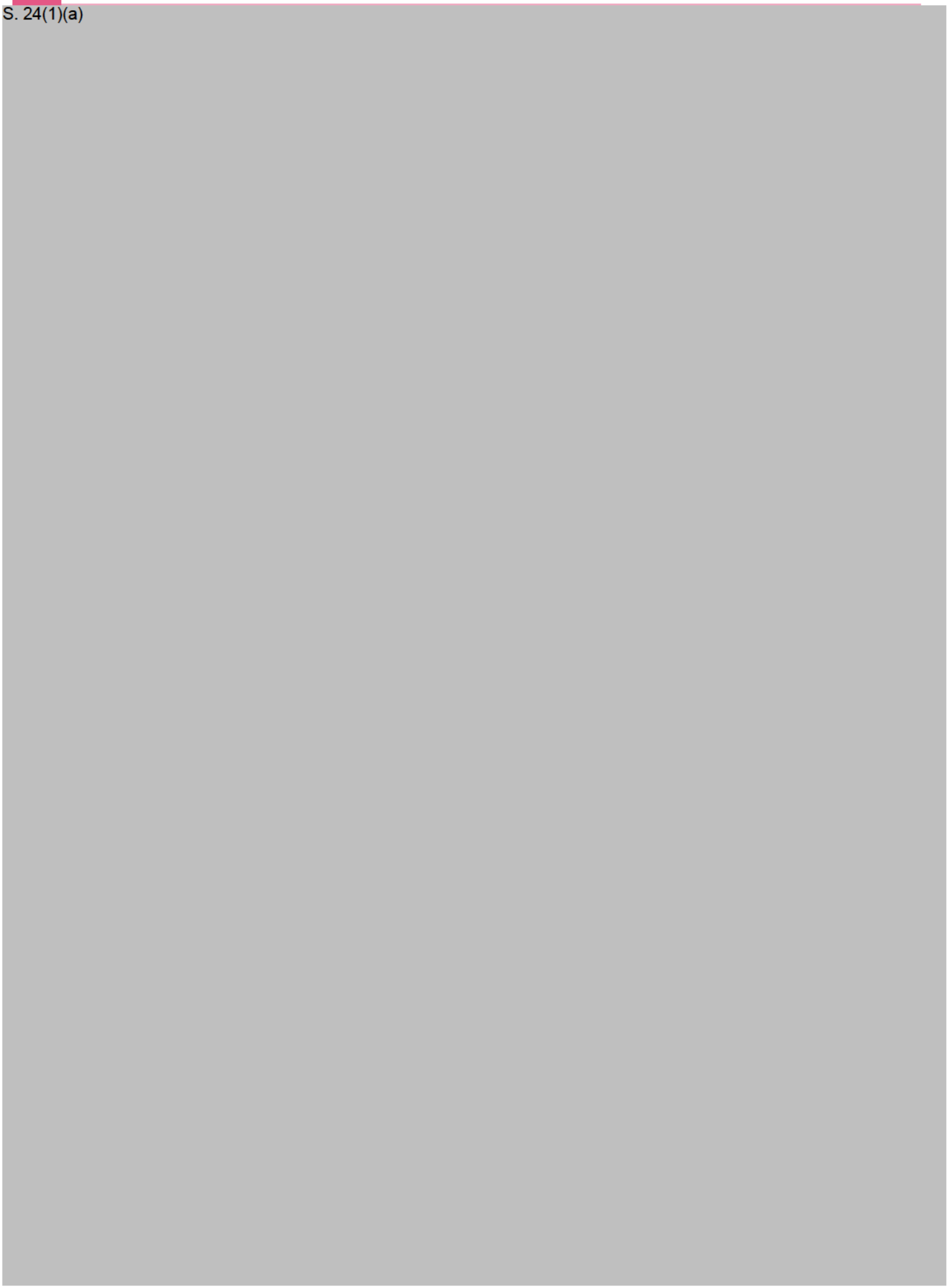

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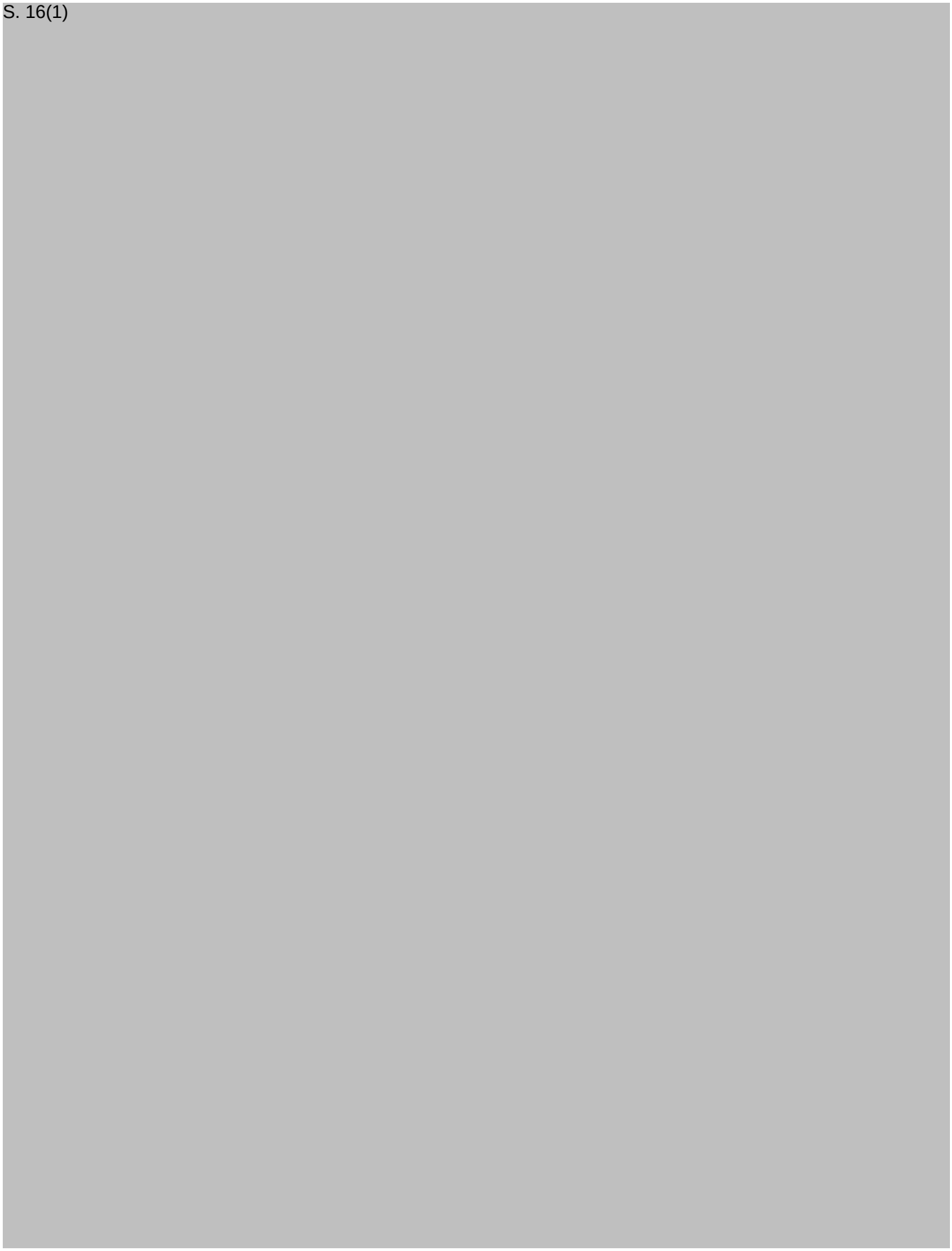

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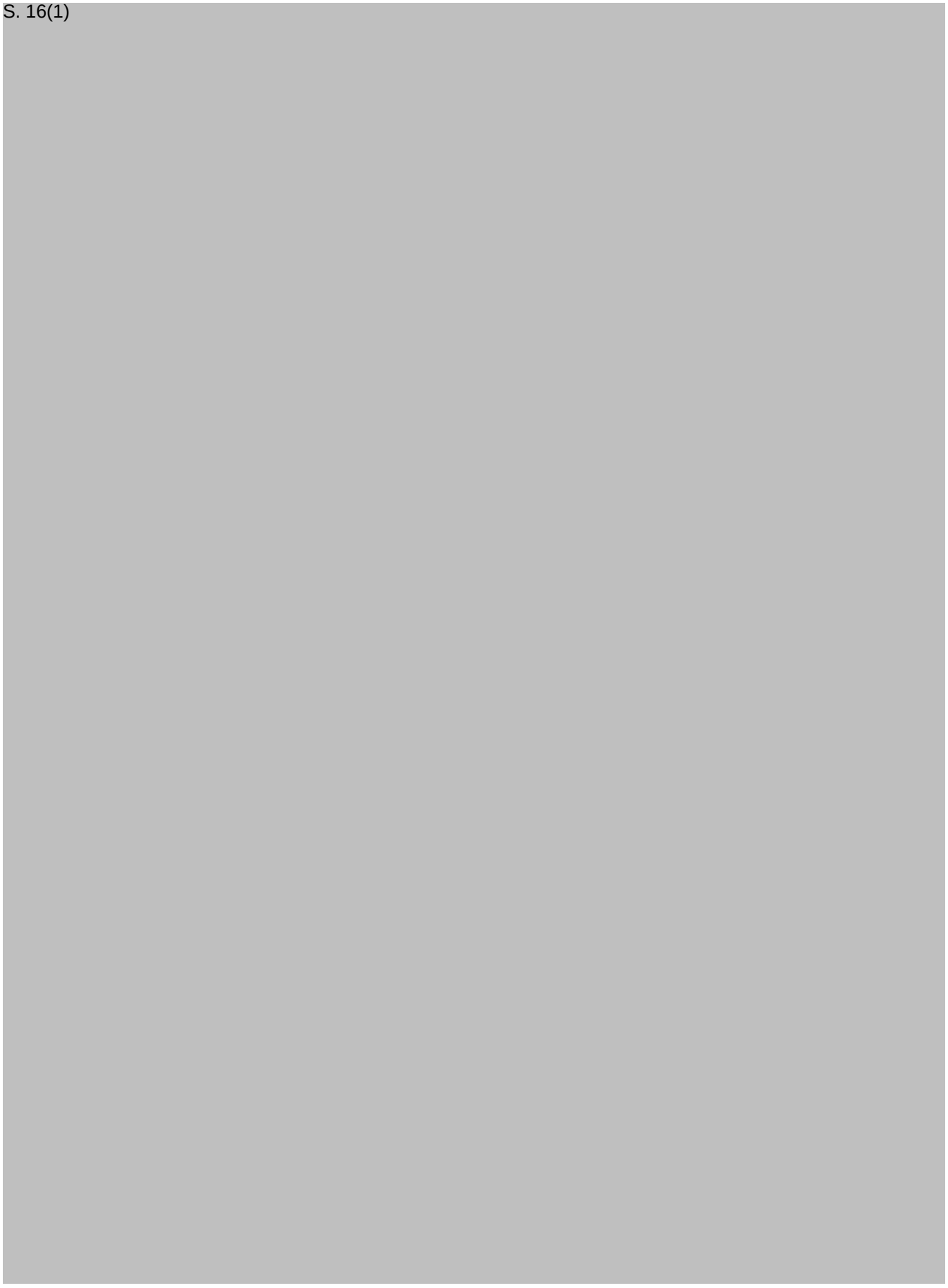

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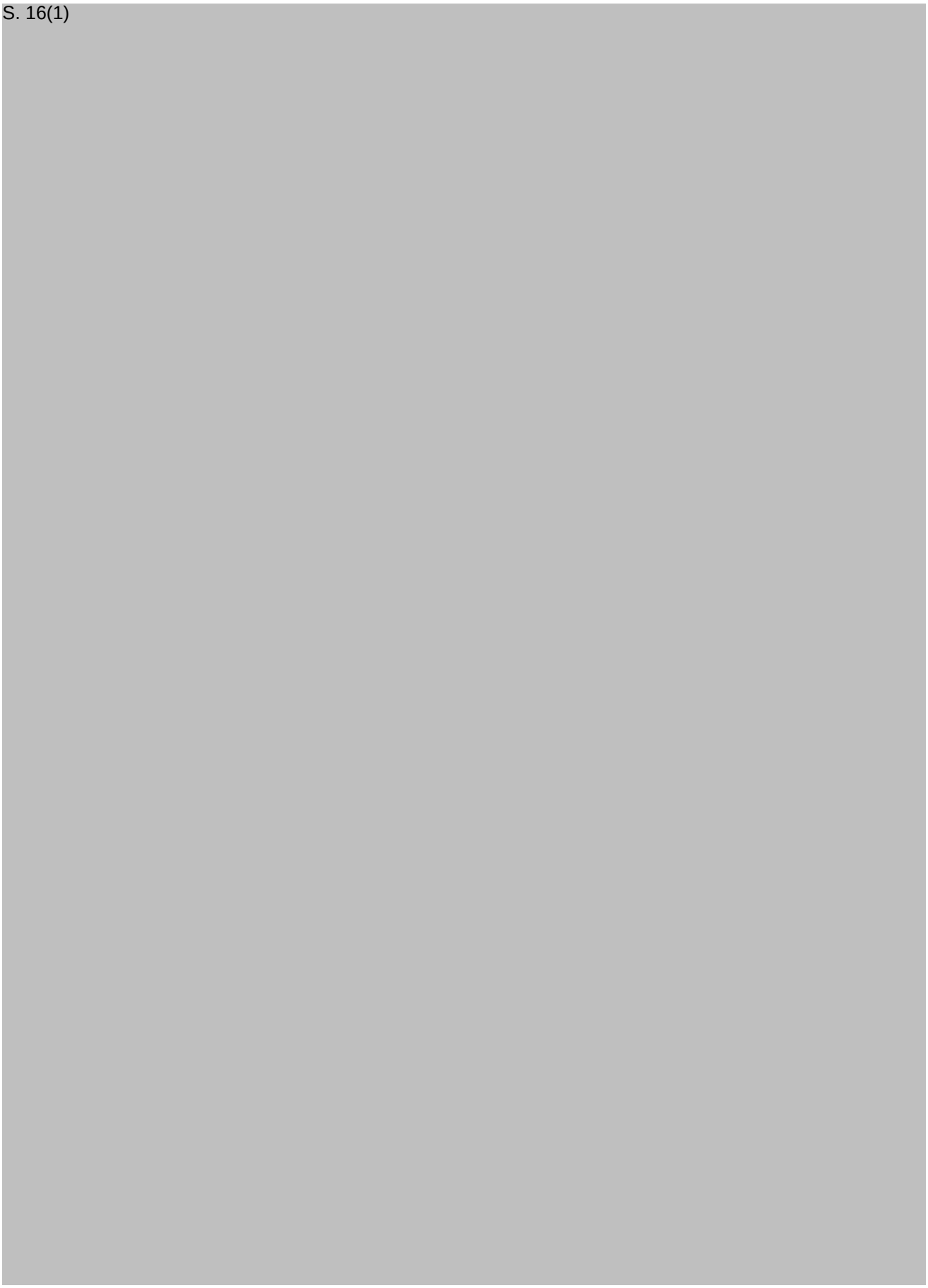

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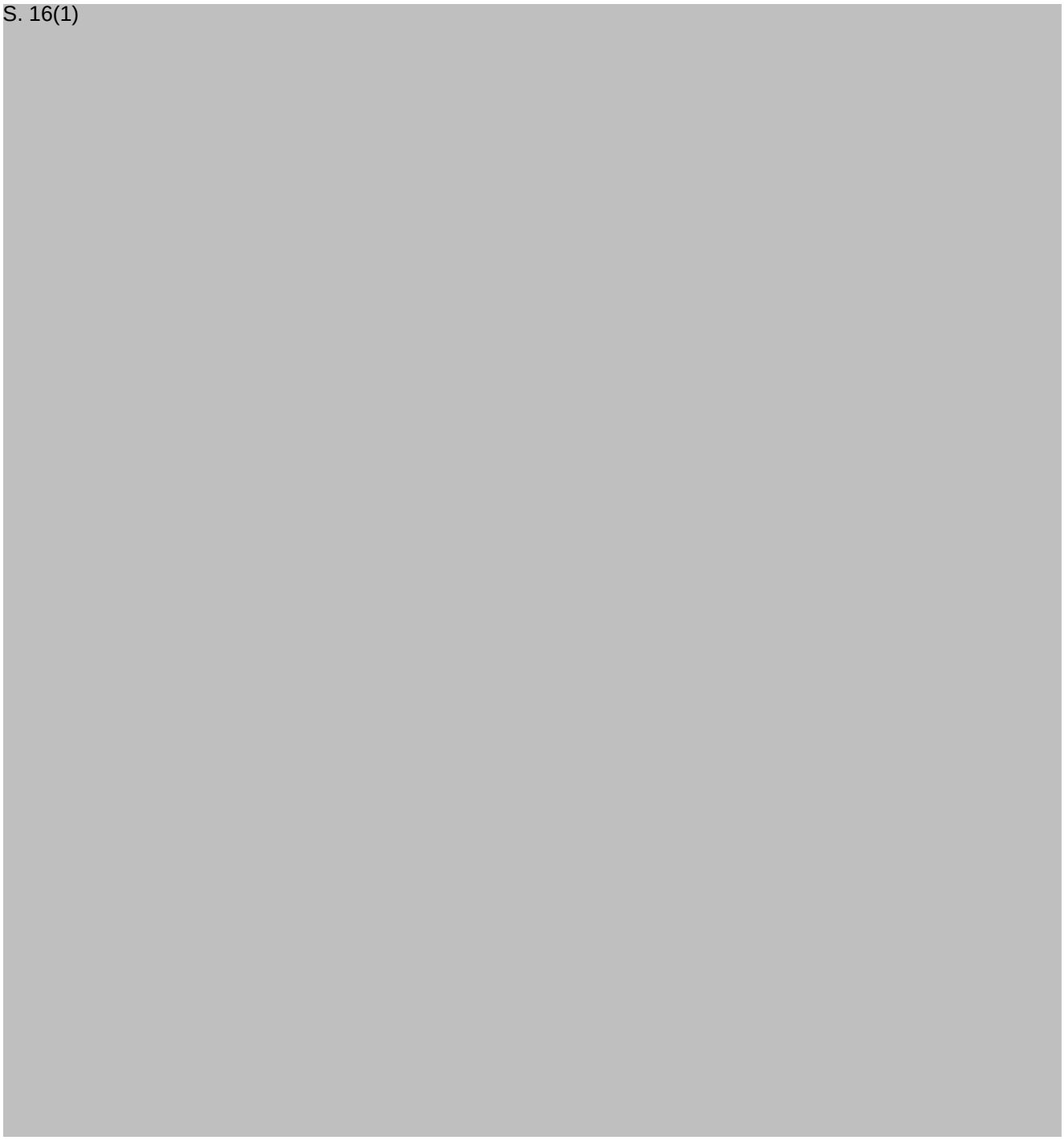

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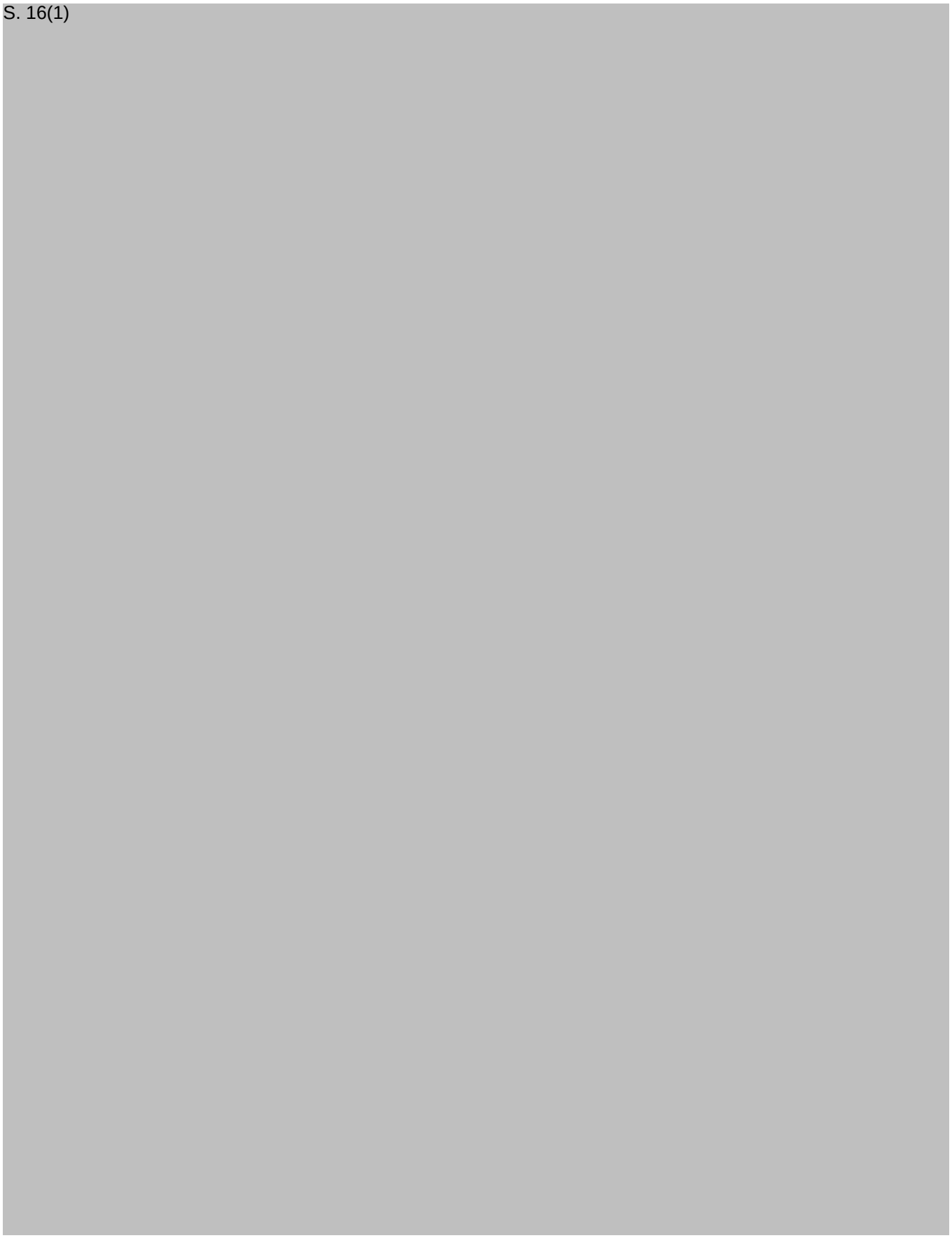

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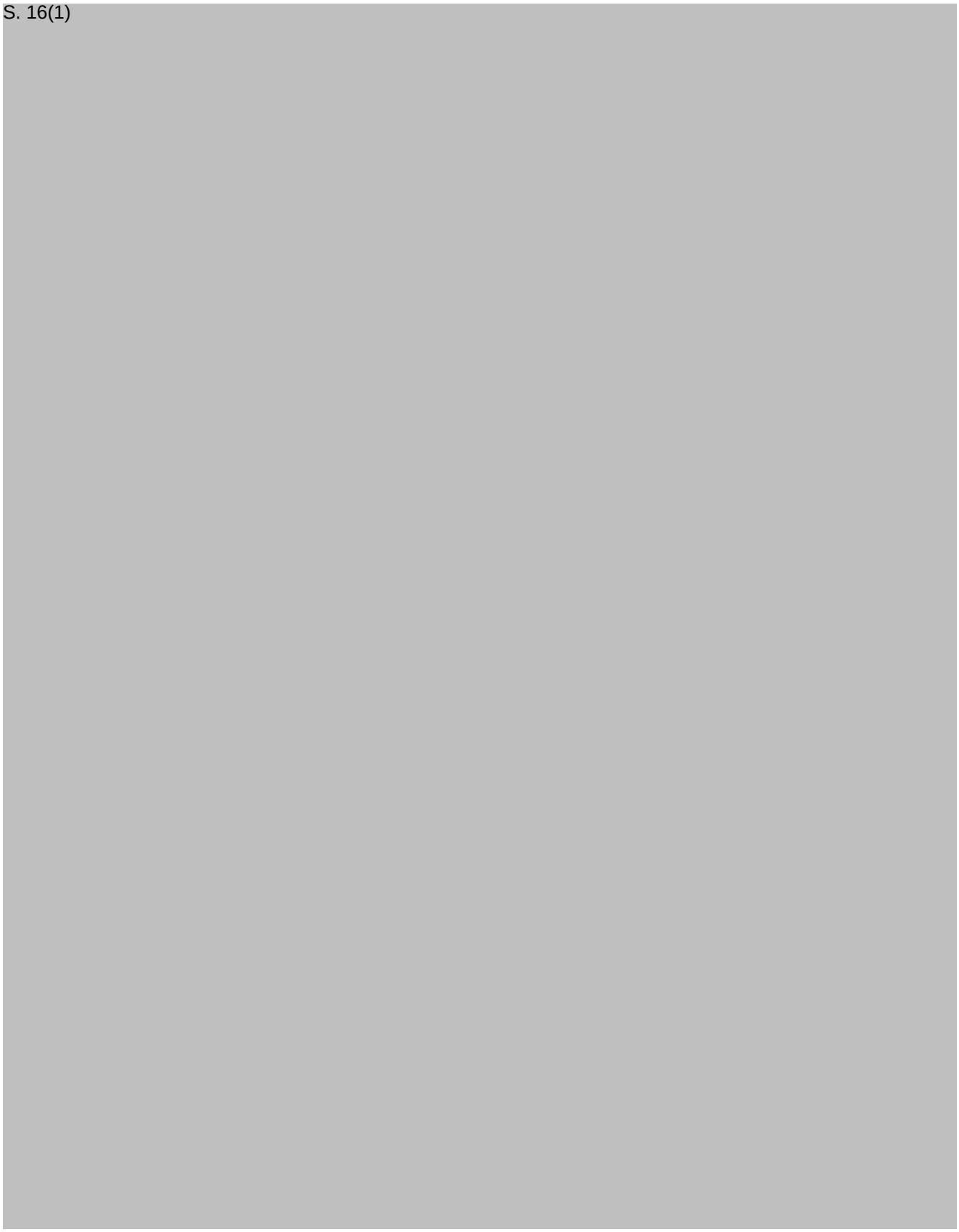

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C: S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Violet Rudy
Sent: Wednesday, February 08, 2023 11:04 AM
To: Alexia Elford
Subject: RFQ

Social Media and Media Open-Sourced Listening/Monitoring Tool

Monitoring Requirements

- 10 user accounts for monitoring
  - User permission level customization
- 24/7 customer support to prevent operational disruption
- Flat-fee no variable costs
- Enhanced security
- Translation tool embedded
- Real-time information/crisis management
- Extra
  - Create searches in foreign languages and characters

Social Media Monitoring

- Unlimited saved searches and unlimited alert notifications
  - Unlimited customizable keywords/hashtags search queries
    - Unlimited data results
  - Data search to include a minimum of 1 year of data (retrospective)
  - Email alerts with full text for searches
- Monitor main socials – pull open-sourced content from:
  - Facebook pages, open groups
  - Instagram accounts
  - Twitter
  - LinkedIn
  - TikTok
  - Reddit
  - Blogs
- Full text of social media post (including images and hyperlinks) displayed in ee-mail notification/alert or daily report
  - Will support in capturing deleted posts

Media Monitoring

- News sources including
  - Online news sources from articles or posts
    - Access publications behind paywalls
  - Print media (e.g., Newspapers)
  - Local community news, articles, newspapers (e.g., Calgary Herald, Calgary Sun)
  - Media sources from Calgary and surrounding areas, provincial, national and international
- Archival open-sourced data (minimum 1 year)
- Full text of article displayed in notification/alert or daily report
  - Frequency – daily, weekly alert reports
  - Daily Newsletter/Daily Clippings Distribution
    - Full text of articles
    - No click out to get full content
    - Send to customized distribution lists automatically
  - Online and print material
- Translation tool embedded

Social Media Scheduling & Engagement Management Tool

Social Media Scheduling Requirements

- 5 users for scheduling
  - User permission level customization
- Unlimited social listening customizable keyword searches/queries

- 24/7 customer support to prevent operational disruption
- Translation tool embedded
- Enhanced security
- Flat-fee no variable costs

Scheduling

- Connect social media accounts/business assets
  - AND other profiles?
- Schedule and publish social media content with text, multiple images, and video files
- Ability to tag partner organizations for pre-scheduled content
- Ability to use emojis and links
- Extras
  - Link shortener embedded
  - Schedule stories?
  - Create or schedule Twitter thread

Engagement

- View and engage with comments
- Respond to direct messages easily
- Ability to hide or delete comments
- Ability to restrict or block accounts
- Add notes or labels about specific profiles
- Alert notification if post was not posted during scheduled time
- Extra
  - Automations – autogenerated actions
    - Additional responses to common questions
  - Filter inappropriate language
    - Capture
    - Hide or remove
  - Turn off comments ahead of time
  - Alert for viral posts

Analytics

- Benchmark capabilities within law enforcement
  - Minimum 5 comparable Canadian **police services** and comparison metrics
- Reporting measurements across multiple channels
  - Comparison across CPS owned accounts
- Metrics for reach, link clicks, engagement, audience data
- Brand monitoring trends, trending keywords
- Insights to build awareness, increase engagement, drive traffic, extend reach, best times to post, etc.
- Measure paid campaign performance
- Customizable and exportable reports/metrics

Brandwatch
1st Floor, Sovereign House, Church Street, Brighton, United Kingdom, BN1 1UJ

Agility PR
Suite 500, 319 McRae Avenue, Ottawa, Ontario, K1Z 0B9

Talkwalker Inc.
7415 Southwest Parkway Bldg. 6, Suite 500, #131, Austin, Texas, 78735-8998

Hootsuite
111 East 5th Avenue, Vancouver, British Columbia, V5T 4L1

Hootsuite + Brandwatch

111 East 5th Avenue, Vancouver, British Columbia, V5T 4L1
1st Floor, Sovereign House, Church Street, Brighton, United Kingdom, BN1 1UJ

Hootsuite + Talkwalker
111 East 5th Avenue, Vancouver, British Columbia, V5T 4L1
7415 Southwest Parkway Bldg. 6, Suite 500, #131, Austin, Texas, 78735-8998

Monitoring and Cyber Investigation Tool

Fivecast
Adelaide South Australia
Contract required by Feb. 28, 2023
Minimum contract is one-year
Violet Rudy, Social Media Communications Strategist, Public Affairs and Media Relations Unit, Strategic Communications Section.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Sarah Demko
Sent: Thursday, January 19, 2023 11:25 AM
To: Alexia Elford
Subject: Calgary Police Contract.pdf
Attachments: Calgary Police Contract.pdf

Order Confirmation

Meltwater

Effective Date: 2022/08/26

Meltwater Services

☒ **Explore Unlimited - Base**
(Sep 01, 2022 - Feb 27, 2023)

S.16(1)

[redacted]

☒ **Meltwater Engage** S.16(1) **Profiles**
(Sep 01, 2022 - Feb 27, 2023)

S.16(1)

[redacted]

☒ **Meltwater Lite**
(Sep 01, 2022 - Feb 27, 2023)

S.16(1)

Additional Users
(Sep 01, 2022 - Feb 27, 2023)

- Users: Access by up to S.16(1 Authorized Users (defined herein) to the Meltwater platform. "Authorized Users" means those specific employees or consultants located in Canada that Customer has authorized to use the Meltwater platform solely for Customer's own internal business purposes.

Total Price	**24105.00 CAD** (amount excludes Sales Tax)

Special Terms:

- Notwithstanding anything to the contrary in this Agreement, Customer will pay all invoices in accordance with the following schedule: Invoice 1 in the amount of 24105.00 CAD due on or before Sep 14, 2022

By signing below, Customer agrees to be bound by this Order Confirmation, the General Terms & Conditions, and Special Terms, if any, which together constitute the entire Agreement between the parties. The signing individual represents that he/she has the authority to enter into the Agreement on behalf of Customer

Customer		**Meltwater**	
Calgary Police Service 5111 47 St NE Calgary, Alberta T3J 3R2 Canada Contact: Violet Rudy P: (403) 268-5116		Meltwater News Canada Inc. 150 King St West Toronto, ON M5H 1J9 Canada	
Date	2022/08/26	**Date**	
Name	Sarah Demko	**Name**	**Evan deVerteuil**
Email	sdemko@calgarypolice.ca		
Title	Director IT Operations - Calgary Police Service		
Signature	S. 17(1)		

General Terms and Conditions of Use of Meltwater Services

1. General

These General Terms and Conditions of Use ("T&C") together with the Order Confirmation and Special Terms (as defined in the Order Confirmation), if any, constitute the entire "Agreement" between the parties. This Agreement shall govern Customer's access to and use of the Site (as defined below) and the Meltwater products and services purchased by Customer as listed in the Order Confirmation (collectively, "Meltwater Services"). The Meltwater Services are provided by **Meltwater News Canada Inc.** ("Meltwater") and its third party providers, as applicable, on and through the domain and sub-domains of www.meltwater.com (collectively, the "Site"). To the extent of any inconsistency between the T&C, Special Terms and the Order Confirmation, the Special Terms shall control, followed by the T&C and then the Order Confirmation, unless otherwise agreed by the parties.

2. Right of Use

2.1 Customer is obligated to access and use the Site and the Meltwater Services, and any content accessed by or provided therein, in accordance with all applicable laws, rules and regulations and agrees to accept Meltwater's privacy policy, located at http://www.meltwater.com/privacy. Meltwater reserves the right to make changes to its policies and the Site at any time. Subject to the terms and conditions of the Agreement, Meltwater shall grant Customer a non-exclusive and non-transferable right to permit the Authorized Users specified in the Order Confirmation to use the Meltwater Services for internal purposes. This does not include performance of services for the benefit of third parties, nor the use by Customer's affiliated companies. Customer shall be authorized to engage external consultants as users of the Meltwater Services on the premise of appropriate contractual agreements and to the extent that they will use the Meltwater Services exclusively for the Customer.

2.2 Customers who are marketing or public relations agencies may use the Meltwater Services on behalf of their clients but only if all of the following conditions are met: (i) Customer agrees that Meltwater and its licensors and/or providers are not parties to the agreement between Customer and its client; (ii) Customer's payment obligations pursuant to this Agreement are not dependent upon receiving payment from Customer's clients; (iii) Customer must first obtain its client's written consent authorizing Customer to provide client information as necessary for Meltwater to perform under this Agreement; (iv) if applicable, Customer must first obtain its client's written consent authorizing Customer to act on the client's behalf, including sending out press releases using the Meltwater Services; and (v) the agreement between Customer and its clients is at least as restrictive and protective of Meltwater's and its licensors' and/or its providers' rights as this Agreement. Customer shall be solely responsible for and shall comply with all laws, rules, regulations and directives in delivering and providing the Customer's agency services, including but not limited to, any laws regarding privacy and the use and disclosure of personal data and any advertising and/or marketing laws.

3. Prerequisites

Customer shall be responsible for obtaining and maintaining all hardware, software, communications equipment and network infrastructures required to access and use the Site and the Meltwater Services, and for paying all third-party fees and access charges incurred while using the Meltwater Services.

4. Account and Password

Customer will receive a password to log in to the Site and access the Meltwater Services. Customer shall have sole responsibility for all activities relating to such Customer's account and shall immediately inform Meltwater of any unauthorized use of the Customer's account.

5. Product-Specific Terms and Conditions

If Customer purchases the following Meltwater Services, the following applicable terms and conditions listed below shall apply, in addition to all other terms of this Agreement:

5.1 **Canadian Premium Content/Postmedia Premium Content/Direct Feed**: The Rights of Use in S2 of this Agreement sets out Customer's use rights and the limited license that the Customer has to use Meltwater's products, including full text content of these Meltwater Services. To the maximum extent permitted by law, and without limitation to all other rights and remedies available to Meltwater, Customer shall indemnify and hold harmless Meltwater, its subsidiaries, affiliates, successors, assigns, officers, directors, stockholders, employees, and customers, from and against any and all liability, losses, damages, claims, demands, fines, causes of action, suits, or proceedings, and expenses connected therewith (including reasonable attorneys' fees), arising from or related to Customer's breach of the Rights of Use with these Meltwater Services. This indemnification is unlimited.

5.2 **Online Newswire**: Customer shall only release newswires, articles or other content that is directly associated with Customer, and Customer acknowledges that neither Meltwater nor any third party newswire provider has any obligation to publish Customer content onto any third party newswire or website. Meltwater and any third party newswire provider, at their sole discretion, shall expressly reserve the right to refuse any news releases and/or other content such as graphics, photos and captions that are not consistent with the purpose of a professional news release distribution network.

5.3 **Media Relations Platform:** Media Relations Platform is intended for use in distributing pressreleases to professional journalists. By uploading Customer's owncontacts, Customer represents and warrants that: (i) all contacts locatedin Canada are professional journalists or otherwise are employees,representatives, consultants or franchisees of an organization with which Customer has a relationship; and (ii) that Customer complies withCanada's anti-spam law ("CASL"). Customer shall indemnify and holdharmless Meltwater, its subsidiaries, affiliates, successors, assigns,officers, directors, stockholders, employees and customers (the"Indemnitees"), from and against any and all liability, losses, damages,claims, demands, fines, causes of action, suits or proceedings andexpenses connected therewith (including reasonable attorneys' fees) arising from or related to Customer's breach of the warranties hereinSection 5.3.

5.4 **Critical Mention**: The broadcast monitoring services provided by Critical Mention (the "CM Services") provide Customer the ability to search and access broadcast transcripts, and digitized broadcast television clips and radio clips ("CM Content"). Customer agrees to review, download, copy, edit, distribute and otherwise use CM Content for internal, research purposes only, or, in the event that Customer is an agency, for the internal, research purposes of its clients, subject to section 2.2 herein. Other than as expressly permitted herein, Customer shall not: (i) copy, edit, display, exhibit, perform, distribute, transmit , publicly display, post to a company intranet or public website or otherwise use the CM Content, in whole or in part in any way; (ii) copy, license, sell, resell, transfer access to, or otherwise redistribute or make the CM Services available to any person other than your authorized end users; (iii) alter, obscure, remove, change, obliterate or separate any identification, copyright, trademark, confidential or proprietary notices from the CM Services or the CM Content; (iv) copy any data, information, software or materials available through the service or develop any derivative works thereof; (v) attempt to gain unauthorized access or permit or enable unauthorized parties to access or use the CM Services or the CM Content; vi) alter, decipher, decompile, disassemble or reverse engineer any of the software or other code comprising the CM Services. Any use not expressly granted herein is strictly prohibited. Additional rights to CM Content must be obtained from the rights owner directly. Customer agrees to use reasonable efforts to prevent unauthorized copying, display, or distribution of CM Content, and unauthorized access to the CM Services. Customer shall comply with all laws and regulations applicable to its use of the CM Services. Customer acknowledges that the CM Services are powered by a third party provider, and accordingly such provider shall be deemed an intended third party beneficiary of these terms of service and shall have the right to enforce the terms and conditions contained herein.

5.5 **Global Print Media**: Customer represents that it has read, understands, and agrees to be bound by the terms and conditions located at http://meltwaternews.com/doc/AcquireMediaTermsofService.pdf. Customer agrees that Acquire Media is an intended third party beneficiary of this Agreement.

5.6 **Meltwater Engage.** Customer represents that it has read, understands, and agrees to be bound by the terms and conditions located at http://engage.meltwater.com/meltwater-terms-of-service Customer agrees that Sprout Social is an intended third party Beneficiary of this Agreement. Reference to Meltwater in Sections 6, 10 and 11, shall apply equally to Sprout Social as if Sprout Social were named in place of Meltwater to the extent applicable. For the avoidance of doubt, the T&C (except for Sections 7 and 8) shall apply for any trial use of the Engage Service.

6. Third Party Sites and Third-Party Content

Meltwater Services may include links to third party websites ("Third Party Sites"). Customer is responsible for evaluating whether to access or use a Third Party Site and agrees to be bound by any applicable terms found therein. Meltwater does not screen, audit or endorse any Third Party Site. Meltwater shall not assume any responsibility for the content, advertising, products or other materials ("Third-Party Content") on Third Party Sites. Customer agrees it will not copy, reproduce, distribute, transmit, broadcast, modify, display, sell, license or otherwise exploit Third Party Content except in strict compliance with the rights, if any, granted to Customer by any third party. Customer warrants that all content uploaded and distributed via the Meltwater Services by Customer shall comply with all applicable law. Meltwater will terminate the account of any Customer, and block access of any user, who infringes any Meltwater or third party intellectual property right.

7. Invoicing and Payment

7.1 Prior to the start of each contract term, Customer will be invoiced for the full amount due. Customer shall pay all invoices within fourteen (14) days after the invoice date. Except as provided in Section 7.3 below, payment obligations are non-cancellable and all fees paid by Customer are non-refundable.

7.2 Unless otherwise stated, Meltwater's fees do not include any taxes, levies, duties or similar governmental assessments of any nature, including but not limited to value-added, sales and use, or withholding taxes, assessable by any local, state, provincial, federal or foreign jurisdiction (collectively, "Taxes"). Customer is responsible for paying all Taxes associated with its purchase of Meltwater Services. If Meltwater has the legal obligation to pay or collect Taxes for which Customer is responsible, the appropriate amount shall be invoiced to and paid by Customer, unless Customer provides Meltwater with a valid tax exemption certificate from the appropriate taxing authority.

7.3 If Customer is in breach of this Section, Meltwater shall be entitled to charge default interest on the outstanding fees in the maximum amount allowable by law and/or suspend or terminate access to the Meltwater Services at its sole option, with or without notice to Customer. Additional claims for payment default remain reserved.

7.4 In the event Meltwater materially breaches this Agreement, and such breach remains uncured for a period of thirty (30) days after notice from Customer, Customer shall be entitled to a pro-rata refund for the portion of the then-current term that has been pre-paid and is subject to the material breach and remains uncured.

8. Duration and Cancellation

8.1 The Agreement shall commence on the date specified in the Order Confirmation and shall continue for the initial term as stated therein, unless earlier terminated in accordance with the Agreement. Thereafter, the Agreement will be extended automatically for periods of time equivalent to the initial term or the then-current renewal term at Meltwater's then-current prices and subject to the terms of this Agreement, unless the Agreement is cancelled in writing at least sixty (60) days prior to the expiration of the initial term or the then-current renewal term. Any initial pricing and/or payment terms shall only be applicable to the initial term.

8.2 A timely cancellation according to Section 8.1 will become effective as of the end of the respective term. Upon expiration or termination of the Agreement, Customer's access rights and all other rights granted under this Agreement shall expire. Termination of the Agreement shall not act as a waiver of any breach of the Agreement and shall not release a party from any liability for breach of such party's obligations under the Agreement that occurred prior to the effective date of termination.

8.3 In addition to other rights and remedies available to Meltwater, Meltwater is entitled to cancel the Agreement without notice if Customer violates essential or material obligations under the Agreement. Meltwater also reserves the right to cancel the Agreement without notice if a substantial decline in the asset situation of Customer occurs, if insolvency proceedings are opened for the assets of Customer or if such proceedings are rejected due to lack of assets.

8.4 The following Sections shall survive the expiration, termination or cancellation of the Agreement in full force and effect: General, Third Party Sites and Third Party Content, Intellectual Property, Data Use and Restrictions, Liability and Warranty, and Additional Provisions.

9. Intellectual Property

Subject to applicable law, the content on the Site, except for content created by users and third parties if any, including without limitation, software, code, forms, text and other materials, trademarks, service marks or logos contained therein ("Marks"), are owned by or licensed to Meltwater. Customer's use of the Site and the Meltwater Services is limited to the rights granted to Customer under this Agreement and Meltwater reserves all rights not expressly granted herein.

10. Data Use and Restrictions

The rights granted to Customer under this Agreement do not include any resale of any portion of the Site or its contents; any collection and use of any derivative of the Site or its contents; any downloading or copying of account information for the benefit of another company or party; or any use of data mining, robots, or similar data gathering and extraction tools. The Site or any portion of the Site may not be reproduced, duplicated, copied, sold, resold, visited, or otherwise exploited for any purpose inconsistent with the limited rights granted to Customer under this Agreement. Customer may not frame or utilize framing techniques to enclose any trademark, logo, or other Meltwater generated content of the Site, or use meta tags or any other "hidden text" or data elements utilizing Meltwater's name or trademarks without express written consent by Meltwater. Meltwater shall in no way be responsible or liable for unauthorized use or disclosure of personal information by the Customer.

11. Liability and Warranty

11.1 To the maximum extent permitted by applicable law, either party's total, aggregate liability arising out of or in connection with this Agreement shall in no event exceed the total amount of payments due by Customer to Meltwater during the initial term or the then applicable renewal term of the Agreement.

11.2 To the maximum extent permitted by applicable law, in no event shall either party be liable for any, indirect, incidental, special, consequential or exemplary damages, however caused and under any theory of liability arising out of or in connection with this Agreement. This shall include, but not be limited to, any loss of; profit, goodwill or business reputation, any loss of data suffered, cost of procurement of substitute goods or services, or other intangible loss.

11.3 Meltwater warrants that it has the legal power and authority to enter into this Agreement. Except as provided herein, Meltwater provides the Site "as is" without any warranty or condition of any kind, express or implied. Meltwater does not guarantee uninterrupted, secure or error-free operation of the Site. Meltwater makes no representation or warranty as to the accuracy, timeliness, quality, completeness, suitability or reliability of any information or data accessed on or through the Site. No information obtained from Meltwater or through the Site, whether oral or written, shall create any warranty not expressly stated in this Agreement.

12. Operating Hours and System Maintenance

12.1 Meltwater shall use commercially reasonable efforts to ensure that the Customer receives uninterrupted and continuing service throughout the term of the Agreement.

12.2 Notwithstanding Section 12.1, Meltwater may need to carry out routine maintenance or urgent maintenance or the Meltwater Services may become unavailable for reasons not within Meltwater's control. In such case, Meltwater shall use commercially reasonable efforts to inform the Customer of any downtime and restore the Meltwater Services as soon as reasonably practicable. In the event Meltwater fails to use commercially reasonable efforts and the Meltwater Services remain unavailable to Customer for more than three (3) business days of Customer first notifying Meltwater of such unavailability, Meltwater will issue to Customer a credit in an amount equal to the pro-rated charges of one day's usage fees for every day that the Meltwater Services are unavailable for the Customer.

13. Additional Provisions

13.1 The Agreement will be governed by and interpreted in accordance with the laws of the jurisdiction where Meltwater is located. To the extent allowed by law, Customer irrevocably agrees all disputes arising out of

or in connection with this Agreement shall be finally settled by binding arbitration under the Rules of Arbitration of the International Chamber ofCommerce by one arbitrator appointed in accordance with the said Rules. The place of arbitration shall be the city where Meltwater is located. The language of the arbitral proceedings shall be English (or as determined between the parties). Judgment upon any award(s) renderedby the arbitrator may be entered in any court having jurisdiction thereof. The arbitrator is authorized to include in the award an allocation to any party of such costs and expenses, including reasonable attorneys' fees,as the arbitrator shall deem reasonable.

13.2 A party's waiver of a breach or default by the other party of any provision of the Agreement shall not be construed as a waiver of any succeeding breach or default by the other party, nor shall a party's failure to exercise or enforce any right or provision of the Agreement be deemed to be a waiver of such right or provision.

13.3 Invalidity of any specific provision of this Agreement shall not affect the validity of the remaining provisions. Any invalid provision shall be replaced by a valid provision which comes as close as possible to the intent of the invalid provision.

13.4 Neither this Agreement nor any obligation or right hereunder may be assigned or transferred by either party without the prior written consent of the other party, which consent shall not be unreasonably withheld; provided, however, that both parties may assign this Agreement in whole without the other party's prior consent to a successor in interest in connection with a merger, acquisition or sale of all or substantially all of its assets to which this Agreement relates on condition that such successor in interest agrees in writing to comply with all terms and conditions of this Agreement.

13.5 Both parties acknowledge and agree that this Agreement constitutes the entire agreement between the parties in regards to the subject matter herein. Any other terms and conditions, including, without limitation, terms and conditions on or attached to a purchase order, vendor registration documents, tenders or request for proposals. are void and shall be of no force and effect regardless of whether they are delivered to Meltwater prior to, concurrently, or after the execution of this Agreement. Performance by Meltwater with respect to the Meltwater Services shall not constitute acceptance of any additional or alternative terms and conditions nor shall a failure to act on said additional terms and conditions constitute acceptance of the provisions contained therein.

13.6 This Agreement may only be amended in writing signed by authorized representative of both parties.

13.7 Customer and Meltwater agree that notices may be sent by electronic mail, to the electronic mail address indicated on the Order Confirmation, or then-current electronic mail address provided by a party to the other party and designated as the proper electronic mail address, and agree that notices are deemed received forty-eight (48) hours after transmission. Each party agrees that any electronic communication will satisfy any legal communication requirements, including all such communication required by applicable laws to be in writing.

Global version last updated 7.2021.

From: Violet Rudy
Sent: Thursday, January 19, 2023 10:31 AM
To: Sarah Demko; Candace Rumancik
Subject: FW: [EXTERNAL]Meltwater x CPS Partnership

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

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From: Colton Wood <colton.wood@meltwater.com>
Sent: Friday, January 13, 2023 12:45 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: [EXTERNAL]Meltwater x CPS Partnership

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Violet,

Hope you've been well!

As you know, Eric and Evan have been working tirelessly to find a workaround for CPS to properly deliver content.

S. 24(1)(c)

I am happy to find a time that works for the team to talk about this further, please let us know how you would like to proceed.

Best,
Colton

--
Colton Wood
Managing Director
905-716-7168 | LinkedIn | Twitter

Disclaimer

The information contained in this email may be confidential. It has been sent for the sole use of the intended recipient(s). If the reader of this email is not an intended recipient, you are hereby notified that any unauthorized review, use, disclosure, dissemination, distribution, or copying of this message is strictly prohibited. If you have received this email in error, please notify the sender immediately and destroy all copies of the message.

For more information on how we process personal data please see www.meltwater.com/privacy. Please note that neither the Company nor the sender accepts any responsibility for viruses and it is your responsibility to scan or otherwise check this email and any attachments.

Non-Responsive

Non-Responsive

From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Monday, August 22, 2022 1:09 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hi Violet,

Sounds good! Attaching the contract below as a PDF for your team to review internally as well as a signable version HERE, should there not be any questions.

Non-Responsive

With the change to a 6 month contract, I was slightly off with the price. The total is actually $24,105 as there was an adjusted minimum, hope this doesn't pose any problems since it is minimal.

We have a September 1 start date on the contract, do you anticipate being able to work through procurement to meet that date?

Best,
Eric

Non-Responsive

Non-Responsive

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Monday, August 22, 2022 1:26 PM
To: Sarah Demko <SDemko@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: FW: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hi Sarah,

About a minute after I pressed send to you, Eric sent over the contract.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Monday, August 22, 2022 1:09 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hi Violet,

Sounds good! Attaching the contract below as a PDF for your team to review internally as well as a signable version HERE, should there not be any questions.

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With the change to a 6 month contract, I was slightly off with the price. The total is actually $24,105 as there was an adjusted

minimum, hope this doesn't pose any problems since it is minimal.

We have a September 1 start date on the contract, do you anticipate being able to work through procurement to meet that date?

Best,
Eric

On Mon, Aug 22, 2022 at 12:46 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hi Eric,
>
> Yes exactly. Could you please put together a 6 month contract with S.16(1)
> Once I get the quote/contract for 6 months, I will run it past leadership and send to the team working in procurement.
>
> Thank you very much,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
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>
> ---
>
> **From:** Eric Farmer <eric.farmer@meltwater.com>
> **Sent:** Monday, August 22, 2022 9:40 AM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Cc:** Colton Wood <colton.wood@meltwater.com>
> **Subject:** Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown
>
> Hi Violet,
>
> Thank you for the additional information, definitely sounds like a matter of timing to get everyone synced up down the line.
>
> Since CPS has the go ahead for a 6 month contract with Meltwater, should we prepare the paperwork with a 6 month agreement, and unlimited monitoring?
>
> The cost would be half of what we quoted above (total: $24,000 for 6 months - unless you require additional users).
>
> Can you please let us know if there are any additional steps after sending through the contract?
>
> Best,
> Eric
>
> On Mon, Aug 22, 2022 at 9:17 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:
>
> > Good morning Eric and Colton,

Thank you for doing that.

At this point, the only addition I've heard was to have a 6 month contract and continue on month to month until we can match up with the City of Calgary. Non-Responsive
Non-Responsive

When it comes to the level of monitoring, I believe we would do the unlimited step, I'm sure this will help with convincing leadership.

Sorry for the delay, last week was incredibly busy.
Hope you both had a great weekend,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Thursday, August 18, 2022 1:33 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hi Violet,

Appreciate the added context with where CPS and the City stand. After speaking with leadership, they agree this is certainly a unique case and I am working on getting them on board with the idea of a 6 month contract.

They do have a few questions as they consider approving it.

- Given you have permission to proceed with a 6 month trial, are there any additional steps before executing an agreement?
- Has the team decided on the level of monitoring they want to use? (5 search folders vs. 10 vs. unlimited)

Are you free for a few minutes this afternoon for a quick call to discuss?

Best,
Eric

On Thu, Aug 18, 2022 at 11:31 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Good morning Eric,

Non-Responsive

At this time we were only granted permission to proceed with 6 months. The sole source was not accepted and this 6 months (or more if needed…) would give us time to complete the necessary documentation to complete a Request for Proposal.

I completely understand the situation and the history of past clients. I am not looking to setup a process for a short term and then have to redo the work, learn a new system and train staff again in 6-12 months. As much as I really like Meltwater, this is something completely out of our control, this has happened in the past where a short term solution turned into a long term one.

I do apologize for all the work you both have had to do on this one, multiple presentations, documentation, etc. I appreciate your time very much.
Hope you both have a great rest of your week,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Wednesday, August 17, 2022 3:40 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hi Violet,

Appreciate the update from your end, we will sit tight for a meeting next week.Non-Responsive
Non-Responsive

Unfortunately, we do not offer 6 month trials of the platform. S. 16(1)
S. 16(1) we have been burned in the past by offering trial periods,S. 16(1) then never hearing from clients again.

Looking forward to hearing back on a new meeting time.

Best,
Eric

On Wed, Aug 17, 2022 at 5:14 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Good afternoon Eric,

Sorry for the delay. We're hoping to meet with you next week. This week was quite busy.
We're still working through the internal process with The City of Calgary. Non-Responsive
Non-Responsive

At this point, I was hoping that you could provide me with a 6 month quote for what we discussed below.

Thank you,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Thursday, August 11, 2022 12:57 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hey Violet,

Not a problem - looking forward to hearing back from you with an updated time soon!

Best,
Eric

On Thu, Aug 11, 2022 at 2:35 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Colton and Eric,
>
> So sorry to do this to you both, our meeting with the City got pushed.
>
> I'll send you an email either end of day or on Monday on when we can reschedule next week.
>
> Sorry again,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist

S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

[redacted]

ISC: Protected A

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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Tuesday, August 09, 2022 9:03 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hey VIolet,

Not a problem, just sent over an updated invite for Thursday.

Looking forward to speaking more then,

Eric

[redacted] On Tue, Aug 9, 2022 at 10:54 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Hey Eric,

Could we reschedule the meeting on Wednesday please?

Could we meet on Thursday instead from 2 – 2:30 p.m. or 2:30 – 3 p.m.?

Thanks,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist

S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Thursday, August 04, 2022 5:21 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hey Violet,

10-1030 on Wednesday works great for us! Sending over invites now.

Any questions in particular you have in advance we can get information ready for?

Best,

Eric

On Thu, Aug 4, 2022 at 7:05 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Eric and Colton,
>
> Do you have time to meet with Emma and I on Wednesday? 10-10:30 a.m. or 2:30-3 p.m. MST works for us.

Let me know, thanks,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist

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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Wednesday, August 03, 2022 10:05 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: [EXTERNAL]Meltwater/CPS Pricing Breakdown

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hello Violet,

Thanks again for your time and clarity on the team's needs!

Including a pricing breakdown of the package we discussed. S.16(1)
S.16(1)

12 month agreement

Explore (News & Social Monitoring - S.16(1)

+ Meltwater Social Media Management/Engagement/Measurement S.16(1)

= $40,000 S.16(1)

Add-ons:

S.16(1)

S.16(1)

Because of the way our folder pricing breaks down, if you are interested in additional search folders, we would recommend going with the unlimited option.

Excited to hear updates from this afternoon's meeting!

Best,

Eric

--

Eric Farmer

Director - Strategic Accounts

M: 514.243.3542

It's a big data world out there, let's explore

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Eric Farmer

Director - Strategic Accounts

M: 514.243.3542

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--
Eric Farmer
Director, Strategic Accounts
514-243-3542 | LinkedIn |
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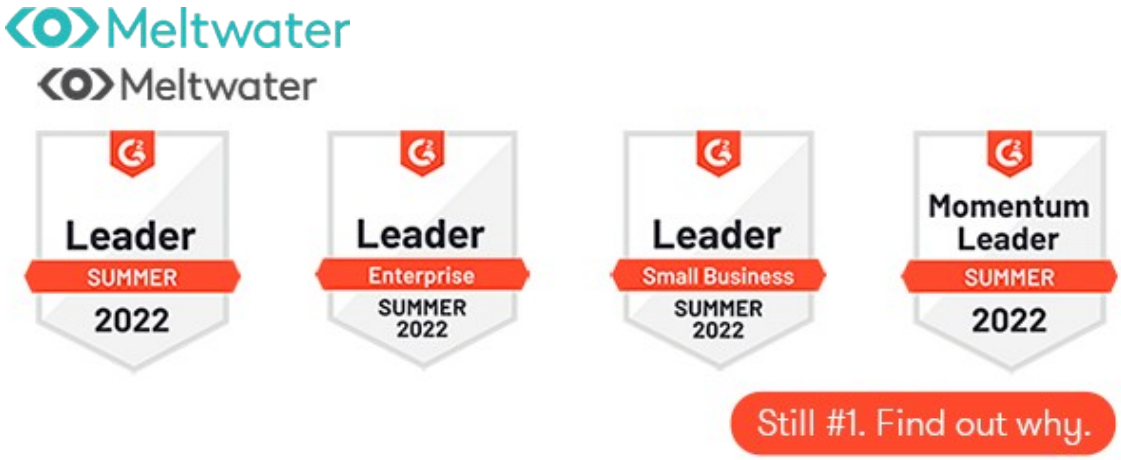

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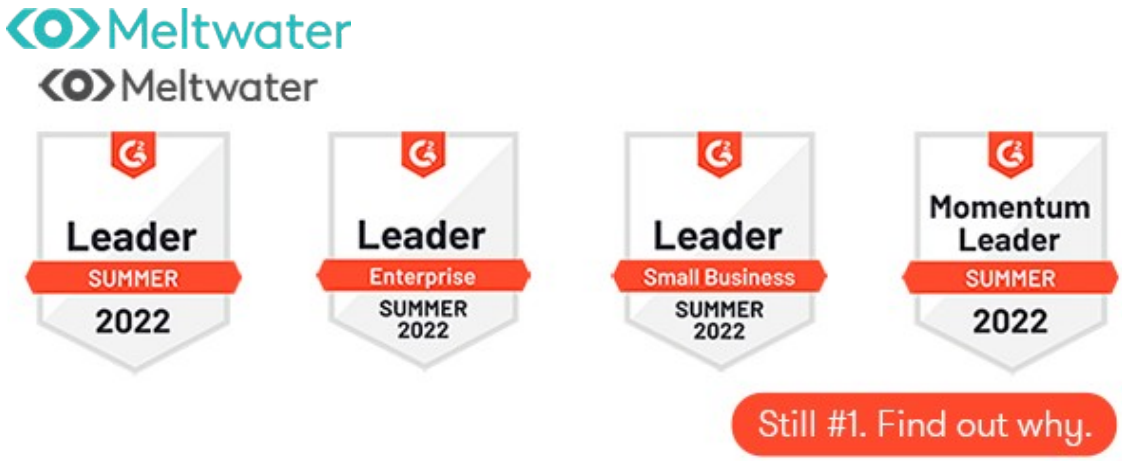
514-243-3542 | LinkedIn |



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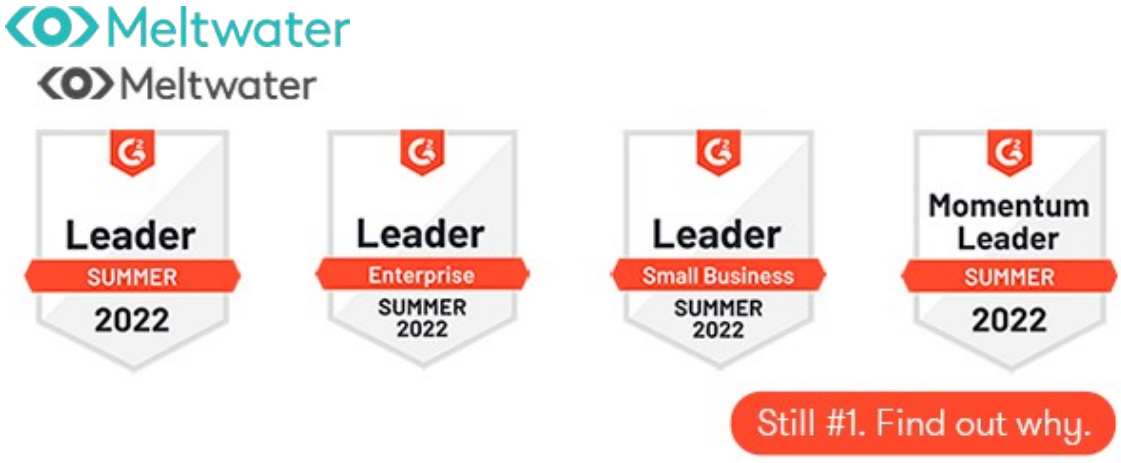

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Order Confirmation

Meltwater

Effective Date: _____

Meltwater Services

☒ **Explore Unlimited - Base**
(Sep 01, 2022 - Feb 27, 2023)

S.16(1)

☒ **Meltwater Engage** S.16(1) **Profiles**
(Sep 01, 2022 - Feb 27, 2023)

S.16(1)

☒ **Meltwater Lite**
(Sep 01, 2022 - Feb 27, 2023)

S.16(1)

☒ **Additional Users**
(Sep 01, 2022 - Feb 27, 2023)

- Users: Access by up to S.16(Authorized Users (defined herein) to the Meltwater platform. "Authorized Users" means those specific employees or consultants located in Canada that Customer has authorized to use the Meltwater platform solely for Customer's own internal business purposes.

Total Price	**24105.00 CAD** (amount excludes Sales Tax)

Special Terms:

- Notwithstanding anything to the contrary in this Agreement, Customer will pay all invoices in accordance with the following schedule: Invoice 1 in the amount of 24105.00 CAD due on or before Sep 14, 2022

By signing below, Customer agrees to be bound by this Order Confirmation, the General Terms & Conditions, and Special Terms, if any, which together constitute the entire Agreement between the parties. The signing individual represents that he/she has the authority to enter into the Agreement on behalf of Customer

Customer		**Meltwater**	
Calgary Police Service 5111 47 St NE Calgary, Alberta T3J 3R2 Canada Contact: Violet Rudy P: (403) 268-5116		Meltwater News Canada Inc. 150 King St West Toronto, ON M5H 1J9 Canada	
Date	_____	**Date**	_____
Name	_____	**Name**	**Evan deVerteuil**
Email	_____		
Title	_____		
Signature	_____		

General Terms and Conditions of Use of Meltwater Services

1. General

These General Terms and Conditions of Use ("T&C") together with the Order Confirmation and Special Terms (as defined in the Order Confirmation), if any, constitute the entire "Agreement" between the parties. This Agreement shall govern Customer's access to and use of the Site (as defined below) and the Meltwater products and services purchased by Customer as listed in the Order Confirmation (collectively, "Meltwater Services"). The Meltwater Services are provided by **Meltwater News Canada Inc.** ("Meltwater") and its third party providers, as applicable, on and through the domain and sub-domains of www.meltwater.com (collectively, the "Site"). To the extent of any inconsistency between the T&C, Special Terms and the Order Confirmation, the Special Terms shall control, followed by the T&C and then the Order Confirmation, unless otherwise agreed by the parties.

2. Right of Use

2.1 Customer is obligated to access and use the Site and the Meltwater Services, and any content accessed by or provided therein, in accordance with all applicable laws, rules and regulations and agrees to accept Meltwater's privacy policy, located at http://www.meltwater.com/privacy. Meltwater reserves the right to make changes to its policies and the Site at any time. Subject to the terms and conditions of the Agreement, Meltwater shall grant Customer a non-exclusive and non-transferable right to permit the Authorized Users specified in the Order Confirmation to use the Meltwater Services for internal purposes. This does not include performance of services for the benefit of third parties, nor the use by Customer's affiliated companies. Customer shall be authorized to engage external consultants as users of the Meltwater Services on the premise of appropriate contractual agreements and to the extent that they will use the Meltwater Services exclusively for the Customer.

2.2 Customers who are marketing or public relations agencies may use the Meltwater Services on behalf of their clients but only if all of the following conditions are met: (i) Customer agrees that Meltwater and its licensors and/or providers are not parties to the agreement between Customer and its client; (ii) Customer's payment obligations pursuant to this Agreement are not dependent upon receiving payment from Customer's clients; (iii) Customer must first obtain its client's written consent authorizing Customer to provide client information as necessary for Meltwater to perform under this Agreement; (iv) if applicable, Customer must first obtain its client's written consent authorizing Customer to act on the client's behalf, including sending out press releases using the Meltwater Services; and (v) the agreement between Customer and its clients is at least as restrictive and protective of Meltwater's and its licensors' and/or its providers' rights as this Agreement. Customer shall be solely responsible for and shall comply with all laws, rules, regulations and directives in delivering and providing the Customer's agency services, including but not limited to, any laws regarding privacy and the use and disclosure of personal data and any advertising and/or marketing laws.

3. Prerequisites

Customer shall be responsible for obtaining and maintaining all hardware, software, communications equipment and network infrastructures required to access and use the Site and the Meltwater Services, and for paying all third-party fees and access charges incurred while using the Meltwater Services.

4. Account and Password

Customer will receive a password to log in to the Site and access the Meltwater Services. Customer shall have sole responsibility for all activities relating to such Customer's account and shall immediately inform Meltwater of any unauthorized use of the Customer's account.

5. Product-Specific Terms and Conditions

If Customer purchases the following Meltwater Services, the following applicable terms and conditions listed below shall apply, in addition to all other terms of this Agreement:

5.1 **Canadian Premium Content/Postmedia Premium Content/Direct Feed**: The Rights of Use in S2 of this Agreement sets out Customer's use rights and the limited license that the Customer has to use Meltwater's products, including full text content of these Meltwater Services. To the maximum extent permitted by law, and without limitation to all other rights and remedies available to Meltwater, Customer shall indemnify and hold harmless Meltwater, its subsidiaries, affiliates, successors, assigns, officers, directors, stockholders, employees, and customers, from and against any and all liability, losses, damages, claims, demands, fines, causes of action, suits, or proceedings, and expenses connected therewith (including reasonable attorneys' fees), arising from or related to Customer's breach of the Rights of Use with these Meltwater Services. This indemnification is unlimited.

5.2 **Online Newswire**: Customer shall only release newswires, articles or other content that is directly associated with Customer, and Customer acknowledges that neither Meltwater nor any third party newswire provider has any obligation to publish Customer content onto any third party newswire or website. Meltwater and any third party newswire provider, at their sole discretion, shall expressly reserve the right to refuse any news releases and/or other content such as graphics, photos and captions that are not consistent with the purpose of a professional news release distribution network.

5.3 **Media Relations Platform:** Media Relations Platform is intended for use in distributing pressreleases to professional journalists. By uploading Customer's owncontacts, Customer represents and warrants that: (i) all contacts locatedin Canada are professional journalists or otherwise are employees,representatives, consultants or franchisees of an organization with which Customer has a relationship; and (ii) that Customer complies withCanada's anti-spam law ("CASL"). Customer shall indemnify and holdharmless Meltwater, its subsidiaries, affiliates, successors, assigns,officers, directors, stockholders, employees and customers (the"Indemnitees"), from and against any and all liability, losses, damages,claims, demands, fines, causes of action, suits or proceedings andexpenses connected therewith (including reasonable attorneys' fees) arising from or related to Customer's breach of the warranties hereinSection 5.3.

5.4 **Critical Mention**: The broadcast monitoring services provided by Critical Mention (the "CM Services") provide Customer the ability to search and access broadcast transcripts, and digitized broadcast television clips and radio clips ("CM Content"). Customer agrees to review, download, copy, edit, distribute and otherwise use CM Content for internal, research purposes only, or, in the event that Customer is an agency, for the internal, research purposes of its clients, subject to section 2.2 herein. Other than as expressly permitted herein, Customer shall not: (i) copy, edit, display, exhibit, perform, distribute, transmit , publicly display, post to a company intranet or public website or otherwise use the CM Content, in whole or in part in any way; (ii) copy, license, sell, resell, transfer access to, or otherwise redistribute or make the CM Services available to any person other than your authorized end users; (iii) alter, obscure, remove, change, obliterate or separate any identification, copyright, trademark, confidential or proprietary notices from the CM Services or the CM Content; (iv) copy any data, information, software or materials available through the service or develop any derivative works thereof; (v) attempt to gain unauthorized access or permit or enable unauthorized parties to access or use the CM Services or the CM Content; vi) alter, decipher, decompile, disassemble or reverse engineer any of the software or other code comprising the CM Services. Any use not expressly granted herein is strictly prohibited. Additional rights to CM Content must be obtained from the rights owner directly. Customer agrees to use reasonable efforts to prevent unauthorized copying, display, or distribution of CM Content, and unauthorized access to the CM Services. Customer shall comply with all laws and regulations applicable to its use of the CM Services. Customer acknowledges that the CM Services are powered by a third party provider, and accordingly such provider shall be deemed an intended third party beneficiary of these terms of service and shall have the right to enforce the terms and conditions contained herein.

5.5 **Global Print Media**: Customer represents that it has read, understands, and agrees to be bound by the terms and conditions located at http://meltwaternews.com/doc/AcquireMediaTermsofService.pdf. Customer agrees that Acquire Media is an intended third party beneficiary of this Agreement.

5.6 **Meltwater Engage.** Customer represents that it has read, understands, and agrees to be bound by the terms and conditions located at http://engage.meltwater.com/meltwater-terms-of-service Customer agrees that Sprout Social is an intended third party Beneficiary of this Agreement. Reference to Meltwater in Sections 6, 10 and 11, shall apply equally to Sprout Social as if Sprout Social were named in place of Meltwater to the extent applicable. For the avoidance of doubt, the T&C (except for Sections 7 and 8) shall apply for any trial use of the Engage Service.

6. Third Party Sites and Third-Party Content

Meltwater Services may include links to third party websites ("Third Party Sites"). Customer is responsible for evaluating whether to access or use a Third Party Site and agrees to be bound by any applicable terms found therein. Meltwater does not screen, audit or endorse any Third Party Site. Meltwater shall not assume any responsibility for the content, advertising, products or other materials ("Third-Party Content") on Third Party Sites. Customer agrees it will not copy, reproduce, distribute, transmit, broadcast, modify, display, sell, license or otherwise exploit Third Party Content except in strict compliance with the rights, if any, granted to Customer by any third party. Customer warrants that all content uploaded and distributed via the Meltwater Services by Customer shall comply with all applicable law. Meltwater will terminate the account of any Customer, and block access of any user, who infringes any Meltwater or third party intellectual property right.

7. Invoicing and Payment

7.1 Prior to the start of each contract term, Customer will be invoiced for the full amount due. Customer shall pay all invoices within fourteen (14) days after the invoice date. Except as provided in Section 7.3 below, payment obligations are non-cancellable and all fees paid by Customer are non-refundable.

7.2 Unless otherwise stated, Meltwater's fees do not include any taxes, levies, duties or similar governmental assessments of any nature, including but not limited to value-added, sales and use, or withholding taxes, assessable by any local, state, provincial, federal or foreign jurisdiction (collectively, "Taxes"). Customer is responsible for paying all Taxes associated with its purchase of Meltwater Services. If Meltwater has the legal obligation to pay or collect Taxes for which Customer is responsible, the appropriate amount shall be invoiced to and paid by Customer, unless Customer provides Meltwater with a valid tax exemption certificate from the appropriate taxing authority.

7.3 If Customer is in breach of this Section, Meltwater shall be entitled to charge default interest on the outstanding fees in the maximum amount allowable by law and/or suspend or terminate access to the Meltwater Services at its sole option, with or without notice to Customer. Additional claims for payment default remain reserved.

7.4 In the event Meltwater materially breaches this Agreement, and such breach remains uncured for a period of thirty (30) days after notice from Customer, Customer shall be entitled to a pro-rata refund for the portion of the then-current term that has been pre-paid and is subject to the material breach and remains uncured.

8. Duration and Cancellation

8.1 The Agreement shall commence on the date specified in the Order Confirmation and shall continue for the initial term as stated therein, unless earlier terminated in accordance with the Agreement. Thereafter, the Agreement will be extended automatically for periods of time equivalent to the initial term or the then-current renewal term at Meltwater's then-current prices and subject to the terms of this Agreement, unless the Agreement is cancelled in writing at least sixty (60) days prior to the expiration of the initial term or the then-current renewal term. Any initial pricing and/or payment terms shall only be applicable to the initial term.

8.2 A timely cancellation according to Section 8.1 will become effective as of the end of the respective term. Upon expiration or termination of the Agreement, Customer's access rights and all other rights granted under this Agreement shall expire. Termination of the Agreement shall not act as a waiver of any breach of the Agreement and shall not release a party from any liability for breach of such party's obligations under the Agreement that occurred prior to the effective date of termination.

8.3 In addition to other rights and remedies available to Meltwater, Meltwater is entitled to cancel the Agreement without notice if Customer violates essential or material obligations under the Agreement. Meltwater also reserves the right to cancel the Agreement without notice if a substantial decline in the asset situation of Customer occurs, if insolvency proceedings are opened for the assets of Customer or if such proceedings are rejected due to lack of assets.

8.4 The following Sections shall survive the expiration, termination or cancellation of the Agreement in full force and effect: General, Third Party Sites and Third Party Content, Intellectual Property, Data Use and Restrictions, Liability and Warranty, and Additional Provisions.

9. Intellectual Property

Subject to applicable law, the content on the Site, except for content created by users and third parties if any, including without limitation, software, code, forms, text and other materials, trademarks, service marks or logos contained therein ("Marks"), are owned by or licensed to Meltwater. Customer's use of the Site and the Meltwater Services is limited to the rights granted to Customer under this Agreement and Meltwater reserves all rights not expressly granted herein.

10. Data Use and Restrictions

The rights granted to Customer under this Agreement do not include any resale of any portion of the Site or its contents; any collection and use of any derivative of the Site or its contents; any downloading or copying of account information for the benefit of another company or party; or any use of data mining, robots, or similar data gathering and extraction tools. The Site or any portion of the Site may not be reproduced, duplicated, copied, sold, resold, visited, or otherwise exploited for any purpose inconsistent with the limited rights granted to Customer under this Agreement. Customer may not frame or utilize framing techniques to enclose any trademark, logo, or other Meltwater generated content of the Site, or use meta tags or any other "hidden text" or data elements utilizing Meltwater's name or trademarks without express written consent by Meltwater. Meltwater shall in no way be responsible or liable for unauthorized use or disclosure of personal information by the Customer.

11. Liability and Warranty

11.1 To the maximum extent permitted by applicable law, either party's total, aggregate liability arising out of or in connection with this Agreement shall in no event exceed the total amount of payments due by Customer to Meltwater during the initial term or the then applicable renewal term of the Agreement.

11.2 To the maximum extent permitted by applicable law, in no event shall either party be liable for any, indirect, incidental, special, consequential or exemplary damages, however caused and under any theory of liability arising out of or in connection with this Agreement. This shall include, but not be limited to, any loss of; profit, goodwill or business reputation, any loss of data suffered, cost of procurement of substitute goods or services, or other intangible loss.

11.3 Meltwater warrants that it has the legal power and authority to enter into this Agreement. Except as provided herein, Meltwater provides the Site "as is" without any warranty or condition of any kind, express or implied. Meltwater does not guarantee uninterrupted, secure or error-free operation of the Site. Meltwater makes no representation or warranty as to the accuracy, timeliness, quality, completeness, suitability or reliability of any information or data accessed on or through the Site. No information obtained from Meltwater or through the Site, whether oral or written, shall create any warranty not expressly stated in this Agreement.

12. Operating Hours and System Maintenance

12.1 Meltwater shall use commercially reasonable efforts to ensure that the Customer receives uninterrupted and continuing service throughout the term of the Agreement.

12.2 Notwithstanding Section 12.1, Meltwater may need to carry out routine maintenance or urgent maintenance or the Meltwater Services may become unavailable for reasons not within Meltwater's control. In such case, Meltwater shall use commercially reasonable efforts to inform the Customer of any downtime and restore the Meltwater Services as soon as reasonably practicable. In the event Meltwater fails to use commercially reasonable efforts and the Meltwater Services remain unavailable to Customer for more than three (3) business days of Customer first notifying Meltwater of such unavailability, Meltwater will issue to Customer a credit in an amount equal to the pro-rated charges of one day's usage fees for every day that the Meltwater Services are unavailable for the Customer.

13. Additional Provisions

13.1 The Agreement will be governed by and interpreted in accordance with the laws of the jurisdiction where Meltwater is located. To the extent allowed by law, Customer irrevocably agrees all disputes arising out of

or in connection with this Agreement shall be finally settled by binding arbitration under the Rules of Arbitration of the International Chamber ofCommerce by one arbitrator appointed in accordance with the said Rules. The place of arbitration shall be the city where Meltwater is located. The language of the arbitral proceedings shall be English (or as determined between the parties). Judgment upon any award(s) renderedby the arbitrator may be entered in any court having jurisdiction thereof. The arbitrator is authorized to include in the award an allocation to any party of such costs and expenses, including reasonable attorneys' fees,as the arbitrator shall deem reasonable.

13.2 A party's waiver of a breach or default by the other party of any provision of the Agreement shall not be construed as a waiver of any succeeding breach or default by the other party, nor shall a party's failure to exercise or enforce any right or provision of the Agreement be deemed to be a waiver of such right or provision.

13.3 Invalidity of any specific provision of this Agreement shall not affect the validity of the remaining provisions. Any invalid provision shall be replaced by a valid provision which comes as close as possible to the intent of the invalid provision.

13.4 Neither this Agreement nor any obligation or right hereunder may be assigned or transferred by either party without the prior written consent of the other party, which consent shall not be unreasonably withheld; provided, however, that both parties may assign this Agreement in whole without the other party's prior consent to a successor in interest in connection with a merger, acquisition or sale of all or substantially all of its assets to which this Agreement relates on condition that such successor in interest agrees in writing to comply with all terms and conditions of this Agreement.

13.5 Both parties acknowledge and agree that this Agreement constitutes the entire agreement between the parties in regards to the subject matter herein. Any other terms and conditions, including, without limitation, terms and conditions on or attached to a purchase order, vendor registration documents, tenders or request for proposals. are void and shall be of no force and effect regardless of whether they are delivered to Meltwater prior to, concurrently, or after the execution of this Agreement. Performance by Meltwater with respect to the Meltwater Services shall not constitute acceptance of any additional or alternative terms and conditions nor shall a failure to act on said additional terms and conditions constitute acceptance of the provisions contained therein.

13.6 This Agreement may only be amended in writing signed by authorized representative of both parties.

13.7 Customer and Meltwater agree that notices may be sent by electronic mail, to the electronic mail address indicated on the Order Confirmation, or then-current electronic mail address provided by a party to the other party and designated as the proper electronic mail address, and agree that notices are deemed received forty-eight (48) hours after transmission. Each party agrees that any electronic communication will satisfy any legal communication requirements, including all such communication required by applicable laws to be in writing.

Global version last updated 7.2021.

From: Oster, Joshua C. <Joshua.Oster@calgary.ca>
Sent: Thursday, August 04, 2022 2:02 PM
To: Parmar, Gurjit
Cc: Sarah Demko; Candace Rumancik
Subject: FW: [EXTERNAL]RE: Sole Source Question - Meltwater
Attachments: Procurement Valuation Meltwater.xlsx; Procurement Plan Template - Meltwater.docx; Meltwater Letter of Uniqueness - Calgary Police Service.pdf; Meltwater - Exclusive Sources.pdf

ISC: Protected A

Hi Gurjit,

Can we go over the procurement plan together, I don't think an NOI has to be issued IF it's a Sole Source however, I could be wrong?

Josh Oster
Buyer, Sourcing Group
Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
T 403-268.4939 | joster@calgary.ca 2nd Floor, Building U, Manchester - 651 25 Ave SE
WORKING REMOTELY

Non-Responsive

From: Sutherland, Matthew D. **On Behalf Of** Supply New Requests
Sent: Monday, May 30, 2022 5:14 PM
To: Oster, Joshua C.
Cc: Parmar, Gurjit ; Sarah Demko ; Ashley Gillies
Subject: FW: [EXTERNAL]RE: Sole Source Question - Meltwater

Josh, can you please work on this one with Gurjit's assistance? Can you please let me do a quick review prior to seeking Amit's approval on the plan.

Thanks,

Matt

Matthew Sutherland
Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
P 403.268.1342 | **F** 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.
P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Thursday, May 26, 2022 1:48 PM

To: Supply New Requests <SupplyNewRequests@calgary.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Oster, Joshua C. <Joshua.Oster@calgary.ca>; Ashley Gillies <pol12152@calgarypolice.ca>; Candace Rumancik <pol11475@calgarypolice.ca>; Emma Poole <pol11022@calgarypolice.ca>
Subject: FW: [EXTERNAL]RE: Sole Source Question - Meltwater

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ATTENTION: Do not click links or open attachments from external senders unless you are certain it is safe to do so. Please forward suspicious/concerning email to spam@calgary.ca

ISC: Protected A

Good afternoon,

As per the attached email chain, S. 24(1)(c)
S. 24(1)(c)

Please let me know if there are any questions or concerns.

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Sent: Wednesday, May 25, 2022 2:12 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Hofstetter, Barry <Barry.Hofstetter@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

24(1)(c)

Matthew Sutherland
Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140

P 403.268.1342 | **F** 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.
P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Wednesday, May 25, 2022 2:05 PM
To: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Cc: Ashley Gillies <pol12152@calgarypolice.ca>; Candace Rumancik <pol11475@calgarypolice.ca>; Hofstetter, Barry <Barry.Hofstetter@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

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ISC: Protected A

Good afternoon Matt,

Thank you for providing a response so quickly. S. 24(1)(c)
S. 24(1)(c)

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Sent: Wednesday, May 25, 2022 2:00 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Ashley Gillies <AGillies@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>; Hofstetter, Barry <Barry.Hofstetter@calgary.ca>
Subject: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Thank you Sarah,

S. 24(1)(c)

Let me know if you have any questions, Barry just an fyi in case you end up with this in the future, Have a great afternoon,

Matt

Matthew Sutherland
Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
P 403.268.1342 | **F** 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.
P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Wednesday, May 25, 2022 12:12 PM
To: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Cc: Ashley Gillies <pol12152@calgarypolice.ca>; Candace Rumancik <pol11475@calgarypolice.ca>
Subject: [External] Sole Source Question - Meltwater
Importance: High

This Message Is From an External Sender

This message came from outside your organization.

ATTENTION: Do not click links or open attachments from external senders unless you are certain it is safe to do so. Please forward suspicious/concerning email to spam@calgary.ca

ISC: Protected A

Good morning Matt,

I was not sure if you are the Lead I am still sending these requests to with the reorg happening. Please let me know if I should contact someone else.

S. 24(1)(c)

S. 24(1)(c)

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

NOTICE -
This communication is intended ONLY for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The City of Calgary thanks you for your attention and co-operation.

Supply Management

Procurement Valuation Tool

Procuring Entity Contact

Name	Ashley Gillies/Sarah Demko
Position	Leader, SPAM/ Director IT Operations
Business Unit	CPS
Date Valuation Completed (YYYY-MM-DD)	2022-05-25

Project Title (if known)	Social Media Monitoring System

Procurement Valuation

Items*	Initial or One-time Cost	Year 1	Year 2	Year 3	Year 4	Year 5+	Total
Meltwater Explore S.16(1) S.16(1)	$0.00	$40,000.00	$40,000.00	$40,000.00	$40,000.00	$40,000.00	$200,000.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Cash Allowance	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Contingency	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Disbursements **(only applicable for Engineering & Architectural Consulting)**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Freight (including duties or other shipping charges)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Total Procurement Valuation	$0.00	$40,000.00	$40,000.00	$40,000.00	$40,000.00	$40,000.00	$200,000.00
GST (@ 5%)	$0.00	$2,000.00	$2,000.00	$2,000.00	$2,000.00	$2,000.00	$10,000.00
Total Procurement Valuation (including GST)**	$0.00	$42,000.00	$42,000.00	$42,000.00	$42,000.00	$42,000.00	**$210,000.00**

*Other items that may be applicable: additional scope or phases of work, additional Contract renewal terms, licence, maintenance and support fees, permit fees, or the potential Procurement needs of multiple City business units.

** If your Total Procurement Valuation (including GST) is equal to or greater than the respective Trade Agreement Thresholds ($75,000 or greater for consulting, goods and services, and information technology, and $200,000 or greater for Construction), The City's *Procurement Governance Framework* applies.

(This section is to be completed by the Procuring Entity and Finance)

Approved Budget (from all sources)

Initial or One-time Cost	Year 1	Year 2	Year 3	Year 4	Year 5+
$0.00	$42,000.00	$42,000.00	$42,000.00	$42,000.00	$42,000.00

Comments:
Budget is available for all 5 years.

Account Coding

GL Business Unit	Account	Fund	Dept ID	Activity	Reference	Project ID	Task
	42380	20	10189				

(add additional rows if needed)

DEPT ID Owner Acknowledgement

Date (YYYY-MM-DD)	2022-05-25
Name	Sarah Demko for Ashley Gillies
Signature	

Finance Leader or Delegate Acknowledgement

Date (YYYY-MM-DD)	
Name	
Signature	

(add additional signature blocks if multiple Finance Leader (or delegate) signatures are required)

Supply Management

Procurement Plan

1. Before you start your Procurement Plan

1.1 If you haven't already done so, please read through The City's *Procurement Policy*, *Procurement Practices*, and *Procurement Governance Framework*. Together, these documents provide context for all persons covered by the Procurement Policy relative to procurement decision making and activities, accountabilities and responsibilities, and overall navigation of procurement at The City.

1.2 With specific reference to planning for procurement, the Procurement Policy offers a few key messages that you should keep in mind:

- All persons covered by the Procurement Policy must plan for Procurement (regardless of the value) to establish the overall Procurement Strategy prior to procuring.
- All relevant Enabling Services and Internal Service Providers must be engaged to obtain service or approval of the Procurement Strategy.
- Following The City's *Procurement Governance Framework* is mandatory for procurements at or above Trade Agreement Thresholds; that is, a total procurement valuation of:
  - **$75,000** or greater for goods and services, consulting, information technology; and
  - **$200,000** or greater for construction.

1.3 Supply Management is available to advise on your Procurement Plan at any time by submitting to SupplyNewRequests@calgary.ca.

1.4 If your total procurement valuation is ***less than* Trade Agreement Thresholds**, and you feel comfortable managing the procurement on your own, feel free to do so in accordance with The City's *Procurement Practices*. Supply Management is also available to advise you if you require.

1.5 If your total procurement valuation is **at or *above* Trade Agreement Thresholds,** when you feel that you are ready to move forward to Procurement Gate 1, submit to SupplyNewRequests@calgary.ca your:

- Procurement Plan,
- Procurement Valuation Tool,
- scope of work and specifications,
- any additional terms and conditions, and
- evaluation criteria.

A Supply Management Buyer will be assigned to validate your Procurement Plan and attachments for completion and compliance.

1.6 Your completed Procurement Plan should address each section of this document unless it is for a non-competitive procurement. Then only certain sections apply.

1.7 If you are unsure of any sections, just leave them blank and further discuss with a Supply Management Buyer.

Supply Management

Procurement Plan

2. What is your contact information?

2.1 Provide your contact information below.

Name	Sarah Demko (for Ashley Gillies)
Position	Director of IT Operations (SPAM Leader)
Business Unit or Other Entity	Calgary Police Service

2.2 Are you purchasing on behalf of another City business unit(s) other than your own?

☐ Yes	Which business unit(s)? List below.	
	1.	
	2.	
	3.	
☒ No		

3. What is the value of your procurement?

3.1 Have you completed your procurement valuation using the *Procurement Valuation Tool*? This is important, as it:

- will determine if your procurement is subject to trade agreement requirements; and
- documents **Finance's acknowledgement** for your procurement budget.

☒ Yes	Attached as a separate document with my Procurement Plan.

4. Working with others

4.1 Have you engaged all relevant Enabling Services and Internal Service Providers within The City to obtain service or approval of your Procurement Strategy?

☐ Yes	Which Enabling Services or **Internal Service Providers** did you contact? List below.	
	1.	
	2.	
	3.	
☒ N/A	Enabling Services or Internal Service Providers cannot provide what I need.	

4.2 Are you leveraging an existing Contract to fulfill your procurement needs? It may help to visit the *myCity Contract Search* tool to see what Contracts are already in place.

☐ Yes	If yes, what is the Contract or RFx number?	
	Contract or RFx #	e.g. 18-1733
☒ No		

4.3 Have you given any thought to a collaborative or shared procurement (i.e., working with other business units, institutions, or jurisdictions that may have a similar need)?

☐ Yes	List the names of any other business units, institutions, or jurisdictions that may benefit to participate in this procurement?	
	1.	
	2.	
	3.	
☒ No	This does not apply to my procurement.	

5. What are you looking to procure?

5.1 What general category would you say best describes your procurement? Check all boxes that apply.

☐ Goods & Services
☐ Consulting or Professional Services
☒ Information Technology
☐ Construction

5.1.1 Will any items procured need to be inventoried or warehoused by Supply Management?

☐ Yes	If yes, have you spoken with Supply Management's Inventory Leader or Planner to discuss a plan to inventory or warehouse your purchase? *	
	☐ Yes	
☒ No		

***Remember:** Any handling, management, and storage of inventory comes at a cost to the Procuring Entity, so it's good to have this conversation as soon as possible.

5.2 Provide a project title (if applicable) and brief description of what it is that you are looking to procure? If there are multiple procurements associated with this plan or this is a multi-stage Procurement Strategy, capture that information here.

Project title	Media Intelligence Services
Description	CPS is looking for a comprehensive media intelligence service. This service should include media monitoring, tracking, searching, archiving, translating and reporting. The need for analysis and reporting tools to assist CPS in the management of public relations and communications. An important consideration is real time analysis that could be useful during operational events.

Supply Management

Procurement Plan

5.3 Have you completed your detailed scope of work, scope of requirements, or detailed specifications for this procurement?

☒ Yes	Attached as a separate document(s) with my Procurement Plan.

5.4 Have you incorporated sustainability and resilience in to your specifications?

☐ Yes	If yes, provide a brief description as to how it is incorporated.
	e.g., The Potential Supplier must minimize packaging with all shipments to reduce environmental impact.
☒ No	

5.5 Would you consider the procurement to be high risk, potentially controversial, something never been done before, or subject to a high level of public interest or scrutiny?

☐ Yes	Provide a brief description below as to why you believe so.
☒ No	

5.6 Are there any actual, perceived, or potential conflicts of interest that may affect your procurement?

☐ Yes	If yes, provide a brief description.
	e.g., A City prequalified Engineering firm provided the original preliminary design 5 years ago. If we pursue the same prequalified Suppliers to complete detailed design, they may have a competitive advantage.
☒ No	

*__Remember:__ any actual, potential, or perceived conflict of interest should be discussed with Supply Management. Decisions made will be based on the facts at the time and will be documented to the procurement file.

5.7 Is your procurement time-sensitive based on an imposed constraint?

☐ Yes	Provide a brief statement to add context.
	e.g. This procurement is attached to provincial funding and must be spent by the end of next year.
☒ No	

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 600 of 1566

Supply Management

Procurement Plan

6. What is your Procurement Strategy?

6.1 Are you looking to competitively bid or non-competitively award your procurement?

☐ Competitively Bid	**Note:** If selected, skip to 6.2.
☒ Non-competitive award*	**Note:** If selected, only sections 6.1, 6.2, 6.3, 10 & 11 of the remaining document need to be filled out.
☐ N/A	Provide a brief description if selected. e.g. • I am leveraging an existing Contract that doesn't require a second-stage competitive bid process. • I am only issuing a Request for Information (RFI) to market at this point; there will be no awarded work.

***Remember:** There are very few exceptions that allow The City to non-competitively award work at or above Trade Agreement Thresholds.

6.1.1 If a non-competitive Procurement Strategy is selected, it helps to add a bit more context. Fill out **Appendix A** as part of your Procurement Plan.

☒ Yes	Attached as part of this Procurement Plan.

6.1.2 If a non-competitive Procurement Strategy is selected, will you be issuing a Notice of Intent (NOI) to market prior to awarding this non-competitive procurement?

☒ Yes	
☐ No	If selected, provide a brief description as to why an NOI is not required.

6.1.3 If issuing an NOI, have you completed the scope or supporting content for the NOI?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.

6.2 Is this a one-time procurement or do you have an on-going need for this good or service?

☐ One-time procurement	
☒ I have an on-going need for this good or service	If selected, how many years do you anticipate having this Contract in place for?* 5 years

***Remember:** There may be trade agreement obligations that limit the duration of a Contract.

6.3 Do you want to Contract with a single Supplier or do you need multiple Suppliers to fulfill your need?

☒ Single Supplier	☐ Multiple Suppliers

Supply Management

Procurement Plan

6.4 Is your procurement opportunity going to be made available to the open market or are you leveraging an existing prequalified list of Potential Suppliers?

☐ Open Market		
Prequalified list	☐ Construction Prime Contractor Click here for information about the list of prequalified Construction Prime Contractors.	
	☐ Engineering and Architectural Services Click here for information about the list of prequalified Engineering and Architectural consultants.	
	☐ Project specific prequalified list	What is the Request for Prequalification (RFPQ) Procurement Document number? e.g. 20-0453

6.4.1 If you selected ***Open Market***, are there any Potential Suppliers that should be made aware of this procurement opportunity? If so, list them below.

Potential Suppliers	1.	Company Name	e.g. ABC Company	
		Contact Info.	Name	e.g. Jane Smith
			Email	e.g. j.smith@ABC.com
	2.	Company Name		
		Contact Info.	Email	
			Name	
	3.	Company Name		
		Contact Info.	Email	
			Name	
☐ N/A				

(Add additional rows if needed)

6.4.2 If you selected either ***Construction Prime Contractor*** or ***Engineering and Architectural Services***, identify the prequalified construction category or consulting discipline you believe would best fulfill your procurement needs. There could be more than one, so list all that apply.

Category or Discipline	1.	e.g. Streetlight Construction (C70000500)
	2.	e.g. Bridges – New Construction (C7300101)
	3.	
	4.	
	5.	
☐ N/A		

6.5 Are you looking to issue a Request for Prequalification (RFPQ) as part of a two-stage Procurement Strategy?

☐ Yes	Scope of work, specifications and evaluation criteria are attached as a separate document(s) with my Procurement Plan.
☐ No	

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 602 of 1566

6.6 Do you require any additional market research or advance market notice as part of your Procurement Strategy? Select all that may apply.

☐ Request for Information (RFI) Used to source technical or commercial data from the open market to inform a follow-up procurement document.	
☐ Expression of Interest (EOI) Used to identify potential suppliers who may be interested in bidding on a project or requirement.	
☐ Notice of Proposed Procurement (NPP) Used to advise Potential Suppliers of an upcoming procurement opportunity in advance of the procurement.	
☐ N/A	

6.6.1 Have you completed your scope, specifications, or supporting content for your RFI, EOI, or NPP?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.
☐ N/A	

7. Procurement Document

7.1 What is the Procurement Document type that you feel will get you the best outcome for your procurement need?

☐ Request for Proposal (RFP)	If selected, will your RFP be one of the following?	
	☐ Design Build	
	☐ Construction Management	
	☐ N/A	
☐ Request for Quote (RFQ) or Request for Tender (RFT)		
☐ Request for Standing Offer (RFSO)		
☐ Service Level Agreement (SLA) - (only applicable when leveraging an existing RFSO)		
☐ Other	If selected, provide a brief description below.	
	e.g. looking to explore an integrated project delivery method.	

7.2 Are there any additional terms or conditions ("special conditions") that need to be included in your Procurement Document?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.
☐ No	

*__Remember:__ Additional terms and conditions should not conflict or duplicate The City's standard terms and conditions and may be subject to legal review prior a Procurement Document being posted to market.

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 603 of 1566

Supply Management

Procurement Plan

8. How are you going to Evaluate?

8.1 What type of evaluation criteria will give you the best procurement outcome?

☐ Price only
☐ Price and other rated criteria
☐ Rated criteria only (for Engineering & Architectural Procurement only)

8.1.1 Have you completed your pricing structure and/or rated evaluation criteria?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.

8.2 Are sustainability and resiliency evaluation criteria applicable to your procurement?

☐ Yes	If yes, provide a brief description of how sustainability and resiliency is incorporated in your evaluation criteria? E.g. Sustainable Environmental Economic Procurement Policy (SEEPP) and Benefit Driven Procurement checklists will be included as part of the evaluation criteria.
☐ No	

8.3 Will product testing, demonstrations, presentations, or interviews be part of your evaluation? Check all the boxes that apply.

☐ Product testing	☐ Presentation	☐ N/A
☐ Interview	☐ Demonstration	

8.3.1 Have you completed your evaluation criteria for the product testing, demonstrations, presentations, or interviews?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.
☐ N/A	

8.3.2 Will a Proof of Concept be required as part of your Procurement Strategy (i.e., proving the good or service after Contract award before full-scale implementation)?

☐ Yes	
☐ No	

Supply Management

Procurement Plan

8.4 Who will be on your evaluation team?*

Evaluation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
Evaluation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
Evaluation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
☐ N/A	Price is the only evaluation criteria.	

(Add additional rows if needed)

***Remember:** a minimum of 3 evaluators is required.

8.5 Who will be on your negotiations team, if applicable and different from your evaluation team?

Negotiation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
Negotiation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
Negotiation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
☐ N/A		

(Add additional rows if needed)

9. What is your procurement timeline?

9.1 Provide a high-level timeline for your procurement. If there are multiple procurements associated with this plan or this is a multi-stage Procurement Strategy, add additional rows as needed.

Activity Name	Description	Target Date
e.g. Road Repair Procurement	When do you anticipate going to market?	Click or tap to enter a date.
	Target effective date (contract award date)	Click or tap to enter a date.

(Add additional rows if needed)

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 605 of 1566

10. Managing the Supplier and the Contract

10.1 Who from your team will be managing the Supplier and resulting Contract?

Name:	Ashley Gillies/Sarah Demko	Position	Strategic Procurement and Asset Management Leader/ Director IT Operations
Business Unit:	CPS	Email	Agillies@calgarypolice.ca/sdemko@calgarypolice.ca

10.2 Who from your team will be completing the Supplier performance evaluations over the life of the Contract?

Name:	Emma Poole	Position	Manager Public Affairs/Media Relations
Business Unit:	CPS	Email	epoole@calgarypolice.ca

10.3 At what interval(s) will Supplier performance evaluations will be held? Check all boxes that apply.

Supplier performance evaluation interval	☐ Contract Renewal & Close (Mandatory)	☐ Based on milestones or deliverables
	☒ Annually	☐ Other (provide brief description below
	☐ Semi-annually	e.g. Monthly, then less as the Contract moves forward.
	☐ Quarterly	

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 606 of 1566

Supply Management

Procurement Plan

11. Approvals

11.1 The below parties agree that the Procurement Plan is complete and compliant and may proceed to the Procurement stage.

Enabling Services or Internal Service Providers

Enabling Service or Internal Services Provider – Director or Delegate (Procurement Strategy Approval)			
Name:		Position:	
Business Unit:	CPS	Date:	
Signature:			
☒ N/A			

(Add additional signature blocks if more than one Enabling Service or Internal Service Providers approval is required)

Procuring Entity

Procuring Entity (Based on Procurement Delegation of Authority)		Valuation	Procurement Plan - Approver
		> = $5MM	Director, Procuring Entity
		< $5MM	Manager, Procuring Entity
Procurement Plan – Creator			
Name:	Ashley Gillies	Position:	Leader Strategic Procurement and Asset Management
Business Unit:	CPS	Date:	Click or tap to enter a date.
Signature:			
Procurement Plan – Approver (Manager or Director)			
Name:	Sarah Demko	Position:	Director IT Operations
Business Unit:	CPS	Date:	5/25/2022
Signature:			

Supply Management Gate 1 – Validation

Supply Management		Procurement Strategy	Procurement Plan Validation
		Competitive	Buyer, Supply Management
		Non-competitive	Director, Supply Management
Name:		Date:	Click or tap to enter a date.
Signature:			

APPENDIX A: Non-Competitive Procurement

1. Supplier Contact Information

Provide the name and contact information of the recommended Supplier.

Legal Name of Supplier	Meltwater
Supplier contact name	Eric Farmer
Supplier phone number	514-243-3542
Supplier email address	eric.farmer@meltwater.com

2. Trade Agreement Exception

Identify the New West Partnership Trade Agreement (NWPTA) exception(s) that best reflects the rationale for this non-competitive procurement. See **Appendix B** for NWPTA Exceptions.

NWPTA Exception(s)	(g)	where it can be demonstrated that only one supplier is able to meet the requirements of a procurement;

3. Background

Describe or attach relevant background information supporting this non-competitive procurement (i.e., What is the history or existing situation that lead to the need for this non-competitive procurement?).

In 2015 CPS issued RFP 15-1705 for Social Media Monitoring Software. An award was made to Hootsuite in July 2016. Hootsuite software was installed and used for a short period at which time it was determined the software was not suitable and did not perform as proposed. City Law and Supply rescinded the contract 2016 October 18. CPS and Supply agreed on continued use of Salesforce software to bridge the needs for the service. At this time, Salesforce is not meeting the needs of a social media monitoring software and CPS hopes to decommission this solution. We would like to replace with a solution for Media Intelligence Services. Currently, CPS has asked for funding in the upcoming 2023-2026 budget cycle to go to market for a comprehensive solution. Until funds are allocated, CPS can only allocate up to $40,000 annually for the Social intelligence solution.

4. Rationale for Non-competitive Procurement

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 608 of 1566

As competitive methods of procurement should be used whenever possible, describe, or provide the rationale for this non-competitive procurement, the expected benefits, and supporting evidence where available.

Meltwater has provided a Sole Sourcing Letter indicating that they are the exclusive electronic distributor of Postmedia Network, Glacier Media, and TC Limited Partnership sources of media content. (See Meltwater – Exclusive Sources.pdf). As this data is critical to the management of Social intelligence to CPS it is critical that we have access to those sources. Other unique features that would support an NOI include: S.16(1)

5. Contractual Documentation

5.1 Whose terms and conditions will govern the resulting Contract?

☐ City terms and conditions
☒ Supplier terms and conditions*
☐ Unsure at this time as the Supplier is yet to be engaged.

***Remember:** There is additional risk to The City when accepting a Supplier's contractual terms and conditions. The Procuring Entity is accountable for this risk.

5.1.1 If the Supplier terms and conditions govern, has the Law department or other relevant Enabling Services or Internal Service Providers been engaged to review them prior to acceptance?

☐ Yes	Confirmation attached as a separate document(s) with my Procurement Plan.
☐ No	If selected, provide a brief description. e.g. Same contractual terms and conditions apply that have already been reviewed by the Law Department and accepted by the Business Unit.
☒ N/A	Not applicable at this time, as the Supplier is yet to be engaged.

APPENDIX B

New West Partnership Trade Agreement (NWPTA) Exceptions

The following are the allowable exceptions to the competitive bidding process under the NWPTA. www.newwestpartnershiptrade.ca

Part V "EXCEPTIONS TO THE AGREEMENT"

Government Procurement

2. Procurements:

(a) from philanthropic institutions, prison labour or persons with disabilities;

(b) from a public body or a non-profit organization;

(c) of goods purchased for representational or promotional purposes, and services or construction purchased for representational or promotional purposes outside the territory of a Party;

(d) of health services and social services;

(e) on behalf of an entity not covered by Article 14;

(f) by entities which operate sporting or convention facilities, in order to respect a commercial agreement containing provisions incompatible with Article 3, 4 or 14;

(g) where it can be demonstrated that only one supplier is able to meet the requirements of a procurement;

(h) where an unforeseeable situation of urgency exists and the goods, services or construction could not be obtained in time by means of open procurement procedures;

(i) when the acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest;

(j) of services provided by lawyers and notaries;

(k) of goods intended for resale to the public; or

(l) in the absence of a receipt of any bids in response to a call for tenders.

Meltwater
Outside Insight

150 King Street West, 7th Floor, Toronto, Ontario M5H 1J9

The Meltwater Group
Letter of Uniqueness / Statement of Work

Meltwater Group offers the most comprehensive and affordable media intelligence service. We fully customize our reporting to each client's individual needs. Our source base is the most comprehensive and covers over 310,000+ sources in over 190 countries and 60 languages. We work with over 30,000 clients worldwide from a broad variety of sectors. Our Canadian client list includes, but is not limited to, all Ministries of the Ontario Government, Edmonton Police Service, Waterloo Regional Police, Hamilton Police, Police Association of Ontario, Saskatoon Police, Surete du Quebec, Toronto Police Association, York Regional Police, and many other police departments across North America along with government bodies and Alberta based organizations.

Factors that set Meltwater Group apart from the rest and make Meltwater a unique/sole source provider:

Media Monitoring

S.16(1)

[redacted]

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

Meltwater
Outside Insight
150 King Street West, 7th Floor, Toronto, Ontario M5H 1J9

S.16(1)

[redacted]

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

S.16(1)

Media Analysis and Reporting

S.16(1)

Contacts Database and Newsletter

S.16(1)

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

Social Media Management, Scheduling, Engagement, and Reporting – Meltwater Engage

S.16(1)

These are some of the features which allow us to claim to have a unique service, as this takes us beyond the realm of a simple media monitoring company, press release distribution tool, or social media management company, and allows us to offer a comprehensive, streamlined, and unparalleled service which has no peer or all-in-one replacement in the marketplace.

Any further questions can be directed to **Eric Farmer** (contact information below).

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

Re: Sole Sourcing

Exclusive Sources and Services only available with Meltwater

This is to confirm that Meltwater News Canada Inc., is the exclusive electronic distributor of Postmedia Network Inc. (and former Sun Media), Glacier Media, and TC Limited Partnership sources to all departments and agencies within provincial and municipal governments of Canada, British Columbia, Ontario, and beyond. (Please see attached list). The Financial Post, Calgary Herald, The Province, Times Colonist, and Business In Vancouver are included in this list; and we receive direct feeds of these sources into our platform. We are also the only provider of selected news archival sources in some cases going as far back as 1985.

If you have any further questions, please contact Carstin Hao who is listed below.

Regards,

Eric Farmer
Director, Strategic Accounts – North America
Meltwater News Canada Inc.
eric.farmer@meltwater.com | 514-243-3542

Contact:
Carstin Hao
Client Success Director – Canada
Meltwater News Canada Inc.
carstin.hao@meltwater.com | 604-239-8380

Meltwater News Canada Inc.
150 King St West, 7th floor
Toronto, ON
M5H 1J9

Metro Newspapers		
Calgary Herald	montrealgazette.com	thestarphoenix.com
Calgary Sun	National Post	Toronto Sun
calgaryherald.com	nationalpost.com	torontosun.com
calgarysun.com	Ottawa Citizen	Vancouver Province
Edmonton Journal	Ottawa Sun	Vancouver Sun
Edmonton Sun	ottawacitizen.com	vancouversun.com
edmontonjournal.com	ottawasun.com	Winnipeg Sun
edmontonsun.com	Regina Leader Post	winnipegsun.com
leaderpost.com	Saskatoon Star Phoenix	
Montreal Gazette	theprovince.com	

Community Newspapers		
Airdrie Echo	kapuskasingtimes.com	Sarnia Observer
airdrieecho.com	Kenora Daily Miner & News	Sarnia This Week
Beaumont News	kenoradaily minerandnews.com	sarniathisweek.com
Belleville Intelligencer	Kincardine News	Sault Star
Bow Valley Crag & Canyon	kincardinenews.com	Sault This Week
Brantford Expositor	Kingston This Week	saultstar.com
brantfordexpositor.ca	Kingston Whig-Standard	saultthisweek.com
Brockville Recorder & Times	Kingsville Reporter	seaforthuronexpositor.com
Camrose Canadian	Kirkland Lake Northern Daily News	Selkirk Journal
camrosecanadian.com	Lacombe Globe	Sherwood Park News
Central Plains Herald-Leader	lacombeglobe.com	sherwoodparknews.com
Chatham Daily News	Lake of the Woods Enterprise	Shoreline Beacon
Chatham This Week	Lakeshore Advance	shorelinebeacon.com
chathamdailynews.ca	Lakeshore News	Spruce Grove Examiner
chathamthisweek.com	lakeshoreadvance.com	sprucegroveexaminer.com
Clinton News-Record	LaSalle Post	St. Thomas Times-Journal
clintonnewsrecord.com	Leduc Representative	standard-freeholder.com
Cochrane Times	leducrep.com	Stirling Community Press
Cochrane Times-Post	lfpress.com	Stonewall Argus
cochranetimes.com	London Free Press	Stony Plain Reporter
cochranetimespost.com	Londoner	stonyplainreporter.com
Cold Lake Sun	Lucknow Sentinel	Stratford Beacon-Herald
coldlakesun.com	lucknowsentinel.com	stratfordbeaconherald.com
Corn, Soybean + Wheat Handbook	Mayerthorpe Freelancer	Strathroy Age Dispatch
Cornwall Standard-Freeholder	mayerthorpefreelancer.com	Strathroy Focus
dailyheraldtribune.com	Melfort Journal	strathroyagedispatch.com
Delhi News-Record	melfortjournal.com	
delhinewsrecord.com		

Devon Dispatch News
Drayton Valley Western Review
draytonvalley westernreview.c om
Edmonton Examiner
edmontonexaminer.com
Edson Leader
edsonleader.com
elliotlakestandard.ca
Elliott Lake Standard
Espanola Mid-North Monitor
Exeter Times-Advocate
Exeter Weekender
Fairview Post
fairviewpost.com
Fort McMurray This Week
Fort McMurray Today
Fort Saskatchewan Record
fortmcmurraytoday.com
fortsaskatchewanrecord.com
Gananonque Reporter
gananonquereporter.com
Goderich Focus
Goderich Signal Star
goderichsignalstar.com
Grande Prairie Daily Herald-Tribune
Grey-Bruce This Week
Hanna Herald
hannaherald.com
Hanover Post
High River Times
highrivertimes.com
Hinton Parklander
hintonparklander.com
Huron Expositor
intelligencer.ca
Interlake Spectator
interlaketoday.ca
midnorthmonitor.com
Mitchell Advocate
mitchelladvocate.com
Morden Times
Nanton News
nantonnews.com
Napanee Guide
napaneeguide.com
Nipawin Journal
nipawinjournal.com
Northeast Sun
nugget.ca
Ontario Dairy Farmer
Ontario Farmer
Ontario Hog Farmer
Owen Sound Sun Times
owensoundsuntimes.com
Oxford Review
Paris Star
parisstaronline.com
Peace Country Sun
Peace River Record Gazette
peacecountrysun.com
pembinatoday.ca
Pembroke News
petroliatopic.com
Picton County Weekly News
Pincher Creek Echo
pinchercreekecho.com
Portage La Prairie Daily Graphic
portagedailygraphic.com
prrecordgazette.com
recorder.ca
Red River Valley Echo
stthomastimesjournal.com
Sudbury Star
Tecumseh Shoreline Week
thechronicle-online.com
thecragandcanyon.com
thedailyobserver.ca
thelondoner.ca
theobserver.ca
thepost.on.ca
thesudburystar.com
thewhig.com
Tilbury Times
Tillsonburg News
tillsonburgnews.com
Timmins Daily Press
Timmins Times
timminspress.com
timminstimes.com
Today's Farmer
Trenton Trentonian
trentonian.ca
Valley Leader
Vermilion Standard
vermilionstandard.com
Vulcan Advocate
vulcanadvocate.com
Wallaceburg Courier Press
wallaceburgc ourierpress.c om
West Elgin Chronicle
Western Dairy Farmer
WetaskiwinTimesAdvertiser
wetaskiwintimes.com
Whitecourt Star
whitecourtstar.com
Wiarton Echo
wiartonecho.com
Windsor Star
windsorstar.com
Winkler Times
Woodstock Sentinel-Review
woodstock sentinelreview.c om

Additional Full-text Licensed Sources

Source Name	Region	Location	Update Frequency	Coverage Start
Airdrie Echo	Alberta	Airdrie, Alberta, Canada	Weekly	Apr 12, 2006
Airdrie City View	Alberta	Alberta	Weekly (Friday)	Jun 6, 2008
Bassano Times	Alberta	Alberta	Weekly (Tuesday)	Jun 3, 2008
Brooks Bulletin	Alberta	Alberta	Weekly (Tuesday)	Jun 3, 2008
Cardston Temple City Star	Alberta	Alberta	Weekly (Thursday)	Jun 5, 2008
Rocky Mountain House Mountaineer	Alberta	Alberta	Weekly (Tuesdays)	Sep 16, 2008
Rocky Mountain Outlook	Alberta	Alberta	Weekly (Thursday)	Jun 5, 2008
Athabasca Advocate	Alberta	Athabasca, Alberta, Canada	Weekly (Tuesday)	Mar 13, 2001
Bow Valley Crag & Canyon	Alberta	Banff, Alberta, Canada	Weekly	Mar 28, 2006
Barrhead Leader	Alberta	Barrhead, Alberta, Canada	Weekly (Tuesday)	Mar 20, 2001
Bashaw Star	Alberta	Bashaw, Alberta	Weekly (Tuesday)	Jun 4, 2013
Beaumont News	Alberta	Beaumont, Alberta	Weekly	May 1, 2015
Town & Country News	Alberta	Beaverlodge, Alberta	Weekly (Friday)	Jul 17, 2009
Crowsnest Pass Herald	Alberta	Blairmore, Alberta	Weekly (Tuesday)	Jun 23, 2009
Bonnyville Nouvelle	Alberta	Bonnyville, Alberta, Canada	Weekly (Tuesday)	Sep 29, 2009

Brooks Weekend Regional	Alberta	Brooks, Alberta	Weekly (Thursday)	Jun 6, 2008
Calgary Herald	Alberta	Calgary, Alberta, Canada	Daily	Dec 7, 1988
Calgary Sun	Alberta	Calgary, Alberta, Canada	Daily	Jan 9, 1998
Camrose Canadian	Alberta	Camrose, Alberta	Weekly (Thursday)	May 19, 2011
Castor Advance	Alberta	Castor, Alberta	Weekly (Thursday)	Jun 6, 2013
Claresholm Local Press	Alberta	Claresholm, Alberta	Weekly	Jun 11, 2008
Coaldale Sunny South News	Alberta	Coaldale, Alberta	Weekly	Jun 3, 2008
Cochrane Times	Alberta	Cochrane, Alberta, Canada	Weekly	Apr 12, 2006
Cold Lake Sun	Alberta	Cold Lake, Alberta	Weekly (Tuesday)	May 17, 2011
Consort Enterprise	Alberta	Consort, Alberta	Weekly (Wednesday)	Jun 4, 2008
East Central Alberta Review	Alberta	Coronation, Alberta	Weekly (Thursday)	Jun 9, 2008
Devon Dispatch News	Alberta	Devon, Alberta	Weekly (Fri)	May 1, 2015
Drayton Valley Western Review	Alberta	Drayton Valley, Alberta	Weekly	Apr 21, 2015
Drumheller Mail	Alberta	Drumheller, Alberta	Weekly (Wednesday)	Jun 5, 2013
Vue Weekly	Alberta	Edmonton, Alberta	Weekly (Wednesday)	Dec 3, 2014
Edmonton Examiner	Alberta	Edmonton, Alberta, Canada	Weekly (Wednesday)	Sep 28, 2005
Edmonton Journal	Alberta	Edmonton, Alberta, Canada	Daily	Mar 10, 1989

Edmonton Sun	Alberta	Edmonton, Alberta, Canada	Daily	Aug 7, 1998
Edson Weekly Anchor	Alberta	Edson, AB	Weekly (Monday)	Dec 1, 2008
Edson Leader	Alberta	Edson, Alberta	Weekly (Monday)	May 23, 2011
Elk Point Review	Alberta	Elk Point, Alberta, Canada	Weekly (Tuesday)	Jun 12, 2001
Falher Smoky River Express	Alberta	Fahler, Alberta	Weekly	Jun 11, 2008
Fairview Post	Alberta	Fairview, Alberta	Weekly (Tuesday)	May 18, 2011
Fort MacLeod Gazette	Alberta	Fort Macleod, Alberta	Weekly	Jun 4, 2008
Fort McMurray This Week	Alberta	Fort McMurray, Alberta, Canada	Weekly (Thursday)	Nov 17, 2016
Fort McMurray Today	Alberta	Fort McMurray, Alberta, Canada	Monday-Saturday (one day delay)	Jun 24, 2000
Fort Saskatchewan Record	Alberta	Fort Saskatchewan, Alberta, Canada	Weekly (Thursday)	May 30, 2006
Grande Cache Mountaineer	Alberta	Grande Cache, Alberta	Weekly	Jun 10, 2008
Peace Country Sun	Alberta	Grande Prairie, Alberta	Weekly (Friday)	May 20, 2011
Grande Prairie Daily Herald-Tribune	Alberta	Grande Prairie, Alberta, Canada	Monday-Friday	Apr 24, 2001
Hanna Herald	Alberta	Hanna, Alberta	Weekly (Wednesday)	May 18, 2011
High Prairie South Peace News	Alberta	High Prairie, Alberta	Weekly	Jun 11, 2008
High River Times	Alberta	High River, Alberta	Weekly	Apr 21, 2015
Hinton Parklander	Alberta	Hinton, Alberta	Weekly (Monday)	May 23, 2011

Rocky View Weekly	Alberta	Irricana, Alberta, Canada	Weekly (Tuesday)	Aug 1, 2000
Jasper Fitzhugh	Alberta	Jasper, Alberta	Weekly (Thursday)	Jun 6, 2013
Lac La Biche Post	Alberta	Lac-la Biche, Alberta, Canada	Weekly (Tuesday)	Apr 10, 2001
Lacombe Globe	Alberta	Lacombe, Alberta	Weekly (Thursday)	May 19, 2011
Lamont Leader	Alberta	Lamont, Alberta	Weekly (Tuesday)	Jun 4, 2013
Leduc Representative	Alberta	Leduc, Alberta, Canada	Weekly (Friday)	May 26, 2006
Lethbridge Sun Times	Alberta	Lethbridge, Alberta	Weekly (Wed)	Jun 11, 2008
Lethbridge Herald	Alberta	Lethbridge, Alberta, Canada	Daily	Aug 4, 2011
Westwind Weekly News	Alberta	Magrath, Alberta, Canada	Weekly (Thu)	Oct 27, 2016
Mayerthorpe Freelancer	Alberta	Mayerthorpe, Alberta	Weekly (Wednesday)	May 18, 2011
Medicine Hat News	Alberta	Medicine Hat, Alberta, Canada	Daily	Feb 11, 2010
Prairie Post	Alberta	Medicine Hat, Alberta, Canada	Weekly (Friday)	Aug 6, 2009
Prairie Post West	Alberta	Medicine Hat, Alberta, Canada	Weekly (Fridays)	Apr 22, 2016
Morinville Free Press	Alberta	Morinville, Alberta	Weekly (Tuesday)	Jun 4, 2013
Okotoks Western Wheel	Alberta	Okotoks, Alberta, Canada	Weekly (Wednesdays)	Nov 24, 2004
Mountain View Gazette	Alberta	Olds, Alberta, Canada	Weekly - Tuesday	Oct 20, 2009
Oyen Echo	Alberta	Oyen, Alberta	Weekly (Tuesday)	Jun 4, 2013

Peace River Record Gazette	Alberta	Peace River, Alberta	Weekly (Tuesday)	May 18, 2011
Pincher Creek Echo	Alberta	Pincher Creek, Alberta	Weekly (Friday)	May 20, 2011
Ponoka News	Alberta	Ponoka, Alberta	Weekly (Wednesday)	Jun 5, 2013
Provost News	Alberta	Provost, Alberta	Weekly	Jun 11, 2008
Red Deer Express	Alberta	Red Deer, Alberta, Canada	Weekly (Wednesday)	Jul 2, 2000
Redwater Review	Alberta	Redwater, Alberta	Weekly (Tuesday)	Jun 4, 2013
Rimbey Review	Alberta	Rimbey, Alberta	Weekly (Tuesday)	Jun 4, 2013
Rycroft Central Peace Signal	Alberta	Rycroft, Alberta	Weekly (Tuesday)	Jun 10, 2008
Sedgewick Community Press	Alberta	Sedgewick, Alberta	Weekly (Tuesday)	Jun 3, 2008
Sherwood Park News	Alberta	Sherwood Park, Alberta, Canada	Twice/Weekly (Tuesday & Friday)	Aug 10, 2005
Slave Lake Lakeside Leader	Alberta	Slave Lake, Alberta	Weekly	Jun 24, 2009
Smoky Lake Signal	Alberta	Smoky Lake, Alberta	Weekly	Jun 4, 2008
Spruce Grove Examiner	Alberta	Spruce Grove, Alberta, Canada	Weekly (Friday)	May 26, 2006
St. Albert Gazette	Alberta	St. Albert, Alberta, Canada	Twice/week (Wednesday & Saturday)	Sep 29, 1999
St. Paul Journal	Alberta	St. Paul, Alberta, Canada	Weekly (Tuesday)	Jun 5, 2001
Stettler Independent	Alberta	Stettler, Alberta	Weekly (Wednesday)	Jun 5, 2013

Stony Plain Reporter	Alberta	Stony Plain, Alberta, Canada	Weekly (Friday)	May 26, 2006
Strathmore Standard	Alberta	Strathmore, Alberta	Weekly (Wednesday)	May 18, 2011
Strathmore Times	Alberta	Strathmore, Alberta	Weekly (Friday)	Jun 7, 2013
Sundre Round Up	Alberta	Sundre, Alberta, Canada	Weekly (Tuesday)	Oct 20, 2009
Swan Hills Grizzly Gazette	Alberta	Swan Hills, Alberta	Weekly (Tuesday)	Jun 3, 2008
Eckville Echo	Alberta	Sylvan Lake, Alberta	Weekly (Thursday)	Jun 6, 2008
Sylvan Lake News	Alberta	Sylvan Lake, Alberta	Weekly (Friday)	Jun 6, 2008
Taber Times	Alberta	Taber, Alberta	Weekly	Jun 4, 2008
Three Hills Capital	Alberta	Three Hills, Alberta	Weekly	Jun 4, 2008
Tofield Mercury	Alberta	Tolfield, Alberta	Weekly (Tuesday)	Jun 10, 2008
Two Hills & County Chronicle	Alberta	Two Hills, Alberta	Weekly (Tuesday)	May 3, 2011
Vauxhall Advance	Alberta	Vauxhall	Weekly	Jun 5, 2008
Vermilion Standard	Alberta	Vermilion, Alberta	Weekly (Wednesday)	May 18, 2011
Vermilion Voice	Alberta	Vermilion, Alberta	Weekly (Monday)	Jun 3, 2013
Viking Weekly Review	Alberta	Viking. Alberta	Weekly (Tuesday)	Jun 3, 2008
Vulcan Advocate	Alberta	Vulcan, Alberta	Weekly (Wednesday)	May 18, 2011
Wabasca Fever	Alberta	Wabasca, Alberta	Weekly (Thursday)	Jun 5, 2008

Wainwright Star/Edge	Alberta	Wainright, Alberta	Weekly (Friday)	Jun 6, 2008
Town & Country	Alberta	Westlock, Alberta, Canada	Weekly (Monday)	Mar 13, 2006
Westlock News	Alberta	Westlock, Alberta, Canada	Weekly (Monday)	Mar 13, 2006
Wetaskiwin Times Advertiser	Alberta	Wetaskiwin, Alberta	Weekly (Wednesday)	May 18, 2011
Whitecourt Press	Alberta	Whitecourt, Alberta	Weekly (Tue)	Mar 4, 2014
Whitecourt Star	Alberta	Whitecourt, Alberta	Weekly (Wednesday)	May 18, 2011
Bow Island Commentator	Alberta		Weekly (Tuesday)	Jun 3, 2008
Burnaby Now	British Columbia	Burnaby, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Jun 12, 2002
New Westminster Record	British Columbia	Burnaby, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Oct 16, 2002
Tri-City News	British Columbia	Coquitlam, British Columbia, Canada	Twice Weekly (Wed & Fri)	Dec 9, 2015
Northern Horizon	British Columbia	Dawson Creek, British Columbia	Weekly (Fri)	Jan 20, 2017
Dawson Creek Mirror	British Columbia	Dawson Creek, British Columbia, Canada	Weekly (Thursday)	Jan 5, 2017
Delta Optimist	British Columbia	Delta, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Apr 24, 2002
Alaska Highway News	British Columbia	Fort St. John, British Columbia, Canada	Monday-Friday	Nov 25, 1999
Local Weekly	British Columbia	Gibsons, British Columbia	Weekly (Thursday)	Dec 3, 2014
Columbia Valley Pioneer	British Columbia	Invermere, British Columbia	Weekly (Friday)	Dec 5, 2014

Kamloops This Week	British Columbia	Kamloops, British Columbia	3x/Week (Tuesday, Thursday & Friday)	Dec 4, 2014
Kelowna Daily Courier	British Columbia	Kelowna, British Columbia, Canada	Daily	Nov 5, 2002
Kelowna Westside Weekly	British Columbia	Kelowna, British Columbia, Canada	Thursday, Sunday	Nov 6, 2002
Okanagan Weekend	British Columbia	Kelowna, British Columbia, Canada		Nov 9, 2002
Langley Advance	British Columbia	Langley, British Columbia	Twice/Week (Tuesday & Friday)	Apr 19, 2002
Merritt Herald	British Columbia	Merritt, British Columbia	Twice/Week (Tuesday & Thursday)	Dec 4, 2014
North Shore News	British Columbia	North Vancouver, British Columbia, Canada	Thrice/Week (Wed, Fri & Sun)	Aug 19, 2001
Oliver Chronicle	British Columbia	Oliver, British Columbia	Weekly (Wednesday)	Dec 3, 2014
Osoyoos Times	British Columbia	Osoyoos, British Columbia	Weekly (Wednesday)	Dec 4, 2014
Peachland View	British Columbia	Peachland, British Columbia	Weekly (Friday)	Dec 5, 2014
Penticton Herald	British Columbia	Penticton, British Columbia, Canada	Daily	Nov 5, 2002
Prince George Citizen	British Columbia	Prince George, British Columbia, Canada	Monday-Saturday	Aug 17, 1999
Richmond News	British Columbia	Richmond, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Apr 10, 2002
Coast Reporter	British Columbia	Sechelt, British Columbia	Weekly (Fri)	Apr 1, 2016
Elk Valley Herald	British Columbia	Sparwood, British Columbia	Weekly (Wed)	Mar 5, 2014
Squamish Chief	British Columbia	Squamish, British Columbia	Weekly (Thursday)	Apr 14, 2016

Trail Daily Times	British Columbia	Trail, British Columbia, Canada	Tuesday - Friday	Sep 1, 1999
24 Hours Vancouver	British Columbia	Vancouver, British Columbia	Mon-Fri	May 27, 2011
Westender	British Columbia	Vancouver, British Columbia	Weekly (Thursday)	May 15, 2014
Business in Vancouver	British Columbia	Vancouver, British Columbia, Canada	Weekly (Tuesdays)	Jan 5, 2016
Vancouver Courier	British Columbia	Vancouver, British Columbia, Canada	Weekly (Friday)	Sep 15, 2002
Vancouver Province	British Columbia	Vancouver, British Columbia, Canada	Daily	Mar 20, 1989
Vancouver Sun	British Columbia	Vancouver, British Columbia, Canada	Daily	Jan 2, 1987
Victoria Times Colonist	British Columbia	Victoria, British Columbia, Canada	Daily	Nov 23, 1991
100 Mile House Free Press	British Columbia			May 29, 2009
Abbotsford News	British Columbia			Aug 25, 2001
Agassiz Observer	British Columbia			Mar 24, 2004
Alberni Valley News	British Columbia			Aug 11, 2006
Aldergrove Star	British Columbia			Aug 30, 2001
Arrow Lakes News	British Columbia			Mar 31, 2004
Ashcroft Cache Creek Journal	British Columbia			Mar 23, 2004
Barriere Star Journal	British Columbia			Mar 22, 2004
Boundary Creek Times	British Columbia			May 10, 2013

Burns Lake Lakes District News	British Columbia			Mar 24, 2004
Caledonia Courier	British Columbia			Oct 2, 2007
Campbell River Mirror	British Columbia			Mar 23, 2004
Castlegar News	British Columbia			May 7, 2004
Chilliwack Progress	British Columbia			Mar 23, 2004
Clearwater Times	British Columbia			Mar 22, 2004
Cloverdale Reporter	British Columbia			Mar 20, 2009
Coast Mountain News	British Columbia		2x/Month	Feb 27, 2013
Comox Valley Record	British Columbia			Mar 26, 2004
Cowichan Valley Citizen	British Columbia			Jan 1, 2015
Cranbrook Daily Townsman	British Columbia			Jan 9, 2014
Creston Valley Advance	British Columbia			Feb 10, 2011
Eagle Valley News	British Columbia			Feb 15, 2011
Golden Star	British Columbia			Mar 24, 2004
Goldstream News Gazette	British Columbia			Mar 16, 2005
Grand Forks Gazette	British Columbia			Apr 13, 2010
Hope Standard	British Columbia			Aug 30, 2001

Houston Today	British Columbia			Feb 15, 2005
Kelowna Capital News	British Columbia			Sep 26, 2004
Keremeos Review	British Columbia			Jul 14, 2009
Kimberley Daily Bulletin	British Columbia			Jan 6, 2014
Kitimat Northern Sentinel	British Columbia			Aug 29, 2007
Ladysmith Chronicle	British Columbia			Mar 23, 2004
Lake Country Calendar	British Columbia			Jul 14, 2009
Lake Cowichan Gazette	British Columbia			Mar 24, 2004
Langley Times	British Columbia			Mar 24, 2004
Maple Ridge News	British Columbia			Mar 24, 2004
Mission City Record	British Columbia			Aug 30, 2001
Monday Magazine	British Columbia			Apr 29, 2004
Nanaimo News Bulletin	British Columbia			Aug 25, 2001
Nelson Star	British Columbia			Mar 29, 2008
North Delta Reporter	British Columbia			Mar 9, 2017
North Island Gazette	British Columbia			Mar 24, 2004
Oak Bay News	British Columbia			Mar 31, 2004

Parksville Qualicum Beach News	British Columbia			Mar 7, 2007
Peace Arch News	British Columbia			Mar 23, 2004
Peninsula News Review	British Columbia			Mar 31, 2004
Penticton Western News	British Columbia			Sep 28, 2007
Quesnel Cariboo Observer	British Columbia			Jan 2, 2003
Revelstoke Times Review	British Columbia			Mar 24, 2004
Rossland News	British Columbia			May 29, 2009
Saanich News	British Columbia			Mar 31, 2004
Salmon Arm Observer	British Columbia			Aug 24, 2001
Similkameen Spotlight	British Columbia			Mar 31, 2004
Smithers Interior News	British Columbia			Mar 25, 2004
Sooke News Mirror	British Columbia			Mar 31, 2004
Summerland Review	British Columbia			Aug 26, 2001
Surrey Now Leader	British Columbia			Mar 19, 2004
Terrace Standard	British Columbia			Mar 23, 2004
The Free Press	British Columbia			Nov 30, 2011
The Northern View	British Columbia			Jul 28, 2006

Tofino-Ucluelet Westerly News	British Columbia			Aug 4, 2015
Vanderhoof Omineca Express	British Columbia			Mar 24, 2004
Vernon Morning Star	British Columbia			Mar 26, 2004
Victoria News	British Columbia			Mar 31, 2004
West Kootenay Advertiser	British Columbia			Aug 29, 2001
Williams Lake Tribune	British Columbia			Aug 24, 2001
Red River Valley Echo	Manitoba	Altona, Manitoba	Weekly (Thursday)	Dec 1, 2011
Westman Journal	Manitoba	Brandon, Manitoba	Weekly (Thursday)	Nov 15, 2007
Brandon Sun	Manitoba	Brandon, Manitoba, Canada	Daily	Feb 20, 2007
Valley Leader	Manitoba	Carman, Manitoba	Weekly (Thursday)	Dec 1, 2011
Interlake Spectator	Manitoba	Gimli, Manitoba	Weekly (Thursday)	Dec 1, 2011
Morden Times	Manitoba	Morden, Manitoba	Weekly	Dec 1, 2011
Central Plains Herald-Leader	Manitoba	Portage la Prairie, Manitoba	Weekly (Saturday)	May 28, 2011
Portage La Prairie Daily Graphic	Manitoba	Portage La Prairie, Manitoba, Canada	Monday, Tuesday, Thursday, Friday	May 1, 2002
Selkirk Journal	Manitoba	Selkirk, Manitoba, Canada	Weekly (Friday)	Feb 8, 2006
Stonewall Argus	Manitoba	Stonewall, Manitoba	Weekly (Friday)	Dec 1, 2011
Winkler Times	Manitoba	Winkler, Manitoba	Weekly (Thursday)	Dec 1, 2011

Winnipeg Free Press	Manitoba	Winnipeg, Manitoba, Canada	Monday - Saturday	Nov 26, 1996
Winnipeg Sun	Manitoba	Winnipeg, Manitoba, Canada	Daily	Oct 18, 1999
Canada NewsWire	National	Canada	Daily	Mar 1, 1988
Canadian Press	National	Canada	Daily	Jan 1, 1990
Daily Oil Bulletin	National	Canada	Monday-Friday	Jun 1, 1989
Maclean's	National	Canada	Weekly	Mar 21, 1988
National Post	National	Canada	Monday-Saturday	Oct 5, 1985
Postmedia News	National	Canada	Daily	Nov 2, 1986
Presse Canadienne	National	Canada	Monday - Saturday	Jan 1, 1990
Presse Canadienne – Le fil radio	National	Canada	Daily	Oct 23, 1999
Strategy	National	Canada	Monthly	Jun 4, 2001
Bathurst Northern Light	New Brunswick	Bathurst, New Brunswick, Canada	Weekly (Tuesday)	Oct 23, 2002
Tribune (Campbellton)	New Brunswick	Campbellton, New Brunswick	Weekly	Nov 5, 2008
L'Étoile Chaleur	New Brunswick	Chaleur, New Brunswick	Weekly (Thursday)	Mar 28, 2008
L'Étoile Sud-Est	New Brunswick	Dieppe, New Brunswick	Weekly (Thursday)	Mar 29, 2008
Fredericton Daily Gleaner	New Brunswick	Fredericton, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
Victoria Star	New Brunswick	Grand Falls, New Brunswick	Weekly (Wednesday)	Dec 12, 2007

L'Étoile Kent	New Brunswick	Kent, New Brunswick	Weekly (Thursday)	Mar 29, 2008
Le Madawaska	New Brunswick	Makawaska, New Brunswick	Weekly (Saturday)	Mar 28, 2008
Moncton Times & Transcript	New Brunswick	Moncton, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
L'Étoile-Nord-Ouest	New Brunswick	New Brunswick	Weekly (Wednesday)	Dec 14, 2016
Miramichi Leader	New Brunswick	New Brunswick	Next Day	Oct 1, 2007
L'Étoile Restigouche	New Brunswick	Restigouche, New Brunswick	Thursday	Mar 28, 2008
New Brunswick Telegraph-Journal	New Brunswick	Saint John, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
Kings County Record	New Brunswick	Sussex, New Brunswick	Weekly (Tuesday)	Jul 31, 2007
Bugle-Observer	New Brunswick	Woodstock, New Brunswick	Twice/Week (Tuesday, Friday)	Oct 9, 2007
L'Étoile Provinciale	New Brunswick		Weekly (Thursday)	Aug 13, 2009
St. John's Telegram	Newfoundland	St. John's, Newfoundland, Canada	Daily	Apr 5, 1997
Halifax Chronicle-Herald	Nova Scotia	Halifax, Nova Scotia	Daily	Feb 1, 2012
Halifax Community Herald	Nova Scotia	Halifax, Nova Scotia	Weekly (Wednesday)	Feb 6, 2012
Cape Breton Post	Nova Scotia	Sydney, Nova Scotia, Canada	Monday-Saturday	Apr 5, 1999
Truro Daily News	Nova Scotia	Truro, Nova Scotia, Canada	Monday-Saturday (one day delay)	May 3, 1999
Carleton Place Almonte Canadian Gazette	Ontario	Almonte/Carleton Place Region	Weekly (Thursday)	Nov 6, 2008

Arnprior Chronicle-Guide	Ontario	Arnprior, Ontario	Weekly (Thursday)	Nov 7, 2008
Barrie Examiner	Ontario	Barrie, Ontario, Canada	Tuesday-Saturday	Feb 8, 2000
Lakeshore News	Ontario	Belle River, Ontario	Weekly (Thursday)	Feb 18, 2011
Belleville Intelligencer	Ontario	Belleville, Ontario, Canada	Monday-Saturday	Apr 6, 2005
Bradford Times	Ontario	Bradford, Ontario	Weekly (Thursday)	Apr 23, 2015
Brantford Expositor	Ontario	Brantford, Ontario, Canada	Monday-Saturday	Dec 23, 1998
Brockville Recorder & Times	Ontario	Brockville, Ontario, Canada	Monday - Saturday	Jun 20, 2000
Today's Farmer	Ontario	Chatham, Ontario	25 Issues P/Y	May 17, 2011
Chatham Daily News	Ontario	Chatham, Ontario, Canada	Monday-Saturday	Feb 10, 1999
Chatham This Week	Ontario	Chatham, Ontario, Canada	Weekly (Wednesday)	Jan 17, 2007
Clinton News-Record	Ontario	Clinton, Ontario	Weekly	Apr 29, 2015
Cochrane Times-Post	Ontario	Cochrane, Ontario	Weekly	Apr 23, 2015
Collingwood Enterprise-Bulletin	Ontario	Collingwood, Ontario, Canada	Twice /Week (Tuesday & Friday)	Feb 25, 2000
Cornwall Standard-Freeholder	Ontario	Cornwall, Ontario, Canada	Monday - Saturday	Feb 25, 1999
Delhi News-Record	Ontario	Delhi, Ontario	Weekly	May 18, 2011
Elliott Lake Standard	Ontario	Elliott Lake, Ontario	Weekly (Thu)	Mar 13, 2013
Espanola Mid-North Monitor	Ontario	Espanoloa, Ontario	Weekly (Thu)	Mar 13, 2013

Fort Erie Times	Ontario	Fort Erie, Ontario	Weekly	Apr 30, 2015
Ottawa West News	Ontario	Friday	Weekly (Thursday)	Nov 7, 2008
Gananoque Reporter	Ontario	Gananoque, Ontario	Weekly	Apr 30, 2015
Goderich Signal Star	Ontario	Goderich, Ontario	Weekly (Wed)	Apr 29, 2015
Goderich Focus	Ontario	Goderich, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Lakeshore Advance	Ontario	Grand Bend, Ontario	Weekly	Apr 29, 2015
Hamilton Spectator	Ontario	Hamilton, Ontario, Canada	Monday-Saturday	Oct 7, 1991
Hanover Post	Ontario	Hanover, Ontario, Canada	Weekly (Thursday)	Feb 15, 2000
Ingersoll Times	Ontario	Ingersoll, Ontario	Weekly (Wednesday)	May 18, 2011
Innisfil Examiner	Ontario	Innisfil, Ontario	Weekly	May 1, 2015
Kanata Kourier-Standard	Ontario	Kanata, Ontario	Weekly (Thursday)	Nov 7, 2008
Kapuskasing Northern Times	Ontario	Kapuskasing, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Kemptville Advance	Ontario	Kemptville Region	Weekly (Thursday)	Nov 6, 2008
Lake of the Woods Enterprise	Ontario	Kenora, Ontario	Weekly (Saturday)	May 28, 2011
Kenora Daily Miner & News	Ontario	Kenora, Ontario, Canada	Daily	Jan 10, 2001
Kincardine News	Ontario	Kincardine, Ontario	Weekly (Tuesday)	May 24, 2011
Kingston This Week	Ontario	Kingston, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015

Kingston Whig-Standard	Ontario	Kingston, Ontario, Canada	Monday-Saturday	Oct 1, 1985
Kingsville Reporter	Ontario	Kingsville, Ontario	Weekly (Tuesday)	Feb 15, 2011
Kirkland Lake Northern Daily News	Ontario	Kirkland Lake, Ontario, Canada	3x/week (Mon, Wed & Fri)	Dec 1, 1999
Waterloo Region Record	Ontario	Kitchener, Ontario, Canada	Monday-Saturday	Oct 1, 1990
Londoner	Ontario	London	Weekly (Thursday)	Apr 22, 2010
London Free Press	Ontario	London, Ontario, Canada	Monday - Saturday	Aug 15, 1998
Ontario Dairy Farmer	Ontario	London, Ontario, Canada	12x/year	Dec 30, 2015
Ontario Farmer	Ontario	London, Ontario, Canada	Weekly (Tuesdays)	Mar 22, 2005
Western Dairy Farmer	Ontario	London, Ontario, Canada	12x/year	Dec 4, 2015
Lucknow Sentinel	Ontario	Lucknow, Ontario	Weekly	Apr 29, 2015
Mitchell Advocate	Ontario	Mitchell, Ontario	Weekly	Apr 29, 2015
Napanee Guide	Ontario	Napanee, Ontario	Weekly	Apr 30, 2015
Nepean Barrhaven News	Ontario	Nepean/Barrhaven Region	Weekly (Thursday)	Nov 7, 2008
Niagara Advance	Ontario	Niagara Falls, Ontario	Weekly	Apr 30, 2015
Niagara Falls Review	Ontario	Niagara Falls, Ontario, Canada	Monday - Friday	Feb 1, 1999
North Bay Nugget	Ontario	North Bay, Ontario, Canada	Monday-Saturday (one day delay)	Jan 2, 1999
Norwich Gazette	Ontario	Norwich, Ontario	Weekly (Wednesday)	May 18, 2011

Orillia Packet & Times	Ontario	Orillia, Ontario, Canada	Monday-Saturday	Jan 29, 2000
Orleans News	Ontario	Orleans	Weekly (Thursday)	Nov 7, 2008
Ottawa South News	Ontario	Ottawa South Region	Friday	Nov 7, 2008
Ottawa East News	Ontario	Ottawa-Gatineau	Weekly (Thursday)	Nov 7, 2008
Ottawa Citizen	Ontario	Ottawa, Ontario, Canada	Daily	Oct 1, 1985
Ottawa Sun	Ontario	Ottawa, Ontario, Canada	Daily	Jul 17, 1998
Grey-Bruce This Week	Ontario	Owen Sound, Ontario	Weekly (Thursday)	Apr 30, 2015
Owen Sound Sun Times	Ontario	Owen Sound, Ontario, Canada	Monday-Saturday (one day delay)	Mar 2, 1998
Paris Star	Ontario	Paris, Ontario	Weekly	Apr 23, 2015
Pelham News	Ontario	Pelham, Ontario	Weekly (Wednesday)	May 20, 2011
Pembroke Daily Observer	Ontario	Pembroke, Ontario, Canada	Monday - Saturday	Apr 6, 2000
Pembroke News	Ontario	Pembroke, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Perth Courier	Ontario	Perth, Ontario	Weekly (Thursday)	Nov 6, 2008
Peterborough Examiner	Ontario	Peterborough, Ontario, Canada	Monday-Saturday	Mar 27, 2000
Petrolia Topic	Ontario	Petrolia, Ontario	Weekly	Apr 29, 2015
Picton County Weekly News	Ontario	Picton, Ontario	Weekly	Apr 30, 2015
Inport News	Ontario	Port Colborne, Ontario	Weekly (Wednesday)	May 20, 2011

Shoreline Beacon	Ontario	Port Elgin, Ontario, Canada	Weekly (Tuesday)	Jan 17, 2007
Renfrew Mercury	Ontario	Renfrew, Ontario	Weekly (Thursdays)	Jun 20, 2013
Sarnia Observer	Ontario	Sarnia, Ontario, Canada	Monday-Saturday (one day delay)	May 21, 1999
Sarnia This Week	Ontario	Sarnia, Ontario, Canada	Weekly (Wednesday)	Jan 31, 2007
Sault This Week	Ontario	Sault Ste. Marie	Weekly (Wednesday)	May 18, 2011
Sault Star	Ontario	Sault Ste. Marie, Ontario, Canada	Monday-Saturday (one day delay)	Jan 2, 1997
Huron Expositor	Ontario	Seaforth, Ontario	Weekly (Wednesday)	May 18, 2011
Simcoe Reformer	Ontario	Simcoe, Ontario, Canada	Tuesday - Saturday	Jan 29, 2004
Smiths Falls Record News	Ontario	Smith Falls Region	Weekly (Thursday)	Nov 6, 2008
St. Catharines Standard	Ontario	St. Catharines, Ontario, Canada	Monday-Saturday	Oct 1, 1996
St. Thomas Times-Journal	Ontario	St. Thomas, Ontario, Canada	Monday - Saturday	Jul 14, 2000
St. Lawrence News	Ontario	St. Lawrence Region	Weekly (Thursday)	Nov 6, 2008
Stirling Community Press	Ontario	Stirling, Ontario	Weekly	Apr 30, 2015
Stittsville News	Ontario	Stittsville/Richmond Region	Weekly (Thursday)	Nov 7, 2008
Stratford Beacon-Herald	Ontario	Stratford, Ontario, Canada	Monday-Saturday	Jan 30, 2001
Strathroy Age Dispatch	Ontario	Strathroy, Ontario	Weekly	Apr 30, 2015
Strathroy Focus	Ontario	Strathroy, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015

Sudbury Star	Ontario	Sudbury, Ontario, Canada	Monday - Saturday	Jul 8, 1999
Tecumseh Shoreline Week	Ontario	Tecumseh, Ontario	Weekly (Friday)	Feb 18, 2011
Thorold Niagara News	Ontario	Thorold, Ontario	Weekly	Apr 30, 2015
Thunder Bay Chronicle Journal	Ontario	Thunder Bay, Ontario, Canada	Daily	Sep 6, 2012
Tilbury Times	Ontario	Tilbury, Ontario	Weekly (Tuesday)	Feb 22, 2011
Tillsonburg News	Ontario	Tillsonburg, Ontario	Twice/Weekly (Monday & Friday)	May 18, 2011
Timmins Daily Press	Ontario	Timmins, Ontario, Canada	Monday-Saturday	May 4, 1999
Timmins Times	Ontario	Timmins, Ontario, Canada	Weekly (Thursday)	Jan 17, 2007
24 Hours Toronto	Ontario	Toronto, Ontario	Monday-Friday	Jun 5, 2008
Toronto Sun	Ontario	Toronto, Ontario, Canada	Daily	Sep 3, 1989
Trenton Trentonian	Ontario	Trenton, Ontario	Weekly	Apr 30, 2015
Wallaceburg Courier Press	Ontario	Wallaceburg	Weekly (Thursday)	Apr 22, 2010
Welland Tribune	Ontario	Welland, Ontario, Canada	Monday-Saturday	Mar 17, 1999
West Carleton Review	Ontario	West Carleton Region	Weekly (Thursday)	Nov 7, 2008
West Elgin Chronicle	Ontario	West Lorne, Ontario	Weekly	Apr 30, 2015
Wiarton Echo	Ontario	Wiarton, Ontario	Weekly	Apr 28, 2015
LaSalle Post	Ontario	Windsor, Ontario	Weekly (Friday)	Feb 18, 2011

Windsor Star	Ontario	Windsor, Ontario, Canada	Monday-Saturday	Oct 20, 1986
Oxford Review	Ontario	Woodstock, Ontario		May 28, 2011
Woodstock Sentinel-Review	Ontario	Woodstock, Ontario, Canada	Daily	May 25, 2004
Ajax News Advertiser	Ontario		Three/Week (Wednesday, Friday, Sunday)	Mar 16, 2003
Alliston Herald	Ontario		Twice/Week (Wednesday, Friday)	Feb 24, 2002
Almaguin News	Ontario			May 28, 2009
Ancaster News	Ontario			Apr 17, 2009
Arthur Enterprise News	Ontario			Feb 4, 2010
Aurora Banner	Ontario			Mar 18, 2003
Barrie Advance	Ontario		Three/Week (Wednesday, Friday, Sunday)	Nov 28, 2002
Beach Mirror	Ontario			Apr 1, 2005
Bloor West Villager	Ontario			Mar 21, 2003
Bracebridge Examiner	Ontario			Nov 16, 2011
Bradford West Gwillimbury Topic	Ontario			Mar 25, 2010
Brampton Guardian	Ontario		Three/Week (Wednesday, Friday, Sunday)	Dec 13, 2002
Brant News	Ontario			Nov 19, 2008

Brock Citizen	Ontario		Weekly (Friday)	Jul 23, 2004
Burlington Post	Ontario		Three/Week (Wednesday, Friday, Sunday)	Dec 13, 2002
Caledon Enterprise	Ontario		Three/Week (Wednesday, Friday, Sunday)	Oct 4, 2006
Cambridge Times	Ontario			Oct 5, 2007
City Centre Mirror	Ontario			Apr 1, 2005
Clarington This Week	Ontario			May 28, 2009
Collingwood Connection	Ontario		Weekly (Friday)	Nov 27, 2002
Dundas Star News	Ontario			May 14, 2009
East Gwillimbury Express	Ontario			Jun 19, 2007
East York Mirror	Ontario			Nov 14, 2009
Etobicoke Guardian	Ontario			Mar 19, 2003
Exeter Times-Advocate	Ontario			Jul 28, 2017
Flamborough Review	Ontario		Weekly (Friday)	Aug 15, 2003
Fort Erie Post	Ontario			Aug 4, 2011
Georgina Advocate	Ontario			Mar 20, 2003
Gravenhurst Banner	Ontario			Nov 16, 2011

Grimsby Lincoln News	Ontario			Apr 26, 2011
Hamilton Mountain News	Ontario			Jun 29, 2011
Huntsville Forester	Ontario			Jan 21, 2005
Independent Free Press	Ontario		Twice/Week (Wednesday, Friday)	Feb 28, 2007
Innisfil Journal	Ontario			Jun 1, 2009
Kawartha Lakes This Week	Ontario			Feb 7, 2007
King Connection	Ontario			Jul 13, 2007
Kitchener Post	Ontario			Jun 10, 2011
Listowel Banner	Ontario			Feb 4, 2010
Markham Economist & Sun	Ontario			Mar 18, 2003
Meaford Express	Ontario			May 28, 2009
Midland Mirror	Ontario		Twice/Weekly (Wednesday, Friday)	Apr 2, 2003
Milton Canadian Champion	Ontario		Twice/Week (Tuesday, Friday)	Apr 1, 2003
Minto Express	Ontario			Feb 4, 2010
Mississauga News	Ontario		Continuous	Sep 19, 2007
Mount Forest Confederate	Ontario			Feb 4, 2010
Muskokan	Ontario			May 29, 2009

New Hamburg Independent	Ontario			May 29, 2009
Newmarket Era	Ontario			Feb 19, 2000
Niagara This Week - Niagara Falls	Ontario			May 30, 2013
Niagara This Week - St. Catharines	Ontario			Oct 14, 2005
Niagara This Week - Thorold	Ontario			Jun 11, 2013
Niagara This Week - Welland	Ontario			Jun 11, 2013
Niagara-On-The-Lake Town Crier	Ontario			Jul 15, 2011
Norfolk News	Ontario			Oct 2, 2013
North Bay Nipissing News	Ontario			Apr 27, 2011
North York Mirror	Ontario			Mar 19, 2003
Northumberland News	Ontario		Three/Week (Wednesday, Friday, Sunday)	Aug 23, 2002
Oakville Beaver	Ontario		Three/Week (Wednesday, Friday, Saturday)	Dec 13, 2002
Orangeville Banner	Ontario		Twice/Week (Tuesday, Friday)	Aug 15, 2002
Orillia Today	Ontario		Twice/Weekly (Wednesday, Friday)	Nov 29, 2002
Oshawa This Week	Ontario		Three/Week (Wednesday, Friday, Sunday)	May 14, 1993
Our London	Ontario			Nov 4, 2010

Parkdale Villager	Ontario			Jul 14, 2009
Parry Sound North Star	Ontario			Jun 30, 2006
Peterborough This Week	Ontario		Twice/Week (Wednesday, Friday)	Mar 27, 1993
Pickering News Advertiser	Ontario			May 28, 2009
Port Colborne Leader	Ontario			Aug 31, 2011
Port Perry Star	Ontario		Twice/Week (Wednesday, Friday)	Sep 14, 2004
Richmond Hill Liberal	Ontario			Mar 18, 2003
Scarborough Mirror	Ontario			Mar 19, 2003
South Asian Focus	Ontario			Jul 17, 2007
St. Marys Journal Argus	Ontario			Sep 20, 2007
St. Thomas-Elgin Weekly News	Ontario			Oct 29, 2013
Stayner Sun	Ontario			Feb 15, 2008
Stoney Creek News	Ontario			May 15, 2009
Stouffville Sun-Tribune	Ontario			Jun 19, 2007
Stratford Gazette	Ontario			Mar 31, 2005
The Sachem	Ontario			May 7, 2009
Thornhill Liberal	Ontario			Jul 5, 2007

Uxbridge Times Journal	Ontario		Twice/Week (Wednesday, Friday)	Jun 11, 2003
Vaughan Citizen	Ontario			Mar 23, 2003
Walkerton Herald-Times	Ontario			Jun 2, 2009
Wasaga Sun	Ontario			Feb 15, 2008
Waterloo Chronicle	Ontario			May 20, 2009
Whitby This Week	Ontario			May 28, 2009
Wingham Advance Times	Ontario			Jul 31, 2017
York Guardian	Ontario			Mar 21, 2003
Journal de Montreal	Quebec	Montreal, PQ	Daily	May 25, 2011
24 Heures Montreal	Quebec	Montreal, Quebec	Mon-Fri	May 27, 2011
Montreal Gazette	Quebec	Montreal, Quebec, Canada	Monday - Saturday	Oct 1, 1985
Journal de Quebec	Quebec	Quebec City, PQ	Daily	Apr 2, 2011
Brome County News	Quebec	Sherbrook, Quebec, Canada	Weekly (Tuesday)	Dec 1, 1999
Sherbrooke Record	Quebec	Sherbrooke, Quebec, Canada	Monday-Friday	Nov 29, 1999
Battlefords News Optimist	Saskatchewan	Battlefords, Saskatchewan	Weekly (Tuesday)	Nov 28, 2007
Battlefords Regional Optimist	Saskatchewan	Battlefords, Saskatchewan	Weekly (Thursday)	Mar 7, 2013

Maple Creek & Southwest Advance Times	Saskatchewan	Maple Creek, Saskatchewan, Canada	Weekly (Tuesday)	May 3, 2016
Maple Creek News	Saskatchewan	Maple Creek, Saskatchewan, Canada	Weekly (Thursday)	May 5, 2016
Melfort Journal	Saskatchewan	Melfort, Saskatchewan	Weekly (Tuesday)	May 17, 2011
Nipawin Journal	Saskatchewan	Nipawin, Saskatchewan	Weekly (Wednesday)	May 18, 2011
Northeast Sun	Saskatchewan	Nipawin, Saskatchewan	Weekly (Friday)	May 20, 2011
Outlook	Saskatchewan	Outlook, Saskatchewan	Weekly	Oct 1, 2007
Regina QC	Saskatchewan	Regina, Saskatchewan	Weekly	Sep 15, 2011
Regina Leader Post	Saskatchewan	Regina, Saskatchewan, Canada	Monday - Saturday	Jan 1, 2000
Saskatoon Star Phoenix	Saskatchewan	Saskatoon, Saskatchewan, Canada	Monday-Saturday	May 1, 1996
Shaunavon Standard	Saskatchewan	Shaunavon, Saskatchewan, Canada	Weekly (Tuesday)	May 3, 2016
Parkland Review	Saskatchewan	Tisdale, SK	Weekly (Friday)	May 16, 2008
Tisdale Recorder	Saskatchewan	Tisdale, SK	Weekly (Wednesday)	May 14, 2008
Unity-Wilkie Press-Herald	Saskatchewan	Unity, Saskatchewan	Weekly (Monday)	May 12, 2008
Weyburn Review	Saskatchewan	Weyburn, SK	Weekly (Wednesday)	Apr 23, 2008
Whitehorse Star	Territories	Whitehorse, Yukon, Canada	Monday-Friday	Nov 1, 1999
Yukon News	Territories	Whitehorse, Yukon, Canada	Twice/Week (Wed & Fri)	Sep 9, 2002

From: Supply New Requests <SupplyNewRequests@calgary.ca>
Sent: Monday, May 30, 2022 5:14 PM
To: Oster, Joshua C.
Cc: Parmar, Gurjit; Sarah Demko; Ashley Gillies
Subject: FW: [EXTERNAL]RE: Sole Source Question - Meltwater
Attachments: Procurement Valuation Meltwater.xlsx; Procurement Plan Template - Meltwater.docx; Meltwater Letter of Uniqueness - Calgary Police Service.pdf; Meltwater - Exclusive Sources.pdf

ISC: Protected A

Josh, can you please work on this one with Gurjit's assistance? Can you please let me do a quick review prior to seeking Amit's approval on the plan.

Thanks,

Matt

Matthew Sutherland
Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
P 403.268.1342 | **F** 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.
P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko
Sent: Thursday, May 26, 2022 1:48 PM
To: Supply New Requests
Cc: Parmar, Gurjit ; Oster, Joshua C. ; Ashley Gillies ; Candace Rumancik ; Emma Poole
Subject: FW: [EXTERNAL]RE: Sole Source Question - Meltwater

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ISC: Protected A

Good afternoon,

As per the attached email chain, S. 24(1)(c)
S. 24(1)(c)

Please let me know if there are any questions or concerns.

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Sutherland, Matthew D.
Sent: Wednesday, May 25, 2022 2:12 PM
To: Sarah Demko
Cc: Hofstetter, Barry
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

24(1)(c)

Matthew Sutherland
Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
P 403.268.1342 | **F** 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.
P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Wednesday, May 25, 2022 2:05 PM
To: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Cc: Ashley Gillies <pol12152@calgarypolice.ca>; Candace Rumancik <pol11475@calgarypolice.ca>; Hofstetter, Barry <Barry.Hofstetter@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

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Good afternoon Matt,

Thank you for providing a response so quickly. S. 24(1)(c)
S. 24(1)(c)

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Sent: Wednesday, May 25, 2022 2:00 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Ashley Gillies <AGillies@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>; Hofstetter, Barry <Barry.Hofstetter@calgary.ca>
Subject: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Thank you Sarah,

S. 24(1)(c)

Let me know if you have any questions, Barry just an fyi in case you end up with this in the future, Have a great afternoon,

Matt

Matthew Sutherland
Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
P 403.268.1342 | **F** 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.
P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Wednesday, May 25, 2022 12:12 PM
To: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Cc: Ashley Gillies <pol12152@calgarypolice.ca>; Candace Rumancik <pol11475@calgarypolice.ca>
Subject: [External] Sole Source Question - Meltwater
Importance: High

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ATTENTION: Do not click links or open attachments from external senders unless you are certain it is safe to do so. Please forward suspicious/concerning email to spam@calgary.ca

ISC: Protected A

Good morning Matt,

I was not sure if you are the Lead I am still sending these requests to with the reorg happening. Please let me know if I should contact someone else.

S. 24(1)(c)

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) | Phone: 403.428.8522 | sdemko@calgarypolice.ca

CALGARY POLICE SERVICE

RESPECT • HONESTY • COMPASSION • COURAGE • FAIRNESS • ACCOUNTABILITY • INTEGRITY

ISC: Protected A

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Supply Management

Procurement Valuation Tool

Procuring Entity Contact

Name	Ashley Gillies/Sarah Demko
Position	Leader, SPAM/ Director IT Operations
Business Unit	CPS
Date Valuation Completed (YYYY-MM-DD)	2022-05-25

Project Title (if known)	Social Media Monitoring System

Procurement Valuation

Items*	Initial or One-time Cost	Year 1	Year 2	Year 3	Year 4	Year 5+	Total
Meltwater Explore S.16(1) S.16(1)	$0.00	$40,000.00	$40,000.00	$40,000.00	$40,000.00	$40,000.00	$200,000.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Cash Allowance	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Contingency	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Disbursements **(only applicable for Engineering & Architectural Consulting)**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Freight (including duties or other shipping charges)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Total Procurement Valuation	$0.00	$40,000.00	$40,000.00	$40,000.00	$40,000.00	$40,000.00	$200,000.00
GST (@ 5%)	$0.00	$2,000.00	$2,000.00	$2,000.00	$2,000.00	$2,000.00	$10,000.00
Total Procurement Valuation (including GST)**	$0.00	$42,000.00	$42,000.00	$42,000.00	$42,000.00	$42,000.00	**$210,000.00**

*Other items that may be applicable: additional scope or phases of work, additional Contract renewal terms, licence, maintenance and support fees, permit fees, or the potential Procurement needs of multiple City business units.

** If your Total Procurement Valuation (including GST) is equal to or greater than the respective Trade Agreement Thresholds ($75,000 or greater for consulting, goods and services, and information technology, and $200,000 or greater for Construction), The City's *Procurement Governance Framework* applies.

(This section is to be completed by the Procuring Entity and Finance)

Approved Budget (from all sources)

Initial or One-time Cost	Year 1	Year 2	Year 3	Year 4	Year 5+
$0.00	$42,000.00	$42,000.00	$42,000.00	$42,000.00	$42,000.00

Comments:
Budget is available for all 5 years.

Account Coding

GL Business Unit	Account	Fund	Dept ID	Activity	Reference	Project ID	Task
	42380	20	10189				

(add additional rows if needed)

DEPT ID Owner Acknowledgement

Date (YYYY-MM-DD)	2022-05-25
Name	Sarah Demko for Ashley Gillies
Signature	

Finance Leader or Delegate Acknowledgement

Date (YYYY-MM-DD)	
Name	
Signature	

(add additional signature blocks if multiple Finance Leader (or delegate) signatures are required)

Supply Management

Procurement Plan

1. Before you start your Procurement Plan

1.1 If you haven't already done so, please read through The City's *Procurement Policy*, *Procurement Practices*, and *Procurement Governance Framework*. Together, these documents provide context for all persons covered by the Procurement Policy relative to procurement decision making and activities, accountabilities and responsibilities, and overall navigation of procurement at The City.

1.2 With specific reference to planning for procurement, the Procurement Policy offers a few key messages that you should keep in mind:

- All persons covered by the Procurement Policy must plan for Procurement (regardless of the value) to establish the overall Procurement Strategy prior to procuring.
- All relevant Enabling Services and Internal Service Providers must be engaged to obtain service or approval of the Procurement Strategy.
- Following The City's *Procurement Governance Framework* is mandatory for procurements at or above Trade Agreement Thresholds; that is, a total procurement valuation of:
  - **$75,000** or greater for goods and services, consulting, information technology; and
  - **$200,000** or greater for construction.

1.3 Supply Management is available to advise on your Procurement Plan at any time by submitting to SupplyNewRequests@calgary.ca.

1.4 If your total procurement valuation is ***less than* Trade Agreement Thresholds**, and you feel comfortable managing the procurement on your own, feel free to do so in accordance with The City's *Procurement Practices*. Supply Management is also available to advise you if you require.

1.5 If your total procurement valuation is **at or *above* Trade Agreement Thresholds,** when you feel that you are ready to move forward to Procurement Gate 1, submit to SupplyNewRequests@calgary.ca your:

- Procurement Plan,
- Procurement Valuation Tool,
- scope of work and specifications,
- any additional terms and conditions, and
- evaluation criteria.

A Supply Management Buyer will be assigned to validate your Procurement Plan and attachments for completion and compliance.

1.6 Your completed Procurement Plan should address each section of this document unless it is for a non-competitive procurement. Then only certain sections apply.

1.7 If you are unsure of any sections, just leave them blank and further discuss with a Supply Management Buyer.

Supply Management

Procurement Plan

2. What is your contact information?

2.1 Provide your contact information below.

Name	Sarah Demko (for Ashley Gillies)
Position	Director of IT Operations (SPAM Leader)
Business Unit or Other Entity	Calgary Police Service

2.2 Are you purchasing on behalf of another City business unit(s) other than your own?

☐ Yes	Which business unit(s)? List below.	
	1.	
	2.	
	3.	
☒ No		

3. What is the value of your procurement?

3.1 Have you completed your procurement valuation using the *Procurement Valuation Tool*? This is important, as it:

- will determine if your procurement is subject to trade agreement requirements; and
- documents **Finance's acknowledgement** for your procurement budget.

☒ Yes	Attached as a separate document with my Procurement Plan.

4. Working with others

4.1 Have you engaged all relevant Enabling Services and Internal Service Providers within The City to obtain service or approval of your Procurement Strategy?

☐ Yes	Which Enabling Services or **Internal Service Providers** did you contact? List below.	
	1.	
	2.	
	3.	
☒ N/A	Enabling Services or Internal Service Providers cannot provide what I need.	

4.2 Are you leveraging an existing Contract to fulfill your procurement needs? It may help to visit the *myCity Contract Search* tool to see what Contracts are already in place.

☐ Yes	If yes, what is the Contract or RFx number?	
	Contract or RFx #	e.g. 18-1733
☒ No		

4.3 Have you given any thought to a collaborative or shared procurement (i.e., working with other business units, institutions, or jurisdictions that may have a similar need)?

☐ Yes	List the names of any other business units, institutions, or jurisdictions that may benefit to participate in this procurement?	
	1.	
	2.	
	3.	
☒ No	This does not apply to my procurement.	

5. What are you looking to procure?

5.1 What general category would you say best describes your procurement? Check all boxes that apply.

☐ Goods & Services
☐ Consulting or Professional Services
☒ Information Technology
☐ Construction

5.1.1 Will any items procured need to be inventoried or warehoused by Supply Management?

☐ Yes	If yes, have you spoken with Supply Management's Inventory Leader or Planner to discuss a plan to inventory or warehouse your purchase? *	
	☐ Yes	
☒ No		

***Remember:** Any handling, management, and storage of inventory comes at a cost to the Procuring Entity, so it's good to have this conversation as soon as possible.

5.2 Provide a project title (if applicable) and brief description of what it is that you are looking to procure? If there are multiple procurements associated with this plan or this is a multi-stage Procurement Strategy, capture that information here.

Project title	Media Intelligence Services
Description	CPS is looking for a comprehensive media intelligence service. This service should include media monitoring, tracking, searching, archiving, translating and reporting. The need for analysis and reporting tools to assist CPS in the management of public relations and communications. An important consideration is real time analysis that could be useful during operational events.

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 654 of 1566

Supply Management

Procurement Plan

5.3 Have you completed your detailed scope of work, scope of requirements, or detailed specifications for this procurement?

☒ Yes	Attached as a separate document(s) with my Procurement Plan.

5.4 Have you incorporated sustainability and resilience in to your specifications?

	If yes, provide a brief description as to how it is incorporated.
☐ Yes	e.g., The Potential Supplier must minimize packaging with all shipments to reduce environmental impact.
☒ No	

5.5 Would you consider the procurement to be high risk, potentially controversial, something never been done before, or subject to a high level of public interest or scrutiny?

	Provide a brief description below as to why you believe so.
☐ Yes	
☒ No	

5.6 Are there any actual, perceived, or potential conflicts of interest that may affect your procurement?

	If yes, provide a brief description.
☐ Yes	e.g., A City prequalified Engineering firm provided the original preliminary design 5 years ago. If we pursue the same prequalified Suppliers to complete detailed design, they may have a competitive advantage.
☒ No	

*__Remember:__ any actual, potential, or perceived conflict of interest should be discussed with Supply Management. Decisions made will be based on the facts at the time and will be documented to the procurement file.

5.7 Is your procurement time-sensitive based on an imposed constraint?

	Provide a brief statement to add context.
☐ Yes	e.g. This procurement is attached to provincial funding and must be spent by the end of next year.
☒ No	

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 655 of 1566

Supply Management

Procurement Plan

6. What is your Procurement Strategy?

6.1 Are you looking to competitively bid or non-competitively award your procurement?

☐ Competitively Bid	**Note:** If selected, skip to 6.2.
☒ Non-competitive award*	**Note:** If selected, only sections 6.1, 6.2, 6.3, 10 & 11 of the remaining document need to be filled out.
☐ N/A	Provide a brief description if selected. e.g. • I am leveraging an existing Contract that doesn't require a second-stage competitive bid process. • I am only issuing a Request for Information (RFI) to market at this point; there will be no awarded work.

***Remember:** There are very few exceptions that allow The City to non-competitively award work at or above Trade Agreement Thresholds.

6.1.1 If a non-competitive Procurement Strategy is selected, it helps to add a bit more context. Fill out **Appendix A** as part of your Procurement Plan.

☒ Yes	Attached as part of this Procurement Plan.

6.1.2 If a non-competitive Procurement Strategy is selected, will you be issuing a Notice of Intent (NOI) to market prior to awarding this non-competitive procurement?

☒ Yes	
☐ No	If selected, provide a brief description as to why an NOI is not required.

6.1.3 If issuing an NOI, have you completed the scope or supporting content for the NOI?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.

6.2 Is this a one-time procurement or do you have an on-going need for this good or service?

☐ One-time procurement	
☒ I have an on-going need for this good or service	If selected, how many years do you anticipate having this Contract in place for?* 5 years

***Remember:** There may be trade agreement obligations that limit the duration of a Contract.

6.3 Do you want to Contract with a single Supplier or do you need multiple Suppliers to fulfill your need?

☒ Single Supplier	☐ Multiple Suppliers

Supply Management

Procurement Plan

6.4 Is your procurement opportunity going to be made available to the open market or are you leveraging an existing prequalified list of Potential Suppliers?

☐ Open Market		
Prequalified list	☐ Construction Prime Contractor Click here for information about the list of prequalified Construction Prime Contractors.	
	☐ Engineering and Architectural Services Click here for information about the list of prequalified Engineering and Architectural consultants.	
	☐ Project specific prequalified list	What is the Request for Prequalification (RFPQ) Procurement Document number? e.g. 20-0453

6.4.1 If you selected ***Open Market***, are there any Potential Suppliers that should be made aware of this procurement opportunity? If so, list them below.

Potential Suppliers	1.	Company Name	e.g. ABC Company	
		Contact Info.	Name	e.g. Jane Smith
			Email	e.g. j.smith@ABC.com
	2.	Company Name		
		Contact Info.	Email	
			Name	
	3.	Company Name		
		Contact Info.	Email	
			Name	
☐ N/A				

(Add additional rows if needed)

6.4.2 If you selected either ***Construction Prime Contractor*** or ***Engineering and Architectural Services***, identify the prequalified construction category or consulting discipline you believe would best fulfill your procurement needs. There could be more than one, so list all that apply.

Category or Discipline	1.	e.g. Streetlight Construction (C70000500)
	2.	e.g. Bridges – New Construction (C7300101)
	3.	
	4.	
	5.	
☐ N/A		

6.5 Are you looking to issue a Request for Prequalification (RFPQ) as part of a two-stage Procurement Strategy?

☐ Yes	Scope of work, specifications and evaluation criteria are attached as a separate document(s) with my Procurement Plan.
☐ No	

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 657 of 1566

Supply Management

Procurement Plan

6.6 Do you require any additional market research or advance market notice as part of your Procurement Strategy? Select all that may apply.

☐ Request for Information (RFI) Used to source technical or commercial data from the open market to inform a follow-up procurement document.	
☐ Expression of Interest (EOI) Used to identify potential suppliers who may be interested in bidding on a project or requirement.	
☐ Notice of Proposed Procurement (NPP) Used to advise Potential Suppliers of an upcoming procurement opportunity in advance of the procurement.	
☐ N/A	

6.6.1 Have you completed your scope, specifications, or supporting content for your RFI, EOI, or NPP?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.
☐ N/A	

7. Procurement Document

7.1 What is the Procurement Document type that you feel will get you the best outcome for your procurement need?

☐ Request for Proposal (RFP)	If selected, will your RFP be one of the following?	
	☐ Design Build	
	☐ Construction Management	
	☐ N/A	
☐ Request for Quote (RFQ) or Request for Tender (RFT)		
☐ Request for Standing Offer (RFSO)		
☐ Service Level Agreement (SLA) - (only applicable when leveraging an existing RFSO)		
☐ Other	If selected, provide a brief description below.	
	e.g. looking to explore an integrated project delivery method.	

7.2 Are there any additional terms or conditions ("special conditions") that need to be included in your Procurement Document?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.
☐ No	

*__Remember:__ Additional terms and conditions should not conflict or duplicate The City's standard terms and conditions and may be subject to legal review prior a Procurement Document being posted to market.

Supply Management

Procurement Plan

8. How are you going to Evaluate?

8.1 What type of evaluation criteria will give you the best procurement outcome?

☐ Price only
☐ Price and other rated criteria
☐ Rated criteria only (for Engineering & Architectural Procurement only)

8.1.1 Have you completed your pricing structure and/or rated evaluation criteria?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.

8.2 Are sustainability and resiliency evaluation criteria applicable to your procurement?

☐ Yes	If yes, provide a brief description of how sustainability and resiliency is incorporated in your evaluation criteria? E.g. Sustainable Environmental Economic Procurement Policy (SEEPP) and Benefit Driven Procurement checklists will be included as part of the evaluation criteria.
☐ No	

8.3 Will product testing, demonstrations, presentations, or interviews be part of your evaluation? Check all the boxes that apply.

☐ Product testing	☐ Presentation	☐ N/A
☐ Interview	☐ Demonstration	

8.3.1 Have you completed your evaluation criteria for the product testing, demonstrations, presentations, or interviews?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.
☐ N/A	

8.3.2 Will a Proof of Concept be required as part of your Procurement Strategy (i.e., proving the good or service after Contract award before full-scale implementation)?

☐ Yes	
☐ No	

Supply Management

Procurement Plan

8.4 Who will be on your evaluation team?*

Evaluation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
Evaluation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
Evaluation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
☐ N/A	Price is the only evaluation criteria.	

(Add additional rows if needed)

***Remember:** a minimum of 3 evaluators is required.

8.5 Who will be on your negotiations team, if applicable and different from your evaluation team?

Negotiation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
Negotiation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
Negotiation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
☐ N/A		

(Add additional rows if needed)

9. What is your procurement timeline?

9.1 Provide a high-level timeline for your procurement. If there are multiple procurements associated with this plan or this is a multi-stage Procurement Strategy, add additional rows as needed.

Activity Name	Description	Target Date
e.g. Road Repair Procurement	When do you anticipate going to market?	Click or tap to enter a date.
	Target effective date (contract award date)	Click or tap to enter a date.

(Add additional rows if needed)

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 660 of 1566

Supply Management

Procurement Plan

10. Managing the Supplier and the Contract

10.1 Who from your team will be managing the Supplier and resulting Contract?

Name:	Ashley Gillies/Sarah Demko	Position	Strategic Procurement and Asset Management Leader/ Director IT Operations
Business Unit:	CPS	Email	Agillies@calgarypolice.ca/sdemko@calgarypolice.ca

10.2 Who from your team will be completing the Supplier performance evaluations over the life of the Contract?

Name:	Emma Poole	Position	Manager Public Affairs/Media Relations
Business Unit:	CPS	Email	epoole@calgarypolice.ca

10.3 At what interval(s) will Supplier performance evaluations will be held? Check all boxes that apply.

Supplier performance evaluation interval	☐ Contract Renewal & Close (Mandatory)	☐ Based on milestones or deliverables
	☒ Annually	☐ Other (provide brief description below
	☐ Semi-annually	e.g. Monthly, then less as the Contract moves forward.
	☐ Quarterly	

Supply Management

Procurement Plan

11. Approvals

11.1 The below parties agree that the Procurement Plan is complete and compliant and may proceed to the Procurement stage.

Enabling Services or Internal Service Providers

Enabling Service or Internal Services Provider – Director or Delegate (Procurement Strategy Approval)			
Name:		Position:	
Business Unit:	CPS	Date:	
Signature:			
☒ N/A			

(Add additional signature blocks if more than one Enabling Service or Internal Service Providers approval is required)

Procuring Entity

Procuring Entity (Based on Procurement Delegation of Authority)		Valuation	Procurement Plan - Approver
		> = $5MM	Director, Procuring Entity
		< $5MM	Manager, Procuring Entity
Procurement Plan – Creator			
Name:	Ashley Gillies	Position:	Leader Strategic Procurement and Asset Management
Business Unit:	CPS	Date:	Click or tap to enter a date.
Signature:			
Procurement Plan – Approver (Manager or Director)			
Name:	Sarah Demko	Position:	Director IT Operations
Business Unit:	CPS	Date:	5/25/2022
Signature:			

Supply Management Gate 1 – Validation

Supply Management		Procurement Strategy	Procurement Plan Validation
		Competitive	Buyer, Supply Management
		Non-competitive	Director, Supply Management
Name:		Date:	Click or tap to enter a date.
Signature:			

APPENDIX A: Non-Competitive Procurement

1. Supplier Contact Information

Provide the name and contact information of the recommended Supplier.

Legal Name of Supplier	Meltwater
Supplier contact name	Eric Farmer
Supplier phone number	514-243-3542
Supplier email address	eric.farmer@meltwater.com

2. Trade Agreement Exception

Identify the New West Partnership Trade Agreement (NWPTA) exception(s) that best reflects the rationale for this non-competitive procurement. See **Appendix B** for NWPTA Exceptions.

NWPTA Exception(s)	(g)	where it can be demonstrated that only one supplier is able to meet the requirements of a procurement;

3. Background

Describe or attach relevant background information supporting this non-competitive procurement (i.e., What is the history or existing situation that lead to the need for this non-competitive procurement?).

In 2015 CPS issued RFP 15-1705 for Social Media Monitoring Software. An award was made to Hootsuite in July 2016. Hootsuite software was installed and used for a short period at which time it was determined the software was not suitable and did not perform as proposed. City Law and Supply rescinded the contract 2016 October 18. CPS and Supply agreed on continued use of Salesforce software to bridge the needs for the service. At this time, Salesforce is not meeting the needs of a social media monitoring software and CPS hopes to decommission this solution. We would like to replace with a solution for Media Intelligence Services. Currently, CPS has asked for funding in the upcoming 2023-2026 budget cycle to go to market for a comprehensive solution. Until funds are allocated, CPS can only allocate up to $40,000 annually for the Social intelligence solution.

4. Rationale for Non-competitive Procurement

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 663 of 1566

As competitive methods of procurement should be used whenever possible, describe, or provide the rationale for this non-competitive procurement, the expected benefits, and supporting evidence where available.

Meltwater has provided a Sole Sourcing Letter indicating that they are the exclusive electronic distributor of Postmedia Network, Glacier Media, and TC Limited Partnership sources of media content. (See Meltwater – Exclusive Sources.pdf). As this data is critical to the management of Social intelligence to CPS it is critical that we have access to those sources. Other unique features that would support an NOI include: S.16(1)

5. Contractual Documentation

5.1 Whose terms and conditions will govern the resulting Contract?

☐ City terms and conditions
☒ Supplier terms and conditions*
☐ Unsure at this time as the Supplier is yet to be engaged.

***Remember:** There is additional risk to The City when accepting a Supplier's contractual terms and conditions. The Procuring Entity is accountable for this risk.

5.1.1 If the Supplier terms and conditions govern, has the Law department or other relevant Enabling Services or Internal Service Providers been engaged to review them prior to acceptance?

☐ Yes	Confirmation attached as a separate document(s) with my Procurement Plan.
☐ No	If selected, provide a brief description. e.g. Same contractual terms and conditions apply that have already been reviewed by the Law Department and accepted by the Business Unit.
☒ N/A	Not applicable at this time, as the Supplier is yet to be engaged.

APPENDIX B

New West Partnership Trade Agreement (NWPTA) Exceptions

The following are the allowable exceptions to the competitive bidding process under the NWPTA. www.newwestpartnershiptrade.ca

Part V "EXCEPTIONS TO THE AGREEMENT"

Government Procurement

2. Procurements:

(a) from philanthropic institutions, prison labour or persons with disabilities;

(b) from a public body or a non-profit organization;

(c) of goods purchased for representational or promotional purposes, and services or construction purchased for representational or promotional purposes outside the territory of a Party;

(d) of health services and social services;

(e) on behalf of an entity not covered by Article 14;

(f) by entities which operate sporting or convention facilities, in order to respect a commercial agreement containing provisions incompatible with Article 3, 4 or 14;

(g) where it can be demonstrated that only one supplier is able to meet the requirements of a procurement;

(h) where an unforeseeable situation of urgency exists and the goods, services or construction could not be obtained in time by means of open procurement procedures;

(i) when the acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest;

(j) of services provided by lawyers and notaries;

(k) of goods intended for resale to the public; or

(l) in the absence of a receipt of any bids in response to a call for tenders.

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 665 of 1566

Meltwater
Outside Insight

150 King Street West, 7th Floor, Toronto, Ontario M5H 1J9

The Meltwater Group
Letter of Uniqueness / Statement of Work

Meltwater Group offers the most comprehensive and affordable media intelligence service. We fully customize our reporting to each client's individual needs. Our source base is the most comprehensive and covers over 310,000+ sources in over 190 countries and 60 languages. We work with over 30,000 clients worldwide from a broad variety of sectors. Our Canadian client list includes, but is not limited to, all Ministries of the Ontario Government, Edmonton Police Service, Waterloo Regional Police, Hamilton Police, Police Association of Ontario, Saskatoon Police, Surete du Quebec, Toronto Police Association, York Regional Police, and many other police departments across North America along with government bodies and Alberta based organizations.

Factors that set Meltwater Group apart from the rest and make Meltwater a unique/sole source provider:

Media Monitoring

S.16(1)

[redacted]

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

S.16(1)

[redacted]

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

S.16(1)

Media Analysis and Reporting

S.16(1)

Contacts Database and Newsletter

S.16(1)

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

Social Media Management, Scheduling, Engagement, and Reporting – Meltwater Engage

S.16(1)

These are some of the features which allow us to claim to have a unique service, as this takes us beyond the realm of a simple media monitoring company, press release distribution tool, or social media management company, and allows us to offer a comprehensive, streamlined, and unparalleled service which has no peer or all-in-one replacement in the marketplace.

Any further questions can be directed to **Eric Farmer** (contact information below).

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

Re: Sole Sourcing

Exclusive Sources and Services only available with Meltwater

This is to confirm that Meltwater News Canada Inc., is the exclusive electronic distributor of Postmedia Network Inc. (and former Sun Media), Glacier Media, and TC Limited Partnership sources to all departments and agencies within provincial and municipal governments of Canada, British Columbia, Ontario, and beyond. (Please see attached list). The Financial Post, Calgary Herald, The Province, Times Colonist, and Business In Vancouver are included in this list; and we receive direct feeds of these sources into our platform. We are also the only provider of selected news archival sources in some cases going as far back as 1985.

If you have any further questions, please contact Carstin Hao who is listed below.

Regards,

Eric Farmer
Director, Strategic Accounts – North America
Meltwater News Canada Inc.
eric.farmer@meltwater.com | 514-243-3542

Contact:
Carstin Hao
Client Success Director – Canada
Meltwater News Canada Inc.
carstin.hao@meltwater.com | 604-239-8380

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Toronto, ON
M5H 1J9

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Edmonton Journal	Ottawa Sun	Vancouver Sun
Edmonton Sun	ottawacitizen.com	vancouversun.com
edmontonjournal.com	ottawasun.com	Winnipeg Sun
edmontonsun.com	Regina Leader Post	winnipegsun.com
leaderpost.com	Saskatoon Star Phoenix	
Montreal Gazette	theprovince.com	

Community Newspapers		
Airdrie Echo	kapuskasingtimes.com	Sarnia Observer
airdrieecho.com	Kenora Daily Miner & News	Sarnia This Week
Beaumont News	kenoradaily minerandnews.com	sarniathisweek.com
Belleville Intelligencer	Kincardine News	Sault Star
Bow Valley Crag & Canyon	kincardinenews.com	Sault This Week
Brantford Expositor	Kingston This Week	saultstar.com
brantfordexpositor.ca	Kingston Whig-Standard	saultthisweek.com
Brockville Recorder & Times	Kingsville Reporter	seaforthuronexpositor.com
Camrose Canadian	Kirkland Lake Northern Daily News	Selkirk Journal
camrosecanadian.com	Lacombe Globe	Sherwood Park News
Central Plains Herald-Leader	lacombeglobe.com	sherwoodparknews.com
Chatham Daily News	Lake of the Woods Enterprise	Shoreline Beacon
Chatham This Week	Lakeshore Advance	shorelinebeacon.com
chathamdailynews.ca	Lakeshore News	Spruce Grove Examiner
chathamthisweek.com	lakeshoreadvance.com	sprucegroveexaminer.com
Clinton News-Record	LaSalle Post	St. Thomas Times-Journal
clintonnewsrecord.com	Leduc Representative	standard-freeholder.com
Cochrane Times	leducrep.com	Stirling Community Press
Cochrane Times-Post	lfpress.com	Stonewall Argus
cochranetimes.com	London Free Press	Stony Plain Reporter
cochranetimespost.com	Londoner	stonyplainreporter.com
Cold Lake Sun	Lucknow Sentinel	Stratford Beacon-Herald
coldlakesun.com	lucknowsentinel.com	stratfordbeaconherald.com
Corn, Soybean + Wheat Handbook	Mayerthorpe Freelancer	Strathroy Age Dispatch
Cornwall Standard-Freeholder	mayerthorpefreelancer.com	Strathroy Focus
dailyheraldtribune.com	Melfort Journal	strathroyagedispatch.com
Delhi News-Record	melfortjournal.com	
delhinewsrecord.com		

Devon Dispatch News
Drayton Valley Western Review
draytonvalley westernreview.c om
Edmonton Examiner
edmontonexaminer.com
Edson Leader
edsonleader.com
elliotlakestandard.ca
Elliott Lake Standard
Espanola Mid-North Monitor
Exeter Times-Advocate
Exeter Weekender
Fairview Post
fairviewpost.com
Fort McMurray This Week
Fort McMurray Today
Fort Saskatchewan Record
fortmcmurraytoday.com
fortsaskatchewanrecord.com
Gananonque Reporter
gananonquereporter.com
Goderich Focus
Goderich Signal Star
goderichsignalstar.com
Grande Prairie Daily Herald-Tribune
Grey-Bruce This Week
Hanna Herald
hannaherald.com
Hanover Post
High River Times
highrivertimes.com
Hinton Parklander
hintonparklander.com
Huron Expositor
intelligencer.ca
Interlake Spectator
interlaketoday.ca
midnorthmonitor.com
Mitchell Advocate
mitchelladvocate.com
Morden Times
Nanton News
nantonnews.com
Napanee Guide
napaneeguide.com
Nipawin Journal
nipawinjournal.com
Northeast Sun
nugget.ca
Ontario Dairy Farmer
Ontario Farmer
Ontario Hog Farmer
Owen Sound Sun Times
owensoundsuntimes.com
Oxford Review
Paris Star
parisstaronline.com
Peace Country Sun
Peace River Record Gazette
peacecountrysun.com
pembinatoday.ca
Pembroke News
petroliatopic.com
Picton County Weekly News
Pincher Creek Echo
pinchercreekecho.com
Portage La Prairie Daily Graphic
portagedailygraphic.com
prrecordgazette.com
recorder.ca
Red River Valley Echo
stthomastimesjournal.com
Sudbury Star
Tecumseh Shoreline Week
thechronicle-online.com
thecragandcanyon.com
thedailyobserver.ca
thelondoner.ca
theobserver.ca
thepost.on.ca
thesudburystar.com
thewhig.com
Tilbury Times
Tillsonburg News
tillsonburgnews.com
Timmins Daily Press
Timmins Times
timminspress.com
timminstimes.com
Today's Farmer
Trenton Trentonian
trentonian.ca
Valley Leader
Vermilion Standard
vermilionstandard.com
Vulcan Advocate
vulcanadvocate.com
Wallaceburg Courier Press
wallaceburgc ourierpress.c om
West Elgin Chronicle
Western Dairy Farmer
WetaskiwinTimesAdvertiser
wetaskiwintimes.com
Whitecourt Star
whitecourtstar.com
Wiarton Echo
wiartonecho.com
Windsor Star
windsorstar.com
Winkler Times
Woodstock Sentinel-Review
woodstock sentinelreview.c om

Additional Full-text Licensed Sources

Source Name	Region	Location	Update Frequency	Coverage Start
Airdrie Echo	Alberta	Airdrie, Alberta, Canada	Weekly	Apr 12, 2006
Airdrie City View	Alberta	Alberta	Weekly (Friday)	Jun 6, 2008
Bassano Times	Alberta	Alberta	Weekly (Tuesday)	Jun 3, 2008
Brooks Bulletin	Alberta	Alberta	Weekly (Tuesday)	Jun 3, 2008
Cardston Temple City Star	Alberta	Alberta	Weekly (Thursday)	Jun 5, 2008
Rocky Mountain House Mountaineer	Alberta	Alberta	Weekly (Tuesdays)	Sep 16, 2008
Rocky Mountain Outlook	Alberta	Alberta	Weekly (Thursday)	Jun 5, 2008
Athabasca Advocate	Alberta	Athabasca, Alberta, Canada	Weekly (Tuesday)	Mar 13, 2001
Bow Valley Crag & Canyon	Alberta	Banff, Alberta, Canada	Weekly	Mar 28, 2006
Barrhead Leader	Alberta	Barrhead, Alberta, Canada	Weekly (Tuesday)	Mar 20, 2001
Bashaw Star	Alberta	Bashaw, Alberta	Weekly (Tuesday)	Jun 4, 2013
Beaumont News	Alberta	Beaumont, Alberta	Weekly	May 1, 2015
Town & Country News	Alberta	Beaverlodge, Alberta	Weekly (Friday)	Jul 17, 2009
Crowsnest Pass Herald	Alberta	Blairmore, Alberta	Weekly (Tuesday)	Jun 23, 2009
Bonnyville Nouvelle	Alberta	Bonnyville, Alberta, Canada	Weekly (Tuesday)	Sep 29, 2009

Brooks Weekend Regional	Alberta	Brooks, Alberta	Weekly (Thursday)	Jun 6, 2008
Calgary Herald	Alberta	Calgary, Alberta, Canada	Daily	Dec 7, 1988
Calgary Sun	Alberta	Calgary, Alberta, Canada	Daily	Jan 9, 1998
Camrose Canadian	Alberta	Camrose, Alberta	Weekly (Thursday)	May 19, 2011
Castor Advance	Alberta	Castor, Alberta	Weekly (Thursday)	Jun 6, 2013
Claresholm Local Press	Alberta	Claresholm, Alberta	Weekly	Jun 11, 2008
Coaldale Sunny South News	Alberta	Coaldale, Alberta	Weekly	Jun 3, 2008
Cochrane Times	Alberta	Cochrane, Alberta, Canada	Weekly	Apr 12, 2006
Cold Lake Sun	Alberta	Cold Lake, Alberta	Weekly (Tuesday)	May 17, 2011
Consort Enterprise	Alberta	Consort, Alberta	Weekly (Wednesday)	Jun 4, 2008
East Central Alberta Review	Alberta	Coronation, Alberta	Weekly (Thursday)	Jun 9, 2008
Devon Dispatch News	Alberta	Devon, Alberta	Weekly (Fri)	May 1, 2015
Drayton Valley Western Review	Alberta	Drayton Valley, Alberta	Weekly	Apr 21, 2015
Drumheller Mail	Alberta	Drumheller, Alberta	Weekly (Wednesday)	Jun 5, 2013
Vue Weekly	Alberta	Edmonton, Alberta	Weekly (Wednesday)	Dec 3, 2014
Edmonton Examiner	Alberta	Edmonton, Alberta, Canada	Weekly (Wednesday)	Sep 28, 2005
Edmonton Journal	Alberta	Edmonton, Alberta, Canada	Daily	Mar 10, 1989

Edmonton Sun	Alberta	Edmonton, Alberta, Canada	Daily	Aug 7, 1998
Edson Weekly Anchor	Alberta	Edson, AB	Weekly (Monday)	Dec 1, 2008
Edson Leader	Alberta	Edson, Alberta	Weekly (Monday)	May 23, 2011
Elk Point Review	Alberta	Elk Point, Alberta, Canada	Weekly (Tuesday)	Jun 12, 2001
Falher Smoky River Express	Alberta	Fahler, Alberta	Weekly	Jun 11, 2008
Fairview Post	Alberta	Fairview, Alberta	Weekly (Tuesday)	May 18, 2011
Fort MacLeod Gazette	Alberta	Fort Macleod, Alberta	Weekly	Jun 4, 2008
Fort McMurray This Week	Alberta	Fort McMurray, Alberta, Canada	Weekly (Thursday)	Nov 17, 2016
Fort McMurray Today	Alberta	Fort McMurray, Alberta, Canada	Monday-Saturday (one day delay)	Jun 24, 2000
Fort Saskatchewan Record	Alberta	Fort Saskatchewan, Alberta, Canada	Weekly (Thursday)	May 30, 2006
Grande Cache Mountaineer	Alberta	Grande Cache, Alberta	Weekly	Jun 10, 2008
Peace Country Sun	Alberta	Grande Prairie, Alberta	Weekly (Friday)	May 20, 2011
Grande Prairie Daily Herald-Tribune	Alberta	Grande Prairie, Alberta, Canada	Monday-Friday	Apr 24, 2001
Hanna Herald	Alberta	Hanna, Alberta	Weekly (Wednesday)	May 18, 2011
High Prairie South Peace News	Alberta	High Prairie, Alberta	Weekly	Jun 11, 2008
High River Times	Alberta	High River, Alberta	Weekly	Apr 21, 2015
Hinton Parklander	Alberta	Hinton, Alberta	Weekly (Monday)	May 23, 2011

Rocky View Weekly	Alberta	Irricana, Alberta, Canada	Weekly (Tuesday)	Aug 1, 2000
Jasper Fitzhugh	Alberta	Jasper, Alberta	Weekly (Thursday)	Jun 6, 2013
Lac La Biche Post	Alberta	Lac-la Biche, Alberta, Canada	Weekly (Tuesday)	Apr 10, 2001
Lacombe Globe	Alberta	Lacombe, Alberta	Weekly (Thursday)	May 19, 2011
Lamont Leader	Alberta	Lamont, Alberta	Weekly (Tuesday)	Jun 4, 2013
Leduc Representative	Alberta	Leduc, Alberta, Canada	Weekly (Friday)	May 26, 2006
Lethbridge Sun Times	Alberta	Lethbridge, Alberta	Weekly (Wed)	Jun 11, 2008
Lethbridge Herald	Alberta	Lethbridge, Alberta, Canada	Daily	Aug 4, 2011
Westwind Weekly News	Alberta	Magrath, Alberta, Canada	Weekly (Thu)	Oct 27, 2016
Mayerthorpe Freelancer	Alberta	Mayerthorpe, Alberta	Weekly (Wednesday)	May 18, 2011
Medicine Hat News	Alberta	Medicine Hat, Alberta, Canada	Daily	Feb 11, 2010
Prairie Post	Alberta	Medicine Hat, Alberta, Canada	Weekly (Friday)	Aug 6, 2009
Prairie Post West	Alberta	Medicine Hat, Alberta, Canada	Weekly (Fridays)	Apr 22, 2016
Morinville Free Press	Alberta	Morinville, Alberta	Weekly (Tuesday)	Jun 4, 2013
Okotoks Western Wheel	Alberta	Okotoks, Alberta, Canada	Weekly (Wednesdays)	Nov 24, 2004
Mountain View Gazette	Alberta	Olds, Alberta, Canada	Weekly - Tuesday	Oct 20, 2009
Oyen Echo	Alberta	Oyen, Alberta	Weekly (Tuesday)	Jun 4, 2013

Peace River Record Gazette	Alberta	Peace River, Alberta	Weekly (Tuesday)	May 18, 2011
Pincher Creek Echo	Alberta	Pincher Creek, Alberta	Weekly (Friday)	May 20, 2011
Ponoka News	Alberta	Ponoka, Alberta	Weekly (Wednesday)	Jun 5, 2013
Provost News	Alberta	Provost, Alberta	Weekly	Jun 11, 2008
Red Deer Express	Alberta	Red Deer, Alberta, Canada	Weekly (Wednesday)	Jul 2, 2000
Redwater Review	Alberta	Redwater, Alberta	Weekly (Tuesday)	Jun 4, 2013
Rimbey Review	Alberta	Rimbey, Alberta	Weekly (Tuesday)	Jun 4, 2013
Rycroft Central Peace Signal	Alberta	Rycroft, Alberta	Weekly (Tuesday)	Jun 10, 2008
Sedgewick Community Press	Alberta	Sedgewick, Alberta	Weekly (Tuesday)	Jun 3, 2008
Sherwood Park News	Alberta	Sherwood Park, Alberta, Canada	Twice/Weekly (Tuesday & Friday)	Aug 10, 2005
Slave Lake Lakeside Leader	Alberta	Slave Lake, Alberta	Weekly	Jun 24, 2009
Smoky Lake Signal	Alberta	Smoky Lake, Alberta	Weekly	Jun 4, 2008
Spruce Grove Examiner	Alberta	Spruce Grove, Alberta, Canada	Weekly (Friday)	May 26, 2006
St. Albert Gazette	Alberta	St. Albert, Alberta, Canada	Twice/week (Wednesday & Saturday)	Sep 29, 1999
St. Paul Journal	Alberta	St. Paul, Alberta, Canada	Weekly (Tuesday)	Jun 5, 2001
Stettler Independent	Alberta	Stettler, Alberta	Weekly (Wednesday)	Jun 5, 2013

Stony Plain Reporter	Alberta	Stony Plain, Alberta, Canada	Weekly (Friday)	May 26, 2006
Strathmore Standard	Alberta	Strathmore, Alberta	Weekly (Wednesday)	May 18, 2011
Strathmore Times	Alberta	Strathmore, Alberta	Weekly (Friday)	Jun 7, 2013
Sundre Round Up	Alberta	Sundre, Alberta, Canada	Weekly (Tuesday)	Oct 20, 2009
Swan Hills Grizzly Gazette	Alberta	Swan Hills, Alberta	Weekly (Tuesday)	Jun 3, 2008
Eckville Echo	Alberta	Sylvan Lake, Alberta	Weekly (Thursday)	Jun 6, 2008
Sylvan Lake News	Alberta	Sylvan Lake, Alberta	Weekly (Friday)	Jun 6, 2008
Taber Times	Alberta	Taber, Alberta	Weekly	Jun 4, 2008
Three Hills Capital	Alberta	Three Hills, Alberta	Weekly	Jun 4, 2008
Tofield Mercury	Alberta	Tolfield, Alberta	Weekly (Tuesday)	Jun 10, 2008
Two Hills & County Chronicle	Alberta	Two Hills, Alberta	Weekly (Tuesday)	May 3, 2011
Vauxhall Advance	Alberta	Vauxhall	Weekly	Jun 5, 2008
Vermilion Standard	Alberta	Vermilion, Alberta	Weekly (Wednesday)	May 18, 2011
Vermilion Voice	Alberta	Vermilion, Alberta	Weekly (Monday)	Jun 3, 2013
Viking Weekly Review	Alberta	Viking. Alberta	Weekly (Tuesday)	Jun 3, 2008
Vulcan Advocate	Alberta	Vulcan, Alberta	Weekly (Wednesday)	May 18, 2011
Wabasca Fever	Alberta	Wabasca, Alberta	Weekly (Thursday)	Jun 5, 2008

Wainwright Star/Edge	Alberta	Wainright, Alberta	Weekly (Friday)	Jun 6, 2008
Town & Country	Alberta	Westlock, Alberta, Canada	Weekly (Monday)	Mar 13, 2006
Westlock News	Alberta	Westlock, Alberta, Canada	Weekly (Monday)	Mar 13, 2006
Wetaskiwin Times Advertiser	Alberta	Wetaskiwin, Alberta	Weekly (Wednesday)	May 18, 2011
Whitecourt Press	Alberta	Whitecourt, Alberta	Weekly (Tue)	Mar 4, 2014
Whitecourt Star	Alberta	Whitecourt, Alberta	Weekly (Wednesday)	May 18, 2011
Bow Island Commentator	Alberta		Weekly (Tuesday)	Jun 3, 2008
Burnaby Now	British Columbia	Burnaby, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Jun 12, 2002
New Westminster Record	British Columbia	Burnaby, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Oct 16, 2002
Tri-City News	British Columbia	Coquitlam, British Columbia, Canada	Twice Weekly (Wed & Fri)	Dec 9, 2015
Northern Horizon	British Columbia	Dawson Creek, British Columbia	Weekly (Fri)	Jan 20, 2017
Dawson Creek Mirror	British Columbia	Dawson Creek, British Columbia, Canada	Weekly (Thursday)	Jan 5, 2017
Delta Optimist	British Columbia	Delta, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Apr 24, 2002
Alaska Highway News	British Columbia	Fort St. John, British Columbia, Canada	Monday-Friday	Nov 25, 1999
Local Weekly	British Columbia	Gibsons, British Columbia	Weekly (Thursday)	Dec 3, 2014
Columbia Valley Pioneer	British Columbia	Invermere, British Columbia	Weekly (Friday)	Dec 5, 2014

Kamloops This Week	British Columbia	Kamloops, British Columbia	3x/Week (Tuesday, Thursday & Friday)	Dec 4, 2014
Kelowna Daily Courier	British Columbia	Kelowna, British Columbia, Canada	Daily	Nov 5, 2002
Kelowna Westside Weekly	British Columbia	Kelowna, British Columbia, Canada	Thursday, Sunday	Nov 6, 2002
Okanagan Weekend	British Columbia	Kelowna, British Columbia, Canada		Nov 9, 2002
Langley Advance	British Columbia	Langley, British Columbia	Twice/Week (Tuesday & Friday)	Apr 19, 2002
Merritt Herald	British Columbia	Merritt, British Columbia	Twice/Week (Tuesday & Thursday)	Dec 4, 2014
North Shore News	British Columbia	North Vancouver, British Columbia, Canada	Thrice/Week (Wed, Fri & Sun)	Aug 19, 2001
Oliver Chronicle	British Columbia	Oliver, British Columbia	Weekly (Wednesday)	Dec 3, 2014
Osoyoos Times	British Columbia	Osoyoos, British Columbia	Weekly (Wednesday)	Dec 4, 2014
Peachland View	British Columbia	Peachland, British Columbia	Weekly (Friday)	Dec 5, 2014
Penticton Herald	British Columbia	Penticton, British Columbia, Canada	Daily	Nov 5, 2002
Prince George Citizen	British Columbia	Prince George, British Columbia, Canada	Monday-Saturday	Aug 17, 1999
Richmond News	British Columbia	Richmond, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Apr 10, 2002
Coast Reporter	British Columbia	Sechelt, British Columbia	Weekly (Fri)	Apr 1, 2016
Elk Valley Herald	British Columbia	Sparwood, British Columbia	Weekly (Wed)	Mar 5, 2014
Squamish Chief	British Columbia	Squamish, British Columbia	Weekly (Thursday)	Apr 14, 2016

Trail Daily Times	British Columbia	Trail, British Columbia, Canada	Tuesday - Friday	Sep 1, 1999
24 Hours Vancouver	British Columbia	Vancouver, British Columbia	Mon-Fri	May 27, 2011
Westender	British Columbia	Vancouver, British Columbia	Weekly (Thursday)	May 15, 2014
Business in Vancouver	British Columbia	Vancouver, British Columbia, Canada	Weekly (Tuesdays)	Jan 5, 2016
Vancouver Courier	British Columbia	Vancouver, British Columbia, Canada	Weekly (Friday)	Sep 15, 2002
Vancouver Province	British Columbia	Vancouver, British Columbia, Canada	Daily	Mar 20, 1989
Vancouver Sun	British Columbia	Vancouver, British Columbia, Canada	Daily	Jan 2, 1987
Victoria Times Colonist	British Columbia	Victoria, British Columbia, Canada	Daily	Nov 23, 1991
100 Mile House Free Press	British Columbia			May 29, 2009
Abbotsford News	British Columbia			Aug 25, 2001
Agassiz Observer	British Columbia			Mar 24, 2004
Alberni Valley News	British Columbia			Aug 11, 2006
Aldergrove Star	British Columbia			Aug 30, 2001
Arrow Lakes News	British Columbia			Mar 31, 2004
Ashcroft Cache Creek Journal	British Columbia			Mar 23, 2004
Barriere Star Journal	British Columbia			Mar 22, 2004
Boundary Creek Times	British Columbia			May 10, 2013

Burns Lake Lakes District News	British Columbia			Mar 24, 2004
Caledonia Courier	British Columbia			Oct 2, 2007
Campbell River Mirror	British Columbia			Mar 23, 2004
Castlegar News	British Columbia			May 7, 2004
Chilliwack Progress	British Columbia			Mar 23, 2004
Clearwater Times	British Columbia			Mar 22, 2004
Cloverdale Reporter	British Columbia			Mar 20, 2009
Coast Mountain News	British Columbia		2x/Month	Feb 27, 2013
Comox Valley Record	British Columbia			Mar 26, 2004
Cowichan Valley Citizen	British Columbia			Jan 1, 2015
Cranbrook Daily Townsman	British Columbia			Jan 9, 2014
Creston Valley Advance	British Columbia			Feb 10, 2011
Eagle Valley News	British Columbia			Feb 15, 2011
Golden Star	British Columbia			Mar 24, 2004
Goldstream News Gazette	British Columbia			Mar 16, 2005
Grand Forks Gazette	British Columbia			Apr 13, 2010
Hope Standard	British Columbia			Aug 30, 2001

Houston Today	British Columbia			Feb 15, 2005
Kelowna Capital News	British Columbia			Sep 26, 2004
Keremeos Review	British Columbia			Jul 14, 2009
Kimberley Daily Bulletin	British Columbia			Jan 6, 2014
Kitimat Northern Sentinel	British Columbia			Aug 29, 2007
Ladysmith Chronicle	British Columbia			Mar 23, 2004
Lake Country Calendar	British Columbia			Jul 14, 2009
Lake Cowichan Gazette	British Columbia			Mar 24, 2004
Langley Times	British Columbia			Mar 24, 2004
Maple Ridge News	British Columbia			Mar 24, 2004
Mission City Record	British Columbia			Aug 30, 2001
Monday Magazine	British Columbia			Apr 29, 2004
Nanaimo News Bulletin	British Columbia			Aug 25, 2001
Nelson Star	British Columbia			Mar 29, 2008
North Delta Reporter	British Columbia			Mar 9, 2017
North Island Gazette	British Columbia			Mar 24, 2004
Oak Bay News	British Columbia			Mar 31, 2004

Parksville Qualicum Beach News	British Columbia			Mar 7, 2007
Peace Arch News	British Columbia			Mar 23, 2004
Peninsula News Review	British Columbia			Mar 31, 2004
Penticton Western News	British Columbia			Sep 28, 2007
Quesnel Cariboo Observer	British Columbia			Jan 2, 2003
Revelstoke Times Review	British Columbia			Mar 24, 2004
Rossland News	British Columbia			May 29, 2009
Saanich News	British Columbia			Mar 31, 2004
Salmon Arm Observer	British Columbia			Aug 24, 2001
Similkameen Spotlight	British Columbia			Mar 31, 2004
Smithers Interior News	British Columbia			Mar 25, 2004
Sooke News Mirror	British Columbia			Mar 31, 2004
Summerland Review	British Columbia			Aug 26, 2001
Surrey Now Leader	British Columbia			Mar 19, 2004
Terrace Standard	British Columbia			Mar 23, 2004
The Free Press	British Columbia			Nov 30, 2011
The Northern View	British Columbia			Jul 28, 2006

Tofino-Ucluelet Westerly News	British Columbia			Aug 4, 2015
Vanderhoof Omineca Express	British Columbia			Mar 24, 2004
Vernon Morning Star	British Columbia			Mar 26, 2004
Victoria News	British Columbia			Mar 31, 2004
West Kootenay Advertiser	British Columbia			Aug 29, 2001
Williams Lake Tribune	British Columbia			Aug 24, 2001
Red River Valley Echo	Manitoba	Altona, Manitoba	Weekly (Thursday)	Dec 1, 2011
Westman Journal	Manitoba	Brandon, Manitoba	Weekly (Thursday)	Nov 15, 2007
Brandon Sun	Manitoba	Brandon, Manitoba, Canada	Daily	Feb 20, 2007
Valley Leader	Manitoba	Carman, Manitoba	Weekly (Thursday)	Dec 1, 2011
Interlake Spectator	Manitoba	Gimli, Manitoba	Weekly (Thursday)	Dec 1, 2011
Morden Times	Manitoba	Morden, Manitoba	Weekly	Dec 1, 2011
Central Plains Herald-Leader	Manitoba	Portage la Prairie, Manitoba	Weekly (Saturday)	May 28, 2011
Portage La Prairie Daily Graphic	Manitoba	Portage La Prairie, Manitoba, Canada	Monday, Tuesday, Thursday, Friday	May 1, 2002
Selkirk Journal	Manitoba	Selkirk, Manitoba, Canada	Weekly (Friday)	Feb 8, 2006
Stonewall Argus	Manitoba	Stonewall, Manitoba	Weekly (Friday)	Dec 1, 2011
Winkler Times	Manitoba	Winkler, Manitoba	Weekly (Thursday)	Dec 1, 2011

Winnipeg Free Press	Manitoba	Winnipeg, Manitoba, Canada	Monday - Saturday	Nov 26, 1996
Winnipeg Sun	Manitoba	Winnipeg, Manitoba, Canada	Daily	Oct 18, 1999
Canada NewsWire	National	Canada	Daily	Mar 1, 1988
Canadian Press	National	Canada	Daily	Jan 1, 1990
Daily Oil Bulletin	National	Canada	Monday-Friday	Jun 1, 1989
Maclean's	National	Canada	Weekly	Mar 21, 1988
National Post	National	Canada	Monday-Saturday	Oct 5, 1985
Postmedia News	National	Canada	Daily	Nov 2, 1986
Presse Canadienne	National	Canada	Monday - Saturday	Jan 1, 1990
Presse Canadienne – Le fil radio	National	Canada	Daily	Oct 23, 1999
Strategy	National	Canada	Monthly	Jun 4, 2001
Bathurst Northern Light	New Brunswick	Bathurst, New Brunswick, Canada	Weekly (Tuesday)	Oct 23, 2002
Tribune (Campbellton)	New Brunswick	Campbellton, New Brunswick	Weekly	Nov 5, 2008
L'Étoile Chaleur	New Brunswick	Chaleur, New Brunswick	Weekly (Thursday)	Mar 28, 2008
L'Étoile Sud-Est	New Brunswick	Dieppe, New Brunswick	Weekly (Thursday)	Mar 29, 2008
Fredericton Daily Gleaner	New Brunswick	Fredericton, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
Victoria Star	New Brunswick	Grand Falls, New Brunswick	Weekly (Wednesday)	Dec 12, 2007

L'Étoile Kent	New Brunswick	Kent, New Brunswick	Weekly (Thursday)	Mar 29, 2008
Le Madawaska	New Brunswick	Makawaska, New Brunswick	Weekly (Saturday)	Mar 28, 2008
Moncton Times & Transcript	New Brunswick	Moncton, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
L'Étoile-Nord-Ouest	New Brunswick	New Brunswick	Weekly (Wednesday)	Dec 14, 2016
Miramichi Leader	New Brunswick	New Brunswick	Next Day	Oct 1, 2007
L'Étoile Restigouche	New Brunswick	Restigouche, New Brunswick	Thursday	Mar 28, 2008
New Brunswick Telegraph-Journal	New Brunswick	Saint John, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
Kings County Record	New Brunswick	Sussex, New Brunswick	Weekly (Tuesday)	Jul 31, 2007
Bugle-Observer	New Brunswick	Woodstock, New Brunswick	Twice/Week (Tuesday, Friday)	Oct 9, 2007
L'Étoile Provinciale	New Brunswick		Weekly (Thursday)	Aug 13, 2009
St. John's Telegram	Newfoundland	St. John's, Newfoundland, Canada	Daily	Apr 5, 1997
Halifax Chronicle-Herald	Nova Scotia	Halifax, Nova Scotia	Daily	Feb 1, 2012
Halifax Community Herald	Nova Scotia	Halifax, Nova Scotia	Weekly (Wednesday)	Feb 6, 2012
Cape Breton Post	Nova Scotia	Sydney, Nova Scotia, Canada	Monday-Saturday	Apr 5, 1999
Truro Daily News	Nova Scotia	Truro, Nova Scotia, Canada	Monday-Saturday (one day delay)	May 3, 1999
Carleton Place Almonte Canadian Gazette	Ontario	Almonte/Carleton Place Region	Weekly (Thursday)	Nov 6, 2008

Arnprior Chronicle-Guide	Ontario	Arnprior, Ontario	Weekly (Thursday)	Nov 7, 2008
Barrie Examiner	Ontario	Barrie, Ontario, Canada	Tuesday-Saturday	Feb 8, 2000
Lakeshore News	Ontario	Belle River, Ontario	Weekly (Thursday)	Feb 18, 2011
Belleville Intelligencer	Ontario	Belleville, Ontario, Canada	Monday-Saturday	Apr 6, 2005
Bradford Times	Ontario	Bradford, Ontario	Weekly (Thursday)	Apr 23, 2015
Brantford Expositor	Ontario	Brantford, Ontario, Canada	Monday-Saturday	Dec 23, 1998
Brockville Recorder & Times	Ontario	Brockville, Ontario, Canada	Monday - Saturday	Jun 20, 2000
Today's Farmer	Ontario	Chatham, Ontario	25 Issues P/Y	May 17, 2011
Chatham Daily News	Ontario	Chatham, Ontario, Canada	Monday-Saturday	Feb 10, 1999
Chatham This Week	Ontario	Chatham, Ontario, Canada	Weekly (Wednesday)	Jan 17, 2007
Clinton News-Record	Ontario	Clinton, Ontario	Weekly	Apr 29, 2015
Cochrane Times-Post	Ontario	Cochrane, Ontario	Weekly	Apr 23, 2015
Collingwood Enterprise-Bulletin	Ontario	Collingwood, Ontario, Canada	Twice /Week (Tuesday & Friday)	Feb 25, 2000
Cornwall Standard-Freeholder	Ontario	Cornwall, Ontario, Canada	Monday - Saturday	Feb 25, 1999
Delhi News-Record	Ontario	Delhi, Ontario	Weekly	May 18, 2011
Elliott Lake Standard	Ontario	Elliott Lake, Ontario	Weekly (Thu)	Mar 13, 2013
Espanola Mid-North Monitor	Ontario	Espanoloa, Ontario	Weekly (Thu)	Mar 13, 2013

Fort Erie Times	Ontario	Fort Erie, Ontario	Weekly	Apr 30, 2015
Ottawa West News	Ontario	Friday	Weekly (Thursday)	Nov 7, 2008
Gananoque Reporter	Ontario	Gananoque, Ontario	Weekly	Apr 30, 2015
Goderich Signal Star	Ontario	Goderich, Ontario	Weekly (Wed)	Apr 29, 2015
Goderich Focus	Ontario	Goderich, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Lakeshore Advance	Ontario	Grand Bend, Ontario	Weekly	Apr 29, 2015
Hamilton Spectator	Ontario	Hamilton, Ontario, Canada	Monday-Saturday	Oct 7, 1991
Hanover Post	Ontario	Hanover, Ontario, Canada	Weekly (Thursday)	Feb 15, 2000
Ingersoll Times	Ontario	Ingersoll, Ontario	Weekly (Wednesday)	May 18, 2011
Innisfil Examiner	Ontario	Innisfil, Ontario	Weekly	May 1, 2015
Kanata Kourier-Standard	Ontario	Kanata, Ontario	Weekly (Thursday)	Nov 7, 2008
Kapuskasing Northern Times	Ontario	Kapuskasing, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Kemptville Advance	Ontario	Kemptville Region	Weekly (Thursday)	Nov 6, 2008
Lake of the Woods Enterprise	Ontario	Kenora, Ontario	Weekly (Saturday)	May 28, 2011
Kenora Daily Miner & News	Ontario	Kenora, Ontario, Canada	Daily	Jan 10, 2001
Kincardine News	Ontario	Kincardine, Ontario	Weekly (Tuesday)	May 24, 2011
Kingston This Week	Ontario	Kingston, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015

Kingston Whig-Standard	Ontario	Kingston, Ontario, Canada	Monday-Saturday	Oct 1, 1985
Kingsville Reporter	Ontario	Kingsville, Ontario	Weekly (Tuesday)	Feb 15, 2011
Kirkland Lake Northern Daily News	Ontario	Kirkland Lake, Ontario, Canada	3x/week (Mon, Wed & Fri)	Dec 1, 1999
Waterloo Region Record	Ontario	Kitchener, Ontario, Canada	Monday-Saturday	Oct 1, 1990
Londoner	Ontario	London	Weekly (Thursday)	Apr 22, 2010
London Free Press	Ontario	London, Ontario, Canada	Monday - Saturday	Aug 15, 1998
Ontario Dairy Farmer	Ontario	London, Ontario, Canada	12x/year	Dec 30, 2015
Ontario Farmer	Ontario	London, Ontario, Canada	Weekly (Tuesdays)	Mar 22, 2005
Western Dairy Farmer	Ontario	London, Ontario, Canada	12x/year	Dec 4, 2015
Lucknow Sentinel	Ontario	Lucknow, Ontario	Weekly	Apr 29, 2015
Mitchell Advocate	Ontario	Mitchell, Ontario	Weekly	Apr 29, 2015
Napanee Guide	Ontario	Napanee, Ontario	Weekly	Apr 30, 2015
Nepean Barrhaven News	Ontario	Nepean/Barrhaven Region	Weekly (Thursday)	Nov 7, 2008
Niagara Advance	Ontario	Niagara Falls, Ontario	Weekly	Apr 30, 2015
Niagara Falls Review	Ontario	Niagara Falls, Ontario, Canada	Monday - Friday	Feb 1, 1999
North Bay Nugget	Ontario	North Bay, Ontario, Canada	Monday-Saturday (one day delay)	Jan 2, 1999
Norwich Gazette	Ontario	Norwich, Ontario	Weekly (Wednesday)	May 18, 2011

Orillia Packet & Times	Ontario	Orillia, Ontario, Canada	Monday-Saturday	Jan 29, 2000
Orleans News	Ontario	Orleans	Weekly (Thursday)	Nov 7, 2008
Ottawa South News	Ontario	Ottawa South Region	Friday	Nov 7, 2008
Ottawa East News	Ontario	Ottawa-Gatineau	Weekly (Thursday)	Nov 7, 2008
Ottawa Citizen	Ontario	Ottawa, Ontario, Canada	Daily	Oct 1, 1985
Ottawa Sun	Ontario	Ottawa, Ontario, Canada	Daily	Jul 17, 1998
Grey-Bruce This Week	Ontario	Owen Sound, Ontario	Weekly (Thursday)	Apr 30, 2015
Owen Sound Sun Times	Ontario	Owen Sound, Ontario, Canada	Monday-Saturday (one day delay)	Mar 2, 1998
Paris Star	Ontario	Paris, Ontario	Weekly	Apr 23, 2015
Pelham News	Ontario	Pelham, Ontario	Weekly (Wednesday)	May 20, 2011
Pembroke Daily Observer	Ontario	Pembroke, Ontario, Canada	Monday - Saturday	Apr 6, 2000
Pembroke News	Ontario	Pembroke, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Perth Courier	Ontario	Perth, Ontario	Weekly (Thursday)	Nov 6, 2008
Peterborough Examiner	Ontario	Peterborough, Ontario, Canada	Monday-Saturday	Mar 27, 2000
Petrolia Topic	Ontario	Petrolia, Ontario	Weekly	Apr 29, 2015
Picton County Weekly News	Ontario	Picton, Ontario	Weekly	Apr 30, 2015
Inport News	Ontario	Port Colborne, Ontario	Weekly (Wednesday)	May 20, 2011

Shoreline Beacon	Ontario	Port Elgin, Ontario, Canada	Weekly (Tuesday)	Jan 17, 2007
Renfrew Mercury	Ontario	Renfrew, Ontario	Weekly (Thursdays)	Jun 20, 2013
Sarnia Observer	Ontario	Sarnia, Ontario, Canada	Monday-Saturday (one day delay)	May 21, 1999
Sarnia This Week	Ontario	Sarnia, Ontario, Canada	Weekly (Wednesday)	Jan 31, 2007
Sault This Week	Ontario	Sault Ste. Marie	Weekly (Wednesday)	May 18, 2011
Sault Star	Ontario	Sault Ste. Marie, Ontario, Canada	Monday-Saturday (one day delay)	Jan 2, 1997
Huron Expositor	Ontario	Seaforth, Ontario	Weekly (Wednesday)	May 18, 2011
Simcoe Reformer	Ontario	Simcoe, Ontario, Canada	Tuesday - Saturday	Jan 29, 2004
Smiths Falls Record News	Ontario	Smith Falls Region	Weekly (Thursday)	Nov 6, 2008
St. Catharines Standard	Ontario	St. Catharines, Ontario, Canada	Monday-Saturday	Oct 1, 1996
St. Thomas Times-Journal	Ontario	St. Thomas, Ontario, Canada	Monday - Saturday	Jul 14, 2000
St. Lawrence News	Ontario	St. Lawrence Region	Weekly (Thursday)	Nov 6, 2008
Stirling Community Press	Ontario	Stirling, Ontario	Weekly	Apr 30, 2015
Stittsville News	Ontario	Stittsville/Richmond Region	Weekly (Thursday)	Nov 7, 2008
Stratford Beacon-Herald	Ontario	Stratford, Ontario, Canada	Monday-Saturday	Jan 30, 2001
Strathroy Age Dispatch	Ontario	Strathroy, Ontario	Weekly	Apr 30, 2015
Strathroy Focus	Ontario	Strathroy, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015

Sudbury Star	Ontario	Sudbury, Ontario, Canada	Monday - Saturday	Jul 8, 1999
Tecumseh Shoreline Week	Ontario	Tecumseh, Ontario	Weekly (Friday)	Feb 18, 2011
Thorold Niagara News	Ontario	Thorold, Ontario	Weekly	Apr 30, 2015
Thunder Bay Chronicle Journal	Ontario	Thunder Bay, Ontario, Canada	Daily	Sep 6, 2012
Tilbury Times	Ontario	Tilbury, Ontario	Weekly (Tuesday)	Feb 22, 2011
Tillsonburg News	Ontario	Tillsonburg, Ontario	Twice/Weekly (Monday & Friday)	May 18, 2011
Timmins Daily Press	Ontario	Timmins, Ontario, Canada	Monday-Saturday	May 4, 1999
Timmins Times	Ontario	Timmins, Ontario, Canada	Weekly (Thursday)	Jan 17, 2007
24 Hours Toronto	Ontario	Toronto, Ontario	Monday-Friday	Jun 5, 2008
Toronto Sun	Ontario	Toronto, Ontario, Canada	Daily	Sep 3, 1989
Trenton Trentonian	Ontario	Trenton, Ontario	Weekly	Apr 30, 2015
Wallaceburg Courier Press	Ontario	Wallaceburg	Weekly (Thursday)	Apr 22, 2010
Welland Tribune	Ontario	Welland, Ontario, Canada	Monday-Saturday	Mar 17, 1999
West Carleton Review	Ontario	West Carleton Region	Weekly (Thursday)	Nov 7, 2008
West Elgin Chronicle	Ontario	West Lorne, Ontario	Weekly	Apr 30, 2015
Wiarton Echo	Ontario	Wiarton, Ontario	Weekly	Apr 28, 2015
LaSalle Post	Ontario	Windsor, Ontario	Weekly (Friday)	Feb 18, 2011

Windsor Star	Ontario	Windsor, Ontario, Canada	Monday-Saturday	Oct 20, 1986
Oxford Review	Ontario	Woodstock, Ontario		May 28, 2011
Woodstock Sentinel-Review	Ontario	Woodstock, Ontario, Canada	Daily	May 25, 2004
Ajax News Advertiser	Ontario		Three/Week (Wednesday, Friday, Sunday)	Mar 16, 2003
Alliston Herald	Ontario		Twice/Week (Wednesday, Friday)	Feb 24, 2002
Almaguin News	Ontario			May 28, 2009
Ancaster News	Ontario			Apr 17, 2009
Arthur Enterprise News	Ontario			Feb 4, 2010
Aurora Banner	Ontario			Mar 18, 2003
Barrie Advance	Ontario		Three/Week (Wednesday, Friday, Sunday)	Nov 28, 2002
Beach Mirror	Ontario			Apr 1, 2005
Bloor West Villager	Ontario			Mar 21, 2003
Bracebridge Examiner	Ontario			Nov 16, 2011
Bradford West Gwillimbury Topic	Ontario			Mar 25, 2010
Brampton Guardian	Ontario		Three/Week (Wednesday, Friday, Sunday)	Dec 13, 2002
Brant News	Ontario			Nov 19, 2008

Brock Citizen	Ontario		Weekly (Friday)	Jul 23, 2004
Burlington Post	Ontario		Three/Week (Wednesday, Friday, Sunday)	Dec 13, 2002
Caledon Enterprise	Ontario		Three/Week (Wednesday, Friday, Sunday)	Oct 4, 2006
Cambridge Times	Ontario			Oct 5, 2007
City Centre Mirror	Ontario			Apr 1, 2005
Clarington This Week	Ontario			May 28, 2009
Collingwood Connection	Ontario		Weekly (Friday)	Nov 27, 2002
Dundas Star News	Ontario			May 14, 2009
East Gwillimbury Express	Ontario			Jun 19, 2007
East York Mirror	Ontario			Nov 14, 2009
Etobicoke Guardian	Ontario			Mar 19, 2003
Exeter Times-Advocate	Ontario			Jul 28, 2017
Flamborough Review	Ontario		Weekly (Friday)	Aug 15, 2003
Fort Erie Post	Ontario			Aug 4, 2011
Georgina Advocate	Ontario			Mar 20, 2003
Gravenhurst Banner	Ontario			Nov 16, 2011

Grimsby Lincoln News	Ontario			Apr 26, 2011
Hamilton Mountain News	Ontario			Jun 29, 2011
Huntsville Forester	Ontario			Jan 21, 2005
Independent Free Press	Ontario		Twice/Week (Wednesday, Friday)	Feb 28, 2007
Innisfil Journal	Ontario			Jun 1, 2009
Kawartha Lakes This Week	Ontario			Feb 7, 2007
King Connection	Ontario			Jul 13, 2007
Kitchener Post	Ontario			Jun 10, 2011
Listowel Banner	Ontario			Feb 4, 2010
Markham Economist & Sun	Ontario			Mar 18, 2003
Meaford Express	Ontario			May 28, 2009
Midland Mirror	Ontario		Twice/Weekly (Wednesday, Friday)	Apr 2, 2003
Milton Canadian Champion	Ontario		Twice/Week (Tuesday, Friday)	Apr 1, 2003
Minto Express	Ontario			Feb 4, 2010
Mississauga News	Ontario		Continuous	Sep 19, 2007
Mount Forest Confederate	Ontario			Feb 4, 2010
Muskokan	Ontario			May 29, 2009

New Hamburg Independent	Ontario			May 29, 2009
Newmarket Era	Ontario			Feb 19, 2000
Niagara This Week - Niagara Falls	Ontario			May 30, 2013
Niagara This Week - St. Catharines	Ontario			Oct 14, 2005
Niagara This Week - Thorold	Ontario			Jun 11, 2013
Niagara This Week - Welland	Ontario			Jun 11, 2013
Niagara-On-The-Lake Town Crier	Ontario			Jul 15, 2011
Norfolk News	Ontario			Oct 2, 2013
North Bay Nipissing News	Ontario			Apr 27, 2011
North York Mirror	Ontario			Mar 19, 2003
Northumberland News	Ontario		Three/Week (Wednesday, Friday, Sunday)	Aug 23, 2002
Oakville Beaver	Ontario		Three/Week (Wednesday, Friday, Saturday)	Dec 13, 2002
Orangeville Banner	Ontario		Twice/Week (Tuesday, Friday)	Aug 15, 2002
Orillia Today	Ontario		Twice/Weekly (Wednesday, Friday)	Nov 29, 2002
Oshawa This Week	Ontario		Three/Week (Wednesday, Friday, Sunday)	May 14, 1993
Our London	Ontario			Nov 4, 2010

Parkdale Villager	Ontario			Jul 14, 2009
Parry Sound North Star	Ontario			Jun 30, 2006
Peterborough This Week	Ontario		Twice/Week (Wednesday, Friday)	Mar 27, 1993
Pickering News Advertiser	Ontario			May 28, 2009
Port Colborne Leader	Ontario			Aug 31, 2011
Port Perry Star	Ontario		Twice/Week (Wednesday, Friday)	Sep 14, 2004
Richmond Hill Liberal	Ontario			Mar 18, 2003
Scarborough Mirror	Ontario			Mar 19, 2003
South Asian Focus	Ontario			Jul 17, 2007
St. Marys Journal Argus	Ontario			Sep 20, 2007
St. Thomas-Elgin Weekly News	Ontario			Oct 29, 2013
Stayner Sun	Ontario			Feb 15, 2008
Stoney Creek News	Ontario			May 15, 2009
Stouffville Sun-Tribune	Ontario			Jun 19, 2007
Stratford Gazette	Ontario			Mar 31, 2005
The Sachem	Ontario			May 7, 2009
Thornhill Liberal	Ontario			Jul 5, 2007

Uxbridge Times Journal	Ontario		Twice/Week (Wednesday, Friday)	Jun 11, 2003
Vaughan Citizen	Ontario			Mar 23, 2003
Walkerton Herald-Times	Ontario			Jun 2, 2009
Wasaga Sun	Ontario			Feb 15, 2008
Waterloo Chronicle	Ontario			May 20, 2009
Whitby This Week	Ontario			May 28, 2009
Wingham Advance Times	Ontario			Jul 31, 2017
York Guardian	Ontario			Mar 21, 2003
Journal de Montreal	Quebec	Montreal, PQ	Daily	May 25, 2011
24 Heures Montreal	Quebec	Montreal, Quebec	Mon-Fri	May 27, 2011
Montreal Gazette	Quebec	Montreal, Quebec, Canada	Monday - Saturday	Oct 1, 1985
Journal de Quebec	Quebec	Quebec City, PQ	Daily	Apr 2, 2011
Brome County News	Quebec	Sherbrook, Quebec, Canada	Weekly (Tuesday)	Dec 1, 1999
Sherbrooke Record	Quebec	Sherbrooke, Quebec, Canada	Monday-Friday	Nov 29, 1999
Battlefords News Optimist	Saskatchewan	Battlefords, Saskatchewan	Weekly (Tuesday)	Nov 28, 2007
Battlefords Regional Optimist	Saskatchewan	Battlefords, Saskatchewan	Weekly (Thursday)	Mar 7, 2013

Maple Creek & Southwest Advance Times	Saskatchewan	Maple Creek, Saskatchewan, Canada	Weekly (Tuesday)	May 3, 2016
Maple Creek News	Saskatchewan	Maple Creek, Saskatchewan, Canada	Weekly (Thursday)	May 5, 2016
Melfort Journal	Saskatchewan	Melfort, Saskatchewan	Weekly (Tuesday)	May 17, 2011
Nipawin Journal	Saskatchewan	Nipawin, Saskatchewan	Weekly (Wednesday)	May 18, 2011
Northeast Sun	Saskatchewan	Nipawin, Saskatchewan	Weekly (Friday)	May 20, 2011
Outlook	Saskatchewan	Outlook, Saskatchewan	Weekly	Oct 1, 2007
Regina QC	Saskatchewan	Regina, Saskatchewan	Weekly	Sep 15, 2011
Regina Leader Post	Saskatchewan	Regina, Saskatchewan, Canada	Monday - Saturday	Jan 1, 2000
Saskatoon Star Phoenix	Saskatchewan	Saskatoon, Saskatchewan, Canada	Monday-Saturday	May 1, 1996
Shaunavon Standard	Saskatchewan	Shaunavon, Saskatchewan, Canada	Weekly (Tuesday)	May 3, 2016
Parkland Review	Saskatchewan	Tisdale, SK	Weekly (Friday)	May 16, 2008
Tisdale Recorder	Saskatchewan	Tisdale, SK	Weekly (Wednesday)	May 14, 2008
Unity-Wilkie Press-Herald	Saskatchewan	Unity, Saskatchewan	Weekly (Monday)	May 12, 2008
Weyburn Review	Saskatchewan	Weyburn, SK	Weekly (Wednesday)	Apr 23, 2008
Whitehorse Star	Territories	Whitehorse, Yukon, Canada	Monday-Friday	Nov 1, 1999
Yukon News	Territories	Whitehorse, Yukon, Canada	Twice/Week (Wed & Fri)	Sep 9, 2002

From: Emma Poole
Sent: Wednesday, May 25, 2022 11:38 AM
To: Candace Rumancik; Sarah Demko
Subject: FW: [EXTERNAL]Meltwater/CPS Overview and Next Steps
Attachments: Meltwater Proposal_Calgary Police Service.pdf

Emma Poole | Public Affairs/Media Relations Unit | Manager
T: 403.428.2074 | Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A
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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Thursday, March 24, 2022 7:08 AM
To: Emma Poole <EPoole@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>
Subject: [EXTERNAL]Meltwater/CPS Overview and Next Steps

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Emma & Mike,

Great speaking with you yesterday- glad you could see the new solution! Attached a proposal of the tools we looked at and I've also linked the sample reports we reviewed as well to share with your team:

Sample Dashboard (password: 123)
Insight Report
News Briefing/ Newsletter

As discussed, Meltwater can consolidate all of your traditional and social listening, advanced reporting, and owned social management needs into an all-in-one platform. Based on our conversation and the work we do with so many police services across North America (see reference list below) - I'm confident Meltwater will not only provide more impactful analysis for CPS but also bring cohesion between PR, and Social by allowing cross-channel measurement to drive decisions.

Our standard solutions start at $40k/annually but can scale depending on your need for custom deliverables. This will depend on many factors that we can cover more in-depth during our next call on how we can scale the price up or down from there.

Looking forward to showing you both a more customized environment during our next call!

Best,
Eric

References:
- Atlanta Police
- Durham Regional Police Service
- Edmonton Police Service
- Waterloo Regional Police
- Hamilton Police
- Police Association of Ontario
- Saskatoon Police
- Service de police de l'agglomération de Longueuil
- Surete du Quebec
- Toronto Police Association
- York Regional Police

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Eric Farmer
Director - Strategic Accounts
M: 514.243.3542
It's a big data world out there, let's explore

Meltwater

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Meltwater

MELTWATER SERVICES

Prepared for Calgary Police

Meltwater Contact:
Eric Farmer
514-243-3542
Account Executive, Montreal
eric.farmer@meltwater.com

Meltwater at a glance

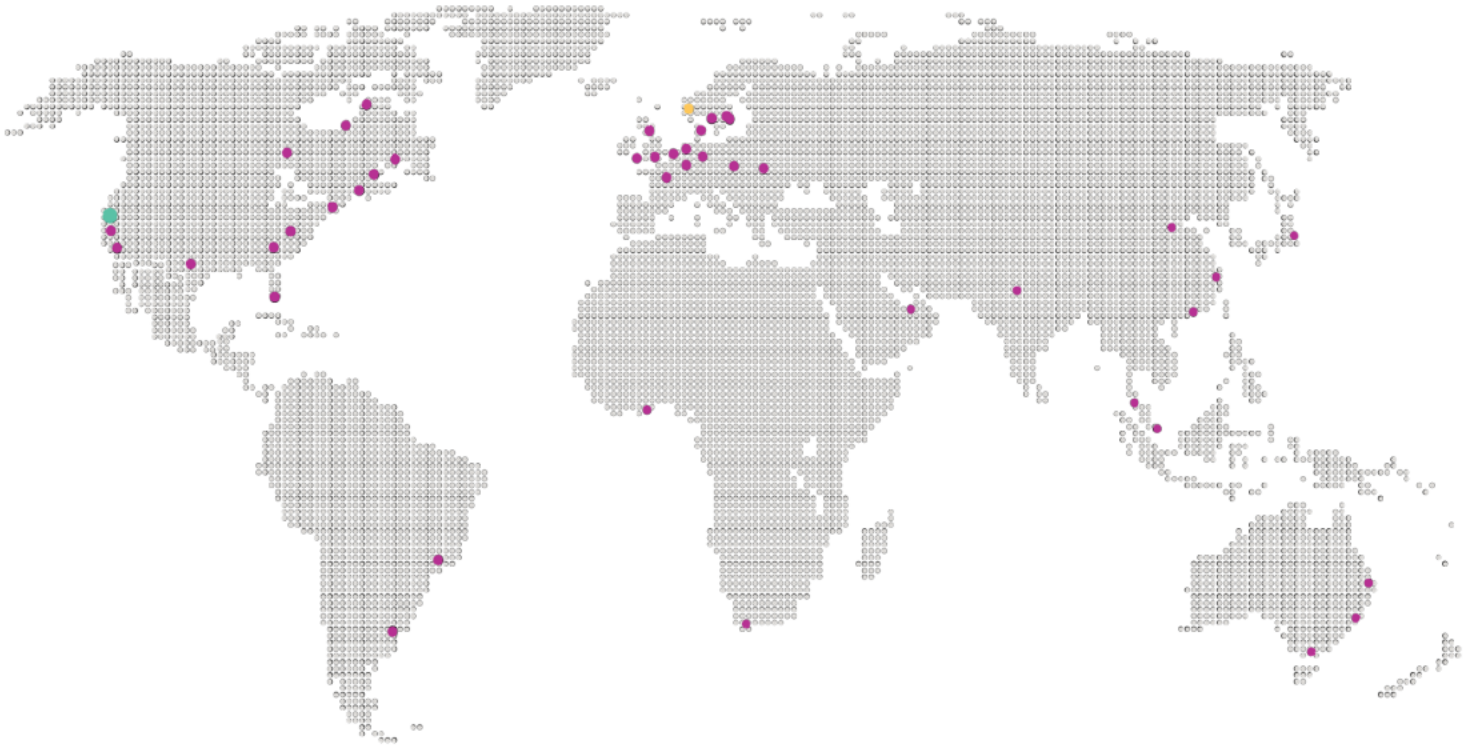
Additional resources:
Click here to visit G2 Crowd.
See Meltwater Case Studies here.

03
MILLION
editorial documents tracked daily

60+
OFFICES
across 25 different countries

10
YEARS
of editorial content on-demand from '09

30,000+
CLIENTS
clients in 121 different countries



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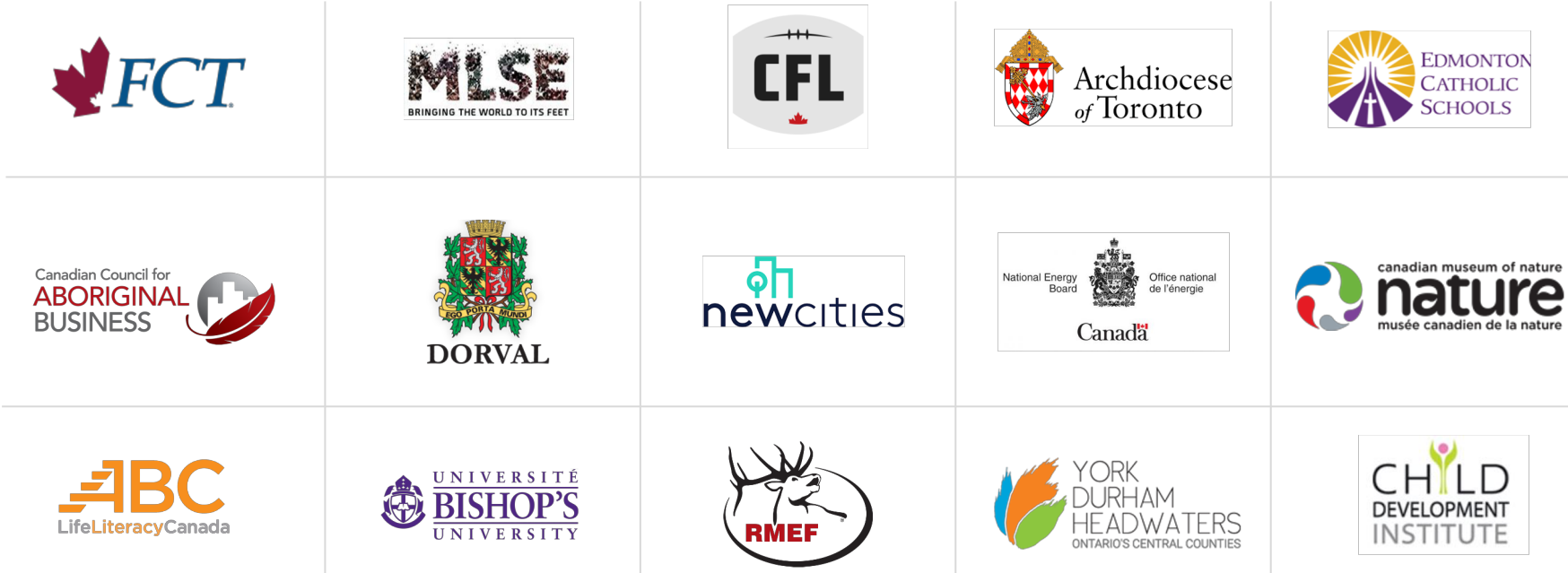
30,000 Clients globally and counting



Meltwater

What our clients say about Meltwater

Our 30,000 customers find insights around every corner.

Read more Meltwater case studies

"Finding quality influencers that you can confidently say are capable of delivering eyeballs to your posts and stories is something that Meltwater excels at."

Gerry Marcelo
Senior Manager, Social Media,
Discover The Palm Beaches

"Meltwater is the leader in that core capacity that we need, which is the ability to hyper-target those members in the media that are talking about the conversation in real time."

Darryl Frost
Director of PR and Media
Relations, Keller Williams Realty

"We want to ensure we're being as proactive as possible for the safety and security of our students, and that's why Meltwater works for us."

Nikki Sunstrum
Director of Social Media,
University of Michigan

Meltwater

Meltwater recent acquisitions

Through **eight acquisitions in the last 3 years**, Meltwater has solidified its place as the leading provider of AI-powered competitive intelligence through its Media Intelligence platform. We are committed to investing in technologies that help our clients gain strategic insights from data outside their business walls.

Klarity

Wrapidity

ALGO

ENCORE ALERT

COSMIFY

sysomos
A Meltwater Company

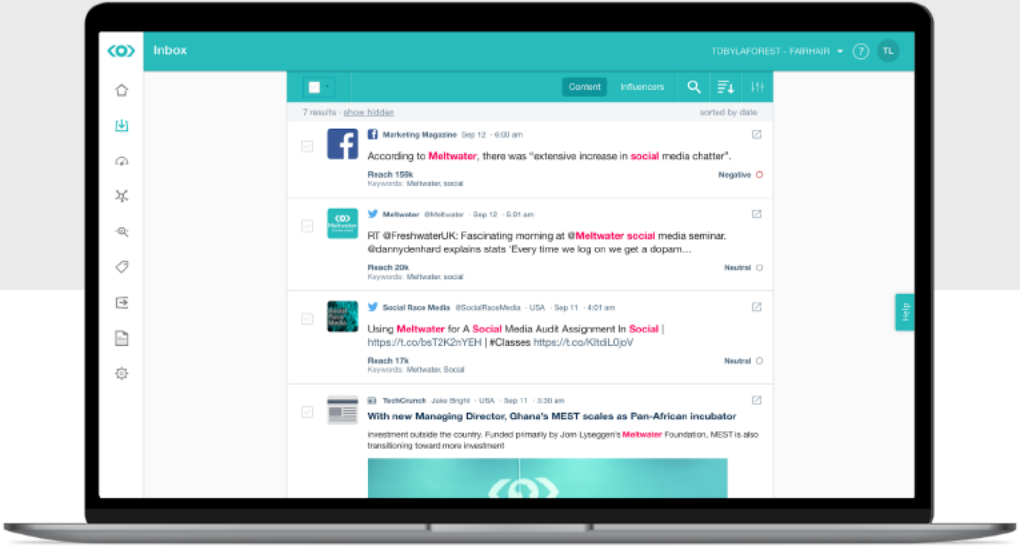
infomart
A Meltwater Company

DATASIFT
A Meltwater Company

Meltwater

Meltwater Media Intelligence

MEDIA INTELLIGENCE, IN REAL TIME!



LARGEST GLOBAL SOURCE BASE

Analyze the impact of media - from around town, around the country, and around the world. Meltwater's platform allows you to find just the content you need without the extra noise.

EDITORIAL & SOCIAL LISTENING IN ONE

Meltwater has you covered across online media, Twitter, Facebook, YouTube, and blogs in one integrated solution. We are the most comprehensive all-in-one solution for public relations, communications, and marketing professionals.

WHERE & WHEN YOU NEED

Alongside our web platform, our mobile app allows you to reach insights and coverage on the move, whether you're on your way to work or on a tradeshow floor. Available on Android and iOS.

Meltwater Analytics

MEDIA INTELLIGENCE, IN REAL TIME!

REAL TIME ANALYSIS

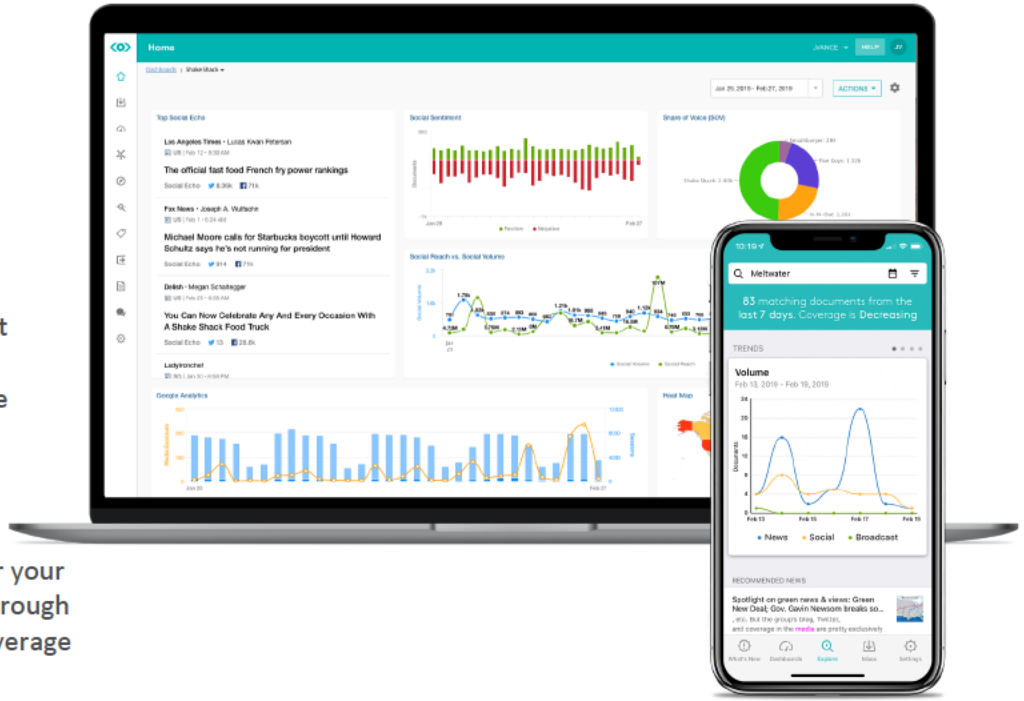
Accurately prove the ROI of your efforts through our dependable monitoring. Generate customizable analytics through easy-to-use reporting tools that quickly measure and share your works impact.

CUSTOMIZABLE TEMPLATES

We understand that every organization has different KPI's when it comes to measuring results. Using our extensive range of metrics, clients can customize the service to their needs to better understand their results.

SHARE INSTANTLY

Meltwater's media monitoring capabilities empower your teams to educate internal and external audiences through various sharing capabilities. Brand and distribute coverage in many different forms.



Meltwater Mobile

INSTANT NOTIFICATIONS

Stay on top of important coverage through our notifications. Receive an alert every time a piece of content matches your keywords.

READ AND SHARE

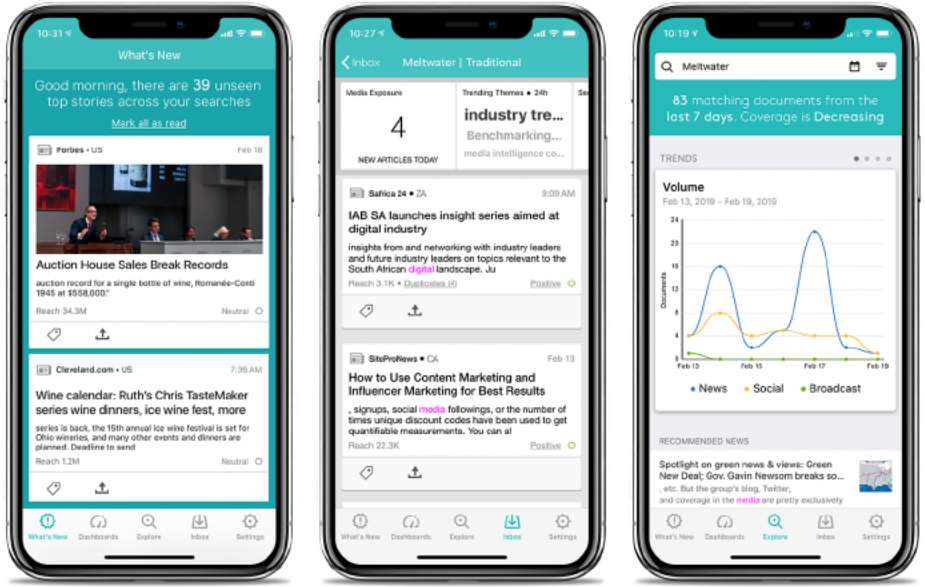
Collaborate easily from your phone with our ability to share content via text, email, Slack, or any other collaboration app.

MOBILE DASHBOARDS

Digest a whole conversation - thousands of articles, social posts, and broadcast coverage - by glancing at your mobile dashboards.

TAGGING

Whether you are building a newsletter, organizing media coverage, or even preparing a report, tagging on mobile makes any project a breeze.



Meltwater Premium Social

SOPHISTICATED SOCIAL MEDIA MONITORING & ANALYTICS

SOCIAL ECHO

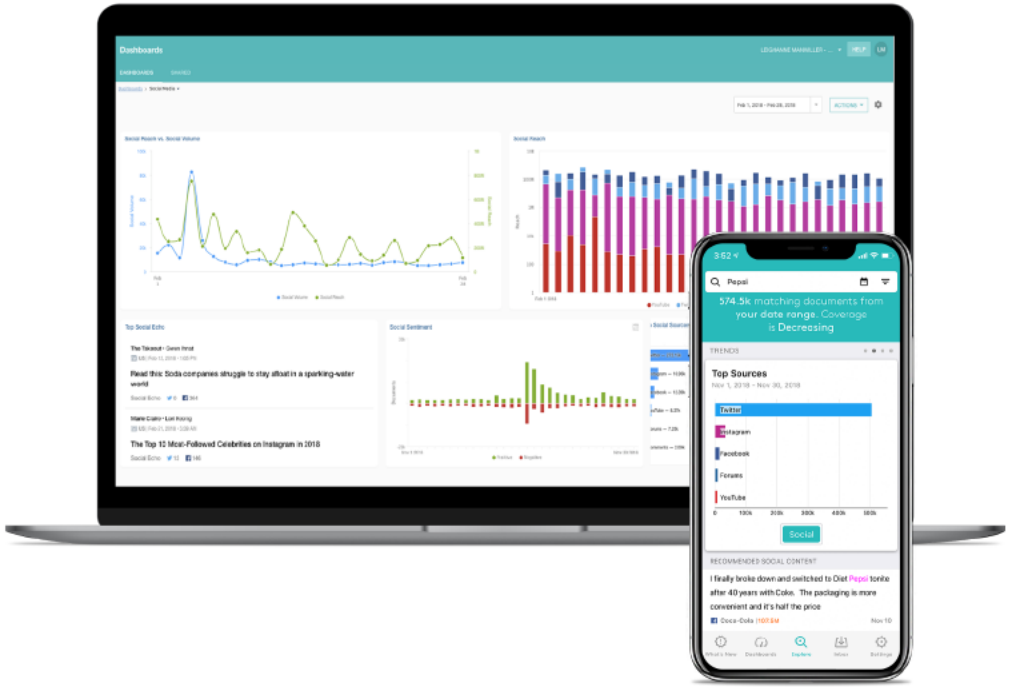
Get real-time insight on social share counts for editorial content. Curious about what is resonating with Twitter and Facebook audiences? Social Echo can provide the needed visibility.

SOCIAL CONTENT

Expand your social listening capabilities with monitoring across Instagram, Product Reviews, Forums (including Reddit), and Comments powered by Wordpress, Disqus and Intense Debate.

ADVANCED ANALYTICS

Gain full visibility across all channels, providing you a consolidated overview of your organization, understand the social amplification of your earned media and drill down into key metrics to find what resonates with your audience.



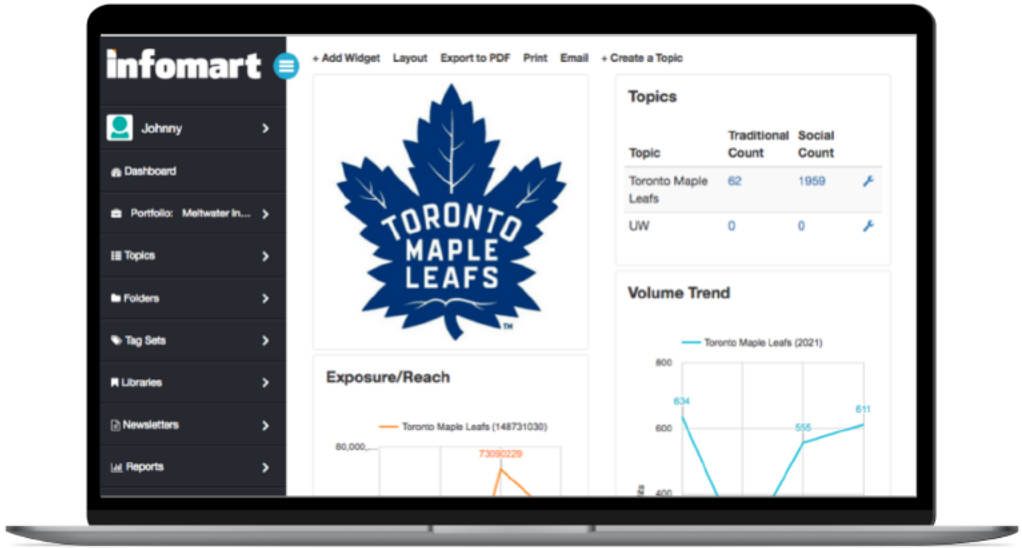
Meltwater

Infomart

PREMIUM CANADIAN CONTENT IN FULL TEXT

FULL-TEXT MONITORING

Full-text monitoring of all Canadian print outlets in the Infomart database (including all Postmedia content, the Globe and Mail, Toronto Star, National Post, Toronto Sun, Montreal Gazette, Vancouver Sun, Calgary Herald and Ottawa Citizen)



ALL-IN-ONE SOLUTION

Unlimited search results, including print sources that do not publish online, fed directly in to the Meltwater platform. See the news that matters to you in a friendly place, like your morning report or our mobile application.

STAY IN THE KNOW

Print coverage that moves as fast as online monitoring. Receive email alerts with links to full-text articles when you are mentioned in premium or print content.

Broadcast Monitoring

EASY ACCESS TO TELEVISION & RADIO CONTENT

SEAMLESS USER EXPERIENCE

Get a comprehensive look at your broadcast data with all other media types in one application. No need to leave the platform to see all your coverage.

EDIT & SHARE FUNCTIONALITY

Our solution provides a powerful yet simple way to discover your television and radio clips, ensuring you can access, edit and share when needed.

GLOBAL CAPTURE NETWORK

Monitor coverage across multiple countries and languages, utilizing industry leading speech-to-text-recognition technologies.

CROSS-CHANNEL MEDIA ANALYTICS

Analytics across all media types allow you to see a full picture of your media landscape.

Meltwater

Meltwater
PR Insight Reports

STUNNING REPORTS BACKED BY DATA SCIENCE

PRESENTATION READY

Creating captivating reports takes time, patience and a never-ending supply of spreadsheets and pivot tables. With PR Insight Reports select the dates, competitors and searches and receive a stunning report ready to share.

WE DO THE WORK AND YOU GET THE CREDIT

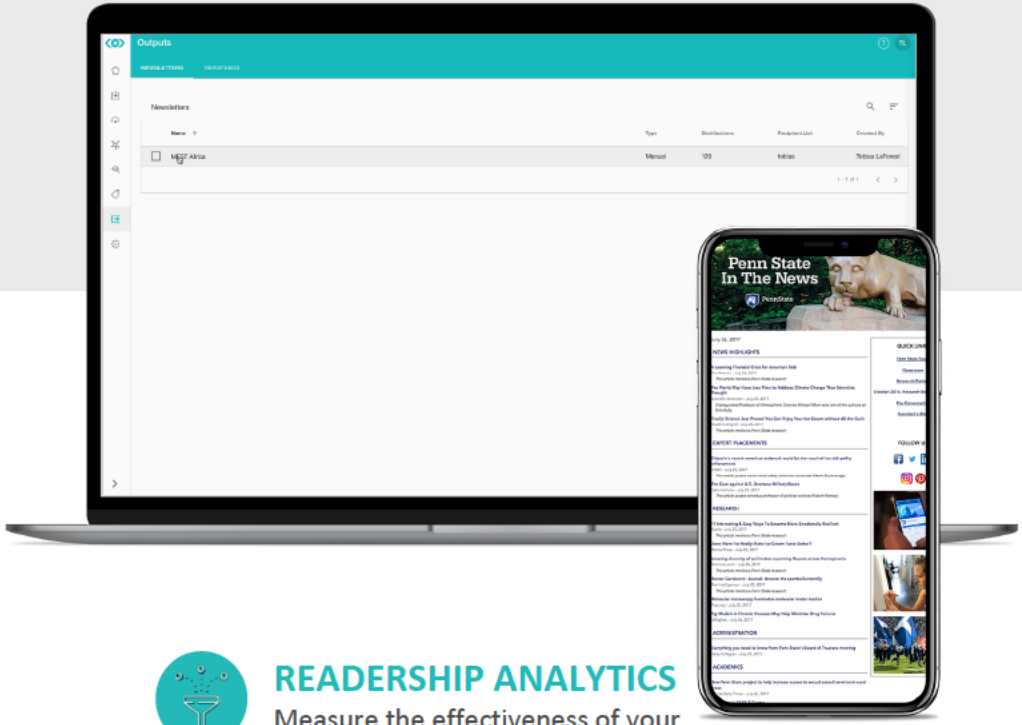
Meltwater's newest measurement is a proprietary algorithm that includes media exposure, tonality and reach. With this score you get a comprehensive look at your progress and an easy comparison to your nearest competitor.

DATA SCIENCE TO SAVE YOU TIME

Create executive, fully automated customizable reports with metrics powered by artificial intelligence, generated seamlessly across all media channels. Incorporate your organization's Google Analytics data to understand the impact that your earned media has on your website traffic through referrals from news articles.

Meltwater Newsletter

CONTENT CURATION MADE EASY



SHARE NEWS IMPORTANT TO YOUR COMPANY

Discover, categorize, and distribute the most important news and social media coverage for your company. Curate the content by hand or have the newsletter go out automatically

FLEXIBLE LAYOUT & DISTRIBUTION OPTIONS

Group related content into distinct sections, add introductory text and comments on content, schedule delivery according to your needs, and adjust the streams of content your newsletter is based on.

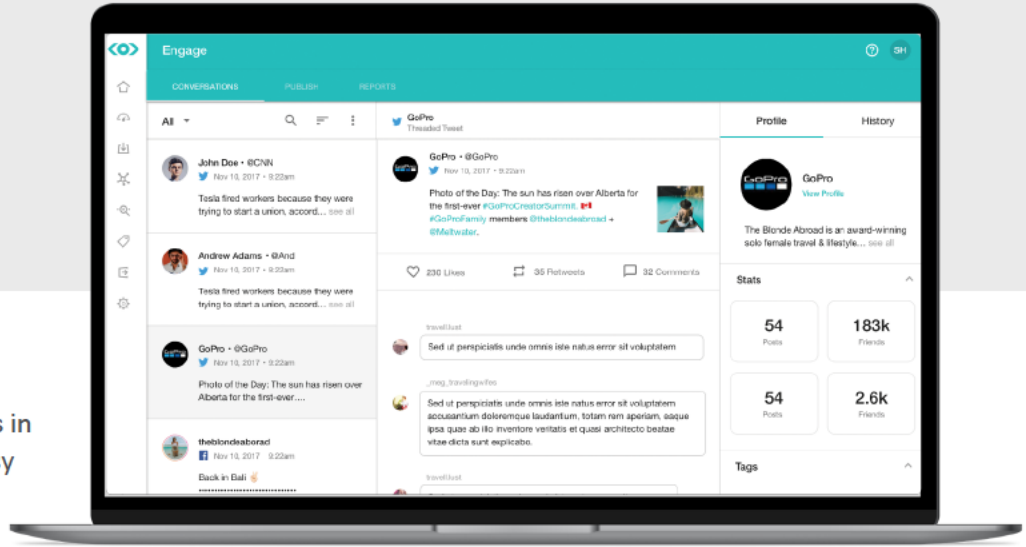
READERSHIP ANALYTICS

Measure the effectiveness of your Newsletter by understanding what content performs best and resonates most with your audience. Metrics such as open rates and click through rates will help you make future data drive decisions.

Meltwater

Engage
in Media Intelligence

ENGAGE, PUBLISH & MONITOR NEWS AND SOCIAL MEDIA FROM ONE PLATFORM



PUBLISHING MADE EASY

Publish and schedule content for all channels from one platform. Use the calendar view to identify gaps in your publishing schedule, plus drag and drop for easy rescheduling or filter based on social channels.

EFFORTLESS SOCIAL REPORTING

Cross-channel summaries aggregate data from all channels. Evaluate customer focused metrics like total fans and new fans. Compare metrics across social channels. Export report data or a PDF -- or download a chart image.

BUILT FOR TEAMS

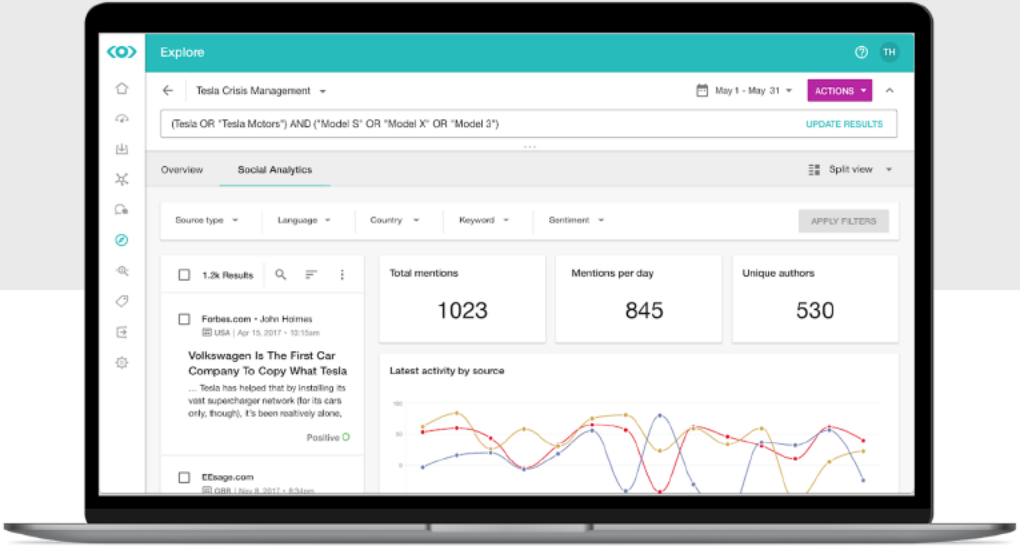
Leave notes on a customer or conversation. Create and store content, assets, and images for other teammates to use. Conversation history ensures everyone has context when engaging with followers and customers.

NEWS + SOCIAL

Meltwater Engage is incorporated into the Media Intelligence platform for news and social in one location. Monitor news and manage content for Twitter, Instagram, Facebook, and LinkedIn directly from Meltwater Engage.

Explore

RESEARCH AND MONITOR OVER 200 BILLION SOCIAL CONVERSATIONS



UNLIMITED AD-HOC SEARCHES

Adapt quickly to unpredictable business trends. With Search you're not confined to a set number of searches or mentions. Freely research any topic and at any time with access to our complete dataset going back 15 months.

INSIGHTS WHEN YOU NEED THEM

Identify critical moments and proactively monitor issues that affect your organization. Be prepared with the most current information so you can stay in-the-know and make the right decisions.

POWERFUL ANALYTICS

Customize and share dashboards with the analytics that matter most. Create custom filters and queries to help you better understand your own brand, and benchmark against competitors to see how you stack up.

Meltwater Social Solutions

Pricing details

Package details
S.16(1)

Total	$40,000

The content of this proposal is confidential and is not intended to be distributed to any third party without the written consent of Meltwater.

Meltwater

From: Emma Poole
Sent: Wednesday, May 25, 2022 11:36 AM
To: Sarah Demko; Candace Rumancik
Subject: FW: [EXTERNAL]Meltwater Sole Source
Attachments: Meltwater Letter of Uniqueness - Calgary Police Service.pdf; Meltwater - Exclusive Sources.pdf

Emma Poole | Public Affairs/Media Relations Unit | Manager
T: 403.428.2074 | Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A
NOTICE -
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---

From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Thursday, May 12, 2022 9:06 AM
To: Michael Nunn <MNunn@calgarypolice.ca>
Cc: Emma Poole <EPoole@calgarypolice.ca>; Colton Wood <colton.wood@meltwater.com>
Subject: [EXTERNAL]Meltwater Sole Source

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Mike & Emma,

Thanks again for your time yesterday and go Flames! Glad we could take a closer look at your use cases and how we'll be able to support the team.

Attached is our sole source letter below to share with your procurement team next week. We're the only platform to track a number of sources exclusively, while combining social listening/engagement and reporting all in real-time and in one platform.

Including that list of sources Meltwater tracks exclusively should that be helpful.

Happy to go back and forth once you've spoken with the procurement team if this will allow us to bypass any RFP process.

Sending over an invite for us all to reconnect at the end of next week - let us know if you have any questions for the procurement team!

Best,
Eric & Colton
--

Eric Farmer
Director - Strategic Accounts

M: 514.243.3542
It's a big data world out there, let's explore

Meltwater

Disclaimer

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For more information on how we process personal data please see www.meltwater.com/privacy. Please note that neither the Company nor the sender accepts any responsibility for viruses and it is your responsibility to scan or otherwise check this email and any attachments.

Meltwater
Outside Insight

150 King Street West, 7th Floor, Toronto, Ontario M5H 1J9

The Meltwater Group
Letter of Uniqueness / Statement of Work

Meltwater Group offers the most comprehensive and affordable media intelligence service. We fully customize our reporting to each client's individual needs. Our source base is the most comprehensive and covers over 310,000+ sources in over 190 countries and 60 languages. We work with over 30,000 clients worldwide from a broad variety of sectors. Our Canadian client list includes, but is not limited to, all Ministries of the Ontario Government, Edmonton Police Service, Waterloo Regional Police, Hamilton Police, Police Association of Ontario, Saskatoon Police, Surete du Quebec, Toronto Police Association, York Regional Police, and many other police departments across North America along with government bodies and Alberta based organizations.

Factors that set Meltwater Group apart from the rest and make Meltwater a unique/sole source provider:

Media Monitoring

S.16(1)

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

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Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
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S.16(1)

Media Analysis and Reporting

S.16(1)

Contacts Database and Newsletter

S.16(1)

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
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Social Media Management, Scheduling, Engagement, and Reporting – Meltwater Engage

S.16(1)

These are some of the features which allow us to claim to have a unique service, as this takes us beyond the realm of a simple media monitoring company, press release distribution tool, or social media management company, and allows us to offer a comprehensive, streamlined, and unparalleled service which has no peer or all-in-one replacement in the marketplace.

Any further questions can be directed to **Eric Farmer** (contact information below).

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

Re: Sole Sourcing

Exclusive Sources and Services only available with Meltwater

This is to confirm that Meltwater News Canada Inc., is the exclusive electronic distributor of Postmedia Network Inc. (and former Sun Media), Glacier Media, and TC Limited Partnership sources to all departments and agencies within provincial and municipal governments of Canada, British Columbia, Ontario, and beyond. (Please see attached list). The Financial Post, Calgary Herald, The Province, Times Colonist, and Business In Vancouver are included in this list; and we receive direct feeds of these sources into our platform. We are also the only provider of selected news archival sources in some cases going as far back as 1985.

If you have any further questions, please contact Carstin Hao who is listed below.

Regards,

Eric Farmer
Director, Strategic Accounts – North America
Meltwater News Canada Inc.
eric.farmer@meltwater.com | 514-243-3542

Contact:
Carstin Hao
Client Success Director – Canada
Meltwater News Canada Inc.
carstin.hao@meltwater.com | 604-239-8380

Meltwater News Canada Inc.
150 King St West, 7th floor
Toronto, ON
M5H 1J9

Metro Newspapers		
Calgary Herald	montrealgazette.com	thestarphoenix.com
Calgary Sun	National Post	Toronto Sun
calgaryherald.com	nationalpost.com	torontosun.com
calgarysun.com	Ottawa Citizen	Vancouver Province
Edmonton Journal	Ottawa Sun	Vancouver Sun
Edmonton Sun	ottawacitizen.com	vancouversun.com
edmontonjournal.com	ottawasun.com	Winnipeg Sun
edmontonsun.com	Regina Leader Post	winnipegsun.com
leaderpost.com	Saskatoon Star Phoenix	
Montreal Gazette	theprovince.com	

Community Newspapers		
Airdrie Echo	kapuskasingtimes.com	Sarnia Observer
airdrieecho.com	Kenora Daily Miner & News	Sarnia This Week
Beaumont News	kenoradaily minerandnews.com	sarniathisweek.com
Belleville Intelligencer	Kincardine News	Sault Star
Bow Valley Crag & Canyon	kincardinenews.com	Sault This Week
Brantford Expositor	Kingston This Week	saultstar.com
brantfordexpositor.ca	Kingston Whig-Standard	saultthisweek.com
Brockville Recorder & Times	Kingsville Reporter	seaforthuronexpositor.com
Camrose Canadian	Kirkland Lake Northern Daily News	Selkirk Journal
camrosecanadian.com	Lacombe Globe	Sherwood Park News
Central Plains Herald-Leader	lacombeglobe.com	sherwoodparknews.com
Chatham Daily News	Lake of the Woods Enterprise	Shoreline Beacon
Chatham This Week	Lakeshore Advance	shorelinebeacon.com
chathamdailynews.ca	Lakeshore News	Spruce Grove Examiner
chathamthisweek.com	lakeshoreadvance.com	sprucegroveexaminer.com
Clinton News-Record	LaSalle Post	St. Thomas Times-Journal
clintonnewsrecord.com	Leduc Representative	standard-freeholder.com
Cochrane Times	leducrep.com	Stirling Community Press
Cochrane Times-Post	lfpress.com	Stonewall Argus
cochranetimes.com	London Free Press	Stony Plain Reporter
cochranetimespost.com	Londoner	stonyplainreporter.com
Cold Lake Sun	Lucknow Sentinel	Stratford Beacon-Herald
coldlakesun.com	lucknowsentinel.com	stratfordbeaconherald.com
Corn, Soybean + Wheat Handbook	Mayerthorpe Freelancer	Strathroy Age Dispatch
Cornwall Standard-Freeholder	mayerthorpefreelancer.com	Strathroy Focus
dailyheraldtribune.com	Melfort Journal	strathroyagedispatch.com
Delhi News-Record	melfortjournal.com	
delhinewsrecord.com		

Devon Dispatch News
Drayton Valley Western Review
draytonvalley westernreview.c om
Edmonton Examiner
edmontonexaminer.com
Edson Leader
edsonleader.com
elliotlakestandard.ca
Elliott Lake Standard
Espanola Mid-North Monitor
Exeter Times-Advocate
Exeter Weekender
Fairview Post
fairviewpost.com
Fort McMurray This Week
Fort McMurray Today
Fort Saskatchewan Record
fortmcmurraytoday.com
fortsaskatchewanrecord.com
Gananonque Reporter
gananonquereporter.com
Goderich Focus
Goderich Signal Star
goderichsignalstar.com
Grande Prairie Daily Herald-Tribune
Grey-Bruce This Week
Hanna Herald
hannaherald.com
Hanover Post
High River Times
highrivertimes.com
Hinton Parklander
hintonparklander.com
Huron Expositor
intelligencer.ca
Interlake Spectator
interlaketoday.ca
midnorthmonitor.com
Mitchell Advocate
mitchelladvocate.com
Morden Times
Nanton News
nantonnews.com
Napanee Guide
napaneeguide.com
Nipawin Journal
nipawinjournal.com
Northeast Sun
nugget.ca
Ontario Dairy Farmer
Ontario Farmer
Ontario Hog Farmer
Owen Sound Sun Times
owensoundsuntimes.com
Oxford Review
Paris Star
parisstaronline.com
Peace Country Sun
Peace River Record Gazette
peacecountrysun.com
pembinatoday.ca
Pembroke News
petroliatopic.com
Picton County Weekly News
Pincher Creek Echo
pinchercreekecho.com
Portage La Prairie Daily Graphic
portagedailygraphic.com
prrecordgazette.com
recorder.ca
Red River Valley Echo
stthomastimesjournal.com
Sudbury Star
Tecumseh Shoreline Week
thechronicle-online.com
thecragandcanyon.com
thedailyobserver.ca
thelondoner.ca
theobserver.ca
thepost.on.ca
thesudburystar.com
thewhig.com
Tilbury Times
Tillsonburg News
tillsonburgnews.com
Timmins Daily Press
Timmins Times
timminspress.com
timminstimes.com
Today's Farmer
Trenton Trentonian
trentonian.ca
Valley Leader
Vermilion Standard
vermilionstandard.com
Vulcan Advocate
vulcanadvocate.com
Wallaceburg Courier Press
wallaceburgc ourierpress.c om
West Elgin Chronicle
Western Dairy Farmer
WetaskiwinTimesAdvertiser
wetaskiwintimes.com
Whitecourt Star
whitecourtstar.com
Wiarton Echo
wiartonecho.com
Windsor Star
windsorstar.com
Winkler Times
Woodstock Sentinel-Review
woodstock sentinelreview.c om

Additional Full-text Licensed Sources

Source Name	Region	Location	Update Frequency	Coverage Start
Airdrie Echo	Alberta	Airdrie, Alberta, Canada	Weekly	Apr 12, 2006
Airdrie City View	Alberta	Alberta	Weekly (Friday)	Jun 6, 2008
Bassano Times	Alberta	Alberta	Weekly (Tuesday)	Jun 3, 2008
Brooks Bulletin	Alberta	Alberta	Weekly (Tuesday)	Jun 3, 2008
Cardston Temple City Star	Alberta	Alberta	Weekly (Thursday)	Jun 5, 2008
Rocky Mountain House Mountaineer	Alberta	Alberta	Weekly (Tuesdays)	Sep 16, 2008
Rocky Mountain Outlook	Alberta	Alberta	Weekly (Thursday)	Jun 5, 2008
Athabasca Advocate	Alberta	Athabasca, Alberta, Canada	Weekly (Tuesday)	Mar 13, 2001
Bow Valley Crag & Canyon	Alberta	Banff, Alberta, Canada	Weekly	Mar 28, 2006
Barrhead Leader	Alberta	Barrhead, Alberta, Canada	Weekly (Tuesday)	Mar 20, 2001
Bashaw Star	Alberta	Bashaw, Alberta	Weekly (Tuesday)	Jun 4, 2013
Beaumont News	Alberta	Beaumont, Alberta	Weekly	May 1, 2015
Town & Country News	Alberta	Beaverlodge, Alberta	Weekly (Friday)	Jul 17, 2009
Crowsnest Pass Herald	Alberta	Blairmore, Alberta	Weekly (Tuesday)	Jun 23, 2009
Bonnyville Nouvelle	Alberta	Bonnyville, Alberta, Canada	Weekly (Tuesday)	Sep 29, 2009

Brooks Weekend Regional	Alberta	Brooks, Alberta	Weekly (Thursday)	Jun 6, 2008
Calgary Herald	Alberta	Calgary, Alberta, Canada	Daily	Dec 7, 1988
Calgary Sun	Alberta	Calgary, Alberta, Canada	Daily	Jan 9, 1998
Camrose Canadian	Alberta	Camrose, Alberta	Weekly (Thursday)	May 19, 2011
Castor Advance	Alberta	Castor, Alberta	Weekly (Thursday)	Jun 6, 2013
Claresholm Local Press	Alberta	Claresholm, Alberta	Weekly	Jun 11, 2008
Coaldale Sunny South News	Alberta	Coaldale, Alberta	Weekly	Jun 3, 2008
Cochrane Times	Alberta	Cochrane, Alberta, Canada	Weekly	Apr 12, 2006
Cold Lake Sun	Alberta	Cold Lake, Alberta	Weekly (Tuesday)	May 17, 2011
Consort Enterprise	Alberta	Consort, Alberta	Weekly (Wednesday)	Jun 4, 2008
East Central Alberta Review	Alberta	Coronation, Alberta	Weekly (Thursday)	Jun 9, 2008
Devon Dispatch News	Alberta	Devon, Alberta	Weekly (Fri)	May 1, 2015
Drayton Valley Western Review	Alberta	Drayton Valley, Alberta	Weekly	Apr 21, 2015
Drumheller Mail	Alberta	Drumheller, Alberta	Weekly (Wednesday)	Jun 5, 2013
Vue Weekly	Alberta	Edmonton, Alberta	Weekly (Wednesday)	Dec 3, 2014
Edmonton Examiner	Alberta	Edmonton, Alberta, Canada	Weekly (Wednesday)	Sep 28, 2005
Edmonton Journal	Alberta	Edmonton, Alberta, Canada	Daily	Mar 10, 1989

Edmonton Sun	Alberta	Edmonton, Alberta, Canada	Daily	Aug 7, 1998
Edson Weekly Anchor	Alberta	Edson, AB	Weekly (Monday)	Dec 1, 2008
Edson Leader	Alberta	Edson, Alberta	Weekly (Monday)	May 23, 2011
Elk Point Review	Alberta	Elk Point, Alberta, Canada	Weekly (Tuesday)	Jun 12, 2001
Falher Smoky River Express	Alberta	Fahler, Alberta	Weekly	Jun 11, 2008
Fairview Post	Alberta	Fairview, Alberta	Weekly (Tuesday)	May 18, 2011
Fort MacLeod Gazette	Alberta	Fort Macleod, Alberta	Weekly	Jun 4, 2008
Fort McMurray This Week	Alberta	Fort McMurray, Alberta, Canada	Weekly (Thursday)	Nov 17, 2016
Fort McMurray Today	Alberta	Fort McMurray, Alberta, Canada	Monday-Saturday (one day delay)	Jun 24, 2000
Fort Saskatchewan Record	Alberta	Fort Saskatchewan, Alberta, Canada	Weekly (Thursday)	May 30, 2006
Grande Cache Mountaineer	Alberta	Grande Cache, Alberta	Weekly	Jun 10, 2008
Peace Country Sun	Alberta	Grande Prairie, Alberta	Weekly (Friday)	May 20, 2011
Grande Prairie Daily Herald-Tribune	Alberta	Grande Prairie, Alberta, Canada	Monday-Friday	Apr 24, 2001
Hanna Herald	Alberta	Hanna, Alberta	Weekly (Wednesday)	May 18, 2011
High Prairie South Peace News	Alberta	High Prairie, Alberta	Weekly	Jun 11, 2008
High River Times	Alberta	High River, Alberta	Weekly	Apr 21, 2015
Hinton Parklander	Alberta	Hinton, Alberta	Weekly (Monday)	May 23, 2011

Rocky View Weekly	Alberta	Irricana, Alberta, Canada	Weekly (Tuesday)	Aug 1, 2000
Jasper Fitzhugh	Alberta	Jasper, Alberta	Weekly (Thursday)	Jun 6, 2013
Lac La Biche Post	Alberta	Lac-la Biche, Alberta, Canada	Weekly (Tuesday)	Apr 10, 2001
Lacombe Globe	Alberta	Lacombe, Alberta	Weekly (Thursday)	May 19, 2011
Lamont Leader	Alberta	Lamont, Alberta	Weekly (Tuesday)	Jun 4, 2013
Leduc Representative	Alberta	Leduc, Alberta, Canada	Weekly (Friday)	May 26, 2006
Lethbridge Sun Times	Alberta	Lethbridge, Alberta	Weekly (Wed)	Jun 11, 2008
Lethbridge Herald	Alberta	Lethbridge, Alberta, Canada	Daily	Aug 4, 2011
Westwind Weekly News	Alberta	Magrath, Alberta, Canada	Weekly (Thu)	Oct 27, 2016
Mayerthorpe Freelancer	Alberta	Mayerthorpe, Alberta	Weekly (Wednesday)	May 18, 2011
Medicine Hat News	Alberta	Medicine Hat, Alberta, Canada	Daily	Feb 11, 2010
Prairie Post	Alberta	Medicine Hat, Alberta, Canada	Weekly (Friday)	Aug 6, 2009
Prairie Post West	Alberta	Medicine Hat, Alberta, Canada	Weekly (Fridays)	Apr 22, 2016
Morinville Free Press	Alberta	Morinville, Alberta	Weekly (Tuesday)	Jun 4, 2013
Okotoks Western Wheel	Alberta	Okotoks, Alberta, Canada	Weekly (Wednesdays)	Nov 24, 2004
Mountain View Gazette	Alberta	Olds, Alberta, Canada	Weekly - Tuesday	Oct 20, 2009
Oyen Echo	Alberta	Oyen, Alberta	Weekly (Tuesday)	Jun 4, 2013

Peace River Record Gazette	Alberta	Peace River, Alberta	Weekly (Tuesday)	May 18, 2011
Pincher Creek Echo	Alberta	Pincher Creek, Alberta	Weekly (Friday)	May 20, 2011
Ponoka News	Alberta	Ponoka, Alberta	Weekly (Wednesday)	Jun 5, 2013
Provost News	Alberta	Provost, Alberta	Weekly	Jun 11, 2008
Red Deer Express	Alberta	Red Deer, Alberta, Canada	Weekly (Wednesday)	Jul 2, 2000
Redwater Review	Alberta	Redwater, Alberta	Weekly (Tuesday)	Jun 4, 2013
Rimbey Review	Alberta	Rimbey, Alberta	Weekly (Tuesday)	Jun 4, 2013
Rycroft Central Peace Signal	Alberta	Rycroft, Alberta	Weekly (Tuesday)	Jun 10, 2008
Sedgewick Community Press	Alberta	Sedgewick, Alberta	Weekly (Tuesday)	Jun 3, 2008
Sherwood Park News	Alberta	Sherwood Park, Alberta, Canada	Twice/Weekly (Tuesday & Friday)	Aug 10, 2005
Slave Lake Lakeside Leader	Alberta	Slave Lake, Alberta	Weekly	Jun 24, 2009
Smoky Lake Signal	Alberta	Smoky Lake, Alberta	Weekly	Jun 4, 2008
Spruce Grove Examiner	Alberta	Spruce Grove, Alberta, Canada	Weekly (Friday)	May 26, 2006
St. Albert Gazette	Alberta	St. Albert, Alberta, Canada	Twice/week (Wednesday & Saturday)	Sep 29, 1999
St. Paul Journal	Alberta	St. Paul, Alberta, Canada	Weekly (Tuesday)	Jun 5, 2001
Stettler Independent	Alberta	Stettler, Alberta	Weekly (Wednesday)	Jun 5, 2013

Stony Plain Reporter	Alberta	Stony Plain, Alberta, Canada	Weekly (Friday)	May 26, 2006
Strathmore Standard	Alberta	Strathmore, Alberta	Weekly (Wednesday)	May 18, 2011
Strathmore Times	Alberta	Strathmore, Alberta	Weekly (Friday)	Jun 7, 2013
Sundre Round Up	Alberta	Sundre, Alberta, Canada	Weekly (Tuesday)	Oct 20, 2009
Swan Hills Grizzly Gazette	Alberta	Swan Hills, Alberta	Weekly (Tuesday)	Jun 3, 2008
Eckville Echo	Alberta	Sylvan Lake, Alberta	Weekly (Thursday)	Jun 6, 2008
Sylvan Lake News	Alberta	Sylvan Lake, Alberta	Weekly (Friday)	Jun 6, 2008
Taber Times	Alberta	Taber, Alberta	Weekly	Jun 4, 2008
Three Hills Capital	Alberta	Three Hills, Alberta	Weekly	Jun 4, 2008
Tofield Mercury	Alberta	Tolfield, Alberta	Weekly (Tuesday)	Jun 10, 2008
Two Hills & County Chronicle	Alberta	Two Hills, Alberta	Weekly (Tuesday)	May 3, 2011
Vauxhall Advance	Alberta	Vauxhall	Weekly	Jun 5, 2008
Vermilion Standard	Alberta	Vermilion, Alberta	Weekly (Wednesday)	May 18, 2011
Vermilion Voice	Alberta	Vermilion, Alberta	Weekly (Monday)	Jun 3, 2013
Viking Weekly Review	Alberta	Viking. Alberta	Weekly (Tuesday)	Jun 3, 2008
Vulcan Advocate	Alberta	Vulcan, Alberta	Weekly (Wednesday)	May 18, 2011
Wabasca Fever	Alberta	Wabasca, Alberta	Weekly (Thursday)	Jun 5, 2008

Wainwright Star/Edge	Alberta	Wainright, Alberta	Weekly (Friday)	Jun 6, 2008
Town & Country	Alberta	Westlock, Alberta, Canada	Weekly (Monday)	Mar 13, 2006
Westlock News	Alberta	Westlock, Alberta, Canada	Weekly (Monday)	Mar 13, 2006
Wetaskiwin Times Advertiser	Alberta	Wetaskiwin, Alberta	Weekly (Wednesday)	May 18, 2011
Whitecourt Press	Alberta	Whitecourt, Alberta	Weekly (Tue)	Mar 4, 2014
Whitecourt Star	Alberta	Whitecourt, Alberta	Weekly (Wednesday)	May 18, 2011
Bow Island Commentator	Alberta		Weekly (Tuesday)	Jun 3, 2008
Burnaby Now	British Columbia	Burnaby, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Jun 12, 2002
New Westminster Record	British Columbia	Burnaby, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Oct 16, 2002
Tri-City News	British Columbia	Coquitlam, British Columbia, Canada	Twice Weekly (Wed & Fri)	Dec 9, 2015
Northern Horizon	British Columbia	Dawson Creek, British Columbia	Weekly (Fri)	Jan 20, 2017
Dawson Creek Mirror	British Columbia	Dawson Creek, British Columbia, Canada	Weekly (Thursday)	Jan 5, 2017
Delta Optimist	British Columbia	Delta, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Apr 24, 2002
Alaska Highway News	British Columbia	Fort St. John, British Columbia, Canada	Monday-Friday	Nov 25, 1999
Local Weekly	British Columbia	Gibsons, British Columbia	Weekly (Thursday)	Dec 3, 2014
Columbia Valley Pioneer	British Columbia	Invermere, British Columbia	Weekly (Friday)	Dec 5, 2014

Kamloops This Week	British Columbia	Kamloops, British Columbia	3x/Week (Tuesday, Thursday & Friday)	Dec 4, 2014
Kelowna Daily Courier	British Columbia	Kelowna, British Columbia, Canada	Daily	Nov 5, 2002
Kelowna Westside Weekly	British Columbia	Kelowna, British Columbia, Canada	Thursday, Sunday	Nov 6, 2002
Okanagan Weekend	British Columbia	Kelowna, British Columbia, Canada		Nov 9, 2002
Langley Advance	British Columbia	Langley, British Columbia	Twice/Week (Tuesday & Friday)	Apr 19, 2002
Merritt Herald	British Columbia	Merritt, British Columbia	Twice/Week (Tuesday & Thursday)	Dec 4, 2014
North Shore News	British Columbia	North Vancouver, British Columbia, Canada	Thrice/Week (Wed, Fri & Sun)	Aug 19, 2001
Oliver Chronicle	British Columbia	Oliver, British Columbia	Weekly (Wednesday)	Dec 3, 2014
Osoyoos Times	British Columbia	Osoyoos, British Columbia	Weekly (Wednesday)	Dec 4, 2014
Peachland View	British Columbia	Peachland, British Columbia	Weekly (Friday)	Dec 5, 2014
Penticton Herald	British Columbia	Penticton, British Columbia, Canada	Daily	Nov 5, 2002
Prince George Citizen	British Columbia	Prince George, British Columbia, Canada	Monday-Saturday	Aug 17, 1999
Richmond News	British Columbia	Richmond, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Apr 10, 2002
Coast Reporter	British Columbia	Sechelt, British Columbia	Weekly (Fri)	Apr 1, 2016
Elk Valley Herald	British Columbia	Sparwood, British Columbia	Weekly (Wed)	Mar 5, 2014
Squamish Chief	British Columbia	Squamish, British Columbia	Weekly (Thursday)	Apr 14, 2016

Trail Daily Times	British Columbia	Trail, British Columbia, Canada	Tuesday - Friday	Sep 1, 1999
24 Hours Vancouver	British Columbia	Vancouver, British Columbia	Mon-Fri	May 27, 2011
Westender	British Columbia	Vancouver, British Columbia	Weekly (Thursday)	May 15, 2014
Business in Vancouver	British Columbia	Vancouver, British Columbia, Canada	Weekly (Tuesdays)	Jan 5, 2016
Vancouver Courier	British Columbia	Vancouver, British Columbia, Canada	Weekly (Friday)	Sep 15, 2002
Vancouver Province	British Columbia	Vancouver, British Columbia, Canada	Daily	Mar 20, 1989
Vancouver Sun	British Columbia	Vancouver, British Columbia, Canada	Daily	Jan 2, 1987
Victoria Times Colonist	British Columbia	Victoria, British Columbia, Canada	Daily	Nov 23, 1991
100 Mile House Free Press	British Columbia			May 29, 2009
Abbotsford News	British Columbia			Aug 25, 2001
Agassiz Observer	British Columbia			Mar 24, 2004
Alberni Valley News	British Columbia			Aug 11, 2006
Aldergrove Star	British Columbia			Aug 30, 2001
Arrow Lakes News	British Columbia			Mar 31, 2004
Ashcroft Cache Creek Journal	British Columbia			Mar 23, 2004
Barriere Star Journal	British Columbia			Mar 22, 2004
Boundary Creek Times	British Columbia			May 10, 2013

Burns Lake Lakes District News	British Columbia			Mar 24, 2004
Caledonia Courier	British Columbia			Oct 2, 2007
Campbell River Mirror	British Columbia			Mar 23, 2004
Castlegar News	British Columbia			May 7, 2004
Chilliwack Progress	British Columbia			Mar 23, 2004
Clearwater Times	British Columbia			Mar 22, 2004
Cloverdale Reporter	British Columbia			Mar 20, 2009
Coast Mountain News	British Columbia		2x/Month	Feb 27, 2013
Comox Valley Record	British Columbia			Mar 26, 2004
Cowichan Valley Citizen	British Columbia			Jan 1, 2015
Cranbrook Daily Townsman	British Columbia			Jan 9, 2014
Creston Valley Advance	British Columbia			Feb 10, 2011
Eagle Valley News	British Columbia			Feb 15, 2011
Golden Star	British Columbia			Mar 24, 2004
Goldstream News Gazette	British Columbia			Mar 16, 2005
Grand Forks Gazette	British Columbia			Apr 13, 2010
Hope Standard	British Columbia			Aug 30, 2001

Houston Today	British Columbia			Feb 15, 2005
Kelowna Capital News	British Columbia			Sep 26, 2004
Keremeos Review	British Columbia			Jul 14, 2009
Kimberley Daily Bulletin	British Columbia			Jan 6, 2014
Kitimat Northern Sentinel	British Columbia			Aug 29, 2007
Ladysmith Chronicle	British Columbia			Mar 23, 2004
Lake Country Calendar	British Columbia			Jul 14, 2009
Lake Cowichan Gazette	British Columbia			Mar 24, 2004
Langley Times	British Columbia			Mar 24, 2004
Maple Ridge News	British Columbia			Mar 24, 2004
Mission City Record	British Columbia			Aug 30, 2001
Monday Magazine	British Columbia			Apr 29, 2004
Nanaimo News Bulletin	British Columbia			Aug 25, 2001
Nelson Star	British Columbia			Mar 29, 2008
North Delta Reporter	British Columbia			Mar 9, 2017
North Island Gazette	British Columbia			Mar 24, 2004
Oak Bay News	British Columbia			Mar 31, 2004

Parksville Qualicum Beach News	British Columbia			Mar 7, 2007
Peace Arch News	British Columbia			Mar 23, 2004
Peninsula News Review	British Columbia			Mar 31, 2004
Penticton Western News	British Columbia			Sep 28, 2007
Quesnel Cariboo Observer	British Columbia			Jan 2, 2003
Revelstoke Times Review	British Columbia			Mar 24, 2004
Rossland News	British Columbia			May 29, 2009
Saanich News	British Columbia			Mar 31, 2004
Salmon Arm Observer	British Columbia			Aug 24, 2001
Similkameen Spotlight	British Columbia			Mar 31, 2004
Smithers Interior News	British Columbia			Mar 25, 2004
Sooke News Mirror	British Columbia			Mar 31, 2004
Summerland Review	British Columbia			Aug 26, 2001
Surrey Now Leader	British Columbia			Mar 19, 2004
Terrace Standard	British Columbia			Mar 23, 2004
The Free Press	British Columbia			Nov 30, 2011
The Northern View	British Columbia			Jul 28, 2006

Tofino-Ucluelet Westerly News	British Columbia			Aug 4, 2015
Vanderhoof Omineca Express	British Columbia			Mar 24, 2004
Vernon Morning Star	British Columbia			Mar 26, 2004
Victoria News	British Columbia			Mar 31, 2004
West Kootenay Advertiser	British Columbia			Aug 29, 2001
Williams Lake Tribune	British Columbia			Aug 24, 2001
Red River Valley Echo	Manitoba	Altona, Manitoba	Weekly (Thursday)	Dec 1, 2011
Westman Journal	Manitoba	Brandon, Manitoba	Weekly (Thursday)	Nov 15, 2007
Brandon Sun	Manitoba	Brandon, Manitoba, Canada	Daily	Feb 20, 2007
Valley Leader	Manitoba	Carman, Manitoba	Weekly (Thursday)	Dec 1, 2011
Interlake Spectator	Manitoba	Gimli, Manitoba	Weekly (Thursday)	Dec 1, 2011
Morden Times	Manitoba	Morden, Manitoba	Weekly	Dec 1, 2011
Central Plains Herald-Leader	Manitoba	Portage la Prairie, Manitoba	Weekly (Saturday)	May 28, 2011
Portage La Prairie Daily Graphic	Manitoba	Portage La Prairie, Manitoba, Canada	Monday, Tuesday, Thursday, Friday	May 1, 2002
Selkirk Journal	Manitoba	Selkirk, Manitoba, Canada	Weekly (Friday)	Feb 8, 2006
Stonewall Argus	Manitoba	Stonewall, Manitoba	Weekly (Friday)	Dec 1, 2011
Winkler Times	Manitoba	Winkler, Manitoba	Weekly (Thursday)	Dec 1, 2011

Winnipeg Free Press	Manitoba	Winnipeg, Manitoba, Canada	Monday - Saturday	Nov 26, 1996
Winnipeg Sun	Manitoba	Winnipeg, Manitoba, Canada	Daily	Oct 18, 1999
Canada NewsWire	National	Canada	Daily	Mar 1, 1988
Canadian Press	National	Canada	Daily	Jan 1, 1990
Daily Oil Bulletin	National	Canada	Monday-Friday	Jun 1, 1989
Maclean's	National	Canada	Weekly	Mar 21, 1988
National Post	National	Canada	Monday-Saturday	Oct 5, 1985
Postmedia News	National	Canada	Daily	Nov 2, 1986
Presse Canadienne	National	Canada	Monday - Saturday	Jan 1, 1990
Presse Canadienne – Le fil radio	National	Canada	Daily	Oct 23, 1999
Strategy	National	Canada	Monthly	Jun 4, 2001
Bathurst Northern Light	New Brunswick	Bathurst, New Brunswick, Canada	Weekly (Tuesday)	Oct 23, 2002
Tribune (Campbellton)	New Brunswick	Campbellton, New Brunswick	Weekly	Nov 5, 2008
L'Étoile Chaleur	New Brunswick	Chaleur, New Brunswick	Weekly (Thursday)	Mar 28, 2008
L'Étoile Sud-Est	New Brunswick	Dieppe, New Brunswick	Weekly (Thursday)	Mar 29, 2008
Fredericton Daily Gleaner	New Brunswick	Fredericton, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
Victoria Star	New Brunswick	Grand Falls, New Brunswick	Weekly (Wednesday)	Dec 12, 2007

L'Étoile Kent	New Brunswick	Kent, New Brunswick	Weekly (Thursday)	Mar 29, 2008
Le Madawaska	New Brunswick	Makawaska, New Brunswick	Weekly (Saturday)	Mar 28, 2008
Moncton Times & Transcript	New Brunswick	Moncton, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
L'Étoile-Nord-Ouest	New Brunswick	New Brunswick	Weekly (Wednesday)	Dec 14, 2016
Miramichi Leader	New Brunswick	New Brunswick	Next Day	Oct 1, 2007
L'Étoile Restigouche	New Brunswick	Restigouche, New Brunswick	Thursday	Mar 28, 2008
New Brunswick Telegraph-Journal	New Brunswick	Saint John, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
Kings County Record	New Brunswick	Sussex, New Brunswick	Weekly (Tuesday)	Jul 31, 2007
Bugle-Observer	New Brunswick	Woodstock, New Brunswick	Twice/Week (Tuesday, Friday)	Oct 9, 2007
L'Étoile Provinciale	New Brunswick		Weekly (Thursday)	Aug 13, 2009
St. John's Telegram	Newfoundland	St. John's, Newfoundland, Canada	Daily	Apr 5, 1997
Halifax Chronicle-Herald	Nova Scotia	Halifax, Nova Scotia	Daily	Feb 1, 2012
Halifax Community Herald	Nova Scotia	Halifax, Nova Scotia	Weekly (Wednesday)	Feb 6, 2012
Cape Breton Post	Nova Scotia	Sydney, Nova Scotia, Canada	Monday-Saturday	Apr 5, 1999
Truro Daily News	Nova Scotia	Truro, Nova Scotia, Canada	Monday-Saturday (one day delay)	May 3, 1999
Carleton Place Almonte Canadian Gazette	Ontario	Almonte/Carleton Place Region	Weekly (Thursday)	Nov 6, 2008

Arnprior Chronicle-Guide	Ontario	Arnprior, Ontario	Weekly (Thursday)	Nov 7, 2008
Barrie Examiner	Ontario	Barrie, Ontario, Canada	Tuesday-Saturday	Feb 8, 2000
Lakeshore News	Ontario	Belle River, Ontario	Weekly (Thursday)	Feb 18, 2011
Belleville Intelligencer	Ontario	Belleville, Ontario, Canada	Monday-Saturday	Apr 6, 2005
Bradford Times	Ontario	Bradford, Ontario	Weekly (Thursday)	Apr 23, 2015
Brantford Expositor	Ontario	Brantford, Ontario, Canada	Monday-Saturday	Dec 23, 1998
Brockville Recorder & Times	Ontario	Brockville, Ontario, Canada	Monday - Saturday	Jun 20, 2000
Today's Farmer	Ontario	Chatham, Ontario	25 Issues P/Y	May 17, 2011
Chatham Daily News	Ontario	Chatham, Ontario, Canada	Monday-Saturday	Feb 10, 1999
Chatham This Week	Ontario	Chatham, Ontario, Canada	Weekly (Wednesday)	Jan 17, 2007
Clinton News-Record	Ontario	Clinton, Ontario	Weekly	Apr 29, 2015
Cochrane Times-Post	Ontario	Cochrane, Ontario	Weekly	Apr 23, 2015
Collingwood Enterprise-Bulletin	Ontario	Collingwood, Ontario, Canada	Twice /Week (Tuesday & Friday)	Feb 25, 2000
Cornwall Standard-Freeholder	Ontario	Cornwall, Ontario, Canada	Monday - Saturday	Feb 25, 1999
Delhi News-Record	Ontario	Delhi, Ontario	Weekly	May 18, 2011
Elliott Lake Standard	Ontario	Elliott Lake, Ontario	Weekly (Thu)	Mar 13, 2013
Espanola Mid-North Monitor	Ontario	Espanoloa, Ontario	Weekly (Thu)	Mar 13, 2013

Fort Erie Times	Ontario	Fort Erie, Ontario	Weekly	Apr 30, 2015
Ottawa West News	Ontario	Friday	Weekly (Thursday)	Nov 7, 2008
Gananoque Reporter	Ontario	Gananoque, Ontario	Weekly	Apr 30, 2015
Goderich Signal Star	Ontario	Goderich, Ontario	Weekly (Wed)	Apr 29, 2015
Goderich Focus	Ontario	Goderich, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Lakeshore Advance	Ontario	Grand Bend, Ontario	Weekly	Apr 29, 2015
Hamilton Spectator	Ontario	Hamilton, Ontario, Canada	Monday-Saturday	Oct 7, 1991
Hanover Post	Ontario	Hanover, Ontario, Canada	Weekly (Thursday)	Feb 15, 2000
Ingersoll Times	Ontario	Ingersoll, Ontario	Weekly (Wednesday)	May 18, 2011
Innisfil Examiner	Ontario	Innisfil, Ontario	Weekly	May 1, 2015
Kanata Kourier-Standard	Ontario	Kanata, Ontario	Weekly (Thursday)	Nov 7, 2008
Kapuskasing Northern Times	Ontario	Kapuskasing, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Kemptville Advance	Ontario	Kemptville Region	Weekly (Thursday)	Nov 6, 2008
Lake of the Woods Enterprise	Ontario	Kenora, Ontario	Weekly (Saturday)	May 28, 2011
Kenora Daily Miner & News	Ontario	Kenora, Ontario, Canada	Daily	Jan 10, 2001
Kincardine News	Ontario	Kincardine, Ontario	Weekly (Tuesday)	May 24, 2011
Kingston This Week	Ontario	Kingston, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015

Kingston Whig-Standard	Ontario	Kingston, Ontario, Canada	Monday-Saturday	Oct 1, 1985
Kingsville Reporter	Ontario	Kingsville, Ontario	Weekly (Tuesday)	Feb 15, 2011
Kirkland Lake Northern Daily News	Ontario	Kirkland Lake, Ontario, Canada	3x/week (Mon, Wed & Fri)	Dec 1, 1999
Waterloo Region Record	Ontario	Kitchener, Ontario, Canada	Monday-Saturday	Oct 1, 1990
Londoner	Ontario	London	Weekly (Thursday)	Apr 22, 2010
London Free Press	Ontario	London, Ontario, Canada	Monday - Saturday	Aug 15, 1998
Ontario Dairy Farmer	Ontario	London, Ontario, Canada	12x/year	Dec 30, 2015
Ontario Farmer	Ontario	London, Ontario, Canada	Weekly (Tuesdays)	Mar 22, 2005
Western Dairy Farmer	Ontario	London, Ontario, Canada	12x/year	Dec 4, 2015
Lucknow Sentinel	Ontario	Lucknow, Ontario	Weekly	Apr 29, 2015
Mitchell Advocate	Ontario	Mitchell, Ontario	Weekly	Apr 29, 2015
Napanee Guide	Ontario	Napanee, Ontario	Weekly	Apr 30, 2015
Nepean Barrhaven News	Ontario	Nepean/Barrhaven Region	Weekly (Thursday)	Nov 7, 2008
Niagara Advance	Ontario	Niagara Falls, Ontario	Weekly	Apr 30, 2015
Niagara Falls Review	Ontario	Niagara Falls, Ontario, Canada	Monday - Friday	Feb 1, 1999
North Bay Nugget	Ontario	North Bay, Ontario, Canada	Monday-Saturday (one day delay)	Jan 2, 1999
Norwich Gazette	Ontario	Norwich, Ontario	Weekly (Wednesday)	May 18, 2011

Orillia Packet & Times	Ontario	Orillia, Ontario, Canada	Monday-Saturday	Jan 29, 2000
Orleans News	Ontario	Orleans	Weekly (Thursday)	Nov 7, 2008
Ottawa South News	Ontario	Ottawa South Region	Friday	Nov 7, 2008
Ottawa East News	Ontario	Ottawa-Gatineau	Weekly (Thursday)	Nov 7, 2008
Ottawa Citizen	Ontario	Ottawa, Ontario, Canada	Daily	Oct 1, 1985
Ottawa Sun	Ontario	Ottawa, Ontario, Canada	Daily	Jul 17, 1998
Grey-Bruce This Week	Ontario	Owen Sound, Ontario	Weekly (Thursday)	Apr 30, 2015
Owen Sound Sun Times	Ontario	Owen Sound, Ontario, Canada	Monday-Saturday (one day delay)	Mar 2, 1998
Paris Star	Ontario	Paris, Ontario	Weekly	Apr 23, 2015
Pelham News	Ontario	Pelham, Ontario	Weekly (Wednesday)	May 20, 2011
Pembroke Daily Observer	Ontario	Pembroke, Ontario, Canada	Monday - Saturday	Apr 6, 2000
Pembroke News	Ontario	Pembroke, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Perth Courier	Ontario	Perth, Ontario	Weekly (Thursday)	Nov 6, 2008
Peterborough Examiner	Ontario	Peterborough, Ontario, Canada	Monday-Saturday	Mar 27, 2000
Petrolia Topic	Ontario	Petrolia, Ontario	Weekly	Apr 29, 2015
Picton County Weekly News	Ontario	Picton, Ontario	Weekly	Apr 30, 2015
Inport News	Ontario	Port Colborne, Ontario	Weekly (Wednesday)	May 20, 2011

Shoreline Beacon	Ontario	Port Elgin, Ontario, Canada	Weekly (Tuesday)	Jan 17, 2007
Renfrew Mercury	Ontario	Renfrew, Ontario	Weekly (Thursdays)	Jun 20, 2013
Sarnia Observer	Ontario	Sarnia, Ontario, Canada	Monday-Saturday (one day delay)	May 21, 1999
Sarnia This Week	Ontario	Sarnia, Ontario, Canada	Weekly (Wednesday)	Jan 31, 2007
Sault This Week	Ontario	Sault Ste. Marie	Weekly (Wednesday)	May 18, 2011
Sault Star	Ontario	Sault Ste. Marie, Ontario, Canada	Monday-Saturday (one day delay)	Jan 2, 1997
Huron Expositor	Ontario	Seaforth, Ontario	Weekly (Wednesday)	May 18, 2011
Simcoe Reformer	Ontario	Simcoe, Ontario, Canada	Tuesday - Saturday	Jan 29, 2004
Smiths Falls Record News	Ontario	Smith Falls Region	Weekly (Thursday)	Nov 6, 2008
St. Catharines Standard	Ontario	St. Catharines, Ontario, Canada	Monday-Saturday	Oct 1, 1996
St. Thomas Times-Journal	Ontario	St. Thomas, Ontario, Canada	Monday - Saturday	Jul 14, 2000
St. Lawrence News	Ontario	St. Lawrence Region	Weekly (Thursday)	Nov 6, 2008
Stirling Community Press	Ontario	Stirling, Ontario	Weekly	Apr 30, 2015
Stittsville News	Ontario	Stittsville/Richmond Region	Weekly (Thursday)	Nov 7, 2008
Stratford Beacon-Herald	Ontario	Stratford, Ontario, Canada	Monday-Saturday	Jan 30, 2001
Strathroy Age Dispatch	Ontario	Strathroy, Ontario	Weekly	Apr 30, 2015
Strathroy Focus	Ontario	Strathroy, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015

Sudbury Star	Ontario	Sudbury, Ontario, Canada	Monday - Saturday	Jul 8, 1999
Tecumseh Shoreline Week	Ontario	Tecumseh, Ontario	Weekly (Friday)	Feb 18, 2011
Thorold Niagara News	Ontario	Thorold, Ontario	Weekly	Apr 30, 2015
Thunder Bay Chronicle Journal	Ontario	Thunder Bay, Ontario, Canada	Daily	Sep 6, 2012
Tilbury Times	Ontario	Tilbury, Ontario	Weekly (Tuesday)	Feb 22, 2011
Tillsonburg News	Ontario	Tillsonburg, Ontario	Twice/Weekly (Monday & Friday)	May 18, 2011
Timmins Daily Press	Ontario	Timmins, Ontario, Canada	Monday-Saturday	May 4, 1999
Timmins Times	Ontario	Timmins, Ontario, Canada	Weekly (Thursday)	Jan 17, 2007
24 Hours Toronto	Ontario	Toronto, Ontario	Monday-Friday	Jun 5, 2008
Toronto Sun	Ontario	Toronto, Ontario, Canada	Daily	Sep 3, 1989
Trenton Trentonian	Ontario	Trenton, Ontario	Weekly	Apr 30, 2015
Wallaceburg Courier Press	Ontario	Wallaceburg	Weekly (Thursday)	Apr 22, 2010
Welland Tribune	Ontario	Welland, Ontario, Canada	Monday-Saturday	Mar 17, 1999
West Carleton Review	Ontario	West Carleton Region	Weekly (Thursday)	Nov 7, 2008
West Elgin Chronicle	Ontario	West Lorne, Ontario	Weekly	Apr 30, 2015
Wiarton Echo	Ontario	Wiarton, Ontario	Weekly	Apr 28, 2015
LaSalle Post	Ontario	Windsor, Ontario	Weekly (Friday)	Feb 18, 2011

Windsor Star	Ontario	Windsor, Ontario, Canada	Monday-Saturday	Oct 20, 1986
Oxford Review	Ontario	Woodstock, Ontario		May 28, 2011
Woodstock Sentinel-Review	Ontario	Woodstock, Ontario, Canada	Daily	May 25, 2004
Ajax News Advertiser	Ontario		Three/Week (Wednesday, Friday, Sunday)	Mar 16, 2003
Alliston Herald	Ontario		Twice/Week (Wednesday, Friday)	Feb 24, 2002
Almaguin News	Ontario			May 28, 2009
Ancaster News	Ontario			Apr 17, 2009
Arthur Enterprise News	Ontario			Feb 4, 2010
Aurora Banner	Ontario			Mar 18, 2003
Barrie Advance	Ontario		Three/Week (Wednesday, Friday, Sunday)	Nov 28, 2002
Beach Mirror	Ontario			Apr 1, 2005
Bloor West Villager	Ontario			Mar 21, 2003
Bracebridge Examiner	Ontario			Nov 16, 2011
Bradford West Gwillimbury Topic	Ontario			Mar 25, 2010
Brampton Guardian	Ontario		Three/Week (Wednesday, Friday, Sunday)	Dec 13, 2002
Brant News	Ontario			Nov 19, 2008

Brock Citizen	Ontario		Weekly (Friday)	Jul 23, 2004
Burlington Post	Ontario		Three/Week (Wednesday, Friday, Sunday)	Dec 13, 2002
Caledon Enterprise	Ontario		Three/Week (Wednesday, Friday, Sunday)	Oct 4, 2006
Cambridge Times	Ontario			Oct 5, 2007
City Centre Mirror	Ontario			Apr 1, 2005
Clarington This Week	Ontario			May 28, 2009
Collingwood Connection	Ontario		Weekly (Friday)	Nov 27, 2002
Dundas Star News	Ontario			May 14, 2009
East Gwillimbury Express	Ontario			Jun 19, 2007
East York Mirror	Ontario			Nov 14, 2009
Etobicoke Guardian	Ontario			Mar 19, 2003
Exeter Times-Advocate	Ontario			Jul 28, 2017
Flamborough Review	Ontario		Weekly (Friday)	Aug 15, 2003
Fort Erie Post	Ontario			Aug 4, 2011
Georgina Advocate	Ontario			Mar 20, 2003
Gravenhurst Banner	Ontario			Nov 16, 2011

Grimsby Lincoln News	Ontario			Apr 26, 2011
Hamilton Mountain News	Ontario			Jun 29, 2011
Huntsville Forester	Ontario			Jan 21, 2005
Independent Free Press	Ontario		Twice/Week (Wednesday, Friday)	Feb 28, 2007
Innisfil Journal	Ontario			Jun 1, 2009
Kawartha Lakes This Week	Ontario			Feb 7, 2007
King Connection	Ontario			Jul 13, 2007
Kitchener Post	Ontario			Jun 10, 2011
Listowel Banner	Ontario			Feb 4, 2010
Markham Economist & Sun	Ontario			Mar 18, 2003
Meaford Express	Ontario			May 28, 2009
Midland Mirror	Ontario		Twice/Weekly (Wednesday, Friday)	Apr 2, 2003
Milton Canadian Champion	Ontario		Twice/Week (Tuesday, Friday)	Apr 1, 2003
Minto Express	Ontario			Feb 4, 2010
Mississauga News	Ontario		Continuous	Sep 19, 2007
Mount Forest Confederate	Ontario			Feb 4, 2010
Muskokan	Ontario			May 29, 2009

New Hamburg Independent	Ontario			May 29, 2009
Newmarket Era	Ontario			Feb 19, 2000
Niagara This Week - Niagara Falls	Ontario			May 30, 2013
Niagara This Week - St. Catharines	Ontario			Oct 14, 2005
Niagara This Week - Thorold	Ontario			Jun 11, 2013
Niagara This Week - Welland	Ontario			Jun 11, 2013
Niagara-On-The-Lake Town Crier	Ontario			Jul 15, 2011
Norfolk News	Ontario			Oct 2, 2013
North Bay Nipissing News	Ontario			Apr 27, 2011
North York Mirror	Ontario			Mar 19, 2003
Northumberland News	Ontario		Three/Week (Wednesday, Friday, Sunday)	Aug 23, 2002
Oakville Beaver	Ontario		Three/Week (Wednesday, Friday, Saturday)	Dec 13, 2002
Orangeville Banner	Ontario		Twice/Week (Tuesday, Friday)	Aug 15, 2002
Orillia Today	Ontario		Twice/Weekly (Wednesday, Friday)	Nov 29, 2002
Oshawa This Week	Ontario		Three/Week (Wednesday, Friday, Sunday)	May 14, 1993
Our London	Ontario			Nov 4, 2010

Parkdale Villager	Ontario			Jul 14, 2009
Parry Sound North Star	Ontario			Jun 30, 2006
Peterborough This Week	Ontario		Twice/Week (Wednesday, Friday)	Mar 27, 1993
Pickering News Advertiser	Ontario			May 28, 2009
Port Colborne Leader	Ontario			Aug 31, 2011
Port Perry Star	Ontario		Twice/Week (Wednesday, Friday)	Sep 14, 2004
Richmond Hill Liberal	Ontario			Mar 18, 2003
Scarborough Mirror	Ontario			Mar 19, 2003
South Asian Focus	Ontario			Jul 17, 2007
St. Marys Journal Argus	Ontario			Sep 20, 2007
St. Thomas-Elgin Weekly News	Ontario			Oct 29, 2013
Stayner Sun	Ontario			Feb 15, 2008
Stoney Creek News	Ontario			May 15, 2009
Stouffville Sun-Tribune	Ontario			Jun 19, 2007
Stratford Gazette	Ontario			Mar 31, 2005
The Sachem	Ontario			May 7, 2009
Thornhill Liberal	Ontario			Jul 5, 2007

Uxbridge Times Journal	Ontario		Twice/Week (Wednesday, Friday)	Jun 11, 2003
Vaughan Citizen	Ontario			Mar 23, 2003
Walkerton Herald-Times	Ontario			Jun 2, 2009
Wasaga Sun	Ontario			Feb 15, 2008
Waterloo Chronicle	Ontario			May 20, 2009
Whitby This Week	Ontario			May 28, 2009
Wingham Advance Times	Ontario			Jul 31, 2017
York Guardian	Ontario			Mar 21, 2003
Journal de Montreal	Quebec	Montreal, PQ	Daily	May 25, 2011
24 Heures Montreal	Quebec	Montreal, Quebec	Mon-Fri	May 27, 2011
Montreal Gazette	Quebec	Montreal, Quebec, Canada	Monday - Saturday	Oct 1, 1985
Journal de Quebec	Quebec	Quebec City, PQ	Daily	Apr 2, 2011
Brome County News	Quebec	Sherbrook, Quebec, Canada	Weekly (Tuesday)	Dec 1, 1999
Sherbrooke Record	Quebec	Sherbrooke, Quebec, Canada	Monday-Friday	Nov 29, 1999
Battlefords News Optimist	Saskatchewan	Battlefords, Saskatchewan	Weekly (Tuesday)	Nov 28, 2007
Battlefords Regional Optimist	Saskatchewan	Battlefords, Saskatchewan	Weekly (Thursday)	Mar 7, 2013

Maple Creek & Southwest Advance Times	Saskatchewan	Maple Creek, Saskatchewan, Canada	Weekly (Tuesday)	May 3, 2016
Maple Creek News	Saskatchewan	Maple Creek, Saskatchewan, Canada	Weekly (Thursday)	May 5, 2016
Melfort Journal	Saskatchewan	Melfort, Saskatchewan	Weekly (Tuesday)	May 17, 2011
Nipawin Journal	Saskatchewan	Nipawin, Saskatchewan	Weekly (Wednesday)	May 18, 2011
Northeast Sun	Saskatchewan	Nipawin, Saskatchewan	Weekly (Friday)	May 20, 2011
Outlook	Saskatchewan	Outlook, Saskatchewan	Weekly	Oct 1, 2007
Regina QC	Saskatchewan	Regina, Saskatchewan	Weekly	Sep 15, 2011
Regina Leader Post	Saskatchewan	Regina, Saskatchewan, Canada	Monday - Saturday	Jan 1, 2000
Saskatoon Star Phoenix	Saskatchewan	Saskatoon, Saskatchewan, Canada	Monday-Saturday	May 1, 1996
Shaunavon Standard	Saskatchewan	Shaunavon, Saskatchewan, Canada	Weekly (Tuesday)	May 3, 2016
Parkland Review	Saskatchewan	Tisdale, SK	Weekly (Friday)	May 16, 2008
Tisdale Recorder	Saskatchewan	Tisdale, SK	Weekly (Wednesday)	May 14, 2008
Unity-Wilkie Press-Herald	Saskatchewan	Unity, Saskatchewan	Weekly (Monday)	May 12, 2008
Weyburn Review	Saskatchewan	Weyburn, SK	Weekly (Wednesday)	Apr 23, 2008
Whitehorse Star	Territories	Whitehorse, Yukon, Canada	Monday-Friday	Nov 1, 1999
Yukon News	Territories	Whitehorse, Yukon, Canada	Twice/Week (Wed & Fri)	Sep 9, 2002

From: Emma Poole
Sent: Thursday, October 06, 2022 12:46 PM
To: Violet Rudy; Sarah Demko
Subject: RE: Meltwater

ISC: Protected A

Thanks Sarah!

Emma Poole | Public Affairs/Media Relations Unit | Manager
T: 403.428.2074 | Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A
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From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Thursday, October 06, 2022 12:39 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Emma Poole <EPoole@calgarypolice.ca>
Subject: RE: Meltwater

ISC: Protected A

Good afternoon Sarah,

Meltwater is going well. I don't see any issues with sending the letter. I'll make sure that I get everything from SS before Nov. 30th.

Thanks very much,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Thursday, October 06, 2022 11:52 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Emma Poole <EPoole@calgarypolice.ca>
Subject: Meltwater

ISC: Protected A

Good morning Violet,

Just wanted to check how meltwater is going? We are sending a letter to Salesforce this afternoon indicating we will not be renewing and thus social studio will end on Nov 30. Please let us know if you have any concerns.

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Violet Rudy
Sent: Thursday, October 06, 2022 12:39 PM
To: Sarah Demko
Cc: Emma Poole
Subject: RE: Meltwater

ISC: Protected A

Good afternoon Sarah,

Meltwater is going well. I don't see any issues with sending the letter. I'll make sure that I get everything from SS before Nov. 30th.

Thanks very much,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Thursday, October 06, 2022 11:52 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Emma Poole <EPoole@calgarypolice.ca>
Subject: Meltwater

ISC: Protected A

Good morning Violet,

Just wanted to check how meltwater is going? We are sending a letter to Salesforce this afternoon indicating we will not be renewing and thus social studio will end on Nov 30. Please let us know if you have any concerns.

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Sarah Demko
Sent: Thursday, October 06, 2022 11:52 AM
To: Violet Rudy
Cc: Emma Poole
Subject: Meltwater

Good morning Violet,

Just wanted to check how meltwater is going? We are sending a letter to Salesforce this afternoon indicating we will not be renewing and thus social studio will end on Nov 30. Please let us know if you have any concerns.

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

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From: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>
Sent: Tuesday, August 23, 2022 1:52 PM
To: Candace Rumancik; eric.farmer@meltwater.com; colton.wood@meltwater.com
Cc: Sarah Demko; Mamvura, Joey; Oster, Joshua C.
Subject: RE: [EXTERNAL]Meltwater/CPS Pricing Breakdown

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Please note the standard City of Calgary insurance requirements listed below.

Commercial General Liability Insurance:

a. A commercial general liability insurance policy for bodily injury (including death) and property damage in an amount of not less than FIVE MILLION DOLLARS ($5,000,000.00) inclusive limit for any one occurrence and such policy must include:

   (i) "the City of Calgary" as an additional insured; **It is acceptable if the language is limited to "liability arising out of the operations of the Named Insured".** For example: "The City of Calgary is added as Additional Insured but only with respect to the liability arising out of the operations of the Named Insured". Note: if the says "The Certificate Holder is added as additional insured," this is acceptable only if The City of Calgary is listed as the "Certificate Holder".

   (ii) a cross-liability clause;

   (iii) contractual liability coverage; and

   (iv) a non-owned automobile liability clause; and

b. A provision for The City to be given thirty (30) days written notice prior to cancellation, and thirty (30) days prior notice of any material change requested by the Consultant of the insurance policies that would restrict the coverage required as set out in (a) above.

Kindest Regards,

Gurjit Parmar

Non-Responsive

Non-Responsive

ISC: Protected A

Non-Responsive

Non-Responsive

From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Monday, August 22, 2022 1:09 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hi Violet,

Sounds good! Attaching the contract below as a PDF for your team to review internally as well as a signable version HERE, should there not be any questions.

Non-Responsive

With the change to a 6 month contract, I was slightly off with the price. The total is actually $24,105 as there was an adjusted minimum, hope this doesn't pose any problems since it is minimal.

We have a September 1 start date on the contract, do you anticipate being able to work through procurement to meet that date?

Best,
Eric

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Non-Responsive

Non-Responsive

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Monday, August 22, 2022 1:26 PM
To: Sarah Demko <SDemko@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: FW: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hi Sarah,

About a minute after I pressed send to you, Eric sent over the contract.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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Sounds good! Attaching the contract below as a PDF for your team to review internally as well as a signable version HERE, should there not be any questions.

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We have a September 1 start date on the contract, do you anticipate being able to work through procurement to meet that date?

Best,
Eric

On Mon, Aug 22, 2022 at 12:46 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hi Eric,
>
> Yes exactly. Could you please put together a 6 month contract with S. 16(1)
> Once I get the quote/contract for 6 months, I will run it past leadership and send to the team working in procurement.
>
> Thank you very much,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Monday, August 22, 2022 9:40 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hi Violet,

Thank you for the additional information, definitely sounds like a matter of timing to get everyone synced up down the line.

Since CPS has the go ahead for a 6 month contract with Meltwater, should we prepare the paperwork with a 6 month agreement, and unlimited monitoring?

The cost would be half of what we quoted above (total: $24,000 for 6 months - unless you require additional users).

Can you please let us know if there are any additional steps after sending through the contract?

Best,
Eric

On Mon, Aug 22, 2022 at 9:17 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Good morning Eric and Colton,
>
> Thank you for doing that.
>
> At this point, the only addition I've heard was to have a 6 month contract and continue on month to month until we can match up with the City of Calgary. Non-Responsive
> Non-Responsive
>
> When it comes to the level of monitoring, I believe we would do the unlimited step, I'm sure this will help with convincing leadership.
>
> Sorry for the delay, last week was incredibly busy.
> Hope you both had a great weekend,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Thursday, August 18, 2022 1:33 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hi Violet,

Appreciate the added context with where CPS and the City stand. After speaking with leadership, they agree this is certainly a unique case and I am working on getting them on board with the idea of a 6 month contract.

They do have a few questions as they consider approving it.

- Given you have permission to proceed with a 6 month trial, are there any additional steps before executing an agreement?
- Has the team decided on the level of monitoring they want to use? (5 search folders vs. 10 vs. unlimited)

Are you free for a few minutes this afternoon for a quick call to discuss?

Best,
Eric

On Thu, Aug 18, 2022 at 11:31 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Good morning Eric,
>
> Non-Responsive
>
> At this time we were only granted permission to proceed with 6 months. The sole source was not accepted and this 6 months (or more if needed…) would give us time to complete the necessary documentation to complete a Request for Proposal.
>
> I completely understand the situation and the history of past clients. I am not looking to setup a process for a short term and then have to redo the work, learn a new system and train staff again in 6-12 months. As much as I really like Meltwater, this is something completely out of our control, this has happened in the past where a short term solution turned into a long term one.
>
> I do apologize for all the work you both have had to do on this one, multiple presentations, documentation, etc. I appreciate your time very much.
> Hope you both have a great rest of your week,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Wednesday, August 17, 2022 3:40 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hi Violet,

Appreciate the update from your end, we will sit tight for a meeting next week. Non-Responsive Non-Responsive

Unfortunately, we do not offer 6 month trials of the platform. S.16(1) S.16(1) we have been burned in the past by offering trial periods, S.16(1) then never hearing from clients again.

Looking forward to hearing back on a new meeting time.

Best,
Eric

On Wed, Aug 17, 2022 at 5:14 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Good afternoon Eric,
>
> Sorry for the delay. We're hoping to meet with you next week. This week was quite busy.
> We're still working through the internal process with The City of Calgary. Non-Responsive Non-Responsive
>
> At this point, I was hoping that you could provide me with a 6 month quote for what we discussed below.
>
> Thank you,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
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>
> **From:** Eric Farmer <eric.farmer@meltwater.com>
> **Sent:** Thursday, August 11, 2022 12:57 PM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>

Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hey Violet,

Not a problem - looking forward to hearing back from you with an updated time soon!

Best,
Eric

On Thu, Aug 11, 2022 at 2:35 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Colton and Eric,
>
> So sorry to do this to you both, our meeting with the City got pushed.
>
> I'll send you an email either end of day or on Monday on when we can reschedule next week.
>
> Sorry again,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
>
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
> [redacted]
>
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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Tuesday, August 09, 2022 9:03 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hey VIolet,

Not a problem, just sent over an updated invite for Thursday.

Looking forward to speaking more then,

Eric

On Tue, Aug 9, 2022 at 10:54 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Hey Eric,

Could we reschedule the meeting on Wednesday please?

Could we meet on Thursday instead from 2 – 2:30 p.m. or 2:30 – 3 p.m.?

Thanks,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist

S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

[redacted]

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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Thursday, August 04, 2022 5:21 PM
To: Violet Rudy <VRudy@calgarypolice.ca>

Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hey Violet,

10-1030 on Wednesday works great for us! Sending over invites now.

Any questions in particular you have in advance we can get information ready for?

Best,

Eric

On Thu, Aug 4, 2022 at 7:05 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Eric and Colton,
>
> Do you have time to meet with Emma and I on Wednesday? 10-10:30 a.m. or 2:30-3 p.m. MST works for us.
>
> Let me know, thanks,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
>
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Wednesday, August 03, 2022 10:05 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: [EXTERNAL]Meltwater/CPS Pricing Breakdown

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hello Violet,

Thanks again for your time and clarity on the team's needs!

Including a pricing breakdown of the package we discussed. S.16(1)
S.16(1)

12 month agreement

Explore (News & Social Monitoring - S.16(1)

+ Meltwater Social Media Management/Engagement/Measurement S.16(1)

= $40,000 S.16(1)

Add-ons:

S.16(1)

S.16(1)

Because of the way our folder pricing breaks down, if you are interested in additional search folders, we would recommend going with the unlimited option.

Excited to hear updates from this afternoon's meeting!

Best,

Eric

--

Eric Farmer

Director - Strategic Accounts

M: 514.243.3542

It's a big data world out there, let's explore

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Eric Farmer

Director - Strategic Accounts

M: 514.243.3542

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Eric Farmer
Director, Strategic Accounts
514-243-3542 | LinkedIn |

Meltwater

Meltwater

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Eric Farmer
Director, Strategic Accounts

514-243-3542 | LinkedIn |

Meltwater

Meltwater

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Non-Responsive

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Monday, August 22, 2022 1:26 PM
To: Sarah Demko <SDemko@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: FW: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hi Sarah,

About a minute after I pressed send to you, Eric sent over the contract.

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
C: S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Monday, August 22, 2022 1:09 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hi Violet,

Sounds good! Attaching the contract below as a PDF for your team to review internally as well as a signable version HERE, should there not be any questions.

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Best,
Eric

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> Hi Eric,
>
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> Once I get the quote/contract for 6 months, I will run it past leadership and send to the team working in procurement.
>
> Thank you very much,
>
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> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Monday, August 22, 2022 9:40 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hi Violet,

Thank you for the additional information, definitely sounds like a matter of timing to get everyone synced up down the line.

Since CPS has the go ahead for a 6 month contract with Meltwater, should we prepare the paperwork with a 6 month agreement, and unlimited monitoring?

The cost would be half of what we quoted above (total: $24,000 for 6 months - unless you require additional users).

Can you please let us know if there are any additional steps after sending through the contract?

Best,
Eric

On Mon, Aug 22, 2022 at 9:17 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Good morning Eric and Colton,
>
> Thank you for doing that.
>
> At this point, the only addition I've heard was to have a 6 month contract and continue on month to month until we can match up with the City of Calgary. Non-Responsive
> Non-Responsive
>
> When it comes to the level of monitoring, I believe we would do the unlimited step, I'm sure this will help with convincing leadership.
>
> Sorry for the delay, last week was incredibly busy.
> Hope you both had a great weekend,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Thursday, August 18, 2022 1:33 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hi Violet,

Appreciate the added context with where CPS and the City stand. After speaking with leadership, they agree this is certainly a unique case and I am working on getting them on board with the idea of a 6 month contract.

They do have a few questions as they consider approving it.

- Given you have permission to proceed with a 6 month trial, are there any additional steps before executing an agreement?
- Has the team decided on the level of monitoring they want to use? (5 search folders vs. 10 vs. unlimited)

Are you free for a few minutes this afternoon for a quick call to discuss?

Best,
Eric

On Thu, Aug 18, 2022 at 11:31 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Good morning Eric,
>
> Non-Responsive
>
> At this time we were only granted permission to proceed with 6 months. The sole source was not accepted and this 6 months (or more if needed…) would give us time to complete the necessary documentation to complete a Request for Proposal.
>
> I completely understand the situation and the history of past clients. I am not looking to setup a process for a short term and then have to redo the work, learn a new system and train staff again in 6-12 months. As much as I really like Meltwater, this is something completely out of our control, this has happened in the past where a short term solution turned into a long term one.
>
> I do apologize for all the work you both have had to do on this one, multiple presentations, documentation, etc. I appreciate your time very much.
> Hope you both have a great rest of your week,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

[redacted]

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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Wednesday, August 17, 2022 3:40 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hi Violet,

Appreciate the update from your end, we will sit tight for a meeting next week. Non-Responsive
Non-Responsive

Unfortunately, we do not offer 6 month trials of the platform. S.16(1)
S.16(1) , we have been burned in the past by offering trial periods, S.16(1) then never hearing from clients again.

Looking forward to hearing back on a new meeting time.

Best,
Eric

On Wed, Aug 17, 2022 at 5:14 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Good afternoon Eric,
>
> Sorry for the delay. We're hoping to meet with you next week. This week was quite busy.
> We're still working through the internal process with The City of Calgary. Non-Responsive
> Non-Responsive
>
> At this point, I was hoping that you could provide me with a 6 month quote for what we discussed below.
>
> Thank you,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

[redacted]

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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Thursday, August 11, 2022 12:57 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hey Violet,

Not a problem - looking forward to hearing back from you with an updated time soon!

Best,
Eric

On Thu, Aug 11, 2022 at 2:35 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Colton and Eric,
>
> So sorry to do this to you both, our meeting with the City got pushed.
>
> I'll send you an email either end of day or on Monday on when we can reschedule next week.
>
> Sorry again,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
>
> S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca
>
>
>

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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Tuesday, August 09, 2022 9:03 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hey VIolet,

Not a problem, just sent over an updated invite for Thursday.

Looking forward to speaking more then,

Eric

On Tue, Aug 9, 2022 at 10:54 AM Violet Rudy <VRudy@calgarypolice.ca> wrote:

Hey Eric,

Could we reschedule the meeting on Wednesday please?

Could we meet on Thursday instead from 2 – 2:30 p.m. or 2:30 – 3 p.m.?

Thanks,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist

S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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and co-operation.

From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Thursday, August 04, 2022 5:21 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: Re: [EXTERNAL]Meltwater/CPS Pricing Breakdown

Hey Violet,

10-1030 on Wednesday works great for us! Sending over invites now.

Any questions in particular you have in advance we can get information ready for?

Best,

Eric

On Thu, Aug 4, 2022 at 7:05 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Eric and Colton,
>
> Do you have time to meet with Emma and I on Wednesday? 10-10:30 a.m. or 2:30-3 p.m. MST works for us.
>
> Let me know, thanks,
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
>
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>

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From: Eric Farmer <eric.farmer@meltwater.com>
Sent: Wednesday, August 03, 2022 10:05 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Colton Wood <colton.wood@meltwater.com>
Subject: [EXTERNAL]Meltwater/CPS Pricing Breakdown

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hello Violet,

Thanks again for your time and clarity on the team's needs!

Including a pricing breakdown of the package we discussed. S.16(1)
S.16(1)

12 month agreement

Explore (News & Social Monitoring - S.16(1)

+ Meltwater Social Media Management/Engagement/Measurement S.16(1)

= $40,000 S.16(1)

Add-ons:

S.16(1)

S.16(1)

Because of the way our folder pricing breaks down, if you are interested in additional search folders, we would recommend going with the unlimited option.

Excited to hear updates from this afternoon's meeting!

Best,

Eric

--

Eric Farmer

Director - Strategic Accounts

M: 514.243.3542

It's a big data world out there, let's explore

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Eric Farmer

Director - Strategic Accounts

M: 514.243.3542

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Director - Strategic Accounts

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Director - Strategic Accounts
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Director, Strategic Accounts
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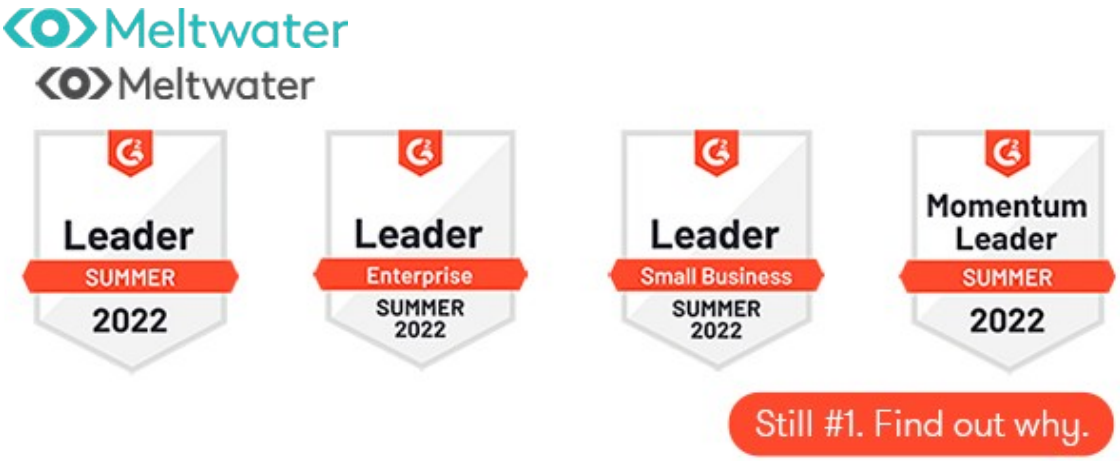

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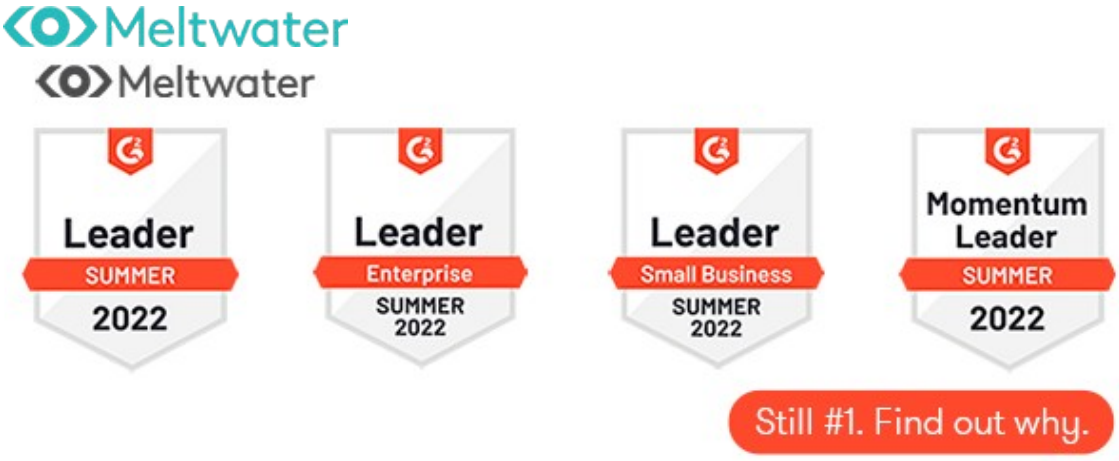

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Order Confirmation

Meltwater

Effective Date: _____

Meltwater Services

☒ **Explore Unlimited - Base**
(Sep 01, 2022 - Feb 27, 2023)

S.16(1)

☒ **Meltwater Engage** S.16(1) **Profiles**
(Sep 01, 2022 - Feb 27, 2023)

S.16(1)

☒ **Meltwater Lite**
(Sep 01, 2022 - Feb 27, 2023)

S.16(1)

☒ **Additional Users**
(Sep 01, 2022 - Feb 27, 2023)

- Users: Access by up to S.16 Authorized Users (defined herein) to the Meltwater platform. "Authorized Users" means those specific employees or consultants located in Canada that Customer has authorized to use the Meltwater platform solely for Customer's own internal business purposes.

Total Price	**24105.00 CAD** (amount excludes Sales Tax)

Special Terms:

- Notwithstanding anything to the contrary in this Agreement, Customer will pay all invoices in accordance with the following schedule: Invoice 1 in the amount of 24105.00 CAD due on or before Sep 14, 2022

By signing below, Customer agrees to be bound by this Order Confirmation, the General Terms & Conditions, and Special Terms, if any, which together constitute the entire Agreement between the parties. The signing individual represents that he/she has the authority to enter into the Agreement on behalf of Customer

Customer		**Meltwater**	
Calgary Police Service 5111 47 St NE Calgary, Alberta T3J 3R2 Canada Contact: Violet Rudy P: (403) 268-5116		Meltwater News Canada Inc. 150 King St West Toronto, ON M5H 1J9 Canada	
Date	_____	**Date**	_____
Name	_____	**Name**	**Evan deVerteuil**
Email	_____		
Title	_____		
Signature	_____		

General Terms and Conditions of Use of Meltwater Services

1. General

These General Terms and Conditions of Use ("T&C") together with the Order Confirmation and Special Terms (as defined in the Order Confirmation), if any, constitute the entire "Agreement" between the parties. This Agreement shall govern Customer's access to and use of the Site (as defined below) and the Meltwater products and services purchased by Customer as listed in the Order Confirmation (collectively, "Meltwater Services"). The Meltwater Services are provided by **Meltwater News Canada Inc.** ("Meltwater") and its third party providers, as applicable, on and through the domain and sub-domains of www.meltwater.com (collectively, the "Site"). To the extent of any inconsistency between the T&C, Special Terms and the Order Confirmation, the Special Terms shall control, followed by the T&C and then the Order Confirmation, unless otherwise agreed by the parties.

2. Right of Use

2.1 Customer is obligated to access and use the Site and the Meltwater Services, and any content accessed by or provided therein, in accordance with all applicable laws, rules and regulations and agrees to accept Meltwater's privacy policy, located at http://www.meltwater.com/privacy. Meltwater reserves the right to make changes to its policies and the Site at any time. Subject to the terms and conditions of the Agreement, Meltwater shall grant Customer a non-exclusive and non-transferable right to permit the Authorized Users specified in the Order Confirmation to use the Meltwater Services for internal purposes. This does not include performance of services for the benefit of third parties, nor the use by Customer's affiliated companies. Customer shall be authorized to engage external consultants as users of the Meltwater Services on the premise of appropriate contractual agreements and to the extent that they will use the Meltwater Services exclusively for the Customer.

2.2 Customers who are marketing or public relations agencies may use the Meltwater Services on behalf of their clients but only if all of the following conditions are met: (i) Customer agrees that Meltwater and its licensors and/or providers are not parties to the agreement between Customer and its client; (ii) Customer's payment obligations pursuant to this Agreement are not dependent upon receiving payment from Customer's clients; (iii) Customer must first obtain its client's written consent authorizing Customer to provide client information as necessary for Meltwater to perform under this Agreement; (iv) if applicable, Customer must first obtain its client's written consent authorizing Customer to act on the client's behalf, including sending out press releases using the Meltwater Services; and (v) the agreement between Customer and its clients is at least as restrictive and protective of Meltwater's and its licensors' and/or its providers' rights as this Agreement. Customer shall be solely responsible for and shall comply with all laws, rules, regulations and directives in delivering and providing the Customer's agency services, including but not limited to, any laws regarding privacy and the use and disclosure of personal data and any advertising and/or marketing laws.

3. Prerequisites

Customer shall be responsible for obtaining and maintaining all hardware, software, communications equipment and network infrastructures required to access and use the Site and the Meltwater Services, and for paying all third-party fees and access charges incurred while using the Meltwater Services.

4. Account and Password

Customer will receive a password to log in to the Site and access the Meltwater Services. Customer shall have sole responsibility for all activities relating to such Customer's account and shall immediately inform Meltwater of any unauthorized use of the Customer's account.

5. Product-Specific Terms and Conditions

If Customer purchases the following Meltwater Services, the following applicable terms and conditions listed below shall apply, in addition to all other terms of this Agreement:

5.1 **Canadian Premium Content/Postmedia Premium Content/Direct Feed**: The Rights of Use in S2 of this Agreement sets out Customer's use rights and the limited license that the Customer has to use Meltwater's products, including full text content of these Meltwater Services. To the maximum extent permitted by law, and without limitation to all other rights and remedies available to Meltwater, Customer shall indemnify and hold harmless Meltwater, its subsidiaries, affiliates, successors, assigns, officers, directors, stockholders, employees, and customers, from and against any and all liability, losses, damages, claims, demands, fines, causes of action, suits, or proceedings, and expenses connected therewith (including reasonable attorneys' fees), arising from or related to Customer's breach of the Rights of Use with these Meltwater Services. This indemnification is unlimited.

5.2 **Online Newswire**: Customer shall only release newswires, articles or other content that is directly associated with Customer, and Customer acknowledges that neither Meltwater nor any third party newswire provider has any obligation to publish Customer content onto any third party newswire or website. Meltwater and any third party newswire provider, at their sole discretion, shall expressly reserve the right to refuse any news releases and/or other content such as graphics, photos and captions that are not consistent with the purpose of a professional news release distribution network.

5.3 **Media Relations Platform:** Media Relations Platform is intended for use in distributing pressreleases to professional journalists. By uploading Customer's owncontacts, Customer represents and warrants that: (i) all contacts locatedin Canada are professional journalists or otherwise are employees,representatives, consultants or franchisees of an organization with which Customer has a relationship; and (ii) that Customer complies withCanada's anti-spam law ("CASL"). Customer shall indemnify and holdharmless Meltwater, its subsidiaries, affiliates, successors, assigns,officers, directors, stockholders, employees and customers (the"Indemnitees"), from and against any and all liability, losses, damages,claims, demands, fines, causes of action, suits or proceedings andexpenses connected therewith (including reasonable attorneys' fees) arising from or related to Customer's breach of the warranties hereinSection 5.3.

5.4 **Critical Mention**: The broadcast monitoring services provided by Critical Mention (the "CM Services") provide Customer the ability to search and access broadcast transcripts, and digitized broadcast television clips and radio clips ("CM Content"). Customer agrees to review, download, copy, edit, distribute and otherwise use CM Content for internal, research purposes only, or, in the event that Customer is an agency, for the internal, research purposes of its clients, subject to section 2.2 herein. Other than as expressly permitted herein, Customer shall not: (i) copy, edit, display, exhibit, perform, distribute, transmit , publicly display, post to a company intranet or public website or otherwise use the CM Content, in whole or in part in any way; (ii) copy, license, sell, resell, transfer access to, or otherwise redistribute or make the CM Services available to any person other than your authorized end users; (iii) alter, obscure, remove, change, obliterate or separate any identification, copyright, trademark, confidential or proprietary notices from the CM Services or the CM Content; (iv) copy any data, information, software or materials available through the service or develop any derivative works thereof; (v) attempt to gain unauthorized access or permit or enable unauthorized parties to access or use the CM Services or the CM Content; vi) alter, decipher, decompile, disassemble or reverse engineer any of the software or other code comprising the CM Services. Any use not expressly granted herein is strictly prohibited. Additional rights to CM Content must be obtained from the rights owner directly. Customer agrees to use reasonable efforts to prevent unauthorized copying, display, or distribution of CM Content, and unauthorized access to the CM Services. Customer shall comply with all laws and regulations applicable to its use of the CM Services. Customer acknowledges that the CM Services are powered by a third party provider, and accordingly such provider shall be deemed an intended third party beneficiary of these terms of service and shall have the right to enforce the terms and conditions contained herein.

5.5 **Global Print Media**: Customer represents that it has read, understands, and agrees to be bound by the terms and conditions located at http://meltwaternews.com/doc/AcquireMediaTermsofService.pdf. Customer agrees that Acquire Media is an intended third party beneficiary of this Agreement.

5.6 **Meltwater Engage.** Customer represents that it has read, understands, and agrees to be bound by the terms and conditions located at http://engage.meltwater.com/meltwater-terms-of-service Customer agrees that Sprout Social is an intended third party Beneficiary of this Agreement. Reference to Meltwater in Sections 6, 10 and 11, shall apply equally to Sprout Social as if Sprout Social were named in place of Meltwater to the extent applicable. For the avoidance of doubt, the T&C (except for Sections 7 and 8) shall apply for any trial use of the Engage Service.

6. Third Party Sites and Third-Party Content

Meltwater Services may include links to third party websites ("Third Party Sites"). Customer is responsible for evaluating whether to access or use a Third Party Site and agrees to be bound by any applicable terms found therein. Meltwater does not screen, audit or endorse any Third Party Site. Meltwater shall not assume any responsibility for the content, advertising, products or other materials ("Third-Party Content") on Third Party Sites. Customer agrees it will not copy, reproduce, distribute, transmit, broadcast, modify, display, sell, license or otherwise exploit Third Party Content except in strict compliance with the rights, if any, granted to Customer by any third party. Customer warrants that all content uploaded and distributed via the Meltwater Services by Customer shall comply with all applicable law. Meltwater will terminate the account of any Customer, and block access of any user, who infringes any Meltwater or third party intellectual property right.

7. Invoicing and Payment

7.1 Prior to the start of each contract term, Customer will be invoiced for the full amount due. Customer shall pay all invoices within fourteen (14) days after the invoice date. Except as provided in Section 7.3 below, payment obligations are non-cancellable and all fees paid by Customer are non-refundable.

7.2 Unless otherwise stated, Meltwater's fees do not include any taxes, levies, duties or similar governmental assessments of any nature, including but not limited to value-added, sales and use, or withholding taxes, assessable by any local, state, provincial, federal or foreign jurisdiction (collectively, "Taxes"). Customer is responsible for paying all Taxes associated with its purchase of Meltwater Services. If Meltwater has the legal obligation to pay or collect Taxes for which Customer is responsible, the appropriate amount shall be invoiced to and paid by Customer, unless Customer provides Meltwater with a valid tax exemption certificate from the appropriate taxing authority.

7.3 If Customer is in breach of this Section, Meltwater shall be entitled to charge default interest on the outstanding fees in the maximum amount allowable by law and/or suspend or terminate access to the Meltwater Services at its sole option, with or without notice to Customer. Additional claims for payment default remain reserved.

7.4 In the event Meltwater materially breaches this Agreement, and such breach remains uncured for a period of thirty (30) days after notice from Customer, Customer shall be entitled to a pro-rata refund for the portion of the then-current term that has been pre-paid and is subject to the material breach and remains uncured.

8. Duration and Cancellation

8.1 The Agreement shall commence on the date specified in the Order Confirmation and shall continue for the initial term as stated therein, unless earlier terminated in accordance with the Agreement. Thereafter, the Agreement will be extended automatically for periods of time equivalent to the initial term or the then-current renewal term at Meltwater's then-current prices and subject to the terms of this Agreement, unless the Agreement is cancelled in writing at least sixty (60) days prior to the expiration of the initial term or the then-current renewal term. Any initial pricing and/or payment terms shall only be applicable to the initial term.

8.2 A timely cancellation according to Section 8.1 will become effective as of the end of the respective term. Upon expiration or termination of the Agreement, Customer's access rights and all other rights granted under this Agreement shall expire. Termination of the Agreement shall not act as a waiver of any breach of the Agreement and shall not release a party from any liability for breach of such party's obligations under the Agreement that occurred prior to the effective date of termination.

8.3 In addition to other rights and remedies available to Meltwater, Meltwater is entitled to cancel the Agreement without notice if Customer violates essential or material obligations under the Agreement. Meltwater also reserves the right to cancel the Agreement without notice if a substantial decline in the asset situation of Customer occurs, if insolvency proceedings are opened for the assets of Customer or if such proceedings are rejected due to lack of assets.

8.4 The following Sections shall survive the expiration, termination or cancellation of the Agreement in full force and effect: General, Third Party Sites and Third Party Content, Intellectual Property, Data Use and Restrictions, Liability and Warranty, and Additional Provisions.

9. Intellectual Property

Subject to applicable law, the content on the Site, except for content created by users and third parties if any, including without limitation, software, code, forms, text and other materials, trademarks, service marks or logos contained therein ("Marks"), are owned by or licensed to Meltwater. Customer's use of the Site and the Meltwater Services is limited to the rights granted to Customer under this Agreement and Meltwater reserves all rights not expressly granted herein.

10. Data Use and Restrictions

The rights granted to Customer under this Agreement do not include any resale of any portion of the Site or its contents; any collection and use of any derivative of the Site or its contents; any downloading or copying of account information for the benefit of another company or party; or any use of data mining, robots, or similar data gathering and extraction tools. The Site or any portion of the Site may not be reproduced, duplicated, copied, sold, resold, visited, or otherwise exploited for any purpose inconsistent with the limited rights granted to Customer under this Agreement. Customer may not frame or utilize framing techniques to enclose any trademark, logo, or other Meltwater generated content of the Site, or use meta tags or any other "hidden text" or data elements utilizing Meltwater's name or trademarks without express written consent by Meltwater. Meltwater shall in no way be responsible or liable for unauthorized use or disclosure of personal information by the Customer.

11. Liability and Warranty

11.1 To the maximum extent permitted by applicable law, either party's total, aggregate liability arising out of or in connection with this Agreement shall in no event exceed the total amount of payments due by Customer to Meltwater during the initial term or the then applicable renewal term of the Agreement.

11.2 To the maximum extent permitted by applicable law, in no event shall either party be liable for any, indirect, incidental, special, consequential or exemplary damages, however caused and under any theory of liability arising out of or in connection with this Agreement. This shall include, but not be limited to, any loss of; profit, goodwill or business reputation, any loss of data suffered, cost of procurement of substitute goods or services, or other intangible loss.

11.3 Meltwater warrants that it has the legal power and authority to enter into this Agreement. Except as provided herein, Meltwater provides the Site "as is" without any warranty or condition of any kind, express or implied. Meltwater does not guarantee uninterrupted, secure or error-free operation of the Site. Meltwater makes no representation or warranty as to the accuracy, timeliness, quality, completeness, suitability or reliability of any information or data accessed on or through the Site. No information obtained from Meltwater or through the Site, whether oral or written, shall create any warranty not expressly stated in this Agreement.

12. Operating Hours and System Maintenance

12.1 Meltwater shall use commercially reasonable efforts to ensure that the Customer receives uninterrupted and continuing service throughout the term of the Agreement.

12.2 Notwithstanding Section 12.1, Meltwater may need to carry out routine maintenance or urgent maintenance or the Meltwater Services may become unavailable for reasons not within Meltwater's control. In such case, Meltwater shall use commercially reasonable efforts to inform the Customer of any downtime and restore the Meltwater Services as soon as reasonably practicable. In the event Meltwater fails to use commercially reasonable efforts and the Meltwater Services remain unavailable to Customer for more than three (3) business days of Customer first notifying Meltwater of such unavailability, Meltwater will issue to Customer a credit in an amount equal to the pro-rated charges of one day's usage fees for every day that the Meltwater Services are unavailable for the Customer.

13. Additional Provisions

13.1 The Agreement will be governed by and interpreted in accordance with the laws of the jurisdiction where Meltwater is located. To the extent allowed by law, Customer irrevocably agrees all disputes arising out of

or in connection with this Agreement shall be finally settled by binding arbitration under the Rules of Arbitration of the International Chamber ofCommerce by one arbitrator appointed in accordance with the said Rules. The place of arbitration shall be the city where Meltwater is located. The language of the arbitral proceedings shall be English (or as determined between the parties). Judgment upon any award(s) renderedby the arbitrator may be entered in any court having jurisdiction thereof. The arbitrator is authorized to include in the award an allocation to any party of such costs and expenses, including reasonable attorneys' fees,as the arbitrator shall deem reasonable.

13.2 A party's waiver of a breach or default by the other party of any provision of the Agreement shall not be construed as a waiver of any succeeding breach or default by the other party, nor shall a party's failure to exercise or enforce any right or provision of the Agreement be deemed to be a waiver of such right or provision.

13.3 Invalidity of any specific provision of this Agreement shall not affect the validity of the remaining provisions. Any invalid provision shall be replaced by a valid provision which comes as close as possible to the intent of the invalid provision.

13.4 Neither this Agreement nor any obligation or right hereunder may be assigned or transferred by either party without the prior written consent of the other party, which consent shall not be unreasonably withheld; provided, however, that both parties may assign this Agreement in whole without the other party's prior consent to a successor in interest in connection with a merger, acquisition or sale of all or substantially all of its assets to which this Agreement relates on condition that such successor in interest agrees in writing to comply with all terms and conditions of this Agreement.

13.5 Both parties acknowledge and agree that this Agreement constitutes the entire agreement between the parties in regards to the subject matter herein. Any other terms and conditions, including, without limitation, terms and conditions on or attached to a purchase order, vendor registration documents, tenders or request for proposals. are void and shall be of no force and effect regardless of whether they are delivered to Meltwater prior to, concurrently, or after the execution of this Agreement. Performance by Meltwater with respect to the Meltwater Services shall not constitute acceptance of any additional or alternative terms and conditions nor shall a failure to act on said additional terms and conditions constitute acceptance of the provisions contained therein.

13.6 This Agreement may only be amended in writing signed by authorized representative of both parties.

13.7 Customer and Meltwater agree that notices may be sent by electronic mail, to the electronic mail address indicated on the Order Confirmation, or then-current electronic mail address provided by a party to the other party and designated as the proper electronic mail address, and agree that notices are deemed received forty-eight (48) hours after transmission. Each party agrees that any electronic communication will satisfy any legal communication requirements, including all such communication required by applicable laws to be in writing.

Global version last updated 7.2021.

From: Violet Rudy
Sent: Monday, August 22, 2022 1:08 PM
To: Sarah Demko; Candace Rumancik; Emma Poole
Subject: RE: [EXTERNAL]RE: Decision for 6 month Sole Source Question - Meltwater

ISC: Protected A

Good afternoon Sarah,

There was a bit of reluctance to providing CPS with a 6 month contract. They're making an exception for us.
Eric Farmer from Meltwater is just putting it together once he has approval from his leadership team.
He was responding to me today so I hope to have it to you asap.

Sorry for the delay,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A
NOTICE -
This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation.

From: Sarah Demko
Sent: Monday, August 22, 2022 1:04 PM
To: Candace Rumancik ; Emma Poole ; Violet Rudy
Subject: RE: [EXTERNAL]RE: Decision for 6 month Sole Source Question - Meltwater

ISC: Protected A

Good afternoon all,

Any updates on obtaining this quote Emma/Violet?

Sarah Demko | Director| IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Candace Rumancik <CRumancik@calgarypolice.ca>
Sent: Tuesday, August 16, 2022 1:22 PM
To: Emma Poole <EPoole@calgarypolice.ca>; Violet Rudy <VRudy@calgarypolice.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Sarah Demko <SDemko@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Decision for 6 month Sole Source Question - Meltwater

ISC: Protected A

Hi Emma / Violet,
From the last meeting, I have it noted that you were confirming your unit's needs. Can you please advise once you have the 6 month quote?

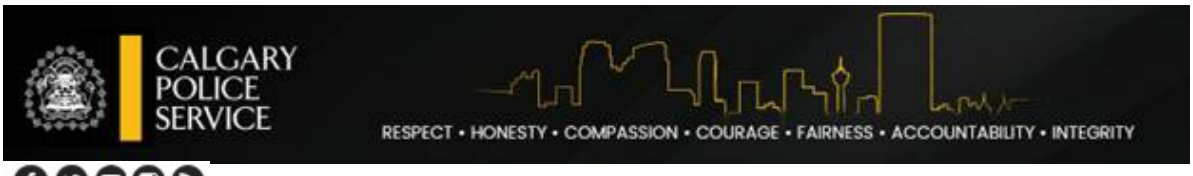
From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Tuesday, August 16, 2022 1:19 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Emma Poole <EPoole@calgarypolice.ca>; Violet Rudy <VRudy@calgarypolice.ca>
Subject: FW: [EXTERNAL]RE: Decision for 6 month Sole Source Question - Meltwater

ISC: Protected A

Good afternoon Candace,

It looks like we will be able to proceed with a 6 month (more if necessary to complete the RFP) with Meltwater.
Candace/Emma/Violet – can you obtain a quote for 6 months?

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca



ISC: Protected A

From: Daniels, Todd <Todd.Daniels@calgary.ca>
Sent: Friday, August 12, 2022 4:18 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>; Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>
Subject: [EXTERNAL]RE: Decision for 6 month Sole Source Question - Meltwater

ISC: Protected A

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Hi Sarah. Thanks for the discussion today and background on the Meltwater requirements. S. 24(1)(c)
S. 24(1)(c)

P.S. We were not able to locate a request in SAP for CPS' current requirements, so you may want to double check on your end

Thanks & Take Care
Todd

From: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>
Sent: Friday, August 12, 2022 9:50 AM
To: Daniels, Todd <Todd.Daniels@calgary.ca>
Cc: Candace Rumancik <pol11475@calgarypolice.ca>; Sarah Demko <pol11919@calgarypolice.ca>
Subject: Decision for 6 month Sole Source Question - Meltwater

This may be a discussion with Todd in Barry's absence (depending on value/other factors etc.).

Kindest Regards,

Gurjit Parmar

Non-Responsive

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Friday, August 12, 2022 9:43 AM
To: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>
Cc: Oster, Joshua C. <Joshua.Oster@calgary.ca>; Candace Rumancik <pol11475@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

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ISC: Protected A

Good morning Gurjit,

Thank you for connecting us with City contacts (Caralyn and Jose). S. 24(1)(c)
S. 24(1)(c)

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Sarah Demko
Sent: Thursday, August 04, 2022 8:40 AM
To: Oster, Joshua C. <Joshua.Oster@calgary.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

Thanks Josh – S. 24(1)(c)
S. 24(1)(c)

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Oster, Joshua C. <Joshua.Oster@calgary.ca>
Sent: Wednesday, August 03, 2022 3:44 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>; Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

Hi Sarah,

I apologize as this one snuck by me, however its on my track to do list moving forward now.

Josh Oster
Buyer, Sourcing Group
Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
T 403-268.4939 | joster@calgary.ca 2nd Floor, Building U, Manchester - 651 25 Ave SE
WORKING REMOTELY

Non-Responsive

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Wednesday, August 3, 2022 1:23 PM
To: Oster, Joshua C. <Joshua.Oster@calgary.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Candace Rumancik <pol11475@calgarypolice.ca>; Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

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ISC: Protected A

Good afternoon Josh,

Any updates on this one?

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Supply New Requests <SupplyNewRequests@calgary.ca>
Sent: Monday, May 30, 2022 5:14 PM
To: Oster, Joshua C. <Joshua.Oster@calgary.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Sarah Demko <SDemko@calgarypolice.ca>; Ashley Gillies <AGillies@calgarypolice.ca>
Subject: FW: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

Josh, can you please work on this one with Gurjit's assistance? Can you please let me do a quick review prior to seeking Amit's approval on the plan.

Thanks,

Matt

Matthew Sutherland
Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
P 403.268.1342 | **F** 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.
P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Thursday, May 26, 2022 1:48 PM
To: Supply New Requests <SupplyNewRequests@calgary.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Oster, Joshua C. <Joshua.Oster@calgary.ca>; Ashley Gillies <pol12152@calgarypolice.ca>; Candace Rumancik <pol11475@calgarypolice.ca>; Emma Poole <pol11022@calgarypolice.ca>
Subject: FW: [EXTERNAL]RE: Sole Source Question - Meltwater

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ISC: Protected A

Good afternoon,

As per the attached email chain, S. 24(1)(c)
S. 24(1)(c)

Please let me know if there are any questions or concerns.

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Sent: Wednesday, May 25, 2022 2:12 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Hofstetter, Barry <Barry.Hofstetter@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

S. 24(1)(c)

Matthew Sutherland
Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
P 403.268.1342 | **F** 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.
P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Wednesday, May 25, 2022 2:05 PM
To: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Cc: Ashley Gillies <pol12152@calgarypolice.ca>; Candace Rumancik <pol11475@calgarypolice.ca>; Hofstetter, Barry <Barry.Hofstetter@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

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ISC: Protected A

Good afternoon Matt,

Thank you for providing a response so quickly. S. 24(1)(c)
S. 24(1)(c)

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Sent: Wednesday, May 25, 2022 2:00 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Ashley Gillies <AGillies@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>; Hofstetter, Barry <Barry.Hofstetter@calgary.ca>
Subject: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

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Thank you Sarah,

S. 24(1)(c)

Let me know if you have any questions, Barry just an fyi in case you end up with this in the future, Have a great afternoon,

Matt

Matthew Sutherland
Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
P 403.268.1342 | **F** 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.

P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Wednesday, May 25, 2022 12:12 PM
To: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Cc: Ashley Gillies <pol12152@calgarypolice.ca>; Candace Rumancik <pol11475@calgarypolice.ca>
Subject: [External] Sole Source Question - Meltwater
Importance: High

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ISC: Protected A

Good morning Matt,

I was not sure if you are the Lead I am still sending these requests to with the reorg happening. Please let me know if I should contact someone else.

S. 24(1)(c)

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

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in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The City of Calgary thanks you for your attention and co-operation.

From: Sarah Demko
Sent: Monday, August 22, 2022 1:04 PM
To: Candace Rumancik; Emma Poole; Violet Rudy
Subject: RE: [EXTERNAL]RE: Decision for 6 month Sole Source Question - Meltwater

Good afternoon all,

Any updates on obtaining this quote Emma/Violet?

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Candace Rumancik
Sent: Tuesday, August 16, 2022 1:22 PM
To: Emma Poole ; Violet Rudy
Cc: Parmar, Gurjit ; Sarah Demko
Subject: RE: [EXTERNAL]RE: Decision for 6 month Sole Source Question - Meltwater

ISC: Protected A

Hi Emma / Violet,
From the last meeting, I have it noted that you were confirming your unit's needs. Can you please advise once you have the 6 month quote?

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Tuesday, August 16, 2022 1:19 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Emma Poole <EPoole@calgarypolice.ca>; Violet Rudy <VRudy@calgarypolice.ca>
Subject: FW: [EXTERNAL]RE: Decision for 6 month Sole Source Question - Meltwater

ISC: Protected A

Good afternoon Candace,

It looks like we will be able to proceed with a 6 month (more if necessary to complete the RFP) with Meltwater.
Candace/Emma/Violet – can you obtain a quote for 6 months?

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Daniels, Todd <Todd.Daniels@calgary.ca>
Sent: Friday, August 12, 2022 4:18 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>; Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>
Subject: [EXTERNAL]RE: Decision for 6 month Sole Source Question - Meltwater

ISC: Protected A

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Hi Sarah. Thanks for the discussion today and background on the Meltwater requirements. S. 24(1)(c)
S. 24(1)(c)

Thanks & Take Care
Todd

From: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>
Sent: Friday, August 12, 2022 9:50 AM
To: Daniels, Todd <Todd.Daniels@calgary.ca>
Cc: Candace Rumancik <pol11475@calgarypolice.ca>; Sarah Demko <pol11919@calgarypolice.ca>
Subject: Decision for 6 month Sole Source Question - Meltwater

This may be a discussion with Todd in Barry's absence (depending on value/other factors etc.).

Kindest Regards,

Gurjit Parmar

Non-Responsive

From: Sarah Demko <SDemko@calgarypolice.ca>

Sent: Friday, August 12, 2022 9:43 AM
To: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>
Cc: Oster, Joshua C. <Joshua.Oster@calgary.ca>; Candace Rumancik <pol11475@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

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ISC: Protected A

Good morning Gurjit,

Thank you for connecting us with City contacts (Caralyn and Jose).S. 24(1)(c)
S. 24(1)(c)

Sarah Demko | Director| IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Sarah Demko
Sent: Thursday, August 04, 2022 8:40 AM
To: Oster, Joshua C. <Joshua.Oster@calgary.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

Thanks Josh –S. 24(1)(c)
S. 24(1)(c)

Sarah Demko | Director| IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

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Sent: Wednesday, August 03, 2022 3:44 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>; Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

Hi Sarah,

I apologize as this one snuck by me, however its on my track to do list moving forward now.

Josh Oster
Buyer, Sourcing Group
Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
T 403-268.4939 | joster@calgary.ca 2nd Floor, Building U, Manchester - 651 25 Ave SE
WORKING REMOTELY

Non-Responsive

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Wednesday, August 3, 2022 1:23 PM
To: Oster, Joshua C. <Joshua.Oster@calgary.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Candace Rumancik <pol11475@calgarypolice.ca>; Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

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ISC: Protected A

Good afternoon Josh,

Any updates on this one?

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Supply New Requests <SupplyNewRequests@calgary.ca>
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Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Sarah Demko <SDemko@calgarypolice.ca>; Ashley Gillies <AGillies@calgarypolice.ca>
Subject: FW: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

Josh, can you please work on this one with Gurjit's assistance? Can you please let me do a quick review prior to seeking Amit's approval on the plan.

Thanks,

Matt

Matthew Sutherland
Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
P 403.268.1342 | **F** 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.
P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Thursday, May 26, 2022 1:48 PM
To: Supply New Requests <SupplyNewRequests@calgary.ca>

Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Oster, Joshua C. <Joshua.Oster@calgary.ca>; Ashley Gillies <pol12152@calgarypolice.ca>; Candace Rumancik <pol11475@calgarypolice.ca>; Emma Poole <pol11022@calgarypolice.ca>
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ISC: Protected A

Good afternoon,

As per the attached email chain, S. 24(1)(c)
S. 24(1)(c)

Please let me know if there are any questions or concerns.

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

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Sent: Wednesday, May 25, 2022 2:12 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Hofstetter, Barry <Barry.Hofstetter@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

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S. 24(1)(c)

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From: Candace Rumancik
Sent: Tuesday, August 16, 2022 1:22 PM
To: Emma Poole; Violet Rudy
Cc: Parmar, Gurjit; Sarah Demko
Subject: RE: [EXTERNAL]RE: Decision for 6 month Sole Source Question - Meltwater

ISC: Protected A

Hi Emma / Violet,
From the last meeting, I have it noted that you were confirming your unit's needs. Can you please advise once you have the 6 month quote?

From: Sarah Demko
Sent: Tuesday, August 16, 2022 1:19 PM
To: Candace Rumancik
Cc: Parmar, Gurjit ; Emma Poole ; Violet Rudy
Subject: FW: [EXTERNAL]RE: Decision for 6 month Sole Source Question - Meltwater

ISC: Protected A

Good afternoon Candace,

It looks like we will be able to proceed with a 6 month (more if necessary to complete the RFP) with Meltwater.
Candace/Emma/Violet – can you obtain a quote for 6 months?

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Daniels, Todd <Todd.Daniels@calgary.ca>
Sent: Friday, August 12, 2022 4:18 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>; Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>
Subject: [EXTERNAL]RE: Decision for 6 month Sole Source Question - Meltwater

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Hi Sarah. Thanks for the discussion today and background on the Meltwater requirements. S. 24(1)(c)
S. 24(1)(c)

Thanks & Take Care
Todd

From: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>
Sent: Friday, August 12, 2022 9:50 AM
To: Daniels, Todd <Todd.Daniels@calgary.ca>
Cc: Candace Rumancik <pol11475@calgarypolice.ca>; Sarah Demko <pol11919@calgarypolice.ca>
Subject: Decision for 6 month Sole Source Question - Meltwater

This may be a discussion with Todd in Barry's absence (depending on value/other factors etc.).

Kindest Regards,

Gurjit Parmar

Non-Responsive

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Friday, August 12, 2022 9:43 AM
To: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>
Cc: Oster, Joshua C. <Joshua.Oster@calgary.ca>; Candace Rumancik <pol11475@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

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Good morning Gurjit,

Thank you for connecting us with City contacts (Caralyn and Jose). S. 24(1)(c)
S. 24(1)(c)

Sarah Demko | Director | IT Operations Section

S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

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S. 24(1)(c)

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S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

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To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>; Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
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I apologize as this one snuck by me, however its on my track to do list moving forward now.

Josh Oster
Buyer, Sourcing Group
Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
T 403-268.4939 | joster@calgary.ca 2nd Floor, Building U, Manchester - 651 25 Ave SE
WORKING REMOTELY

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Good afternoon Josh,

Any updates on this one?

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

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From: Sarah Demko
Sent: Thursday, August 04, 2022 8:40 AM
To: 'Oster, Joshua C.'
Cc: 'Parmar, Gurjit'; Candace Rumancik
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

Thanks Josh – S. 24(1)(c)
S. 24(1)(c)

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Oster, Joshua C.
Sent: Wednesday, August 03, 2022 3:44 PM
To: Sarah Demko
Cc: Parmar, Gurjit ; Candace Rumancik ; Sutherland, Matthew D.
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

Hi Sarah,

I apologize as this one snuck by me, however its on my track to do list moving forward now.

Josh Oster
Buyer, Sourcing Group
Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
T 403-268.4939 | joster@calgary.ca 2nd Floor, Building U, Manchester - 651 25 Ave SE
WORKING REMOTELY

Non-Responsive

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Wednesday, August 3, 2022 1:23 PM
To: Oster, Joshua C. <Joshua.Oster@calgary.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Candace Rumancik <pol11475@calgarypolice.ca>; Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

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Good afternoon Josh,

Any updates on this one?

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Supply New Requests <SupplyNewRequests@calgary.ca>
Sent: Monday, May 30, 2022 5:14 PM
To: Oster, Joshua C. <Joshua.Oster@calgary.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Sarah Demko <SDemko@calgarypolice.ca>; Ashley Gillies <AGillies@calgarypolice.ca>
Subject: FW: [EXTERNAL]RE: Sole Source Question - Meltwater

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Josh, can you please work on this one with Gurjit's assistance? Can you please let me do a quick review prior to seeking Amit's approval on the plan.

Thanks,

Matt

Matthew Sutherland

Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
P 403.268.1342 | F 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.
P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Thursday, May 26, 2022 1:48 PM
To: Supply New Requests <SupplyNewRequests@calgary.ca>
Cc: Parmar, Gurjit <Gurjit.Parmar2@calgary.ca>; Oster, Joshua C. <Joshua.Oster@calgary.ca>; Ashley Gillies <pol12152@calgarypolice.ca>; Candace Rumancik <pol11475@calgarypolice.ca>; Emma Poole <pol11022@calgarypolice.ca>
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Good afternoon,

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S. 24(1)(c)

Please let me know if there are any questions or concerns.

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Sent: Wednesday, May 25, 2022 2:12 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Hofstetter, Barry <Barry.Hofstetter@calgary.ca>

Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

S. 24(1)(c)

Matthew Sutherland
Procurement Leader, Supply Management
Deputy City Manager's Office
The City of Calgary | Mail code: #8140
P 403.268.1342 | **F** 403.268.5523 | calgary.ca
Floor 2, Manchester Centre – Building U – 677 25 Ave. S.E.
P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Wednesday, May 25, 2022 2:05 PM
To: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Cc: Ashley Gillies <pol12152@calgarypolice.ca>; Candace Rumancik <pol11475@calgarypolice.ca>; Hofstetter, Barry <Barry.Hofstetter@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

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S. 24(1)(c)

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Sent: Wednesday, May 25, 2022 2:00 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Ashley Gillies <AGillies@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>; Hofstetter, Barry <Barry.Hofstetter@calgary.ca>
Subject: [EXTERNAL]RE: Sole Source Question - Meltwater

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Thank you Sarah,

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Matt

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P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

Note: Working remotely until further notice.

From: Sarah Demko <SDemko@calgarypolice.ca>
Sent: Wednesday, May 25, 2022 12:12 PM
To: Sutherland, Matthew D. <Matthew.Sutherland@calgary.ca>
Cc: Ashley Gillies <pol12152@calgarypolice.ca>; Candace Rumancik <pol11475@calgarypolice.ca>
Subject: [External] Sole Source Question - Meltwater
Importance: High

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Sarah Demko | Director | IT Operations Section
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To: Sarah Demko
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WORKING REMOTELY

Non-Responsive

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To: Oster, Joshua C.
Cc: Parmar, Gurjit ; Candace Rumancik ; Sutherland, Matthew D.
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

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To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Hofstetter, Barry <Barry.Hofstetter@calgary.ca>
Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

ISC: Protected A

S. 24(1)(c)

Matthew Sutherland
Procurement Leader, Supply Management
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The City of Calgary | Mail code: #8140
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Subject: [External] Sole Source Question - Meltwater
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Non-Responsive

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Subject: RE: [EXTERNAL]RE: Sole Source Question - Meltwater

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S. 24(1)(c)

Matthew Sutherland
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S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

[redacted]

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To: Sarah Demko <SDemko@calgarypolice.ca>
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Subject: [External] Sole Source Question - Meltwater
Importance: High

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From: Sarah Demko
Sent: Wednesday, May 25, 2022 12:12 PM
To: 'Sutherland, Matthew D.'
Cc: Ashley Gillies; Candace Rumancik
Subject: Sole Source Question - Meltwater
Attachments: Meltwater Letter of Uniqueness - Calgary Police Service.pdf; Meltwater - Exclusive Sources.pdf

Importance: High

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Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

Meltwater
Outside Insight

150 King Street West, 7th Floor, Toronto, Ontario M5H 1J9

The Meltwater Group
Letter of Uniqueness / Statement of Work

Meltwater Group offers the most comprehensive and affordable media intelligence service. We fully customize our reporting to each client's individual needs. Our source base is the most comprehensive and covers over 310,000+ sources in over 190 countries and 60 languages. We work with over 30,000 clients worldwide from a broad variety of sectors. Our Canadian client list includes, but is not limited to, all Ministries of the Ontario Government, Edmonton Police Service, Waterloo Regional Police, Hamilton Police, Police Association of Ontario, Saskatoon Police, Surete du Quebec, Toronto Police Association, York Regional Police, and many other police departments across North America along with government bodies and Alberta based organizations.

Factors that set Meltwater Group apart from the rest and make Meltwater a unique/sole source provider:

Media Monitoring

S.16(1)

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

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Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

S.16(1)

[redacted]

Media Analysis and Reporting

S.16(1)

[redacted]

Contacts Database and Newsletter

S.16(1)

[redacted]

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

Social Media Management, Scheduling, Engagement, and Reporting – Meltwater Engage

S.16(1)

These are some of the features which allow us to claim to have a unique service, as this takes us beyond the realm of a simple media monitoring company, press release distribution tool, or social media management company, and allows us to offer a comprehensive, streamlined, and unparalleled service which has no peer or all-in-one replacement in the marketplace.

Any further questions can be directed to **Eric Farmer** (contact information below).

Eric Farmer
Director, Strategic Accounts – North America
e: eric.farmer@meltwater.com
Meltwater – Your friends on the outside.

Re: Sole Sourcing

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If you have any further questions, please contact Carstin Hao who is listed below.

Regards,

Eric Farmer
Director, Strategic Accounts – North America
Meltwater News Canada Inc.
eric.farmer@meltwater.com | 514-243-3542

Contact:
Carstin Hao
Client Success Director – Canada
Meltwater News Canada Inc.
carstin.hao@meltwater.com | 604-239-8380

Meltwater News Canada Inc.
150 King St West, 7th floor
Toronto, ON
M5H 1J9

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Central Plains Herald-Leader	lacombeglobe.com	sherwoodparknews.com
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Cochrane Times-Post	lfpress.com	Stonewall Argus
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Edmonton Examiner
edmontonexaminer.com
Edson Leader
edsonleader.com
elliotlakestandard.ca
Elliott Lake Standard
Espanola Mid-North Monitor
Exeter Times-Advocate
Exeter Weekender
Fairview Post
fairviewpost.com
Fort McMurray This Week
Fort McMurray Today
Fort Saskatchewan Record
fortmcmurraytoday.com
fortsaskatchewanrecord.com
Gananonque Reporter
gananonquereporter.com
Goderich Focus
Goderich Signal Star
goderichsignalstar.com
Grande Prairie Daily Herald-Tribune
Grey-Bruce This Week
Hanna Herald
hannaherald.com
Hanover Post
High River Times
highrivertimes.com
Hinton Parklander
hintonparklander.com
Huron Expositor
intelligencer.ca
Interlake Spectator
interlaketoday.ca
midnorthmonitor.com
Mitchell Advocate
mitchelladvocate.com
Morden Times
Nanton News
nantonnews.com
Napanee Guide
napaneeguide.com
Nipawin Journal
nipawinjournal.com
Northeast Sun
nugget.ca
Ontario Dairy Farmer
Ontario Farmer
Ontario Hog Farmer
Owen Sound Sun Times
owensoundsuntimes.com
Oxford Review
Paris Star
parisstaronline.com
Peace Country Sun
Peace River Record Gazette
peacecountrysun.com
pembinatoday.ca
Pembroke News
petroliatopic.com
Picton County Weekly News
Pincher Creek Echo
pinchercreekecho.com
Portage La Prairie Daily Graphic
portagedailygraphic.com
prrecordgazette.com
recorder.ca
Red River Valley Echo
stthomastimesjournal.com
Sudbury Star
Tecumseh Shoreline Week
thechronicle-online.com
thecragandcanyon.com
thedailyobserver.ca
thelondoner.ca
theobserver.ca
thepost.on.ca
thesudburystar.com
thewhig.com
Tilbury Times
Tillsonburg News
tillsonburgnews.com
Timmins Daily Press
Timmins Times
timminspress.com
timminstimes.com
Today's Farmer
Trenton Trentonian
trentonian.ca
Valley Leader
Vermilion Standard
vermilionstandard.com
Vulcan Advocate
vulcanadvocate.com
Wallaceburg Courier Press
wallaceburgc ourierpress.c om
West Elgin Chronicle
Western Dairy Farmer
WetaskiwinTimesAdvertiser
wetaskiwintimes.com
Whitecourt Star
whitecourtstar.com
Wiarton Echo
wiartonecho.com
Windsor Star
windsorstar.com
Winkler Times
Woodstock Sentinel-Review
woodstock sentinelreview.c om

Additional Full-text Licensed Sources

Source Name	Region	Location	Update Frequency	Coverage Start
Airdrie Echo	Alberta	Airdrie, Alberta, Canada	Weekly	Apr 12, 2006
Airdrie City View	Alberta	Alberta	Weekly (Friday)	Jun 6, 2008
Bassano Times	Alberta	Alberta	Weekly (Tuesday)	Jun 3, 2008
Brooks Bulletin	Alberta	Alberta	Weekly (Tuesday)	Jun 3, 2008
Cardston Temple City Star	Alberta	Alberta	Weekly (Thursday)	Jun 5, 2008
Rocky Mountain House Mountaineer	Alberta	Alberta	Weekly (Tuesdays)	Sep 16, 2008
Rocky Mountain Outlook	Alberta	Alberta	Weekly (Thursday)	Jun 5, 2008
Athabasca Advocate	Alberta	Athabasca, Alberta, Canada	Weekly (Tuesday)	Mar 13, 2001
Bow Valley Crag & Canyon	Alberta	Banff, Alberta, Canada	Weekly	Mar 28, 2006
Barrhead Leader	Alberta	Barrhead, Alberta, Canada	Weekly (Tuesday)	Mar 20, 2001
Bashaw Star	Alberta	Bashaw, Alberta	Weekly (Tuesday)	Jun 4, 2013
Beaumont News	Alberta	Beaumont, Alberta	Weekly	May 1, 2015
Town & Country News	Alberta	Beaverlodge, Alberta	Weekly (Friday)	Jul 17, 2009
Crowsnest Pass Herald	Alberta	Blairmore, Alberta	Weekly (Tuesday)	Jun 23, 2009
Bonnyville Nouvelle	Alberta	Bonnyville, Alberta, Canada	Weekly (Tuesday)	Sep 29, 2009

Brooks Weekend Regional	Alberta	Brooks, Alberta	Weekly (Thursday)	Jun 6, 2008
Calgary Herald	Alberta	Calgary, Alberta, Canada	Daily	Dec 7, 1988
Calgary Sun	Alberta	Calgary, Alberta, Canada	Daily	Jan 9, 1998
Camrose Canadian	Alberta	Camrose, Alberta	Weekly (Thursday)	May 19, 2011
Castor Advance	Alberta	Castor, Alberta	Weekly (Thursday)	Jun 6, 2013
Claresholm Local Press	Alberta	Claresholm, Alberta	Weekly	Jun 11, 2008
Coaldale Sunny South News	Alberta	Coaldale, Alberta	Weekly	Jun 3, 2008
Cochrane Times	Alberta	Cochrane, Alberta, Canada	Weekly	Apr 12, 2006
Cold Lake Sun	Alberta	Cold Lake, Alberta	Weekly (Tuesday)	May 17, 2011
Consort Enterprise	Alberta	Consort, Alberta	Weekly (Wednesday)	Jun 4, 2008
East Central Alberta Review	Alberta	Coronation, Alberta	Weekly (Thursday)	Jun 9, 2008
Devon Dispatch News	Alberta	Devon, Alberta	Weekly (Fri)	May 1, 2015
Drayton Valley Western Review	Alberta	Drayton Valley, Alberta	Weekly	Apr 21, 2015
Drumheller Mail	Alberta	Drumheller, Alberta	Weekly (Wednesday)	Jun 5, 2013
Vue Weekly	Alberta	Edmonton, Alberta	Weekly (Wednesday)	Dec 3, 2014
Edmonton Examiner	Alberta	Edmonton, Alberta, Canada	Weekly (Wednesday)	Sep 28, 2005
Edmonton Journal	Alberta	Edmonton, Alberta, Canada	Daily	Mar 10, 1989

Edmonton Sun	Alberta	Edmonton, Alberta, Canada	Daily	Aug 7, 1998
Edson Weekly Anchor	Alberta	Edson, AB	Weekly (Monday)	Dec 1, 2008
Edson Leader	Alberta	Edson, Alberta	Weekly (Monday)	May 23, 2011
Elk Point Review	Alberta	Elk Point, Alberta, Canada	Weekly (Tuesday)	Jun 12, 2001
Falher Smoky River Express	Alberta	Fahler, Alberta	Weekly	Jun 11, 2008
Fairview Post	Alberta	Fairview, Alberta	Weekly (Tuesday)	May 18, 2011
Fort MacLeod Gazette	Alberta	Fort Macleod, Alberta	Weekly	Jun 4, 2008
Fort McMurray This Week	Alberta	Fort McMurray, Alberta, Canada	Weekly (Thursday)	Nov 17, 2016
Fort McMurray Today	Alberta	Fort McMurray, Alberta, Canada	Monday-Saturday (one day delay)	Jun 24, 2000
Fort Saskatchewan Record	Alberta	Fort Saskatchewan, Alberta, Canada	Weekly (Thursday)	May 30, 2006
Grande Cache Mountaineer	Alberta	Grande Cache, Alberta	Weekly	Jun 10, 2008
Peace Country Sun	Alberta	Grande Prairie, Alberta	Weekly (Friday)	May 20, 2011
Grande Prairie Daily Herald-Tribune	Alberta	Grande Prairie, Alberta, Canada	Monday-Friday	Apr 24, 2001
Hanna Herald	Alberta	Hanna, Alberta	Weekly (Wednesday)	May 18, 2011
High Prairie South Peace News	Alberta	High Prairie, Alberta	Weekly	Jun 11, 2008
High River Times	Alberta	High River, Alberta	Weekly	Apr 21, 2015
Hinton Parklander	Alberta	Hinton, Alberta	Weekly (Monday)	May 23, 2011

Rocky View Weekly	Alberta	Irricana, Alberta, Canada	Weekly (Tuesday)	Aug 1, 2000
Jasper Fitzhugh	Alberta	Jasper, Alberta	Weekly (Thursday)	Jun 6, 2013
Lac La Biche Post	Alberta	Lac-la Biche, Alberta, Canada	Weekly (Tuesday)	Apr 10, 2001
Lacombe Globe	Alberta	Lacombe, Alberta	Weekly (Thursday)	May 19, 2011
Lamont Leader	Alberta	Lamont, Alberta	Weekly (Tuesday)	Jun 4, 2013
Leduc Representative	Alberta	Leduc, Alberta, Canada	Weekly (Friday)	May 26, 2006
Lethbridge Sun Times	Alberta	Lethbridge, Alberta	Weekly (Wed)	Jun 11, 2008
Lethbridge Herald	Alberta	Lethbridge, Alberta, Canada	Daily	Aug 4, 2011
Westwind Weekly News	Alberta	Magrath, Alberta, Canada	Weekly (Thu)	Oct 27, 2016
Mayerthorpe Freelancer	Alberta	Mayerthorpe, Alberta	Weekly (Wednesday)	May 18, 2011
Medicine Hat News	Alberta	Medicine Hat, Alberta, Canada	Daily	Feb 11, 2010
Prairie Post	Alberta	Medicine Hat, Alberta, Canada	Weekly (Friday)	Aug 6, 2009
Prairie Post West	Alberta	Medicine Hat, Alberta, Canada	Weekly (Fridays)	Apr 22, 2016
Morinville Free Press	Alberta	Morinville, Alberta	Weekly (Tuesday)	Jun 4, 2013
Okotoks Western Wheel	Alberta	Okotoks, Alberta, Canada	Weekly (Wednesdays)	Nov 24, 2004
Mountain View Gazette	Alberta	Olds, Alberta, Canada	Weekly - Tuesday	Oct 20, 2009
Oyen Echo	Alberta	Oyen, Alberta	Weekly (Tuesday)	Jun 4, 2013

Peace River Record Gazette	Alberta	Peace River, Alberta	Weekly (Tuesday)	May 18, 2011
Pincher Creek Echo	Alberta	Pincher Creek, Alberta	Weekly (Friday)	May 20, 2011
Ponoka News	Alberta	Ponoka, Alberta	Weekly (Wednesday)	Jun 5, 2013
Provost News	Alberta	Provost, Alberta	Weekly	Jun 11, 2008
Red Deer Express	Alberta	Red Deer, Alberta, Canada	Weekly (Wednesday)	Jul 2, 2000
Redwater Review	Alberta	Redwater, Alberta	Weekly (Tuesday)	Jun 4, 2013
Rimbey Review	Alberta	Rimbey, Alberta	Weekly (Tuesday)	Jun 4, 2013
Rycroft Central Peace Signal	Alberta	Rycroft, Alberta	Weekly (Tuesday)	Jun 10, 2008
Sedgewick Community Press	Alberta	Sedgewick, Alberta	Weekly (Tuesday)	Jun 3, 2008
Sherwood Park News	Alberta	Sherwood Park, Alberta, Canada	Twice/Weekly (Tuesday & Friday)	Aug 10, 2005
Slave Lake Lakeside Leader	Alberta	Slave Lake, Alberta	Weekly	Jun 24, 2009
Smoky Lake Signal	Alberta	Smoky Lake, Alberta	Weekly	Jun 4, 2008
Spruce Grove Examiner	Alberta	Spruce Grove, Alberta, Canada	Weekly (Friday)	May 26, 2006
St. Albert Gazette	Alberta	St. Albert, Alberta, Canada	Twice/week (Wednesday & Saturday)	Sep 29, 1999
St. Paul Journal	Alberta	St. Paul, Alberta, Canada	Weekly (Tuesday)	Jun 5, 2001
Stettler Independent	Alberta	Stettler, Alberta	Weekly (Wednesday)	Jun 5, 2013

Stony Plain Reporter	Alberta	Stony Plain, Alberta, Canada	Weekly (Friday)	May 26, 2006
Strathmore Standard	Alberta	Strathmore, Alberta	Weekly (Wednesday)	May 18, 2011
Strathmore Times	Alberta	Strathmore, Alberta	Weekly (Friday)	Jun 7, 2013
Sundre Round Up	Alberta	Sundre, Alberta, Canada	Weekly (Tuesday)	Oct 20, 2009
Swan Hills Grizzly Gazette	Alberta	Swan Hills, Alberta	Weekly (Tuesday)	Jun 3, 2008
Eckville Echo	Alberta	Sylvan Lake, Alberta	Weekly (Thursday)	Jun 6, 2008
Sylvan Lake News	Alberta	Sylvan Lake, Alberta	Weekly (Friday)	Jun 6, 2008
Taber Times	Alberta	Taber, Alberta	Weekly	Jun 4, 2008
Three Hills Capital	Alberta	Three Hills, Alberta	Weekly	Jun 4, 2008
Tofield Mercury	Alberta	Tolfield, Alberta	Weekly (Tuesday)	Jun 10, 2008
Two Hills & County Chronicle	Alberta	Two Hills, Alberta	Weekly (Tuesday)	May 3, 2011
Vauxhall Advance	Alberta	Vauxhall	Weekly	Jun 5, 2008
Vermilion Standard	Alberta	Vermilion, Alberta	Weekly (Wednesday)	May 18, 2011
Vermilion Voice	Alberta	Vermilion, Alberta	Weekly (Monday)	Jun 3, 2013
Viking Weekly Review	Alberta	Viking. Alberta	Weekly (Tuesday)	Jun 3, 2008
Vulcan Advocate	Alberta	Vulcan, Alberta	Weekly (Wednesday)	May 18, 2011
Wabasca Fever	Alberta	Wabasca, Alberta	Weekly (Thursday)	Jun 5, 2008

Wainwright Star/Edge	Alberta	Wainright, Alberta	Weekly (Friday)	Jun 6, 2008
Town & Country	Alberta	Westlock, Alberta, Canada	Weekly (Monday)	Mar 13, 2006
Westlock News	Alberta	Westlock, Alberta, Canada	Weekly (Monday)	Mar 13, 2006
Wetaskiwin Times Advertiser	Alberta	Wetaskiwin, Alberta	Weekly (Wednesday)	May 18, 2011
Whitecourt Press	Alberta	Whitecourt, Alberta	Weekly (Tue)	Mar 4, 2014
Whitecourt Star	Alberta	Whitecourt, Alberta	Weekly (Wednesday)	May 18, 2011
Bow Island Commentator	Alberta		Weekly (Tuesday)	Jun 3, 2008
Burnaby Now	British Columbia	Burnaby, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Jun 12, 2002
New Westminster Record	British Columbia	Burnaby, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Oct 16, 2002
Tri-City News	British Columbia	Coquitlam, British Columbia, Canada	Twice Weekly (Wed & Fri)	Dec 9, 2015
Northern Horizon	British Columbia	Dawson Creek, British Columbia	Weekly (Fri)	Jan 20, 2017
Dawson Creek Mirror	British Columbia	Dawson Creek, British Columbia, Canada	Weekly (Thursday)	Jan 5, 2017
Delta Optimist	British Columbia	Delta, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Apr 24, 2002
Alaska Highway News	British Columbia	Fort St. John, British Columbia, Canada	Monday-Friday	Nov 25, 1999
Local Weekly	British Columbia	Gibsons, British Columbia	Weekly (Thursday)	Dec 3, 2014
Columbia Valley Pioneer	British Columbia	Invermere, British Columbia	Weekly (Friday)	Dec 5, 2014

Kamloops This Week	British Columbia	Kamloops, British Columbia	3x/Week (Tuesday, Thursday & Friday)	Dec 4, 2014
Kelowna Daily Courier	British Columbia	Kelowna, British Columbia, Canada	Daily	Nov 5, 2002
Kelowna Westside Weekly	British Columbia	Kelowna, British Columbia, Canada	Thursday, Sunday	Nov 6, 2002
Okanagan Weekend	British Columbia	Kelowna, British Columbia, Canada		Nov 9, 2002
Langley Advance	British Columbia	Langley, British Columbia	Twice/Week (Tuesday & Friday)	Apr 19, 2002
Merritt Herald	British Columbia	Merritt, British Columbia	Twice/Week (Tuesday & Thursday)	Dec 4, 2014
North Shore News	British Columbia	North Vancouver, British Columbia, Canada	Thrice/Week (Wed, Fri & Sun)	Aug 19, 2001
Oliver Chronicle	British Columbia	Oliver, British Columbia	Weekly (Wednesday)	Dec 3, 2014
Osoyoos Times	British Columbia	Osoyoos, British Columbia	Weekly (Wednesday)	Dec 4, 2014
Peachland View	British Columbia	Peachland, British Columbia	Weekly (Friday)	Dec 5, 2014
Penticton Herald	British Columbia	Penticton, British Columbia, Canada	Daily	Nov 5, 2002
Prince George Citizen	British Columbia	Prince George, British Columbia, Canada	Monday-Saturday	Aug 17, 1999
Richmond News	British Columbia	Richmond, British Columbia, Canada	Twice/Week (Wednesday & Friday)	Apr 10, 2002
Coast Reporter	British Columbia	Sechelt, British Columbia	Weekly (Fri)	Apr 1, 2016
Elk Valley Herald	British Columbia	Sparwood, British Columbia	Weekly (Wed)	Mar 5, 2014
Squamish Chief	British Columbia	Squamish, British Columbia	Weekly (Thursday)	Apr 14, 2016

Trail Daily Times	British Columbia	Trail, British Columbia, Canada	Tuesday - Friday	Sep 1, 1999
24 Hours Vancouver	British Columbia	Vancouver, British Columbia	Mon-Fri	May 27, 2011
Westender	British Columbia	Vancouver, British Columbia	Weekly (Thursday)	May 15, 2014
Business in Vancouver	British Columbia	Vancouver, British Columbia, Canada	Weekly (Tuesdays)	Jan 5, 2016
Vancouver Courier	British Columbia	Vancouver, British Columbia, Canada	Weekly (Friday)	Sep 15, 2002
Vancouver Province	British Columbia	Vancouver, British Columbia, Canada	Daily	Mar 20, 1989
Vancouver Sun	British Columbia	Vancouver, British Columbia, Canada	Daily	Jan 2, 1987
Victoria Times Colonist	British Columbia	Victoria, British Columbia, Canada	Daily	Nov 23, 1991
100 Mile House Free Press	British Columbia			May 29, 2009
Abbotsford News	British Columbia			Aug 25, 2001
Agassiz Observer	British Columbia			Mar 24, 2004
Alberni Valley News	British Columbia			Aug 11, 2006
Aldergrove Star	British Columbia			Aug 30, 2001
Arrow Lakes News	British Columbia			Mar 31, 2004
Ashcroft Cache Creek Journal	British Columbia			Mar 23, 2004
Barriere Star Journal	British Columbia			Mar 22, 2004
Boundary Creek Times	British Columbia			May 10, 2013

Burns Lake Lakes District News	British Columbia			Mar 24, 2004
Caledonia Courier	British Columbia			Oct 2, 2007
Campbell River Mirror	British Columbia			Mar 23, 2004
Castlegar News	British Columbia			May 7, 2004
Chilliwack Progress	British Columbia			Mar 23, 2004
Clearwater Times	British Columbia			Mar 22, 2004
Cloverdale Reporter	British Columbia			Mar 20, 2009
Coast Mountain News	British Columbia		2x/Month	Feb 27, 2013
Comox Valley Record	British Columbia			Mar 26, 2004
Cowichan Valley Citizen	British Columbia			Jan 1, 2015
Cranbrook Daily Townsman	British Columbia			Jan 9, 2014
Creston Valley Advance	British Columbia			Feb 10, 2011
Eagle Valley News	British Columbia			Feb 15, 2011
Golden Star	British Columbia			Mar 24, 2004
Goldstream News Gazette	British Columbia			Mar 16, 2005
Grand Forks Gazette	British Columbia			Apr 13, 2010
Hope Standard	British Columbia			Aug 30, 2001

Houston Today	British Columbia			Feb 15, 2005
Kelowna Capital News	British Columbia			Sep 26, 2004
Keremeos Review	British Columbia			Jul 14, 2009
Kimberley Daily Bulletin	British Columbia			Jan 6, 2014
Kitimat Northern Sentinel	British Columbia			Aug 29, 2007
Ladysmith Chronicle	British Columbia			Mar 23, 2004
Lake Country Calendar	British Columbia			Jul 14, 2009
Lake Cowichan Gazette	British Columbia			Mar 24, 2004
Langley Times	British Columbia			Mar 24, 2004
Maple Ridge News	British Columbia			Mar 24, 2004
Mission City Record	British Columbia			Aug 30, 2001
Monday Magazine	British Columbia			Apr 29, 2004
Nanaimo News Bulletin	British Columbia			Aug 25, 2001
Nelson Star	British Columbia			Mar 29, 2008
North Delta Reporter	British Columbia			Mar 9, 2017
North Island Gazette	British Columbia			Mar 24, 2004
Oak Bay News	British Columbia			Mar 31, 2004

Parksville Qualicum Beach News	British Columbia			Mar 7, 2007
Peace Arch News	British Columbia			Mar 23, 2004
Peninsula News Review	British Columbia			Mar 31, 2004
Penticton Western News	British Columbia			Sep 28, 2007
Quesnel Cariboo Observer	British Columbia			Jan 2, 2003
Revelstoke Times Review	British Columbia			Mar 24, 2004
Rossland News	British Columbia			May 29, 2009
Saanich News	British Columbia			Mar 31, 2004
Salmon Arm Observer	British Columbia			Aug 24, 2001
Similkameen Spotlight	British Columbia			Mar 31, 2004
Smithers Interior News	British Columbia			Mar 25, 2004
Sooke News Mirror	British Columbia			Mar 31, 2004
Summerland Review	British Columbia			Aug 26, 2001
Surrey Now Leader	British Columbia			Mar 19, 2004
Terrace Standard	British Columbia			Mar 23, 2004
The Free Press	British Columbia			Nov 30, 2011
The Northern View	British Columbia			Jul 28, 2006

Tofino-Ucluelet Westerly News	British Columbia			Aug 4, 2015
Vanderhoof Omineca Express	British Columbia			Mar 24, 2004
Vernon Morning Star	British Columbia			Mar 26, 2004
Victoria News	British Columbia			Mar 31, 2004
West Kootenay Advertiser	British Columbia			Aug 29, 2001
Williams Lake Tribune	British Columbia			Aug 24, 2001
Red River Valley Echo	Manitoba	Altona, Manitoba	Weekly (Thursday)	Dec 1, 2011
Westman Journal	Manitoba	Brandon, Manitoba	Weekly (Thursday)	Nov 15, 2007
Brandon Sun	Manitoba	Brandon, Manitoba, Canada	Daily	Feb 20, 2007
Valley Leader	Manitoba	Carman, Manitoba	Weekly (Thursday)	Dec 1, 2011
Interlake Spectator	Manitoba	Gimli, Manitoba	Weekly (Thursday)	Dec 1, 2011
Morden Times	Manitoba	Morden, Manitoba	Weekly	Dec 1, 2011
Central Plains Herald-Leader	Manitoba	Portage la Prairie, Manitoba	Weekly (Saturday)	May 28, 2011
Portage La Prairie Daily Graphic	Manitoba	Portage La Prairie, Manitoba, Canada	Monday, Tuesday, Thursday, Friday	May 1, 2002
Selkirk Journal	Manitoba	Selkirk, Manitoba, Canada	Weekly (Friday)	Feb 8, 2006
Stonewall Argus	Manitoba	Stonewall, Manitoba	Weekly (Friday)	Dec 1, 2011
Winkler Times	Manitoba	Winkler, Manitoba	Weekly (Thursday)	Dec 1, 2011

Winnipeg Free Press	Manitoba	Winnipeg, Manitoba, Canada	Monday - Saturday	Nov 26, 1996
Winnipeg Sun	Manitoba	Winnipeg, Manitoba, Canada	Daily	Oct 18, 1999
Canada NewsWire	National	Canada	Daily	Mar 1, 1988
Canadian Press	National	Canada	Daily	Jan 1, 1990
Daily Oil Bulletin	National	Canada	Monday-Friday	Jun 1, 1989
Maclean's	National	Canada	Weekly	Mar 21, 1988
National Post	National	Canada	Monday-Saturday	Oct 5, 1985
Postmedia News	National	Canada	Daily	Nov 2, 1986
Presse Canadienne	National	Canada	Monday - Saturday	Jan 1, 1990
Presse Canadienne – Le fil radio	National	Canada	Daily	Oct 23, 1999
Strategy	National	Canada	Monthly	Jun 4, 2001
Bathurst Northern Light	New Brunswick	Bathurst, New Brunswick, Canada	Weekly (Tuesday)	Oct 23, 2002
Tribune (Campbellton)	New Brunswick	Campbellton, New Brunswick	Weekly	Nov 5, 2008
L'Étoile Chaleur	New Brunswick	Chaleur, New Brunswick	Weekly (Thursday)	Mar 28, 2008
L'Étoile Sud-Est	New Brunswick	Dieppe, New Brunswick	Weekly (Thursday)	Mar 29, 2008
Fredericton Daily Gleaner	New Brunswick	Fredericton, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
Victoria Star	New Brunswick	Grand Falls, New Brunswick	Weekly (Wednesday)	Dec 12, 2007

L'Étoile Kent	New Brunswick	Kent, New Brunswick	Weekly (Thursday)	Mar 29, 2008
Le Madawaska	New Brunswick	Makawaska, New Brunswick	Weekly (Saturday)	Mar 28, 2008
Moncton Times & Transcript	New Brunswick	Moncton, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
L'Étoile-Nord-Ouest	New Brunswick	New Brunswick	Weekly (Wednesday)	Dec 14, 2016
Miramichi Leader	New Brunswick	New Brunswick	Next Day	Oct 1, 2007
L'Étoile Restigouche	New Brunswick	Restigouche, New Brunswick	Thursday	Mar 28, 2008
New Brunswick Telegraph-Journal	New Brunswick	Saint John, New Brunswick, Canada	Monday - Saturday	Jan 2, 1998
Kings County Record	New Brunswick	Sussex, New Brunswick	Weekly (Tuesday)	Jul 31, 2007
Bugle-Observer	New Brunswick	Woodstock, New Brunswick	Twice/Week (Tuesday, Friday)	Oct 9, 2007
L'Étoile Provinciale	New Brunswick		Weekly (Thursday)	Aug 13, 2009
St. John's Telegram	Newfoundland	St. John's, Newfoundland, Canada	Daily	Apr 5, 1997
Halifax Chronicle-Herald	Nova Scotia	Halifax, Nova Scotia	Daily	Feb 1, 2012
Halifax Community Herald	Nova Scotia	Halifax, Nova Scotia	Weekly (Wednesday)	Feb 6, 2012
Cape Breton Post	Nova Scotia	Sydney, Nova Scotia, Canada	Monday-Saturday	Apr 5, 1999
Truro Daily News	Nova Scotia	Truro, Nova Scotia, Canada	Monday-Saturday (one day delay)	May 3, 1999
Carleton Place Almonte Canadian Gazette	Ontario	Almonte/Carleton Place Region	Weekly (Thursday)	Nov 6, 2008

Arnprior Chronicle-Guide	Ontario	Arnprior, Ontario	Weekly (Thursday)	Nov 7, 2008
Barrie Examiner	Ontario	Barrie, Ontario, Canada	Tuesday-Saturday	Feb 8, 2000
Lakeshore News	Ontario	Belle River, Ontario	Weekly (Thursday)	Feb 18, 2011
Belleville Intelligencer	Ontario	Belleville, Ontario, Canada	Monday-Saturday	Apr 6, 2005
Bradford Times	Ontario	Bradford, Ontario	Weekly (Thursday)	Apr 23, 2015
Brantford Expositor	Ontario	Brantford, Ontario, Canada	Monday-Saturday	Dec 23, 1998
Brockville Recorder & Times	Ontario	Brockville, Ontario, Canada	Monday - Saturday	Jun 20, 2000
Today's Farmer	Ontario	Chatham, Ontario	25 Issues P/Y	May 17, 2011
Chatham Daily News	Ontario	Chatham, Ontario, Canada	Monday-Saturday	Feb 10, 1999
Chatham This Week	Ontario	Chatham, Ontario, Canada	Weekly (Wednesday)	Jan 17, 2007
Clinton News-Record	Ontario	Clinton, Ontario	Weekly	Apr 29, 2015
Cochrane Times-Post	Ontario	Cochrane, Ontario	Weekly	Apr 23, 2015
Collingwood Enterprise-Bulletin	Ontario	Collingwood, Ontario, Canada	Twice /Week (Tuesday & Friday)	Feb 25, 2000
Cornwall Standard-Freeholder	Ontario	Cornwall, Ontario, Canada	Monday - Saturday	Feb 25, 1999
Delhi News-Record	Ontario	Delhi, Ontario	Weekly	May 18, 2011
Elliott Lake Standard	Ontario	Elliott Lake, Ontario	Weekly (Thu)	Mar 13, 2013
Espanola Mid-North Monitor	Ontario	Espanoloa, Ontario	Weekly (Thu)	Mar 13, 2013

Fort Erie Times	Ontario	Fort Erie, Ontario	Weekly	Apr 30, 2015
Ottawa West News	Ontario	Friday	Weekly (Thursday)	Nov 7, 2008
Gananoque Reporter	Ontario	Gananoque, Ontario	Weekly	Apr 30, 2015
Goderich Signal Star	Ontario	Goderich, Ontario	Weekly (Wed)	Apr 29, 2015
Goderich Focus	Ontario	Goderich, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Lakeshore Advance	Ontario	Grand Bend, Ontario	Weekly	Apr 29, 2015
Hamilton Spectator	Ontario	Hamilton, Ontario, Canada	Monday-Saturday	Oct 7, 1991
Hanover Post	Ontario	Hanover, Ontario, Canada	Weekly (Thursday)	Feb 15, 2000
Ingersoll Times	Ontario	Ingersoll, Ontario	Weekly (Wednesday)	May 18, 2011
Innisfil Examiner	Ontario	Innisfil, Ontario	Weekly	May 1, 2015
Kanata Kourier-Standard	Ontario	Kanata, Ontario	Weekly (Thursday)	Nov 7, 2008
Kapuskasing Northern Times	Ontario	Kapuskasing, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Kemptville Advance	Ontario	Kemptville Region	Weekly (Thursday)	Nov 6, 2008
Lake of the Woods Enterprise	Ontario	Kenora, Ontario	Weekly (Saturday)	May 28, 2011
Kenora Daily Miner & News	Ontario	Kenora, Ontario, Canada	Daily	Jan 10, 2001
Kincardine News	Ontario	Kincardine, Ontario	Weekly (Tuesday)	May 24, 2011
Kingston This Week	Ontario	Kingston, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015

Kingston Whig-Standard	Ontario	Kingston, Ontario, Canada	Monday-Saturday	Oct 1, 1985
Kingsville Reporter	Ontario	Kingsville, Ontario	Weekly (Tuesday)	Feb 15, 2011
Kirkland Lake Northern Daily News	Ontario	Kirkland Lake, Ontario, Canada	3x/week (Mon, Wed & Fri)	Dec 1, 1999
Waterloo Region Record	Ontario	Kitchener, Ontario, Canada	Monday-Saturday	Oct 1, 1990
Londoner	Ontario	London	Weekly (Thursday)	Apr 22, 2010
London Free Press	Ontario	London, Ontario, Canada	Monday - Saturday	Aug 15, 1998
Ontario Dairy Farmer	Ontario	London, Ontario, Canada	12x/year	Dec 30, 2015
Ontario Farmer	Ontario	London, Ontario, Canada	Weekly (Tuesdays)	Mar 22, 2005
Western Dairy Farmer	Ontario	London, Ontario, Canada	12x/year	Dec 4, 2015
Lucknow Sentinel	Ontario	Lucknow, Ontario	Weekly	Apr 29, 2015
Mitchell Advocate	Ontario	Mitchell, Ontario	Weekly	Apr 29, 2015
Napanee Guide	Ontario	Napanee, Ontario	Weekly	Apr 30, 2015
Nepean Barrhaven News	Ontario	Nepean/Barrhaven Region	Weekly (Thursday)	Nov 7, 2008
Niagara Advance	Ontario	Niagara Falls, Ontario	Weekly	Apr 30, 2015
Niagara Falls Review	Ontario	Niagara Falls, Ontario, Canada	Monday - Friday	Feb 1, 1999
North Bay Nugget	Ontario	North Bay, Ontario, Canada	Monday-Saturday (one day delay)	Jan 2, 1999
Norwich Gazette	Ontario	Norwich, Ontario	Weekly (Wednesday)	May 18, 2011

Orillia Packet & Times	Ontario	Orillia, Ontario, Canada	Monday-Saturday	Jan 29, 2000
Orleans News	Ontario	Orleans	Weekly (Thursday)	Nov 7, 2008
Ottawa South News	Ontario	Ottawa South Region	Friday	Nov 7, 2008
Ottawa East News	Ontario	Ottawa-Gatineau	Weekly (Thursday)	Nov 7, 2008
Ottawa Citizen	Ontario	Ottawa, Ontario, Canada	Daily	Oct 1, 1985
Ottawa Sun	Ontario	Ottawa, Ontario, Canada	Daily	Jul 17, 1998
Grey-Bruce This Week	Ontario	Owen Sound, Ontario	Weekly (Thursday)	Apr 30, 2015
Owen Sound Sun Times	Ontario	Owen Sound, Ontario, Canada	Monday-Saturday (one day delay)	Mar 2, 1998
Paris Star	Ontario	Paris, Ontario	Weekly	Apr 23, 2015
Pelham News	Ontario	Pelham, Ontario	Weekly (Wednesday)	May 20, 2011
Pembroke Daily Observer	Ontario	Pembroke, Ontario, Canada	Monday - Saturday	Apr 6, 2000
Pembroke News	Ontario	Pembroke, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015
Perth Courier	Ontario	Perth, Ontario	Weekly (Thursday)	Nov 6, 2008
Peterborough Examiner	Ontario	Peterborough, Ontario, Canada	Monday-Saturday	Mar 27, 2000
Petrolia Topic	Ontario	Petrolia, Ontario	Weekly	Apr 29, 2015
Picton County Weekly News	Ontario	Picton, Ontario	Weekly	Apr 30, 2015
Inport News	Ontario	Port Colborne, Ontario	Weekly (Wednesday)	May 20, 2011

Shoreline Beacon	Ontario	Port Elgin, Ontario, Canada	Weekly (Tuesday)	Jan 17, 2007
Renfrew Mercury	Ontario	Renfrew, Ontario	Weekly (Thursdays)	Jun 20, 2013
Sarnia Observer	Ontario	Sarnia, Ontario, Canada	Monday-Saturday (one day delay)	May 21, 1999
Sarnia This Week	Ontario	Sarnia, Ontario, Canada	Weekly (Wednesday)	Jan 31, 2007
Sault This Week	Ontario	Sault Ste. Marie	Weekly (Wednesday)	May 18, 2011
Sault Star	Ontario	Sault Ste. Marie, Ontario, Canada	Monday-Saturday (one day delay)	Jan 2, 1997
Huron Expositor	Ontario	Seaforth, Ontario	Weekly (Wednesday)	May 18, 2011
Simcoe Reformer	Ontario	Simcoe, Ontario, Canada	Tuesday - Saturday	Jan 29, 2004
Smiths Falls Record News	Ontario	Smith Falls Region	Weekly (Thursday)	Nov 6, 2008
St. Catharines Standard	Ontario	St. Catharines, Ontario, Canada	Monday-Saturday	Oct 1, 1996
St. Thomas Times-Journal	Ontario	St. Thomas, Ontario, Canada	Monday - Saturday	Jul 14, 2000
St. Lawrence News	Ontario	St. Lawrence Region	Weekly (Thursday)	Nov 6, 2008
Stirling Community Press	Ontario	Stirling, Ontario	Weekly	Apr 30, 2015
Stittsville News	Ontario	Stittsville/Richmond Region	Weekly (Thursday)	Nov 7, 2008
Stratford Beacon-Herald	Ontario	Stratford, Ontario, Canada	Monday-Saturday	Jan 30, 2001
Strathroy Age Dispatch	Ontario	Strathroy, Ontario	Weekly	Apr 30, 2015
Strathroy Focus	Ontario	Strathroy, Ontario, Canada	Weekly (Thursday)	Dec 10, 2015

Sudbury Star	Ontario	Sudbury, Ontario, Canada	Monday - Saturday	Jul 8, 1999
Tecumseh Shoreline Week	Ontario	Tecumseh, Ontario	Weekly (Friday)	Feb 18, 2011
Thorold Niagara News	Ontario	Thorold, Ontario	Weekly	Apr 30, 2015
Thunder Bay Chronicle Journal	Ontario	Thunder Bay, Ontario, Canada	Daily	Sep 6, 2012
Tilbury Times	Ontario	Tilbury, Ontario	Weekly (Tuesday)	Feb 22, 2011
Tillsonburg News	Ontario	Tillsonburg, Ontario	Twice/Weekly (Monday & Friday)	May 18, 2011
Timmins Daily Press	Ontario	Timmins, Ontario, Canada	Monday-Saturday	May 4, 1999
Timmins Times	Ontario	Timmins, Ontario, Canada	Weekly (Thursday)	Jan 17, 2007
24 Hours Toronto	Ontario	Toronto, Ontario	Monday-Friday	Jun 5, 2008
Toronto Sun	Ontario	Toronto, Ontario, Canada	Daily	Sep 3, 1989
Trenton Trentonian	Ontario	Trenton, Ontario	Weekly	Apr 30, 2015
Wallaceburg Courier Press	Ontario	Wallaceburg	Weekly (Thursday)	Apr 22, 2010
Welland Tribune	Ontario	Welland, Ontario, Canada	Monday-Saturday	Mar 17, 1999
West Carleton Review	Ontario	West Carleton Region	Weekly (Thursday)	Nov 7, 2008
West Elgin Chronicle	Ontario	West Lorne, Ontario	Weekly	Apr 30, 2015
Wiarton Echo	Ontario	Wiarton, Ontario	Weekly	Apr 28, 2015
LaSalle Post	Ontario	Windsor, Ontario	Weekly (Friday)	Feb 18, 2011

Windsor Star	Ontario	Windsor, Ontario, Canada	Monday-Saturday	Oct 20, 1986
Oxford Review	Ontario	Woodstock, Ontario		May 28, 2011
Woodstock Sentinel-Review	Ontario	Woodstock, Ontario, Canada	Daily	May 25, 2004
Ajax News Advertiser	Ontario		Three/Week (Wednesday, Friday, Sunday)	Mar 16, 2003
Alliston Herald	Ontario		Twice/Week (Wednesday, Friday)	Feb 24, 2002
Almaguin News	Ontario			May 28, 2009
Ancaster News	Ontario			Apr 17, 2009
Arthur Enterprise News	Ontario			Feb 4, 2010
Aurora Banner	Ontario			Mar 18, 2003
Barrie Advance	Ontario		Three/Week (Wednesday, Friday, Sunday)	Nov 28, 2002
Beach Mirror	Ontario			Apr 1, 2005
Bloor West Villager	Ontario			Mar 21, 2003
Bracebridge Examiner	Ontario			Nov 16, 2011
Bradford West Gwillimbury Topic	Ontario			Mar 25, 2010
Brampton Guardian	Ontario		Three/Week (Wednesday, Friday, Sunday)	Dec 13, 2002
Brant News	Ontario			Nov 19, 2008

Brock Citizen	Ontario		Weekly (Friday)	Jul 23, 2004
Burlington Post	Ontario		Three/Week (Wednesday, Friday, Sunday)	Dec 13, 2002
Caledon Enterprise	Ontario		Three/Week (Wednesday, Friday, Sunday)	Oct 4, 2006
Cambridge Times	Ontario			Oct 5, 2007
City Centre Mirror	Ontario			Apr 1, 2005
Clarington This Week	Ontario			May 28, 2009
Collingwood Connection	Ontario		Weekly (Friday)	Nov 27, 2002
Dundas Star News	Ontario			May 14, 2009
East Gwillimbury Express	Ontario			Jun 19, 2007
East York Mirror	Ontario			Nov 14, 2009
Etobicoke Guardian	Ontario			Mar 19, 2003
Exeter Times-Advocate	Ontario			Jul 28, 2017
Flamborough Review	Ontario		Weekly (Friday)	Aug 15, 2003
Fort Erie Post	Ontario			Aug 4, 2011
Georgina Advocate	Ontario			Mar 20, 2003
Gravenhurst Banner	Ontario			Nov 16, 2011

Grimsby Lincoln News	Ontario			Apr 26, 2011
Hamilton Mountain News	Ontario			Jun 29, 2011
Huntsville Forester	Ontario			Jan 21, 2005
Independent Free Press	Ontario		Twice/Week (Wednesday, Friday)	Feb 28, 2007
Innisfil Journal	Ontario			Jun 1, 2009
Kawartha Lakes This Week	Ontario			Feb 7, 2007
King Connection	Ontario			Jul 13, 2007
Kitchener Post	Ontario			Jun 10, 2011
Listowel Banner	Ontario			Feb 4, 2010
Markham Economist & Sun	Ontario			Mar 18, 2003
Meaford Express	Ontario			May 28, 2009
Midland Mirror	Ontario		Twice/Weekly (Wednesday, Friday)	Apr 2, 2003
Milton Canadian Champion	Ontario		Twice/Week (Tuesday, Friday)	Apr 1, 2003
Minto Express	Ontario			Feb 4, 2010
Mississauga News	Ontario		Continuous	Sep 19, 2007
Mount Forest Confederate	Ontario			Feb 4, 2010
Muskokan	Ontario			May 29, 2009

New Hamburg Independent	Ontario			May 29, 2009
Newmarket Era	Ontario			Feb 19, 2000
Niagara This Week - Niagara Falls	Ontario			May 30, 2013
Niagara This Week - St. Catharines	Ontario			Oct 14, 2005
Niagara This Week - Thorold	Ontario			Jun 11, 2013
Niagara This Week - Welland	Ontario			Jun 11, 2013
Niagara-On-The-Lake Town Crier	Ontario			Jul 15, 2011
Norfolk News	Ontario			Oct 2, 2013
North Bay Nipissing News	Ontario			Apr 27, 2011
North York Mirror	Ontario			Mar 19, 2003
Northumberland News	Ontario		Three/Week (Wednesday, Friday, Sunday)	Aug 23, 2002
Oakville Beaver	Ontario		Three/Week (Wednesday, Friday, Saturday)	Dec 13, 2002
Orangeville Banner	Ontario		Twice/Week (Tuesday, Friday)	Aug 15, 2002
Orillia Today	Ontario		Twice/Weekly (Wednesday, Friday)	Nov 29, 2002
Oshawa This Week	Ontario		Three/Week (Wednesday, Friday, Sunday)	May 14, 1993
Our London	Ontario			Nov 4, 2010

Parkdale Villager	Ontario			Jul 14, 2009
Parry Sound North Star	Ontario			Jun 30, 2006
Peterborough This Week	Ontario		Twice/Week (Wednesday, Friday)	Mar 27, 1993
Pickering News Advertiser	Ontario			May 28, 2009
Port Colborne Leader	Ontario			Aug 31, 2011
Port Perry Star	Ontario		Twice/Week (Wednesday, Friday)	Sep 14, 2004
Richmond Hill Liberal	Ontario			Mar 18, 2003
Scarborough Mirror	Ontario			Mar 19, 2003
South Asian Focus	Ontario			Jul 17, 2007
St. Marys Journal Argus	Ontario			Sep 20, 2007
St. Thomas-Elgin Weekly News	Ontario			Oct 29, 2013
Stayner Sun	Ontario			Feb 15, 2008
Stoney Creek News	Ontario			May 15, 2009
Stouffville Sun-Tribune	Ontario			Jun 19, 2007
Stratford Gazette	Ontario			Mar 31, 2005
The Sachem	Ontario			May 7, 2009
Thornhill Liberal	Ontario			Jul 5, 2007

Uxbridge Times Journal	Ontario		Twice/Week (Wednesday, Friday)	Jun 11, 2003
Vaughan Citizen	Ontario			Mar 23, 2003
Walkerton Herald-Times	Ontario			Jun 2, 2009
Wasaga Sun	Ontario			Feb 15, 2008
Waterloo Chronicle	Ontario			May 20, 2009
Whitby This Week	Ontario			May 28, 2009
Wingham Advance Times	Ontario			Jul 31, 2017
York Guardian	Ontario			Mar 21, 2003
Journal de Montreal	Quebec	Montreal, PQ	Daily	May 25, 2011
24 Heures Montreal	Quebec	Montreal, Quebec	Mon-Fri	May 27, 2011
Montreal Gazette	Quebec	Montreal, Quebec, Canada	Monday - Saturday	Oct 1, 1985
Journal de Quebec	Quebec	Quebec City, PQ	Daily	Apr 2, 2011
Brome County News	Quebec	Sherbrook, Quebec, Canada	Weekly (Tuesday)	Dec 1, 1999
Sherbrooke Record	Quebec	Sherbrooke, Quebec, Canada	Monday-Friday	Nov 29, 1999
Battlefords News Optimist	Saskatchewan	Battlefords, Saskatchewan	Weekly (Tuesday)	Nov 28, 2007
Battlefords Regional Optimist	Saskatchewan	Battlefords, Saskatchewan	Weekly (Thursday)	Mar 7, 2013

Maple Creek & Southwest Advance Times	Saskatchewan	Maple Creek, Saskatchewan, Canada	Weekly (Tuesday)	May 3, 2016
Maple Creek News	Saskatchewan	Maple Creek, Saskatchewan, Canada	Weekly (Thursday)	May 5, 2016
Melfort Journal	Saskatchewan	Melfort, Saskatchewan	Weekly (Tuesday)	May 17, 2011
Nipawin Journal	Saskatchewan	Nipawin, Saskatchewan	Weekly (Wednesday)	May 18, 2011
Northeast Sun	Saskatchewan	Nipawin, Saskatchewan	Weekly (Friday)	May 20, 2011
Outlook	Saskatchewan	Outlook, Saskatchewan	Weekly	Oct 1, 2007
Regina QC	Saskatchewan	Regina, Saskatchewan	Weekly	Sep 15, 2011
Regina Leader Post	Saskatchewan	Regina, Saskatchewan, Canada	Monday - Saturday	Jan 1, 2000
Saskatoon Star Phoenix	Saskatchewan	Saskatoon, Saskatchewan, Canada	Monday-Saturday	May 1, 1996
Shaunavon Standard	Saskatchewan	Shaunavon, Saskatchewan, Canada	Weekly (Tuesday)	May 3, 2016
Parkland Review	Saskatchewan	Tisdale, SK	Weekly (Friday)	May 16, 2008
Tisdale Recorder	Saskatchewan	Tisdale, SK	Weekly (Wednesday)	May 14, 2008
Unity-Wilkie Press-Herald	Saskatchewan	Unity, Saskatchewan	Weekly (Monday)	May 12, 2008
Weyburn Review	Saskatchewan	Weyburn, SK	Weekly (Wednesday)	Apr 23, 2008
Whitehorse Star	Territories	Whitehorse, Yukon, Canada	Monday-Friday	Nov 1, 1999
Yukon News	Territories	Whitehorse, Yukon, Canada	Twice/Week (Wed & Fri)	Sep 9, 2002

From: Order Confirmation <billing@salesforce.com>
Sent: Thursday, September 09, 2021 1:26 AM
To: Sarah Demko
Subject: [EXTERNAL]salesforce.com Order Confirmation

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Dear Sarah Demko,

Your Quote# Q-04825023 has been processed. Order# 18682808 was activated on 9/8/2021 1:20 PM. Your Contract Start Date is 12/1/2021 and your Contract End Date is 11/30/2022.

Your order below has been activated and will be available on the Order Start Date specified below:

Product: Social Studio S. 16(1)
Quantity: 1
Order Start Date: 12/1/2021
Order End Date: 11/30/2022
Order Term (Months): 12

Please note: this is an order confirmation, not an invoice.
Please do not respond to this email.

Thank you for your business.
https://urldefense.proofpoint.com/v2/url?u=http-3A__salesforce.com&d=DwICaQ&c=Eol7x1XLffc23sOGHBGY8Vu1-G3wmrYm5RGo6ynQ-VY&r=cWdsF4bEi8yzpo3JPb_rVFF3q1uR7xNm2g80Vkoz3lw&m=1sgX_NBi2nlTMWzxkAoZ0biRNBKNrQWvidYJpgzH2V4&s=usZBvVY6XRrPAwUGVzC7_dA9BVqPJUiBVMzAjVPrfVI&e=

To view this order on Checkout, please click here:
https://urldefense.proofpoint.com/v2/url?u=https-3A__store.salesforce.com_apex_orderdetail-3Fid-3D8013y000004lNWJAA2&d=DwICaQ&c=Eol7x1XLffc23sOGHBGY8Vu1-G3wmrYm5RGo6ynQ-VY&r=cWdsF4bEi8yzpo3JPb_rVFF3q1uR7xNm2g80Vkoz3lw&m=1sgX_NBi2nlTMWzxkAoZ0biRNBKNrQWvidYJpgzH2V4&s=GZ_hphxGp9XiO-EHYpMzaPCtz2vrpg7PwiZQonMmXKo&e= *

To log a case for Customer Service, please click here:
https://urldefense.proofpoint.com/v2/url?u=https-3A__www.salesforce.com_form_contact_billing-2Dcontact.jsp&d=DwICaQ&c=Eol7x1XLffc23sOGHBGY8Vu1-G3wmrYm5RGo6ynQ-VY&r=cWdsF4bEi8yzpo3JPb_rVFF3q1uR7xNm2g80Vkoz3lw&m=1sgX_NBi2nlTMWzxkAoZ0biRNBKNrQWvidYJpgzH2V4&s=7vIpnJycGHnBAUOaUiEvF-g0H3s3JkP7ydmoCfoMJbM&e=

Contact Customer Service at 415-901-8457 for any questions.

For MuleSoft support, please visit https://urldefense.proofpoint.com/v2/url?u=http-3A__help.mulesoft.com&d=DwICaQ&c=Eol7x1XLffc23sOGHBGY8Vu1-G3wmrYm5RGo6ynQ-VY&r=cWdsF4bEi8yzpo3JPb_rVFF3q1uR7xNm2g80Vkoz3lw&m=1sgX_NBi2nlTMWzxkAoZ0biRNBKNrQWvidYJpgzH2V4&s=QSx5tBrN8Eis3_xGU3bFPwPZSiKvV3mfofptbyid5fM&e= or contact your MuleSoft Account Executive.

* Requires login access to Checkout (currently Checkout is only available for Service Cloud and Sales Cloud).

From: Scot Kelly <s.kelly@salesforce.com>
Sent: Thursday, July 16, 2020 10:59 AM
To: Candace Rumancik
Cc: Joshua Shepherd; Sarah Demko; Pablo Otero; Emma Poole; Michael Nunn
Subject: [EXTERNAL]Re: PO 46524 - Social Studio Renewal

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Candace,

We are still working on generating the approved order form for the renewal. Our last requirement is approval from our legal team for Social Studio. Can you please provide a short description of how this product is being used at your organization, specifically with regard to social listening?

Thanks and please let us know if you have any questions

SCOT KELLY
Principal Renewals Manager | Salesforce
(317) 954-7654

On Wed, Jul 8, 2020 at 10:26 AM Scot Kelly <s.kelly@salesforce.com> wrote:

> Hi Candace,
>
> We cannot process this without a signed renewal agreement. I will send an executable version of the order form shortly.
>
> Thank you

SCOT KELLY
Principal Renewals Manager | Salesforce
(317) 954-7654

On Wed, Jul 8, 2020 at 10:19 AM Candace Rumancik <CRumancik@calgarypolice.ca> wrote:

> Hi Josh,
> Please find attached PO 46524 to Salesforce to renew Social Studio for CPS until November 30, 2021.
>
> Thanks,

Candace Rumancik | IT Contract Administrator| Information & Technology Division|
5111 – 47 Street NE, Calgary, AB T3J 3R2| Phone: 403.428.5853 | crumancik@calgarypolice.ca

ISC: Protected B

From: Joshua Shepherd <joshua.shepherd@salesforce.com>
Sent: Tuesday, June 23, 2020 1:22 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>; Pablo Otero <potero@salesforce.com>; Scot Kelly <s.kelly@salesforce.com>
Subject: Re: [EXTERNAL]Social Studio

Hi Candace,

Attached, please find a copy of what your renewal will look like for later this year. It's set to begin on December 1st. Let me know if you have any questions or would like to make additional changes to the version of Social Studio, mentions volume, etc.

Thank you,
Josh

Joshua Shepherd

Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

On Tue, Jun 23, 2020 at 9:47 AM Candace Rumancik <CRumancik@calgarypolice.ca> wrote:

> Hi Joshua,
> Are you able to provide a renewal quote for what CPS currently has? I am not the end user, but look after the renewal for CPS for this product under IT.
>
> Thanks,
> Candace

From: Joshua Shepherd <joshua.shepherd@salesforce.com>
Sent: Friday, June 19, 2020 2:27 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>; Adam O'Connor <adam.oconnor@salesforce.com>; Pablo Otero <potero@salesforce.com>
Subject: [EXTERNAL]Social Studio

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Hi Candace,

I can assist you with the Social Studio quote. Are you available early next week to discuss further?

Thank you,
Josh

Joshua Shepherd

Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

From: Scot Kelly <s.kelly@salesforce.com>
Sent: Wednesday, July 08, 2020 8:26 AM
To: Candace Rumancik
Cc: Joshua Shepherd; Sarah Demko; Pablo Otero; Emma Poole; Michael Nunn
Subject: [EXTERNAL]Re: PO 46524 - Social Studio Renewal

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(317) 954-7654

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>
> **Candace Rumancik** | IT Contract Administrator | Information & Technology Division |
> 5111 – 47 Street NE, Calgary, AB T3J 3R2 | Phone: 403.428.5853 | crumancik@calgarypolice.ca
>
>
>
>
> ISC: Protected B

From: Joshua Shepherd <joshua.shepherd@salesforce.com>
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To: Candace Rumancik <CRumancik@calgarypolice.ca>
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Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

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>
> ---
>
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> **Sent:** Friday, June 19, 2020 2:27 PM
> **To:** Candace Rumancik <CRumancik@calgarypolice.ca>
> **Cc:** Sarah Demko <SDemko@calgarypolice.ca>; Adam O'Connor <adam.oconnor@salesforce.com>; Pablo Otero <potero@salesforce.com>
> **Subject:** [EXTERNAL]Social Studio
>
> ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.
>
> Hi Candace,
>
> I can assist you with the Social Studio quote. Are you available early next week to discuss further?
>
> Thank you,
> Josh
>
> **Joshua Shepherd**

Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

From: Joshua Shepherd <joshua.shepherd@salesforce.com>
Sent: Friday, June 19, 2020 2:27 PM
To: Candace Rumancik
Cc: Sarah Demko; Adam O'Connor; Pablo Otero
Subject: [EXTERNAL]Social Studio

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Thank you,
Josh

Joshua Shepherd

Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

From: SupplyManagementGeneral@Calgary.ca
Sent: Tuesday, April 30, 2019 9:41 AM
To: Candace Rumancik; Sarah Demko
Cc: lorie.cowley@calgary.ca
Subject: [EXTERNAL]Dispatched Purchase Order CPSPO 0000045071 for SALESFORCE.COM CANADA CORPORATION
Attachments: CPSPO_0000045071_1.pdf

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Instructions for PO's ending with an "E" or with no Letter see instructions below, otherwise contact the buyer or individual noted on the PO.

Instructions for PO's ending with an "E" or no letter:
Purchase Order, CPSPO / 0000045071, has been Dispatched. Please open, print the attached Purchase Order and process as per instructions.
Please acknowledge receipt of a PO, the estimated time of arrival, and indicate any requested changes by replying to this email, or responding to SupplyManagementGeneral@calgary.ca.

A requested change will be reviewed in a timely manner, and must be approved prior to shipping. This will be in the form of sending an updated PO, called a change order.

If a PO with requested changes is shipped without approval, payment will not be processed until a credit is submitted to match all terms recorded on the PO.

Thank you

The City of Calgary

_____
NOTICE -
This communication is intended ONLY for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The City of Calgary thanks you for your attention and co-operation.

Change Order

THE CITY OF CALGARY

Date	2019/04/03	**PO Number**	**0000045071**
Buyer	Cowley,Lorie	**Business Unit**	CPSPO
Phone	403/268-4828	**Change Order**	1 / 2019/04/30
Fax	403/268-5523	**Contract**	
Email	lorie.cowley@calgary.ca		

Supplier: 2000006874
SALESFORCE.COM CANADA CORPORATION
SALESFORCE.COM
2 FL 30 KNOWLEDGE PARK DR
FREDERICTON NB E3C 2R2
Canada

Ship To:
Calgary Police Service
Information Communication Technology
Westwinds Campus/East Bldg
5111 47 St N.E.
CALGARY AB T3J 3R2
Canada

Bill To:
Email invoices to: APinvoices@calgary.ca
(the invoice must be the first document in the submission)
Or mail to:
Calgary Police Service
Westwinds Campus East Bldg
Finance Section
5111 47 St N.E.
Calgary AB T3J 3R2
Canada

Email inquiries regarding payment of invoices to: aphelp@calgary.ca
Or call: Corporate Accounts Payable: Tel: 403-268-2750, Fax: 403-268-2308

Payment Terms	Ship Via	Freight Terms	Currency	GST Reg ID
NET 30	Supplier's Preference	DAP-Delivered at Place	CAD	CA 119457869

Line-Sch	GST Y/N	City Item ID	Item/Description	Quantity UOM	PO Unit Price	Extended Amt	Due Date
1 - 1	Y		Social Studio for April 1, 2019 to November 30, 2019	1.00 LS	**15680.00**	**15680.00**	05/01/2019

This PO replaces PO44329

City File 14-0044

IT Contact is Sarah Demko or Candace Rumancik

The above prices are Goods & Services Tax applicable. Please invoice with Goods and Services Tax listed as a separate total amount and include your GST registration number. The City of Calgary GST registration number is 119457869. If the above product is to be shipped from a foreign country the vendor will be responsible for all custom related charges.

Change order 1 REVISED CURRENCY
Revised from US to CAN currency per CRUMANCIK cpch9mw 20190430

ALL PRICE CHANGES MUST BE PRE-APPROVED BY THE BUYER PRIOR TO SHIPPING OTHERWISE THE CITY WILL PAY THE UNIT PRICE AS LISTED ON THIS ORDER.

If the deliverables mentioned on this Purchase Order (PO) are covered by a contract with The City, this PO is subject to the conditions in such contract. If the PO relates to goods, materials, products, or services that are not under a separate contract; the terms and conditions governing this PO are posted on The City's website at www.calgary.ca. Enter Supply Management Terms & Conditions in the search field. Alternatively, contact the Buyer listed above.

Sub Total	15,680.00
Total GST (5%)	784.00
Total PO Amount	16,464.00

Authorized Signature
S. 17(1)

Sarah Aspinall – Director, Supply Management,
Deputy City Manager's Office

Terms or conditions proposed by a supplier or included in price or work proposal, or invoice will not be effective to amend a contract with The City of Calgary and will not be binding upon The City unless those terms or conditions are expressly agreed to by the Director of Supply Management.

0000045071
Page 1 of 2

Non-Responsive

Non-Responsive

From: Candace Rumancik
Sent: Tuesday, April 02, 2019 4:16 PM
To: Cowley, Lorie <Lorie.Cowley@calgary.ca>; Supply Change Requests <SupplyChangeRequests@calgary.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>
Subject: Requisition 23968 - Social Studio

Hi Lorie,

I've created Requisition 23968 to Salesforce under 14-0044 for April 1, 2019 to November 30, 2019 as requested from Sarah below.

Please send the PO to us once completed.

Thanks,
Candace

From: Sarah Demko
Sent: Monday, April 01, 2019 9:25 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: Requisition - Social Studio

Good morning Candace,

Please create a requisition in the amount of $15,680.00 (excluding GST) or $16,464.00 to Salesforce for Social Studio from April 1, 2019 to Nov 30, 2019. Please note that this is a replacement of PO 44329, we would have made changes in this PO directly but it has already closed. CPS will still be conducting a RFP process for a similar software by the end of 2019.

Once the PO has been created please submit the attached credit memo and invoice to AP for processing immediately.

I have put the hardcopies of the attached on your desk.

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

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Subject: Requisition 23968 - Social Studio

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Subject: Requisition - Social Studio

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I have put the hardcopies of the attached on your desk.

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Regards

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Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 3/31/2019
Proposed by:Pablo Otero
Quote Number: Q-02522135

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 4/1/2019
Contract End Date*: 11/30/2019
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio - S.16(1)	4/1/2019	11/30/2019	8	S. 16(1)		
Social Studio S. 16(1)	4/1/2019	11/30/2019	8	S. 16(1)		
						Total: CAD 15,680.00

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio S.16(1)	S.16(1)	
Social Studio S.16(1)	S.16(1)	
Social Studio S. 16(1)	S.16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02032889, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02032889, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

Product Special Terms

Social Studio S. 16(1)

Includes: S.16(1)
S.16(1)

Social Studio Additional Mentions

S.16(1)

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number: _____

PO Amount: _____

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date. This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

Customer: Calgary Police Service

Signature _____

Name _____

Business Title _____

Date _____

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From: Sarah Demko [SDemko@calgarypolice.ca]
To: Cowley, Lorie
Sent: Monday, April 08, 2019 10:11:28 AM
Subject: RE: [EXTERNAL]RE: Requisition 23968 - Social Studio
Attachments: image001.jpg (3 KB); Scan 04082019.pdf (161 KB);

Good morning Lorie,
Please find attached the business case requested.
Please do not hesitate to contact me with any questions or concerns.
Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca
ISC: Protected B

From: Cowley, Lorie
Sent: Monday, April 08, 2019 9:30 AM
To: Candace Rumancik
Cc: Sarah Demko
Subject: [EXTERNAL]RE: Requisition 23968 - Social Studio

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Candace
Can you send me the business case from last year's renewal please
Thanx (can't find a copy over here)

From: Candace Rumancik <CRumancik@calgarypolice.ca>
Sent: Tuesday, April 2, 2019 4:16 PM
To: Cowley, Lorie <Lorie.Cowley@calgary.ca>; Supply Change Requests <SupplyChangeRequests@calgary.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>
Subject: [EXT] Requisition 23968 - Social Studio
Hi Lorie,
I've created Requisition 23968 to Salesforce under 14-0044 for April 1, 2019 to November 30, 2019 as requested from Sarah below.
Please send the PO to us once completed.
Thanks,
Candace

From: Sarah Demko
Sent: Monday, April 01, 2019 9:25 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: Requisition - Social Studio
Good morning Candace,
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it has already closed. CPS will still be conducting a RFP process for a similar software by the end of 2019.
Once the PO has been created please submit the attached credit memo and invoice to AP for processing immediately.
I have put the hardcopies of the attached on your desk.
Please do not hesitate to contact me with any questions or concerns.
Regards

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IT Vendor Services Coordinator, IT
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[EXTERNAL]FW: [EXTERNAL]FW: Requisition 23968 - Social Studio->RE_ [EXTERNAL]RE_ Requisition 23968 - Social Studio.msg->Scan 04082019.pdf

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

REQUEST FOR A SOLE OR SINGLE SOURCE CONTRACT

Sole or single source business cases must be in accordance with Administration Policy FA-036; Procurement using a Sole or Single Source Vendor, and the New West Partnership Trade Agreement (NWPTA).

Sole-sourcing

Sole-sourcing is the use of one source when that source is the only available firm possessing the ability to fulfill the purchasing firm's needs.

Single-sourcing

Single-sourcing is the practice of deliberately concentrating purchases of a particular item or service with one source in preference over others in a competitive marketplace. In other words, there are a number of vendors able to provide a good or service but the same vendor is consistently chosen without providing others the opportunity to compete.

☑ Single Sourced ☐ Sole Sourced

Indicate the corresponding NWPTA exemption alpha letter that applies:

NWPTA exemption alpha letter *(refer to APPENDIX A for listing)*	h

Contract Information

Project Title	Social Media & Engagement Software
Type of Procurement (Goods, Services, Consulting or Construction)	Goods and service
Name of Recommended Vendor	Salesforce.com Canada Corporation
Vendor Contact Name	Sarah Leon
Vendor Phone Number	647-462-1221
Vendor Email Address	sleon@salesfroce.com

General Information

Business Unit & Department	CPS
Prepared by (Print name)	Ashley Gillies
Position	IT Vendor Services Coordinator
Phone Number	403-428-8522
Email Address	agillies@calgarypolice.ca
Date of Request	2018/10/17

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

Background *(Field expandable: attach other documents if required)*

In 2015 CPS issues RFP 15-1705 for a new social media monitoring software. An award was made to Hootsuite in July 2016. Hootsuite software was installed and used for a short period at which time it was determined the software was not suitable and did not perform as proposed. City Law and Supply rescinded the contract 2016 October 18.

Scope *(Field expandable: attach other documents if required)*

In order to allow time to return to RFP and not disrupt day to day service- CPS requests a one year extension to use Radian 6 software.

Other Documentation *(Field expandable: attach other documents if required)*

Quote attached.

Recommendation *(Field expandable: attach other documents if required)*

CPS recommends continuing to use Salesforce until there are resources to go back to market for a new solution.

Total cost for term 2018 November 23 2018 to 2019 November 22 is $17,974.80 USD excluding GST.

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

Funding *(Field expandable: attach other documents if required)*

Program Number	
Total Program Budget	
Budget for this Procurement	17,974.80 USD
Quote/Proposal Value from Vendor (all inclusive)	17,974.80 USD

Distribution Coding	GL Unit	Fund	Account	Dept ID	Activity	Reference
	CPSCC	20	42380	10189		

Provide further details as applicable, including breakdowns, etc.

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

REQUIRED SIGNATURE APPROVALS

Project Manager

Michael Nunn
Name *(print)*

S. 17(1)
Signature

Oct. 17, 2018
Date

Dept ID Owner

Ashley Gillies
Name *(print)*

S. 17(1)

2018/10/17
Date

Director

Brent Dyer
Name *(print)*

Signature

Date

Chief Technology Officer

Simon Bennett
Name *(print)*

S. 17(1)
Signature

17-10-18
Date

*Supply Management reserves the right to request additional levels of approval when necessary.

For additional information refer to:

Supply Management Buyer

Click here for Supply Contact Information

The City of Calgary Supply Chain Governance and Procurement Policies

Click here for Administration Policy Library

The Supply Management intranet site:

Click here for Supply Management website information

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

APPENDIX A

New West Partnership Trade Agreement (NWPTA) Exceptions

The following are the allowable exceptions to the competitive bidding process under the NWPTA. If your method of selection is ***sole or single sourced*** you are required to select the criteria from below which allow you to do so. The corresponding alpha letter is to be inserted on page 1 of the business case. The full NWPTA agreement can be viewed at www.newwestpartnershiptrade.ca

Part V "EXCEPTIONS TO THE AGREEMENT"

Government Procurement

2. Procurements:

(a) from philanthropic institutions, prison labour or persons with disabilities;

(b) from a public body or a non-profit organization;

(c) of goods purchased for representational or promotional purposes, and services or construction purchased for representational or promotional purposes outside the territory of a Party;

(d) of health services and social services;

(e) on behalf of an entity not covered by Article 14;

(f) by entities which operate sporting or convention facilities, in order to respect a commercial agreement containing provisions incompatible with Article 3, 4 or 14;

(g) where it can be demonstrated that only one supplier is able to meet the requirements of a procurement;

(h) where an unforeseeable situation of urgency exists and the goods, services or construction could not be obtained in time by means of open procurement procedures;

(i) when the acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest;

(j) of services provided by lawyers and notaries;

(k) of goods intended for resale to the public; or

(l) in the absence of a receipt of any bids in response to a call for tenders.

From: Pablo Otero <potero@salesforce.com>
Sent: Tuesday, March 26, 2019 1:44 PM
To: Sarah Demko
Cc: Jeremy Shaw; Michael Nunn
Subject: [EXTERNAL]Re: [EXTERNAL]Re: Social Studio

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hello Sarah,
The delta will actually be for $408 based on the following arithmetic:
Previous- $23,112/yr ($1,926/mo)
Revised with added functionality- $23,520/yr ($1,960)
Delta of $408

Apologize for the confusion and I hope this makes sense. Let me know if you have any other questions.

Regards,
Pablo

On Tue, Mar 26, 2019 at 3:17 PM Sarah Demko <SDemko@calgarypolice.ca> wrote:

> Good afternoon Pablo,
>
> Purchase Order 44329 was issued 2018/10/15 for an amount for $23,112 (excluding GST) and invoice 13705335 was paid. $1926 per month
> Quote Q-02522135 is to add S. 16(1) for the remainder of the term (8 months) April 1, 2019 start ending Nov 30 for $15,680
>
> We are having difficulty determining why we owe you $950. Can you provide an explanation of the change? Can you show us the math? Once we see the explanation we can issue a change request to the existing PO, and would expect an invoice for the for delta.
>
> Please do not hesitate to contact me with any questions or concerns.
>
> Regards
>
> Sarah Demko
> IT Vendor Services Coordinator, IT
> Information Management & Technology Division
> Calgary Police Service
> P: 403.428.8522
> E: sdemko@calgarypolice.ca

--
Pablo Otero
Account Executive | Salesforce Marketing Cloud
Mobile: 571-443-0953
potero@salesforce.com

From: Violet Rudy
Sent: Thursday, January 18, 2024 10:32 AM
To: Alexia Elford
Subject: FW: [EXTERNAL]FW: RFP 23-1613 Social Media Management Software - Update
Attachments: 23-1613 Appendix C - Pricing Form.V2.docx

Importance: High

Hey Alexia,

They made some changes for us!

V

From: Campbell, Matthew
Sent: Thursday, January 18, 2024 10:10 AM
To: Violet Rudy
Subject: RE: [EXTERNAL]FW: RFP 23-1613 Social Media Management Software - Update
Importance: High

Here are the notes from Supply. Will this work for you?

S. 24(1)(a)

S. 24(1)(a)

[redacted]

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Wednesday, January 17, 2024 3:00 PM

To: Campbell, Matthew <Matthew.Campbell@calgary.ca>
Subject: RE: [EXTERNAL]FW: RFP 23-1613 Social Media Management Software - Update

This Message Is From an External Sender

This message came from outside your organization.

ATTENTION: Do not click links or open attachments from external senders unless you are certain it is safe to do so. Please forward suspicious/concerning email to spam@calgary.ca

Can't thank you enough for this Matt!

From: Campbell, Matthew <Matthew.Campbell@calgary.ca>
Sent: Wednesday, January 17, 2024 9:11 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: RE: [EXTERNAL]FW: RFP 23-1613 Social Media Management Software - Update

My contact in Supply is reviewing and seeing what kind of addenda can be done. He should have something later today I can share with you.

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Monday, January 15, 2024 2:04 PM
To: Campbell, Matthew <Matthew.Campbell@calgary.ca>
Subject: RE: [EXTERNAL]FW: RFP 23-1613 Social Media Management Software - Update

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Hey Matt,

Hope you're staying warm today, when will this weather ease up on us!?

Thank you I really appreciate it, I hope they're able to make some changes, there are a few important lines in the requirements for one of the vendors to be able to apply for the RFP.
I do have a few to add to your list and a few other contacts for the ones you had listed:

Platform	Link	Contact
Sprout Social	https://sproutsocial.com/	Alex Tesensky Alex.tesensky@sproutsocial.com
Brandwatch	https://www.brandwatch.com/	Abby Vanderbrook abby@brandwatch.com
Meltwater	https://www.meltwater.com/en	Eric Farmer Eric.farmer@meltwater.com Evan deVerteuil evan.deverteuil@meltwater.com
Hootsuite	https://www.hootsuite.com/	Sam Mathius sam.mathius@hootsuite.com

		Elly Leader Elly.leader@hootsuite.com
Fivecast	https://www.fivecast.com/	Malcolm Purcell Malcolm.purcell@fivecast.com
Talkwalker	https://www.talkwalker.com/	Sara McAlister s.mcalister@talkwalker.com Peshadi Liyanaarachchi s.mcalister@talkwalker.com
Critical Mention (Digimind)	https://www.digimind.com/	Vincent Corbo vincent.corbo@digimind.com Mark Williams mwilliams@criticalmention.com or mark.williams@digimind.com

When is the RFP up until or when is the deadline to apply?

Thanks and have a great start to the week,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A
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From: Campbell, Matthew <Matthew.Campbell@calgary.ca>
Sent: Monday, January 15, 2024 12:57 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: RE: [EXTERNAL]FW: RFP 23-1613 Social Media Management Software - Update

And this is our current vendor list. Do you have anyone you would like to add to receive an invite?

Platform	Link	Contact
Brandwatch	https://www.brandwatch.com/	Jo Eagle jordanna.eagle@brandwatch.com
Hootsuite	https://www.hootsuite.com/	Mackenzie Magnolo mackenzie.magnolo@hootsuite.com

Platform	Link	Contact
Agora Pulse	https://www.agorapulse.com/	Megan Williamson megan@agorapulse.com
Sprout Social	https://sproutsocial.com/	David Elder david.elder@sproutsocial.com Ross Sims ross.sims@sproutsocial.com

---

From: Campbell, Matthew
Sent: Monday, January 15, 2024 12:50 PM
To: 'Violet Rudy' <VRudy@calgarypolice.ca>
Subject: RE: [EXTERNAL]FW: RFP 23-1613 Social Media Management Software - Update

Hi Violet,

Not a problem. I put an ask in to Supply to see if this is possible – it may not even be needed until we get into negotiations.

Thanks

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Monday, January 15, 2024 8:39 AM
To: Campbell, Matthew <Matthew.Campbell@calgary.ca>
Subject: RE: [EXTERNAL]FW: RFP 23-1613 Social Media Management Software - Update

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Good morning Matt,

I just got the approval from my Manager on the updates I've included – approval came in yesterday close to 6 p.m. 😵
Would it still be possible to add in some changes to numbers for what we need? I've attached all the documents with edits.

I'm just working on getting extensions for our SM monitoring tools we're currently using to align with your timelines.

Let me know if this is possible. I would be forever grateful.
Thank you,
Violet
Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

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From: Campbell, Matthew <Matthew.Campbell@calgary.ca>
Sent: Friday, January 12, 2024 9:47 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: [EXTERNAL]FW: RFP 23-1613 Social Media Management Software - Update

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Violet,

Sorry for sending this after it was posted, Supply got this out a week sooner than expected.

I'm gathering a list of possible vendors (Hootsuite, Brandwatch, etc) so that Supply can inform them of this posting.

Do you have any contacts that you would like included in this send out?

Thanks,
Matt

From: Genyk, Myles <Myles.Genyk@calgary.ca>
Sent: Thursday, January 11, 2024 2:57 PM
To: Campbell, Matthew <Matthew.Campbell@calgary.ca>; Philip, Mary C. <Mary.Philip@calgary.ca>; Dhaliwal, Preetika <Preetika.Dhaliwal@calgary.ca>
Subject: RE: RFP 23-1613 Social Media Management Software - Update

Hi everyone,

Thank you for your time this morning.
RFP 23-1613 has been posted to market and it is scheduled to close 2024 February 06 @ 4:00pm MST.

I will forward over Proponent questions as they are submitted.

Thank you,
Myles

From: Genyk, Myles
Sent: Monday, January 8, 2024 12:36 PM
To: Campbell, Matthew <Matthew.Campbell@calgary.ca>; Philip, Mary C. <Mary.Philip@calgary.ca>; Dhaliwal, Preetika <Preetika.Dhaliwal@calgary.ca>

Subject: RFP 23-1613 Social Media Management Software - Update

Good Afternoon,

I hope everyone had a nice weekend.

RFP 23-1613 has been built out in Ariba and submitted for approval. Non-Responsive
Non-Responsive
Non-Responsive I have attached the final draft of the appendices for reference.

Non-Responsive

Non-Responsive

Thanks,
Myles

Myles Genyk, SCMP
Buyer - Supply Management
Corporate Planning & Financial Services
The City of Calgary | Mail Code #8140
T: 403 268 4828 | www.calgary.ca
2nd Floor, Building U, Manchester Centre - 677 - 25 Ave SE
PO Box 2100, Station M, Calgary, AB T2P 2M5

Non-Responsive

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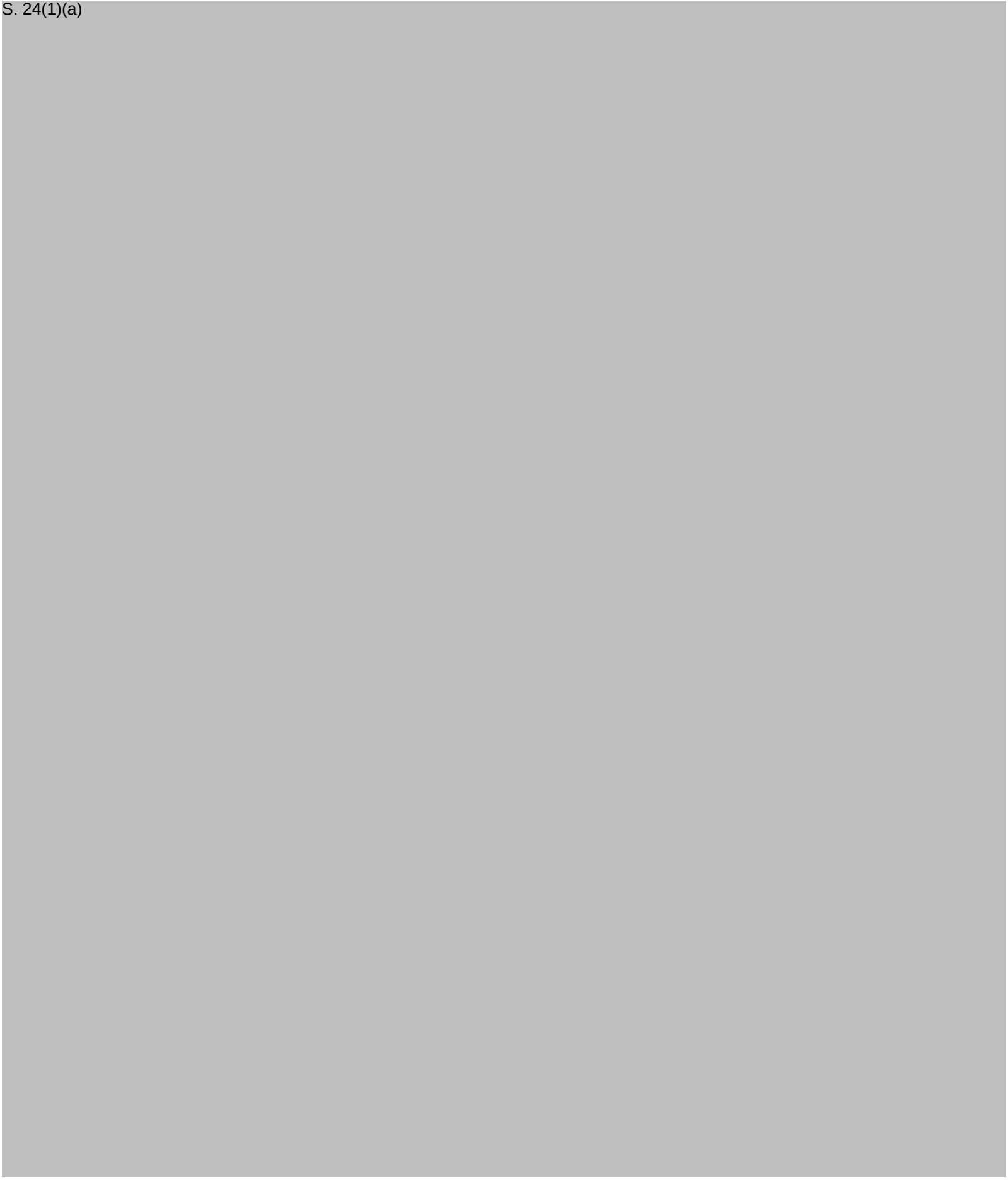
S. 24(1)(a)



S. 24(1)(a)

From: Violet Rudy
Sent: Monday, January 15, 2024 11:10 AM
To: Alexia Elford; Candace Rumancik
Subject: RFP Documents
Attachments: 23-1613 Appendix C Pricing Form_20231204.docx; 23-1613 Appendix C1 Schedule of Quantities_20231204.xlsx; 23-1613 Appendix F - Deliverables-Reviewed- 20231204.docx; 23-1613 Appendix F Exhibit 1 - Current Technological Environment_20231204.docx; 23-1613 Appendix G - Business Questionnaire_20231204.docx; 23-1613 Appendix H Evaluation_20231204.docx; 23-1613 Appendix H Exhibit 1 - Detailed Evaluation Information-20231204.xlsx; 23-1613 Appendix I Additional Terms and Conditions_20231204.docx; 23-1613 Appendix K - IT Technical Questionnaire Cloud_20231204.docx; Schedule tracking - updated 2023-12-11.pdf; 23- 1613 IT RFP Information Table_20231204.docx; [EXTERNAL]FW: RFP 23-1613 Social Media Management Software - Update

Hey Alexia,

Please see the RFP email attached. They didn't let me know that they were posting it and they posted it early.

I've also included all the RFP documents with my changes and Emma approved it late yesterday.
I've asked Matt if it's possible to update the changes made. I'll keep you posted on that when I get a response.

Are you able to see a timeline on this from Ariba? Should I request access to The City's Ariba platform?

Thank you for taking a look at these for us and all the help,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

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From: Violet Rudy
Sent: Tuesday, October 10, 2023 3:47 PM
To: Alexia Elford
Cc: Candace Rumancik
Subject: RE: Emailing: CPS IT - Pre Engagement Form - V.01 2023 Feb 09.docx

Hey Alexia,

I hope you had a wonderful Thanksgiving long weekend!
I'm sorry I haven't got this back to you, will get it to you by the end of the week or the 16th at the latest.
I have gone through the CoC's RFP for the social media monitoring and added quite a few comments, they're still going through it and haven't got back to me yet about my feedback. I do hope we can collaborate with that unit similar to the media monitoring software and the CoC. We actually met with Jose today to discuss the software - all is working out with Agility PR so far!

Sorry for the delay!

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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-----Original Message-----
From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Wednesday, October 04, 2023 10:52 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: RE: Emailing: CPS IT - Pre Engagement Form - V.01 2023 Feb 09.docx

ISC: Protected A

HI Violet,

I hope you are doing well! Its been a while and your RFP came to mind last night so I wanted to touch base to see how everything was progressing and if there was anything I can do to support you. Lets chat up when you have a moment.

I am also in the office Wednesday mornings if that works better. Thanks,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management| IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

-----Original Message-----
From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Tuesday, June 20, 2023 2:15 PM
To: Alexia Elford <AElford@calgarypolice.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: RE: Emailing: CPS IT - Pre Engagement Form - V.01 2023 Feb 09.docx

ISC: Protected A

Hey Alexia,

Really apologize for the delay in response.
Always great to hear from you, thanks for checking in on this.
Believe me its on top of my list. I should have more of an status update for you both first week of July if that's ok.

Thanks for the poke on this one!

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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-----Original Message-----
From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Tuesday, June 13, 2023 2:26 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: RE: Emailing: CPS IT - Pre Engagement Form - V.01 2023 Feb 09.docx

ISC: Protected A

Hi Violet,

I just wanted to follow up on the status of the replacements RFP for social media. While the agreement with Hootsuite is in place, it does expire early next year and we are quickly running out of time to get a long term opportunity issued and in place so that here are no interruptions in your operations.

Have you had an opportunity to start the pre-engagement form I sent with the original email outlined below? Do you want to book a meeting to discuss and get this project back on track? Let me know what works best for you. Thanks

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management| IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

-----Original Message-----
From: Alexia Elford
Sent: Thursday, February 23, 2023 4:25 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: Emailing: CPS IT - Pre Engagement Form - V.01 2023 Feb 09.docx

Hi Violet,

As discussed into today's meeting, please see attached the pre-engagement form that can be used to help prepare for the social media RFP.

I am still waiting for COC IT to get back to me with a copy of the contract they use, but as recommended we can structure the RFP in the following manner:

- award up to two suppliers
- have two schedules
  - Schedule A - Social media monitoring (covered 90% of operational needs
  - Schedule B - social media investigative tool
    - is a nice to have
    - will internally poll to see if this scope can be covered using an internal cost share model to cover the additional budget requirements
    - can include a presentation/ demo evaluated criteria for both schedules with the top 1-3 highest rated suppliers to confirm functionality/ meet CPS needs

The RFP allows the flexibility to not award schedule B if it is not viable to do so and move forward with schedule A only.

For the invitational quote stop gap, can you please send me all the quotes received, as well as the one that you want to move forward with, including all the negotiated/ clarification items to be kept on record (including any T&C if submitted)

I will then draft the contract letter and review/ incorporate the T&C changes to be sent to the supplier for signatures after approved by you to move forward.

Once the supplier signed the agreement, I can have Sarah Demko execute it, at which point Candance will create a req to send to supply to process future payments on.

The above is a very high-level summary so if you need to discuss anything in greater detail, feel free to reach out. Thanks,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management| IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

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Sent: Tuesday, June 20, 2023 2:15 PM
To: Alexia Elford
Cc: Candace Rumancik
Subject: RE: Emailing: CPS IT - Pre Engagement Form - V.01 2023 Feb 09.docx

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Thanks for the poke on this one!

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S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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-----Original Message-----
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Sent: Tuesday, June 13, 2023 2:26 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: RE: Emailing: CPS IT - Pre Engagement Form - V.01 2023 Feb 09.docx

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Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management| IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

-----Original Message-----
From: Alexia Elford
Sent: Thursday, February 23, 2023 4:25 PM
To: Violet Rudy <VRudy@calgarypolice.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: Emailing: CPS IT - Pre Engagement Form - V.01 2023 Feb 09.docx

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The above is a very high-level summary so if you need to discuss anything in greater detail, feel free to reach out. Thanks,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management| IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Candace Rumancik
Sent: Wednesday, June 15, 2022 12:44 PM
To: Emma Poole; Sarah Demko; Michael Nunn
Subject: FW: [EXTERNAL]Checking-In - Quick Update on Social Studio

FYI from Salesforce regarding Social Studio. See below.

From: Joshua Shepherd <joshua.shepherd@salesforce.com>
Sent: Wednesday, June 15, 2022 12:19 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>; Ashley Gillies <AGillies@calgarypolice.ca>
Subject: Re: [EXTERNAL]Checking-In - Quick Update on Social Studio

Hi Candace,

I was reaching out to inform you about changes to Social Studio that will impact your upcoming renewal. Salesforce recently made the decision to End of Life the solution and I wanted to go through options we have available to offer at this time. Let me know if you have some time to discuss and we can get a call scheduled.

Thank you,
Josh

Joshua Shepherd
Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

On Wed, Jun 1, 2022 at 12:59 PM Candace Rumancik <CRumancik@calgarypolice.ca> wrote:

> Hi Joshua,
> We will need to cancel until Ashley Gillies is back. If you have any materials you wanted to share at this time, please provide for us to review.
> Thanks.
>
> ---
>
> **From:** Joshua Shepherd <joshua.shepherd@salesforce.com>
> **Sent:** Tuesday, May 24, 2022 11:39 AM
> **To:** Candace Rumancik <CRumancik@calgarypolice.ca>
> **Cc:** Sarah Demko <SDemko@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Checking-In - Quick Update on Social Studio
>
> Hi Candace,
>
> That works great for me. Will you be sending out the invite since its a Teams meeting?
>
> Thank you,
> Josh

Joshua Shepherd
Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

On Tue, May 24, 2022 at 1:26 PM Candace Rumancik <CRumancik@calgarypolice.ca> wrote:

> Hi Josh,
>
> Thanks for reaching out.
>
> Would Thursday, June 2 at 11:30 work for a teams meeting to discuss?
>
> **Candace Rumancik** | IT Contract Administrator | Information & Technology Division |
> 5111 – 47 Street NE, Calgary, AB T3J 3R2 | Phone: 403.428.5853 | crumancik@calgarypolice.ca
>
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> ISC: Protected B
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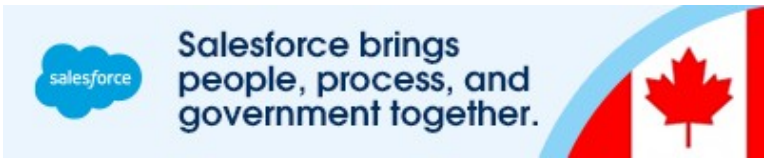
>
> **From:** Joshua Shepherd <joshua.shepherd@salesforce.com>
> **Sent:** Friday, May 20, 2022 1:29 PM
> **To:** Candace Rumancik <CRumancik@calgarypolice.ca>
> **Subject:** [EXTERNAL]Checking-In - Quick Update on Social Studio
>
> ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.
>
> Hi Candace,
>
> How are you? It's been a little while since we last connected and I was hoping to find a few minutes to chat and discuss some updates with Social Studio and how that will impact you and Calgary Police. Let me know if you have any time next week.
>
> Thank you,
> Josh
>
> **Joshua Shepherd**
> Account Executive | Salesforce Marketing Cloud

Office: 571-424-3228 | joshua.shepherd@salesforce.com



From: Candace Rumancik
Sent: Wednesday, July 29, 2020 2:42 PM
To: Sarah Demko
Subject: FW: [EXTERNAL]Re: PO 46524 - Social Studio Renewal
Attachments: Calgary Police Service MC Renewal 7.29 Approved Q-03674293.pdf

Hi Sarah,
I believe you signed last year as well. Are you able to sign or do you want Supply to do so?

From: Scot Kelly <s.kelly@salesforce.com>
Sent: Wednesday, July 29, 2020 2:37 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Joshua Shepherd <joshua.shepherd@salesforce.com>; Sarah Demko <SDemko@calgarypolice.ca>; Pablo Otero <potero@salesforce.com>; Emma Poole <EPoole@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: PO 46524 - Social Studio Renewal

Hi Candace,

The renewal quote is approved and attached here. Please return the signed copy to me and I will be able to process the renewal along with the PO you submitted for this.

Let me know if you have any questions

Thank you

SCOT KELLY
Principal Renewals Manager | Salesforce
(317) 954-7654

On Fri, Jul 24, 2020 at 3:31 PM Scot Kelly <s.kelly@salesforce.com> wrote:

> Hi Candace,
>
> Thank you - I will share this with our team and get back to you.
>
> SCOT KELLY
> Principal Renewals Manager | Salesforce
> (317) 954-7654
>
> On Fri, Jul 24, 2020 at 3:27 PM Candace Rumancik <CRumancik@calgarypolice.ca> wrote:
>
> > Hi Scot,
> >
> > In regards to the Salesforce Social Studio program renewal, the Calgary Police Service uses this program for a number of

purposes. Social Studio allows us to monitor comments and posts that the service or its members are involved or tagged in. It also identifies posts or comments of a concerning nature, or posts that should be followed up on for a variety of purposes (ie. investigative, public affairs, public safety). Further, we use Social Studio to schedule and publish posts outside of business hours.

Thanks,

Candace Rumancik | IT Contract Administrator | Information & Technology Division |
5111 – 47 Street NE, Calgary, AB T3J 3R2 | Phone: 403.428.5853 | crumancik@calgarypolice.ca

ISC: Protected B

From: Scot Kelly <s.kelly@salesforce.com>
Sent: Thursday, July 16, 2020 10:59 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Joshua Shepherd <joshua.shepherd@salesforce.com>; Sarah Demko <SDemko@calgarypolice.ca>; Pablo Otero <potero@salesforce.com>; Emma Poole <EPoole@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>
Subject: [EXTERNAL]Re: PO 46524 - Social Studio Renewal

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Candace,

We are still working on generating the approved order form for the renewal. Our last requirement is approval from our legal team for Social Studio. Can you please provide a short description of how this product is being used at your organization, specifically with regard to social listening?

Thanks and please let us know if you have any questions

SCOT KELLY
Principal Renewals Manager | Salesforce
(317) 954-7654

On Wed, Jul 8, 2020 at 10:26 AM Scot Kelly <s.kelly@salesforce.com> wrote:

Hi Candace,

We cannot process this without a signed renewal agreement. I will send an executable version of the order form shortly.

Thank you

SCOT KELLY
Principal Renewals Manager | Salesforce
(317) 954-7654

On Wed, Jul 8, 2020 at 10:19 AM Candace Rumancik <CRumancik@calgarypolice.ca> wrote:

> Hi Josh,
> Please find attached PO 46524 to Salesforce to renew Social Studio for CPS until November 30, 2021.
>
> Thanks,
>
> **Candace Rumancik** | IT Contract Administrator | Information & Technology Division |
> 5111 – 47 Street NE, Calgary, AB T3J 3R2 | Phone: 403.428.5853 | crumancik@calgarypolice.ca
>
>
>
>
> ISC: Protected B

From: Joshua Shepherd <joshua.shepherd@salesforce.com>
Sent: Tuesday, June 23, 2020 1:22 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>; Pablo Otero <potero@salesforce.com>; Scot Kelly <s.kelly@salesforce.com>
Subject: Re: [EXTERNAL]Social Studio

Hi Candace,

Attached, please find a copy of what your renewal will look like for later this year. It's set to begin on December 1st. Let me know if you have any questions or would like to make additional changes to the version of Social Studio, mentions volume, etc.

Thank you,
Josh

Joshua Shepherd

Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

On Tue, Jun 23, 2020 at 9:47 AM Candace Rumancik <CRumancik@calgarypolice.ca> wrote:

> Hi Joshua,
> Are you able to provide a renewal quote for what CPS currently has? I am not the end user, but look after the renewal for CPS for this product under IT.
>
> Thanks,
> Candace
>
> ---
>
> **From:** Joshua Shepherd <joshua.shepherd@salesforce.com>
> **Sent:** Friday, June 19, 2020 2:27 PM
> **To:** Candace Rumancik <CRumancik@calgarypolice.ca>
> **Cc:** Sarah Demko <SDemko@calgarypolice.ca>; Adam O'Connor <adam.oconnor@salesforce.com>; Pablo Otero <potero@salesforce.com>
> **Subject:** [EXTERNAL]Social Studio
>
> ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.
>
> Hi Candace,
>
> I can assist you with the Social Studio quote. Are you available early next week to discuss further?
>
> Thank you,
> Josh
>
> **Joshua Shepherd**
>
> Account Executive | Salesforce Marketing Cloud
> Office: 571-424-3228 | joshua.shepherd@salesforce.com

salesforce
Agentforce
Humans with Agents drive
customer success together.
Learn more

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 11/30/2020
Proposed by:Scot Kelly
Quote Number: Q-03674293

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 12/1/2020
Contract End Date*: 11/30/2021
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio S.16(1)	12/1/2020	11/30/2021	12	S. 16(1)		
						Total: CAD 14,112.00

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

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For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio S.16(1)	S. 16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02268291, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02268291, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

Product Special Terms

Social Studio S.16(1)

S.16(1)

Social Studio - Post Boosting

S.16(1)

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

Customer: Calgary Police Service

Signature

Name

Business Title

Date

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From: Candace Rumancik
Sent: Tuesday, June 16, 2020 7:46 AM
To: Sarah Demko
Subject: FW: PO 45713 - CPS - Salesforce Marketing Cloud
Attachments: CPS - Draftv1 - Q-02969923.pdf; CPSPO_0000045713_0.pdf

Hi Sarah - It's on our NOI list. So what do we tell them?

From: Emma Poole <EPoole@calgarypolice.ca>
Sent: Monday, June 15, 2020 4:40 PM
To: Sarah Demko <SDemko@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>
Subject: FW: PO 45713 - CPS - Salesforce Marketing Cloud

Hi Sarah and Candace,

I know it's several months away, but thought we'd get it on the radar. Do you think we can renew again with Salesforce, or (please say no) do we have to go to a RFP?

Cheers,
Emma

Emma Poole | Public Affairs/Media Relations Unit | Team Lead
T: 403.428.2074| Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

NOTICE -
This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation

---

From: Emma Poole
Sent: Monday, June 15, 2020 4:34 PM
To: Michael Nunn <MNunn@calgarypolice.ca>
Subject: FW: PO 45713 - CPS - Salesforce Marketing Cloud

Nov. 30

Emma Poole | Public Affairs/Media Relations Unit | Team Lead
T: 403.428.2074| Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

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---

From: Candace Rumancik <CRumancik@calgarypolice.ca>
Sent: Friday, November 01, 2019 3:45 PM
To: Emma Poole <EPoole@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>
Subject: FW: PO 45713 - CPS - Salesforce Marketing Cloud

For your records, Salesforce renewal PO has been sent today.

From: Candace Rumancik
Sent: Friday, November 01, 2019 3:43 PM
To: 'Adam O'Connor' <adam.oconnor@salesforce.com>
Cc: Pablo Otero <potero@salesforce.com>; Sarah Demko <SDemko@calgarypolice.ca>
Subject: PO 45713 - CPS - Salesforce Marketing Cloud

Good afternoon Adam,

Please find attached PO 45713 for the renewal of line 2 of your quote for the Social Studio S. 16(1) S. 16(1) for December 1, 2019 to November 30, 2020 for CPS.

Invoices can be sent to apinvoices@calgary.ca

Thank-you.

Candace Rumancik
IT Contract Administrator
Strategic Procurement & Asset Management, IT
Information Management & Technology Division #620
Calgary Police Service
5111 – 47 Street NE
Calgary, Alberta T3J 3R2

Phone (403) 428-5853
Email: candace.rumancik@calgarypolice.ca

ISC: Protected B

From: Adam O'Connor <adam.oconnor@salesforce.com>
Sent: Tuesday, October 08, 2019 8:42 AM
To: Ashley Gillies <AGillies@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Pablo Otero <potero@salesforce.com>
Subject: [EXTERNAL]Calgary Police Service - Salesforce Marketing Cloud - 2019 Renewal Contract - 11/30/19

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Good Morning,

I hope this message finds you well. I wanted to reach out regarding your renewal that's scheduled to close on 11/30 and see if you had any questions.

For your reference, I've attached a draft of what your upcoming contract looks like. Please be advised that we were able to secure your current rates and remove any potential price increase for the 2019 term.

Please review and advise if you have any questions. If changed need to be made, we ask that the final configuration is determined and agreed upon no later than 30 days prior to your renewal start date.

Thank you and we look forward to working with you.

Regards,

Adam O'Connor
Senior Renewal Manager | Salesforce
Office: 317.275.1163

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 11/30/2019
Proposed by:Adam O'Connor
Quote Number: Q-02969923

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 12/1/2019
Contract End Date*: 11/30/2020
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio S.16(1)	12/1/2019	11/30/2020	12	S. 16(1)		
Social Studio S.16(1)	12/1/2019	11/30/2020	12	S. 16(1)		
						Total: CAD 30,912.00

DRAFT

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Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio - S.16(1)	S. 16(1)	
Social Studio S.16(1)	S. 16(1)	
Social Studio S.16(1)	S. 16(1)	

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Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02113709, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02113709, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1036 of 1566

Product Special Terms

Social Studio S.16(1)

S.16(1)

Social Studio Additional Mentions

S.16(1)

Social Studio - Post Boosting

S.16(1)

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1037 of 1566

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1038 of 1566

Purchase Order

THE CITY OF CALGARY

Date	2019/11/01	**PO Number**	**0000045713**
Buyer	Rumancik,Candace D	**Business Unit**	CPSPO
Phone	403/428-5853	**Change Order**	
Fax	403/428-8303	**Contract**	
Email	POL11475@calgarypolice.ca		

Supplier: 2000006874
SALESFORCE.COM CANADA CORPORATION
SALESFORCE.COM
2 FL 30 KNOWLEDGE PARK DR
FREDERICTON NB E3C 2R2
Canada

Ship To:
Calgary Police Service
Information Communication Technology
Westwinds Campus/East Bldg
5111 47 St N.E.
CALGARY AB T3J 3R2
Canada

Bill To:
Email invoices to: APInvoices@calgary.ca
(the invoice must be the first document in the submission)
Or mail to:
Calgary Police Service
Westwinds Campus East Bldg
Finance Section
5111 47 St N.E.
Calgary AB T3J 3R2
Canada

Email inquiries regarding payment of invoices to: aphelp@calgary.ca
Or call: Corporate Accounts Payable: Tel: 403-268-2750, Fax: 403-268-2308

Payment Terms	Ship Via	Freight Terms	Currency	GST Reg ID
NET 30	Supplier's Preference	DAP-Delivered at Place	CAD	CA 119457869

Line-Sch	GST Y/N	City Item ID	Item/Description	Quantity UOM	PO Unit Price	Extended Amt	Due Date
1 - 1	Y		Social Studio S. 16(1) S. 16(1) for December 1, 2019 to November 30, 2020 for CPS	1.00 LS	14,112.00	14,112.00	12/31/2019

City File 14-0044

This PO replaces PO45071

IT Contact is Sarah Demko
Calgary Police Service
5111 - 47 Street NE
Calgary, AB T3J 3R2

The above prices are Goods & Services Tax applicable. Please invoice with Goods and Services Tax listed as a separate total amount and include your GST registration number. The City of Calgary GST registration number is 119457869. If the above product is to be shipped from a foreign country the vendor will be responsible for all custom related charges.

ALL PRICE CHANGES MUST BE PRE-APPROVED BY THE BUYER PRIOR TO SHIPPING OTHERWISE THE CITY WILL PAY THE UNIT PRICE AS LISTED ON THIS ORDER.

If the deliverables mentioned on this Purchase Order (PO) are covered by a contract with The City, this PO is subject to the conditions in such contract. If the PO relates to goods, materials, products, or services that are not under a separate contract; the terms and conditions governing this PO are posted on The City's website at www.calgary.ca. Enter Supply Management Terms & Conditions in the search field. Alternatively, contact the Buyer listed above.

Sub Total	14,112.00
Total GST (5%)	705.60
Total PO Amount	14,817.60

Authorized Signature
S. 17(1)
Sarah Aspinall – Director, Supply Management, Deputy City Manager's Office

Terms or conditions proposed by a supplier or included in price or work proposal, or invoice will not be effective to amend a contract

0000045713
Page 1 of 2

with The City of Calgary and will not be binding upon The City unless those terms or conditions are expressly agreed to by the Director of Supply Management.

From: Emma Poole
Sent: Monday, June 15, 2020 4:40 PM
To: Sarah Demko; Candace Rumancik
Cc: Michael Nunn
Subject: FW: PO 45713 - CPS - Salesforce Marketing Cloud
Attachments: CPS - Draftv1 - Q-02969923.pdf; CPSPO_0000045713_0.pdf

Hi Sarah and Candace,

I know it's several months away, but thought we'd get it on the radar. Do you think we can renew again with Salesforce, or (please say no) do we have to go to a RFP?

Cheers,
Emma

Emma Poole | Public Affairs/Media Relations Unit | Team Lead
T: 403.428.2074 | Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

NOTICE -
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---

From: Emma Poole
Sent: Monday, June 15, 2020 4:34 PM
To: Michael Nunn <MNunn@calgarypolice.ca>
Subject: FW: PO 45713 - CPS - Salesforce Marketing Cloud

Nov. 30

Emma Poole | Public Affairs/Media Relations Unit | Team Lead
T: 403.428.2074 | Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

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---

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Sent: Friday, November 01, 2019 3:45 PM
To: Emma Poole <EPoole@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>

Cc: Sarah Demko <SDemko@calgarypolice.ca>
Subject: FW: PO 45713 - CPS - Salesforce Marketing Cloud

For your records, Salesforce renewal PO has been sent today.

From: Candace Rumancik
Sent: Friday, November 01, 2019 3:43 PM
To: 'Adam O'Connor' <adam.oconnor@salesforce.com>
Cc: Pablo Otero <potero@salesforce.com>; Sarah Demko <SDemko@calgarypolice.ca>
Subject: PO 45713 - CPS - Salesforce Marketing Cloud

Good afternoon Adam,

Please find attached PO 45713 for the renewal of line 2 of your quote for the Social Studio S. 16(1) S. 16(1) for December 1, 2019 to November 30, 2020 for CPS.

Invoices can be sent to apinvoices@calgary.ca

Thank-you.

Candace Rumancik
IT Contract Administrator
Strategic Procurement & Asset Management, IT
Information Management & Technology Division #620
Calgary Police Service
5111 – 47 Street NE
Calgary, Alberta T3J 3R2

Phone (403) 428-5853
Email: candace.rumancik@calgarypolice.ca

ISC: Protected B

From: Adam O'Connor <adam.oconnor@salesforce.com>
Sent: Tuesday, October 08, 2019 8:42 AM
To: Ashley Gillies <AGillies@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Pablo Otero <potero@salesforce.com>
Subject: [EXTERNAL]Calgary Police Service - Salesforce Marketing Cloud - 2019 Renewal Contract - 11/30/19

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secure your current rates and remove any potential price increase for the 2019 term.

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Thank you and we look forward to working with you.

Regards,

Adam O'Connor
Senior Renewal Manager | Salesforce
Office: 317.275.1163

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 11/30/2019
Proposed by:Adam O'Connor
Quote Number: Q-02969923

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 12/1/2019
Contract End Date*: 11/30/2020
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio - S.16(1)	12/1/2019	11/30/2020	12	S. 16(1)		
Social Studio S.16(1)	12/1/2019	11/30/2020	12	S. 16(1)		
						Total: CAD 30,912.00

DRAFT

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1044 of 1566

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For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio - S.16(1)	S. 16(1)	
Social Studio - S.16(1)	S. 16(1)	
Social Studio S.16(1)	S. 16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1045 of 1566
Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1045 of 1566

Product Special Terms

Social Studio S.16(1)

S.16(1)

Social Studio Additional Mentions

S.16(1)

Social Studio - Post Boosting

S.16(1)

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1046 of 1566

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1047 of 1566

Purchase Order

THE CITY OF CALGARY

Date	2019/11/01	**PO Number**	**0000045713**
Buyer	Rumancik,Candace D	**Business Unit**	CPSPO
Phone	403/428-5853	**Change Order**	
Fax	403/428-8303	**Contract**	
Email	POL11475@calgarypolice.ca		

Supplier: 2000006874
SALESFORCE.COM CANADA CORPORATION
SALESFORCE.COM
2 FL 30 KNOWLEDGE PARK DR
FREDERICTON NB E3C 2R2
Canada

Ship To:
Calgary Police Service
Information Communication Technology
Westwinds Campus/East Bldg
5111 47 St N.E.
CALGARY AB T3J 3R2
Canada

Bill To:
Email invoices to: APInvoices@calgary.ca
(the invoice must be the first document in the submission)
Or mail to:
Calgary Police Service
Westwinds Campus East Bldg
Finance Section
5111 47 St N.E.
Calgary AB T3J 3R2
Canada

Email inquiries regarding payment of invoices to: aphelp@calgary.ca
Or call: Corporate Accounts Payable: Tel: 403-268-2750, Fax: 403-268-2308

Payment Terms	Ship Via	Freight Terms	Currency	GST Reg ID
NET 30	Supplier's Preference	DAP-Delivered at Place	CAD	CA 119457869

Line-Sch	GST Y/N	City Item ID	Item/Description	Quantity UOM	PO Unit Price	Extended Amt	Due Date
1 - 1	Y		Social Studio S. 16(1) S. 16(1) for December 1, 2019 to November 30, 2020 for CPS	1.00 LS	14,112.00	14,112.00	12/31/2019

City File 14-0044

This PO replaces PO45071

IT Contact is Sarah Demko
Calgary Police Service
5111 - 47 Street NE
Calgary, AB T3J 3R2

The above prices are Goods & Services Tax applicable. Please invoice with Goods and Services Tax listed as a separate total amount and include your GST registration number. The City of Calgary GST registration number is 119457869. If the above product is to be shipped from a foreign country the vendor will be responsible for all custom related charges.

ALL PRICE CHANGES MUST BE PRE-APPROVED BY THE BUYER PRIOR TO SHIPPING OTHERWISE THE CITY WILL PAY THE UNIT PRICE AS LISTED ON THIS ORDER.

If the deliverables mentioned on this Purchase Order (PO) are covered by a contract with The City, this PO is subject to the conditions in such contract. If the PO relates to goods, materials, products, or services that are not under a separate contract; the terms and conditions governing this PO are posted on The City's website at www.calgary.ca. Enter Supply Management Terms & Conditions in the search field. Alternatively, contact the Buyer listed above.

Sub Total	14,112.00
Total GST (5%)	705.60
Total PO Amount	14,817.60

Authorized Signature
S. 17(1)
Sarah Aspinall – Director, Supply Management, Deputy City Manager's Office

Terms or conditions proposed by a supplier or included in price or work proposal, or invoice will not be effective to amend a contract

0000045713
Page 1 of 2

with The City of Calgary and will not be binding upon The City unless those terms or conditions are expressly agreed to by the Director of Supply Management.

From: Sarah Demko
Sent: Tuesday, October 22, 2019 3:32 PM
To: Michael Nunn; Jeremy Shaw
Cc: Candace Rumancik
Subject: FW: [EXTERNAL]Calgary Police Service - Salesforce Marketing Cloud - 2019 Renewal Contract - 11/30/19
Attachments: CPS - Draftv1 - Q-02969923.pdf

Good afternoon Michael and Jeremy,

Attached is the proposed renewal from Salesforce. I would like to meet to discuss the following:

- Review as I thought we were going to decrease our mentions
- Ensure that we still require this
- Review the future plan
- Talk about Supply Constraints (NOI, or RFX this)

Could you let me know who I should set up a meeting with for this? Current service expires Nov 30, 2019.

Sarah Demko
Strategic Procurement & Asset Management, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522 S. 25(1)(c)(i)
E: sdemko@calgarypolice.ca

ISC: Protected B

From: Candace Rumancik
Sent: Tuesday, October 08, 2019 9:54 AM
To: Sarah Demko <SDemko@calgarypolice.ca>
Subject: FW: [EXTERNAL]Calgary Police Service - Salesforce Marketing Cloud - 2019 Renewal Contract - 11/30/19

I'm guessing we can't renew this, right?

From: Adam O'Connor <adam.oconnor@salesforce.com>
Sent: Tuesday, October 08, 2019 8:42 AM
To: Ashley Gillies <AGillies@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Pablo Otero <potero@salesforce.com>
Subject: [EXTERNAL]Calgary Police Service - Salesforce Marketing Cloud - 2019 Renewal Contract - 11/30/19

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Good Morning,

I hope this message finds you well. I wanted to reach out regarding your renewal that's scheduled to close on 11/30 and see if you had any questions.

For your reference, I've attached a draft of what your upcoming contract looks like. Please be advised that we were able to secure your current rates and remove any potential price increase for the 2019 term.

Please review and advise if you have any questions. If changed need to be made, we ask that the final configuration is determined and agreed upon no later than 30 days prior to your renewal start date.

Thank you and we look forward to working with you.

Regards,

Adam O'Connor
Senior Renewal Manager | Salesforce
Office: 317.275.1163

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 11/30/2019
Proposed by:Adam O'Connor
Quote Number: Q-02969923

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 12/1/2019
Contract End Date*: 11/30/2020
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio - S.16(1)	12/1/2019	11/30/2020	12	S. 16(1)		
Social Studio S.16(1)	12/1/2019	11/30/2020	12	S. 16(1)		
						Total: CAD 30,912.00

DRAFT

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1052 of 1566
Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1052 of 1566

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio - S.16(1)	S. 16(1)	
Social Studio - S.16(1)	S. 16(1)	
Social Studio S.16(1)	S. 16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02113709, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02113709, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1053 of 1566
Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1053 of 1566

Product Special Terms

Social Studio S.16(1)

S.16(1)

Social Studio Additional Mentions

S.16(1)

Social Studio - Post Boosting

S.16(1)

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1054 of 1566

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1055 of 1566

Non-Responsive

From: Sarah Demko
Sent: Monday, April 08, 2019 10:11 AM
To: 'Cowley, Lorie' <Lorie.Cowley@calgary.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Requisition 23968 - Social Studio

Good morning Lorie,

Please find attached the business case requested.

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

ISC: Protected B

From: Cowley, Lorie <Lorie.Cowley@calgary.ca>
Sent: Monday, April 08, 2019 9:30 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>
Subject: [EXTERNAL]RE: Requisition 23968 - Social Studio

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Candace
Can you send me the business case from last year's renewal please
Thanx (can't find a copy over here)

From: Candace Rumancik <CRumancik@calgarypolice.ca>
Sent: Tuesday, April 2, 2019 4:16 PM
To: Cowley, Lorie <Lorie.Cowley@calgary.ca>; Supply Change Requests <SupplyChangeRequests@calgary.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>
Subject: [EXT] Requisition 23968 - Social Studio

Hi Lorie,

I've created Requisition 23968 to Salesforce under 14-0044 for April 1, 2019 to November 30, 2019 as requested from Sarah below.

Please send the PO to us once completed.

Thanks,
Candace

From: Sarah Demko
Sent: Monday, April 01, 2019 9:25 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: Requisition - Social Studio

Good morning Candace,

Please create a requisition in the amount of $15,680.00 (excluding GST) or $16,464.00 to Salesforce for Social Studio from April 1, 2019 to Nov 30, 2019. Please note that this is a replacement of PO 44329, we would have made changes in this PO directly but it has already closed. CPS will still be conducting a RFP process for a similar software by the end of 2019.

Once the PO has been created please submit the attached credit memo and invoice to AP for processing immediately.

I have put the hardcopies of the attached on your desk.

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

NOTICE -
This communication is intended ONLY for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The City of Calgary thanks you for your attention and co-operation.

FW: [EXTERNAL]RE: Requisition 23968 - Social Studio->Scan 04082019.pdf

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

REQUEST FOR A SOLE OR SINGLE SOURCE CONTRACT

Sole or single source business cases must be in accordance with Administration Policy FA-036; Procurement using a Sole or Single Source Vendor, and the New West Partnership Trade Agreement (NWPTA).

Sole-sourcing

Sole-sourcing is the use of one source when that source is the only available firm possessing the ability to fulfill the purchasing firm's needs.

Single-sourcing

Single-sourcing is the practice of deliberately concentrating purchases of a particular item or service with one source in preference over others in a competitive marketplace. In other words, there are a number of vendors able to provide a good or service but the same vendor is consistently chosen without providing others the opportunity to compete.

☑ Single Sourced ☐ Sole Sourced

Indicate the corresponding NWPTA exemption alpha letter that applies:

NWPTA exemption alpha letter *(refer to APPENDIX A for listing)*	h

Contract Information

Project Title	Social Media & Engagement Software
Type of Procurement (Goods, Services, Consulting or Construction)	Goods and service
Name of Recommended Vendor	Salesforce.com Canada Corporation
Vendor Contact Name	Sarah Leon
Vendor Phone Number	647-462-1221
Vendor Email Address	sleon@salesfroce.com

General Information

Business Unit & Department	CPS
Prepared by (Print name)	Ashley Gillies
Position	IT Vendor Services Coordinator
Phone Number	403-428-8522
Email Address	agillies@calgarypolice.ca
Date of Request	2018/10/17

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

Background *(Field expandable: attach other documents if required)*

In 2015 CPS issues RFP 15-1705 for a new social media monitoring software. An award was made to Hootsuite in July 2016. Hootsuite software was installed and used for a short period at which time it was determined the software was not suitable and did not perform as proposed. City Law and Supply rescinded the contract 2016 October 18.

Scope *(Field expandable: attach other documents if required)*

In order to allow time to return to RFP and not disrupt day to day service- CPS requests a one year extension to use Radian 6 software.

Other Documentation *(Field expandable: attach other documents if required)*

Quote attached.

Recommendation *(Field expandable: attach other documents if required)*

CPS recommends continuing to use Salesforce until there are resources to go back to market for a new solution.

Total cost for term 2018 November 23 2018 to 2019 November 22 is $17,974.80 USD excluding GST.

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

Funding *(Field expandable: attach other documents if required)*

Program Number	
Total Program Budget	
Budget for this Procurement	17,974.80 USD
Quote/Proposal Value from Vendor (all inclusive)	17,974.80 USD

Distribution Coding	GL Unit	Fund	Account	Dept ID	Activity	Reference
	CPSCC	20	42380	10189		

Provide further details as applicable, including breakdowns, etc.

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

REQUIRED SIGNATURE APPROVALS

Project Manager

Michael Nunn
Name *(print)*

S. 17(1)
Signature

Oct. 17, 2018
Date

Dept ID Owner

Ashley Gillies
Name *(print)*

S. 17(1)

2018/10/17
Date

Director

Brent Dyer
Name *(print)*

Signature

Date

Chief Technology Officer

Simon Bennett
Name *(print)*

S. 17(1)
Signature

17-10-18
Date

*Supply Management reserves the right to request additional levels of approval when necessary.

For additional information refer to:

Supply Management Buyer

Click here for Supply Contact Information

The City of Calgary Supply Chain Governance and Procurement Policies

Click here for Administration Policy Library

The Supply Management intranet site:

Click here for Supply Management website information

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

APPENDIX A

New West Partnership Trade Agreement (NWPTA) Exceptions

The following are the allowable exceptions to the competitive bidding process under the NWPTA. If your method of selection is ***sole or single sourced*** you are required to select the criteria from below which allow you to do so. The corresponding alpha letter is to be inserted on page 1 of the business case. The full NWPTA agreement can be viewed at www.newwestpartnershiptrade.ca

Part V "EXCEPTIONS TO THE AGREEMENT"

Government Procurement

2. Procurements:

(a) from philanthropic institutions, prison labour or persons with disabilities;

(b) from a public body or a non-profit organization;

(c) of goods purchased for representational or promotional purposes, and services or construction purchased for representational or promotional purposes outside the territory of a Party;

(d) of health services and social services;

(e) on behalf of an entity not covered by Article 14;

(f) by entities which operate sporting or convention facilities, in order to respect a commercial agreement containing provisions incompatible with Article 3, 4 or 14;

(g) where it can be demonstrated that only one supplier is able to meet the requirements of a procurement;

(h) where an unforeseeable situation of urgency exists and the goods, services or construction could not be obtained in time by means of open procurement procedures;

(i) when the acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest;

(j) of services provided by lawyers and notaries;

(k) of goods intended for resale to the public; or

(l) in the absence of a receipt of any bids in response to a call for tenders.

From: Jeremy Shaw
Sent: Tuesday, March 26, 2019 1:17 PM
To: Sarah Demko
Subject: Fw: [EXTERNAL]Social Studio updated quote
Attachments: Calgary Police Social Studio upgrade.pdf

Cst. Jeremy Shaw #3961
Digital Communications Officer
Calgary Police Service

From: Pablo Otero <potero@salesforce.com>
Sent: Friday, March 22, 2019 7:30 AM
To: Jeremy Shaw
Cc: Lem White
Subject: [EXTERNAL]Social Studio updated quote

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Jeremy,
Please find attached the executable version for your upgrade in Social Studio. Keep in mind that due to us losing 60 days of credits, previous quote had a start date in February and the new one has a start date of April. The new delta will be about $950 CAD. Please sign and send back to me so we can finalize this.

Regards,
Pablo

--
Pablo Otero
Account Executive | Salesforce Marketing Cloud
Mobile: 571-443-0953
potero@salesforce.com

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 3/31/2019
Proposed by:Pablo Otero
Quote Number: Q-02522135

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 4/1/2019
Contract End Date*: 11/30/2019
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio S.16(1)	4/1/2019	11/30/2019	8	S. 16(1)		
Social Studio S.16(1)	4/1/2019	11/30/2019	8	S. 16(1)		
						Total: CAD 15,680.00

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

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For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Pricing Schedule

Product		Monthly/ Unit Price**	Quantity For
Social Studio	S.16(1)	S. 16(1)	
Social Studio	S.16(1)	S. 16(1)	
Social Studio	S.16(1)	S. 16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02032889, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02032889, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

Product Special Terms

Social Studio S.16(1)

S. 17(1)

Social Studio Additional Mentions

S. 17(1)

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

Customer: Calgary Police Service

Signature

Name

Business Title

Date

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From: Jeremy Shaw
Sent: Tuesday, February 26, 2019 8:15 AM
To: Michael Nunn; Sarah Demko
Subject: Fw: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]
Attachments: Calgary Police SS 2.19.19.pdf

Here's another related email for your review.

Cst. Jeremy Shaw #3961
Digital Communications Officer
Calgary Police Service

From: Lem White
Sent: Tuesday, February 19, 2019 4:52 PM
To: Jeremy Shaw
Cc: Pablo Otero
Subject: Fwd: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

HELLO JEREMY, the attached is your new quote. We will be sending you a credit for your current purchase. The balance between the two will be an extra $100.00

I have asked Pablo to send you a copy of what the credit looks like so you have both for your budget.

Best,

Lem
Lem White
Salesforce Marketing Public Sector
m 6137257809
l.white@salesforce.com

---------- Forwarded message ---------
From: **Pablo Otero** <potero@salesforce.com>
Date: Tue, Feb 19, 2019 at 3:04 PM
Subject: Re: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]
To: Lem White <l.white@salesforce.com>

Hi Lem,
Please find the approved quote attached ready for their signature. Let me know if you have any questions.

CHeers,
Pablo

On Tue, Feb 19, 2019 at 1:29 PM Lem White <l.white@salesforce.com> wrote:

> Pablo, let me know when you get this price for Calgary police approved?
> Thanks
> Lem
>
> Lem White
> Salesforce Marketing Public Sector
> m 6137257809
> l.white@salesforce.com
> [redacted]
>
> On Fri, Feb 15, 2019 at 1:49 PM Jeremy Shaw <JShaw2@calgarypolice.ca> wrote:
>
> > S.16(1) [redacted]
> >
> > **Cst. Jeremy SHAW #3961**
> > Digital Communications Officer **|** Public Affairs/Media Relations Unit
> > Desk: 403-428-2434**|** Media Line: 403-428-7979 **|** Social: @CstShaw
> > [redacted]
> > **From:** Lem White [mailto:l.white@salesforce.com]
> > **Sent:** Friday, February 15, 2019 7:23 AM
> > **To:** Jeremy Shaw <JShaw2@calgarypolice.ca>
> > **Cc:** Pablo Otero <potero@salesforce.com>
> > **Subject:** Re: [EXTERNAL]RE: Case#: 21469404 [ref: 00D0062. 5000MmtaQP:ref]
> > Hello Jeremy, Non-Responsive [redacted]
> > Non-Responsive [redacted]
> > The Contract for Calgary Police is Social Studio S.16(1) [redacted] the other version would be
> > S.16(1) [redacted]

S.16(1)
Non-Responsive S.16(1)
S.16(1)

Upon renewal your cost would be approx. S.16(1)
Let me know if you have additional concerns.
Regards,
Lem

Lem White
Salesforce Marketing Public Sector
m 6137257809
l.white@salesforce.com

Non-Responsive

Non-Responsive

Non-Responsive

Non-Responsive

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 2/22/2019
Proposed by:Pablo Otero
Quote Number: Q-02451013

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 2/15/2019
Contract End Date*: 11/14/2019
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio S.16(1)	2/15/2019	11/14/2019	9	S. 16(1)		
Social Studio S.16(1)	2/15/2019	11/14/2019	9	S. 16(1)		
						Total: CAD 17,955.00

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

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Product Special Terms

Social Studio S. 16(1)

S.16(1)

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number: _____

PO Amount: _____

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Customer: Calgary Police Service

Signature _____

Name _____

Business Title _____

Date _____

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1078 of 1566

From: Michael Nunn
Sent: Monday, February 25, 2019 4:52 PM
To: Sarah Demko
Cc: Jeremy Shaw; Chris Martin
Subject: FW: [EXTERNAL]Salesforce Social Studio
Attachments: Calgary Police SS 2.19.19.pdf

Hi Sarah – please see following and attached. S. 24(1)(c)
S. 24(1)(c)

Thanks
Mike

Mike Nunn | Strategic Communications Section | Manager
T: 403.428.8192 | Media Line: 403.428.7979 | calgarypolice.ca

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This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation

---

From: CPS Public Affairs
Sent: Monday, February 25, 2019 1:50 PM
To: Michael Nunn <MNunn@calgarypolice.ca>; Jeremy Shaw <JShaw2@calgarypolice.ca>
Subject: FW: [EXTERNAL]Salesforce Social Studio

Good Morning,

Jeremy has been working with Salesforce S. 24(1)(c) They contacted us today via the media line and spoke with Amy who requested they send the information in an Email, as no one was around to speak to them at that time.

Below is their email explaining the situation. S. 24(1)(c)
S. 24(1)(c)

Their email and quote is below.

Constable Chris Martin #5006
Digital Communications Officer | Public Affairs/Media Relations Unit
Non-Emergency: 403.266.1234 | calgarypolice.ca

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From: Pablo Otero [mailto:potero@salesforce.com]
Sent: Monday, February 25, 2019 1:21 PM
To: CPS Public Affairs <CPublicAffairs@calgarypolice.ca>
Cc: Jeremy Shaw <JShaw2@calgarypolice.ca>; Lem White <l.white@salesforce.com>
Subject: [EXTERNAL]Salesforce Social Studio

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Hello Jeremy et al,
Please find attached a quote for your review in order to regain the previous functionality of your Social Studio Instance. This will be a free upgrade to your current licensing for Social Studio S.16(1) versus your current subscription. Keep in mind the free licensing would be valid for the next 9 months and would replace your current contract. The credit to your account would be as follows, in order to ensure there is no additional cost:
The estimated credit based on a start date of February 28, 2019 would be CAD 17,728.83

At the end of your current contract term, you would renew at the monthly rate reflected on this quote. Let me know if you would like to have a brief call to review this.

Thank you,
--
Pablo Otero
Account Executive | Salesforce Marketing Cloud
Mobile: 571-443-0953
potero@salesforce.com

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 2/22/2019
Proposed by:Pablo Otero
Quote Number: Q-02451013

ORDER FORM

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Bill To:
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Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 2/15/2019
Contract End Date*: 11/14/2019
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
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Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
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Product Special Terms

Social Studio S. 16(1)

S.16(1)

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[ ] No

[ ] Yes - Please complete below

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PO Amount: _____

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Customer: Calgary Police Service

Signature _____

Name _____

Business Title _____

Date _____

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1084 of 1566

From: Brent Dyer
Sent: Thursday, January 24, 2019 7:02 PM
To: Sarah Demko
Subject: Fw: An ask for money before you go?!

Hi Sarah,
Can you help me answer this?

Brent Dyer
Director, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8474
C: S. 25(1)(c)(i)
E: bdyer@calgarypolice.ca

From: Simon Bennett
Sent: Thursday, January 24, 2019 5:13 PM
To: Brent Dyer
Subject: FW: An ask for money before you go?!

Brent,

How much do we have in the budget for this currently?

Thanks

From: Michael Nunn
Sent: Thursday, January 24, 2019 2:55 PM
To: Simon Bennett <SDBennett@calgarypolice.ca>
Cc: Emma Poole <EPoole@calgarypolice.ca>
Subject: An ask for money before you go?!

Hi Simon – I had a brief meeting with Candace Rumancik last week about the renewal for our social media monitoring software. We are having to go to RFP as we can no longer sole source. Candace mentioned that IT no longer has the money in their budget. I don't have it in mine as I was not aware it was being removed from the IT one – you have paid for at least the last four years I believe. It's about 50k per year at the moment but might have to be more if we go to RFP and have to onboard and train I guess. Do you have any cash before you fly back to England?!

Mike Nunn | Strategic Communications Section | Manager
T: 403.428.8192 | Media Line: 403.428.7979 | calgarypolice.ca

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From: Sarah Demko
Sent: Thursday, October 06, 2022 1:37 PM
To: Joshua Shepherd
Cc: Candace Rumancik; Violet Rudy; Emma Poole
Subject: RE: [EXTERNAL]Checking-In - Quick Update on Social Studio

Good afternoon Joshua,

As per the notification of termination language in our agreement, Calgary Police Service will not be renewing our agreement with Salesforce after the expiration of PO 47724 which covers services until November 30, 2022. We encourage you to continue to look for opportunities to work with the City of Calgary and the Calgary Police Service by monitoring for publicly posted purchases on https://www.calgary.ca/buy-sell/supply-to-city/bids.html.

Thank you for the service and support you have provided.

Sarah Demko | Director | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.8522 | sdemko@calgarypolice.ca

ISC: Protected A

From: Candace Rumancik <CRumancik@calgarypolice.ca>
Sent: Thursday, June 16, 2022 2:56 PM
To: Joshua Shepherd <joshua.shepherd@salesforce.com>
Cc: Sarah Demko <SDemko@calgarypolice.ca>; Ashley Gillies <AGillies@calgarypolice.ca>
Subject: RE: [EXTERNAL]Checking-In - Quick Update on Social Studio

Hi Josh,
It looks like Ashley won't be back until August, so we will have to setup a meeting once she is back then. Lets touch base at the beginning of August and once people are back from vacation.

Thanks,
Candace

From: Joshua Shepherd <joshua.shepherd@salesforce.com>
Sent: Wednesday, June 15, 2022 12:19 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>; Ashley Gillies <AGillies@calgarypolice.ca>
Subject: Re: [EXTERNAL]Checking-In - Quick Update on Social Studio

Hi Candace,

I was reaching out to inform you about changes to Social Studio that will impact your upcoming renewal. Salesforce recently made the decision to End of Life the solution and I wanted to go through options we have available to offer at this time. Let me know if you have some time to discuss and we can get a call scheduled.

Thank you,
Josh

Joshua Shepherd
Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

On Wed, Jun 1, 2022 at 12:59 PM Candace Rumancik <CRumancik@calgarypolice.ca> wrote:

> Hi Joshua,
> We will need to cancel until Ashley Gillies is back. If you have any materials you wanted to share at this time, please provide for us to review.
> Thanks.
>
> ---
>
> **From:** Joshua Shepherd <joshua.shepherd@salesforce.com>
> **Sent:** Tuesday, May 24, 2022 11:39 AM
> **To:** Candace Rumancik <CRumancik@calgarypolice.ca>
> **Cc:** Sarah Demko <SDemko@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Checking-In - Quick Update on Social Studio
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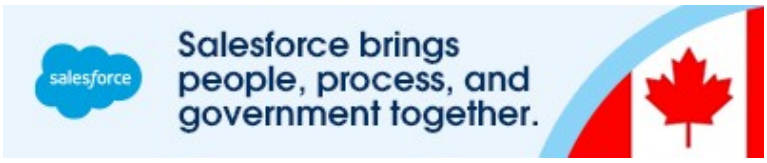
> Hi Candace,
>
> That works great for me. Will you be sending out the invite since its a Teams meeting?
>
> Thank you,
> Josh
>
> **Joshua Shepherd**
> Account Executive | Salesforce Marketing Cloud
> Office: 571-424-3228 | joshua.shepherd@salesforce.com



On Tue, May 24, 2022 at 1:26 PM Candace Rumancik <CRumancik@calgarypolice.ca> wrote:

> Hi Josh,
>
> Thanks for reaching out.

Would Thursday, June 2 at 11:30 work for a teams meeting to discuss?

Candace Rumancik | IT Contract Administrator| Information & Technology Division|
5111 – 47 Street NE, Calgary, AB T3J 3R2| Phone: 403.428.5853 | crumancik@calgarypolice.ca

ISC: Protected B

From: Joshua Shepherd <joshua.shepherd@salesforce.com>
Sent: Friday, May 20, 2022 1:29 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: [EXTERNAL]Checking-In - Quick Update on Social Studio

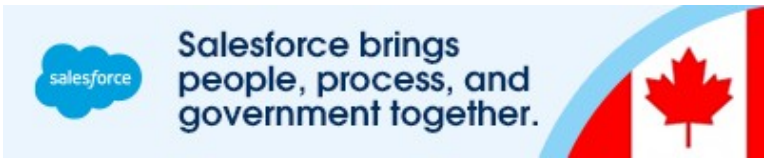
ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Candace,

How are you? It's been a little while since we last connected and I was hoping to find a few minutes to chat and discuss some updates with Social Studio and how that will impact you and Calgary Police. Let me know if you have any time next week.

Thank you,
Josh

Joshua Shepherd
Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com



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That works great for me. Will you be sending out the invite since its a Teams meeting?

Thank you,
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Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

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> 5111 – 47 Street NE, Calgary, AB T3J 3R2 | Phone: 403.428.5853 | crumancik@calgarypolice.ca
>
>
>
>
> ISC: Protected B

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Thank you,
Josh

Joshua Shepherd
Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

From: Emma Poole
Sent: Wednesday, June 15, 2022 5:01 PM
To: Candace Rumancik; Sarah Demko; Michael Nunn
Subject: RE: [EXTERNAL]Checking-In - Quick Update on Social Studio

Ah…kind of what we'd heard through the grapevine! Thanks Candace.

Emma Poole | Public Affairs/Media Relations Unit | Manager
T: 403.428.2074 | Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

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From: Candace Rumancik <CRumancik@calgarypolice.ca>
Sent: Wednesday, June 15, 2022 12:44 PM
To: Emma Poole <EPoole@calgarypolice.ca>; Sarah Demko <SDemko@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>
Subject: FW: [EXTERNAL]Checking-In - Quick Update on Social Studio

FYI from Salesforce regarding Social Studio. See below.

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> **Subject:** Re: [EXTERNAL]Checking-In - Quick Update on Social Studio
>
> Hi Candace,
>
> That works great for me. Will you be sending out the invite since its a Teams meeting?
>
> Thank you,
> Josh
>
> **Joshua Shepherd**
> Account Executive | Salesforce Marketing Cloud
> Office: 571-424-3228 | joshua.shepherd@salesforce.com

On Tue, May 24, 2022 at 1:26 PM Candace Rumancik <CRumancik@calgarypolice.ca> wrote:

> Hi Josh,
>
> Thanks for reaching out.
>
> Would Thursday, June 2 at 11:30 work for a teams meeting to discuss?
>
> **Candace Rumancik** | IT Contract Administrator | Information & Technology Division |
> 5111 – 47 Street NE, Calgary, AB T3J 3R2 | Phone: 403.428.5853 | crumancik@calgarypolice.ca
>
>
>
>
> ISC: Protected B

From: Joshua Shepherd <joshua.shepherd@salesforce.com>
Sent: Friday, May 20, 2022 1:29 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: [EXTERNAL]Checking-In - Quick Update on Social Studio

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Josh

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Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

salesforce
Salesforce brings
people, process, and
government together.

From: Candace Rumancik
Sent: Wednesday, June 01, 2022 10:59 AM
To: Joshua Shepherd
Cc: Sarah Demko; Ashley Gillies
Subject: RE: [EXTERNAL]Checking-In - Quick Update on Social Studio

Hi Joshua,
We will need to cancel until Ashley Gillies is back. If you have any materials you wanted to share at this time, please provide for us to review.
Thanks.

From: Joshua Shepherd <joshua.shepherd@salesforce.com>
Sent: Tuesday, May 24, 2022 11:39 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>
Subject: Re: [EXTERNAL]Checking-In - Quick Update on Social Studio

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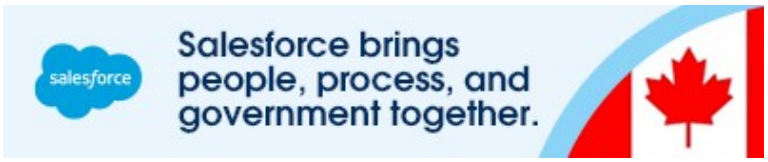

Non-Responsive

-----Original Message-----
From: Order Confirmation <billing@salesforce.com>
Sent: Thursday, September 09, 2021 1:26 AM
To: Sarah Demko <SDemko@calgarypolice.ca>
Subject: [EXTERNAL]salesforce.com Order Confirmation

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Dear Sarah Demko,

Your Quote# Q-04825023 has been processed. Order# 18682808 was activated on 9/8/2021 1:20 PM. Your Contract Start Date is 12/1/2021 and your Contract End Date is 11/30/2022.

Your order below has been activated and will be available on the Order Start Date specified below:

Product: Social Studio S.16(1)
Quantity: 1
Order Start Date: 12/1/2021
Order End Date: 11/30/2022
Order Term (Months): 12

Please note: this is an order confirmation, not an invoice.
Please do not respond to this email.

Thank you for your business.
https://urldefense.proofpoint.com/v2/url?u=http-3A__salesforce.com&d=DwICaQ&c=Eol7x1XLffc23sOGHBGY8Vu1-G3wmrYm5RGo6ynQ-VY&r=cWdsF4bEi8yzpo3JPb_rVFF3q1uR7xNm2g80Vkoz3lw&m=1sgX_NBi2nlTMWzxkAoZ0biRNBKNrQWvidYJpgzH2V4&s=usZBvVY6XRrPAwUGVzC7_dA9BVqPJUiBVMzAjVPrfVI&e=

To view this order on Checkout, please click here:
https://urldefense.proofpoint.com/v2/url?u=https-3A__store.salesforce.com_apex_orderdetail-3Fid-3D8013y000004lNWJAA2&d=DwICaQ&c=Eol7x1XLffc23sOGHBGY8Vu1-G3wmrYm5RGo6ynQ-VY&r=cWdsF4bEi8yzpo3JPb_rVFF3q1uR7xNm2g80Vkoz3lw&m=1sgX_NBi2nlTMWzxkAoZ0biRNBKNrQWvidYJpgzH2V4&s=GZ_hphxGp9XiO-EHYpMzaPCtz2vrpg7PwiZQonMmXKo&e= *

To log a case for Customer Service, please click here:
https://urldefense.proofpoint.com/v2/url?u=https-3A__www.salesforce.com_form_contact_billing-2Dcontact.jsp&d=DwICaQ&c=Eol7x1XLffc23sOGHBGY8Vu1-G3wmrYm5RGo6ynQ-VY&r=cWdsF4bEi8yzpo3JPb_rVFF3q1uR7xNm2g80Vkoz3lw&m=1sgX_NBi2nlTMWzxkAoZ0biRNBKNrQWvidYJpgzH2V4&s=7vIpnJycGHnBAUOaUiEvF-g0H3s3JkP7ydmoCfoMJbM&e=

Contact Customer Service at 415-901-8457 for any questions.

For MuleSoft support, please visit https://urldefense.proofpoint.com/v2/url?u=http-3A__help.mulesoft.com&d=DwICaQ&c=Eol7x1XLffc23sOGHBGY8Vu1-G3wmrYm5RGo6ynQ-VY&r=cWdsF4bEi8yzpo3JPb_rVFF3q1uR7xNm2g80Vkoz3lw&m=1sgX_NBi2nlTMWzxkAoZ0biRNBKNrQWvidYJpgzH2V4&s=QSx5tBrN8Eis3_xGU3bFPwPZSiKvV3mfofptbyid5fM&e= or contact your MuleSoft Account Executive.

* Requires login access to Checkout (currently Checkout is only available for Service Cloud and Sales Cloud).

Non-Responsive

From: Scot Kelly <s.kelly@salesforce.com>
Sent: Wednesday, July 29, 2020 2:37 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Joshua Shepherd <joshua.shepherd@salesforce.com>; Sarah Demko <SDemko@calgarypolice.ca>; Pablo Otero <potero@salesforce.com>; Emma Poole <EPoole@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: PO 46524 - Social Studio Renewal

Hi Candace,
The renewal quote is approved and attached here. Please return the signed copy to me and I will be able to process the renewal along with the PO you submitted for this.
Let me know if you have any questions
Thank you
SCOT KELLY
Principal Renewals Manager | Salesforce
(317) 954-7654

On Fri, Jul 24, 2020 at 3:31 PM Scot Kelly <s.kelly@salesforce.com> wrote:

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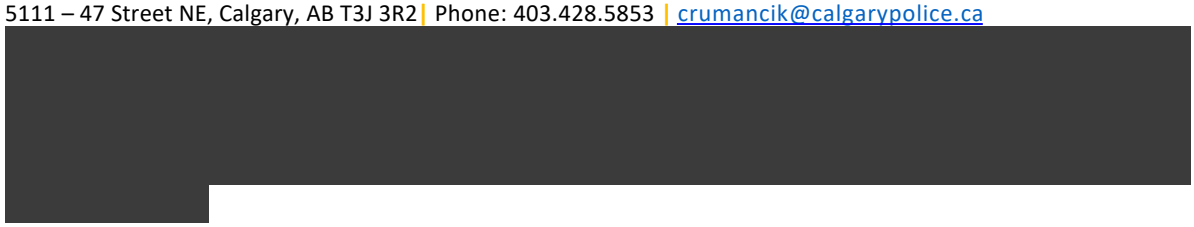
ISC: Protected B

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Cc: Joshua Shepherd <joshua.shepherd@salesforce.com>; Sarah Demko <SDemko@calgarypolice.ca>; Pablo Otero <potero@salesforce.com>; Emma Poole <EPoole@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>
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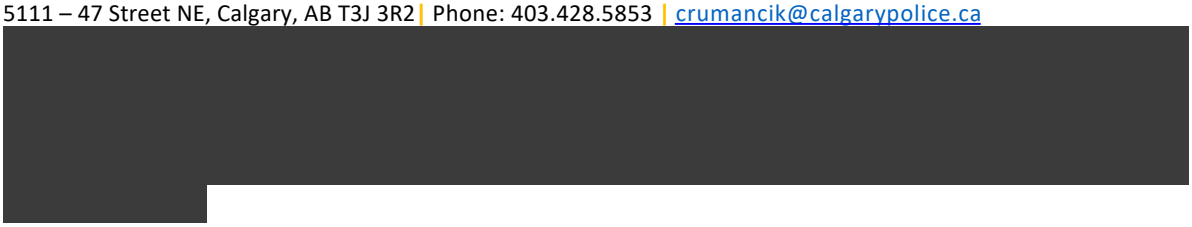
> 
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To: Candace Rumancik <CRumancik@calgarypolice.ca>
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salesforce
Agentforce
Humans with Agents drive
customer success together.
Learn more

From: Candace Rumancik
Sent: Thursday, July 30, 2020 1:48 PM
To: Scot Kelly
Cc: Joshua Shepherd; Sarah Demko; Pablo Otero; Emma Poole; Michael Nunn
Subject: RE: [EXTERNAL]Re: PO 46524 - Social Studio Renewal
Attachments: Scan 07302020.pdf

Hi Scot,
At requested, please see attached.

Thanks,

Candace Rumancik | IT Contract Administrator | Information & Technology Division |
5111 – 47 Street NE, Calgary, AB T3J 3R2 | Phone: 403.428.5853 | crumancik@calgarypolice.ca

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RE: [EXTERNAL]Re: PO 46524 - Social Studio Renewal->Scan 07302020.pdf

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 11/30/2020
Proposed by:Scot Kelly
Quote Number: Q-03674293

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 12/1/2020
Contract End Date*: 11/30/2021
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio S.16(1)	12/1/2020	11/30/2021	12	S. 16(1)		
						Total: CAD 14,112.00

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio S.16(1)	S.16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02268291, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02268291, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

Product Special Terms

Social Studio S.16(1)

S.16(1)

Social Studio - Post Boosting

S.16(1)

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

Customer: Calgary Police Service

Signature S. 17(1)

Name SARAH DEMKO

Business Title ACTING IT DIRECTOR CPS

Date 2020/07/30

Confidential and proprietary. © Copyright 2000-2017 salesforce.com, inc. All rights reserved.

From: Scot Kelly <s.kelly@salesforce.com>
Sent: Wednesday, July 29, 2020 2:37 PM
To: Candace Rumancik
Cc: Joshua Shepherd; Sarah Demko; Pablo Otero; Emma Poole; Michael Nunn
Subject: Re: [EXTERNAL]Re: PO 46524 - Social Studio Renewal
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> >
> > Thanks,
> >
> > **Candace Rumancik** | IT Contract Administrator | Information & Technology Division |

5111 – 47 Street NE, Calgary, AB T3J 3R2 | Phone: 403.428.5853 | crumancik@calgarypolice.ca

ISC: Protected B

From: Scot Kelly <s.kelly@salesforce.com>
Sent: Thursday, July 16, 2020 10:59 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Joshua Shepherd <joshua.shepherd@salesforce.com>; Sarah Demko <SDemko@calgarypolice.ca>; Pablo Otero <potero@salesforce.com>; Emma Poole <EPoole@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>
Subject: [EXTERNAL]Re: PO 46524 - Social Studio Renewal

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SCOT KELLY
Principal Renewals Manager | Salesforce
(317) 954-7654

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Cc: Sarah Demko <SDemko@calgarypolice.ca>; Pablo Otero <potero@salesforce.com>; Scot Kelly <s.kelly@salesforce.com>
Subject: Re: [EXTERNAL]Social Studio

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Josh

Joshua Shepherd

Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

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> **Cc:** Sarah Demko <SDemko@calgarypolice.ca>; Adam O'Connor <adam.oconnor@salesforce.com>; Pablo Otero <potero@salesforce.com>
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> Account Executive | Salesforce Marketing Cloud
> Office: 571-424-3228 | joshua.shepherd@salesforce.com
>
>
>

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 11/30/2020
Proposed by:Scot Kelly
Quote Number: Q-03674293

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 12/1/2020
Contract End Date*: 11/30/2021
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio S.16(1)	12/1/2020	11/30/2021	12	S.16(1)		
						Total: CAD 14,112.00

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio S.16(1)	S. 16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02268291, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02268291, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

Product Special Terms

Social Studio S.16(1)

S.16(1)

Social Studio - Post Boosting

S.16(1)

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

Customer: Calgary Police Service

Signature

Name

Business Title

Date

Confidential and proprietary. © Copyright 2000-2017 salesforce.com, inc. All rights reserved.

From: Scot Kelly <s.kelly@salesforce.com>
Sent: Friday, July 24, 2020 1:31 PM
To: Candace Rumancik
Cc: Joshua Shepherd; Sarah Demko; Pablo Otero; Emma Poole; Michael Nunn
Subject: Re: [EXTERNAL]Re: PO 46524 - Social Studio Renewal

Hi Candace,

Thank you - I will share this with our team and get back to you.

SCOT KELLY
Principal Renewals Manager | Salesforce
(317) 954-7654

On Fri, Jul 24, 2020 at 3:27 PM Candace Rumancik <CRumancik@calgarypolice.ca> wrote:

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> ISC: Protected B

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Cc: Joshua Shepherd <joshua.shepherd@salesforce.com>; Sarah Demko <SDemko@calgarypolice.ca>; Pablo Otero <potero@salesforce.com>; Emma Poole <EPoole@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>
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Sent: Tuesday, June 23, 2020 1:22 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>; Pablo Otero <potero@salesforce.com>; Scot Kelly <s.kelly@salesforce.com>
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Sent: Friday, July 24, 2020 1:28 PM
To: Scot Kelly
Cc: Joshua Shepherd; Sarah Demko; Pablo Otero; Emma Poole; Michael Nunn
Subject: RE: [EXTERNAL]Re: PO 46524 - Social Studio Renewal

Hi Scot,

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ISC: Protected B

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> > **Sent:** Tuesday, June 23, 2020 1:22 PM
> > **To:** Candace Rumancik <CRumancik@calgarypolice.ca>
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> Account Executive | Salesforce Marketing Cloud

Office: 571-424-3228 | joshua.shepherd@salesforce.com

From: Candace Rumancik
Sent: Friday, July 24, 2020 1:27 PM
To: Kristina Braun
Cc: Sarah Demko; Emma Poole
Subject: RE: Social Studio Renewal

Thanks Kristy

From: Kristina Braun <KBraun@calgarypolice.ca>
Sent: Thursday, July 23, 2020 1:39 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: Social Studio Renewal

Hi Candace,

I hope you're doing well.

In regards to the Salesforce Social Studio program renewal, the Calgary Police Service uses this program for a number of purposes. Social Studio allows us to monitor comments and posts that the service or its members are involved or tagged in. It also identifies posts or comments of a concerning nature, or posts that should be followed up on for a variety of purposes (ie. investigative, public affairs, public safety). Further, we use Social Studio to schedule and publish posts outside of business hours.

Please advise if you require anything further. Thanks,

Kristy

Cst. K. Braun 3777 | Public Affairs/Media Relations Unit | Digital Communications Officer
Media Line: 403.428.7979 | Social: @CstBraun / @CalgaryPolice

From: Candace Rumancik
Sent: Wednesday, July 08, 2020 8:16 AM
To: Joshua Shepherd
Cc: Sarah Demko; Pablo Otero; Scot Kelly; Emma Poole; Michael Nunn
Subject: PO 46524 - Social Studio Renewal
Attachments: CPSPO_0000046524_0.pdf; Calgary Police Service MC Renewal 6.23 Draft Q-03674293.pdf

Hi Josh,
Please find attached PO 46524 to Salesforce to renew Social Studio for CPS until November 30, 2021.

Thanks,

Candace Rumancik | IT Contract Administrator | Information & Technology Division |
5111 – 47 Street NE, Calgary, AB T3J 3R2 | Phone: 403.428.5853 | crumancik@calgarypolice.ca

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> **Joshua Shepherd**
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> Account Executive | Salesforce Marketing Cloud
> Office: 571-424-3228 | joshua.shepherd@salesforce.com
>
>
>

Purchase Order

THE CITY OF CALGARY

Date	2020/07/07	**PO Number**	**0000046524**
Buyer	Rumancik,Candace D	**Business Unit**	CPSPO
Phone	403/428-5853	**Change Order**	
Fax	403/428-8303	**Contract**	
Email	POL11475@calgarypolice.ca		

Supplier: 2000006874
SALESFORCE.COM CANADA CORPORATION
SALESFORCE.COM
C/O 913321
PO BOX 4090 STN A
TORONTO ON M5W 0E9
Canada

Ship To:
Calgary Police Service
Information Communication Technology
Westwinds Campus/East Bldg
5111 47 St N.E.
CALGARY AB T3J 3R2
Canada

Bill To:
Email invoices to: APInvoices@calgary.ca
(the invoice must be the first document in the submission)
Or mail to:
Calgary Police Service
Westwinds Campus East Bldg
Finance Section
5111 47 St N.E.
Calgary AB T3J 3R2
Canada

Email inquiries regarding payment of invoices to: aphelp@calgary.ca
Or call: Corporate Accounts Payable: Tel: 403-268-2750, Fax: 403-268-2308

Payment Terms	Ship Via	Freight Terms	Currency	GST Reg ID
NET 30	Supplier's Preference	DAP-Delivered at Place	CAD	CA 119457869

Line-Sch	GST Y/N	City Item ID	Item/Description	Quantity UOM	PO Unit Price	Extended Amt	Due Date
1 - 1	Y		Social Studio S.16(1) S. 16(1) for December 1, 2020 to November 30, 2021 for CPS	1.00 LS	14,112.00	14,112.00	12/31/2020

The above prices are Goods & Services Tax applicable. Please invoice with Goods and Services Tax listed as a separate total amount and include your GST registration number. The City of Calgary GST registration number is 119457869. If the above product is to be shipped from a foreign country the vendor will be responsible for all custom related charges.

City File 14-0044

This PO replaces PO0000045713

IT Contact is Sarah Demko
Calgary Police Service
5111 - 47 Street NE
Calgary, AB T3J 3R2

ALL PRICE CHANGES MUST BE PRE-APPROVED BY THE BUYER PRIOR TO SHIPPING OTHERWISE THE CITY WILL PAY THE UNIT PRICE AS LISTED ON THIS ORDER.

If the deliverables mentioned on this Purchase Order (PO) are covered by a contract with The City, this PO is subject to the conditions in such contract. If the PO relates to goods, materials, products, or services that are not under a separate contract; the terms and conditions governing this PO are posted on The City's website at www.calgary.ca. Enter Supply Management Terms & Conditions in the search field. Alternatively, contact the Buyer listed above.

Sub Total	14,112.00
Total GST (5%)	705.60
Total PO Amount	14,817.60

Authorized Signature
S. 17(1)
Sarah Aspinall – Director, Supply Management,
Deputy City Manager's Office

Terms or conditions proposed by a supplier or included in price or work proposal, or invoice will not be effective to amend a contract

0000046524
Page 1 of 2

with The City of Calgary and will not be binding upon The City unless those terms or conditions are expressly agreed to by the Director of Supply Management.

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 11/30/2020
Proposed by:Scot Kelly
Quote Number: Q-03674293

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 12/1/2020
Contract End Date*: 11/30/2021
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio S.16(1)	12/1/2020	11/30/2021	12	S.16(1)		
						Total: CAD 14,112.00

DRAFT

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1136 of 1566
Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1136 of 1566

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**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio	S.16(1)	S.16(1)

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02268291, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02268291, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

DRAFT

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1137 of 1566

Product Special Terms

Social Studio	S.16(1)
	S.16(1)
Social Studio - Post Boosting	
	S.16(1)

DRAFT

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1139 of 1566

From: Emma Poole
Sent: Monday, June 29, 2020 10:06 AM
To: Candace Rumancik; Sarah Demko
Cc: Michael Nunn
Subject: RE: PO 45713 - CPS - Salesforce Marketing Cloud

Yes, thank you Candace!

Cheers,
Emma

Emma Poole | Public Affairs/Media Relations Unit | Team Lead
T: 403.428.2074| Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

NOTICE -
This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation

---

From: Candace Rumancik
Sent: Thursday, June 25, 2020 12:28 PM
To: Emma Poole ; Sarah Demko
Cc: Michael Nunn
Subject: RE: PO 45713 - CPS - Salesforce Marketing Cloud

Good afternoon all,
I have the renewal quote from Salesforce and pricing is the same as last year. Shall I proceed with a direct PO to renew another 1 year?

Candace

From: Emma Poole <EPoole@calgarypolice.ca>
Sent: Monday, June 22, 2020 11:34 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>; Sarah Demko <SDemko@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>
Subject: RE: PO 45713 - CPS - Salesforce Marketing Cloud

Thanks Candace!

Emma Poole | Public Affairs/Media Relations Unit | Team Lead
T: 403.428.2074| Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

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---

From: Candace Rumancik <CRumancik@calgarypolice.ca>
Sent: Friday, June 19, 2020 1:37 PM
To: Emma Poole <EPoole@calgarypolice.ca>; Sarah Demko <SDemko@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>
Subject: RE: PO 45713 - CPS - Salesforce Marketing Cloud

Good afternoon Emma,

We will try and process this year as a renewal for another 1 year term. I have already reached out to the vendor for a renewal quote. If the cost falls under $15,000 it will make it easier to proceed with.

Sarah is planning to post this as part of our large NOI process, when time permits her.

I'll let you know once I have the renewal quote.

Thanks,

Candace Rumancik | IT Contract Administrator | Information & Technology Division |
5111 – 47 Street NE, Calgary, AB T3J 3R2 | Phone: 403.428.5853 | crumancik@calgarypolice.ca

ISC: Protected B

From: Emma Poole <EPoole@calgarypolice.ca>
Sent: Monday, June 15, 2020 4:40 PM
To: Sarah Demko <SDemko@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>
Subject: FW: PO 45713 - CPS - Salesforce Marketing Cloud

Hi Sarah and Candace,

I know it's several months away, but thought we'd get it on the radar. Do you think we can renew again with Salesforce, or (please say no) do we have to go to a RFP?

Cheers,

Emma

Emma Poole | Public Affairs/Media Relations Unit | Team Lead
T: 403.428.2074| Media Line: 403.428.7979 | calgarypolice.ca

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---

From: Emma Poole
Sent: Monday, June 15, 2020 4:34 PM
To: Michael Nunn <MNunn@calgarypolice.ca>
Subject: FW: PO 45713 - CPS - Salesforce Marketing Cloud

Nov. 30

Emma Poole | Public Affairs/Media Relations Unit | Team Lead
T: 403.428.2074| Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

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---

From: Candace Rumancik <CRumancik@calgarypolice.ca>
Sent: Friday, November 01, 2019 3:45 PM
To: Emma Poole <EPoole@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>
Subject: FW: PO 45713 - CPS - Salesforce Marketing Cloud

For your records, Salesforce renewal PO has been sent today.

From: Candace Rumancik
Sent: Friday, November 01, 2019 3:43 PM
To: 'Adam O'Connor' <adam.oconnor@salesforce.com>
Cc: Pablo Otero <potero@salesforce.com>; Sarah Demko <SDemko@calgarypolice.ca>
Subject: PO 45713 - CPS - Salesforce Marketing Cloud

Good afternoon Adam,

Please find attached PO 45713 for the renewal of line 2 of your quote for the Social Studio (

S.16(1) for December 1, 2019 to November 30, 2020 for CPS.

Invoices can be sent to apinvoices@calgary.ca

Thank-you.

Candace Rumancik
IT Contract Administrator
Strategic Procurement & Asset Management, IT
Information Management & Technology Division #620
Calgary Police Service
5111 – 47 Street NE
Calgary, Alberta T3J 3R2

Phone (403) 428-5853
Email: candace.rumancik@calgarypolice.ca

ISC: Protected B

From: Adam O'Connor <adam.oconnor@salesforce.com>
Sent: Tuesday, October 08, 2019 8:42 AM
To: Ashley Gillies <AGillies@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Pablo Otero <potero@salesforce.com>
Subject: [EXTERNAL]Calgary Police Service - Salesforce Marketing Cloud - 2019 Renewal Contract - 11/30/19

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Good Morning,

I hope this message finds you well. I wanted to reach out regarding your renewal that's scheduled to close on 11/30 and see if you had any questions.

For your reference, I've attached a draft of what your upcoming contract looks like. Please be advised that we were able to secure your current rates and remove any potential price increase for the 2019 term.

Please review and advise if you have any questions. If changed need to be made, we ask that the final configuration is determined and agreed upon no later than 30 days prior to your renewal start date.

Thank you and we look forward to working with you.

Regards,

Adam O'Connor
Senior Renewal Manager | Salesforce
Office: 317.275.1163

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Agentforce
Humans with Agents drive
customer success together.
Learn more

From: Candace Rumancik
Sent: Thursday, June 25, 2020 12:28 PM
To: Emma Poole; Sarah Demko
Cc: Michael Nunn
Subject: RE: PO 45713 - CPS - Salesforce Marketing Cloud
Attachments: Calgary Police Service MC Renewal 6.23 Draft Q-03674293.pdf

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Cc: Michael Nunn <MNunn@calgarypolice.ca>
Subject: RE: PO 45713 - CPS - Salesforce Marketing Cloud

Thanks Candace!

Emma Poole | Public Affairs/Media Relations Unit | Team Lead
T: 403.428.2074| Media Line: 403.428.7979 | calgarypolice.ca

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Sarah is planning to post this as part of our large NOI process, when time permits her.

I'll let you know once I have the renewal quote.

Thanks,

Candace Rumancik | IT Contract Administrator| Information & Technology Division|
5111 – 47 Street NE, Calgary, AB T3J 3R2| Phone: 403.428.5853 | crumancik@calgarypolice.ca

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Cheers,
Emma

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Nov. 30

Emma Poole | Public Affairs/Media Relations Unit | Team Lead
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Subject: FW: PO 45713 - CPS - Salesforce Marketing Cloud

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From: Candace Rumancik
Sent: Friday, November 01, 2019 3:43 PM
To: 'Adam O'Connor' <adam.oconnor@salesforce.com>
Cc: Pablo Otero <potero@salesforce.com>; Sarah Demko <SDemko@calgarypolice.ca>
Subject: PO 45713 - CPS - Salesforce Marketing Cloud

Good afternoon Adam,

Please find attached PO 45713 for the renewal of line 2 of your quote for the Social Studio S.16(1) S.16(1) for December 1, 2019 to November 30, 2020 for CPS.

Invoices can be sent to apinvoices@calgary.ca

Thank-you.

Candace Rumancik
IT Contract Administrator
Strategic Procurement & Asset Management, IT
Information Management & Technology Division #620
Calgary Police Service
5111 – 47 Street NE
Calgary, Alberta T3J 3R2

Phone (403) 428-5853
Email: candace.rumancik@calgarypolice.ca

ISC: Protected B

From: Adam O'Connor <adam.oconnor@salesforce.com>

Sent: Tuesday, October 08, 2019 8:42 AM
To: Ashley Gillies <AGillies@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Pablo Otero <potero@salesforce.com>
Subject: [EXTERNAL]Calgary Police Service - Salesforce Marketing Cloud - 2019 Renewal Contract - 11/30/19

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Please review and advise if you have any questions. If changed need to be made, we ask that the final configuration is determined and agreed upon no later than 30 days prior to your renewal start date.

Thank you and we look forward to working with you.

Regards,

Adam O'Connor
Senior Renewal Manager | Salesforce
Office: 317.275.1163

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 11/30/2020
Proposed by:Scot Kelly
Quote Number: Q-03674293

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 12/1/2020
Contract End Date*: 11/30/2021
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio S.16(1)	12/1/2020	11/30/2021	12	S.16(1)		
						Total: CAD 14,112.00

DRAFT

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1149 of 1566
Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1149 of 1566

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Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio (S.16(1)	S.16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

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DRAFT

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1150 of 1566

Product Special Terms

Social Studio S. 16(1)

S.16(1)

Social Studio - Post Boosting

S.16(1)

DRAFT

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1152 of 1566

From: Joshua Shepherd <joshua.shepherd@salesforce.com>
Sent: Tuesday, June 23, 2020 1:22 PM
To: Candace Rumancik
Cc: Sarah Demko; Pablo Otero; Scot Kelly
Subject: Re: [EXTERNAL]Social Studio
Attachments: Calgary Police Service MC Renewal 6.23 Draft Q-03674293.pdf

Hi Candace,

Attached, please find a copy of what your renewal will look like for later this year. It's set to begin on December 1st. Let me know if you have any questions or would like to make additional changes to the version of Social Studio, mentions volume, etc.

Thank you,
Josh

Joshua Shepherd

Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

On Tue, Jun 23, 2020 at 9:47 AM Candace Rumancik <CRumancik@calgarypolice.ca> wrote:

> Hi Joshua,
> Are you able to provide a renewal quote for what CPS currently has? I am not the end user, but look after the renewal for CPS for this product under IT.
>
> Thanks,
> Candace
>
> ---
>
> **From:** Joshua Shepherd <joshua.shepherd@salesforce.com>
> **Sent:** Friday, June 19, 2020 2:27 PM
> **To:** Candace Rumancik <CRumancik@calgarypolice.ca>
> **Cc:** Sarah Demko <SDemko@calgarypolice.ca>; Adam O'Connor <adam.oconnor@salesforce.com>; Pablo Otero <potero@salesforce.com>
> **Subject:** [EXTERNAL]Social Studio
>
> ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.
>
> Hi Candace,

I can assist you with the Social Studio quote. Are you available early next week to discuss further?

Thank you,
Josh

Joshua Shepherd

Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 11/30/2020
Proposed by:Scot Kelly
Quote Number: Q-03674293

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 12/1/2020
Contract End Date*: 11/30/2021
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio S.16(1)	12/1/2020	11/30/2021	12	S.16(1)		
						Total: CAD 14,112.00

DRAFT

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1155 of 1566

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

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Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio S.16(1)	S.16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02268291, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02268291, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

DRAFT

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1156 of 1566

Product Special Terms

Social Studio S. 16(1)

S.16(1)

Social Studio - Post Boosting

S.16(1)

DRAFT

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1158 of 1566

From: Joshua Shepherd <joshua.shepherd@salesforce.com>
Sent: Tuesday, June 23, 2020 11:37 AM
To: Candace Rumancik
Cc: Sarah Demko; Adam O'Connor; Pablo Otero
Subject: Re: [EXTERNAL]Social Studio

Hi Candace,

I reached out to our renewal specialist and he will get the renewal numbers back to me later this afternoon. Once I get those, I will send it over to you.

Thank you,
Josh

Joshua Shepherd

Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

On Tue, Jun 23, 2020 at 9:47 AM Candace Rumancik <CRumancik@calgarypolice.ca> wrote:

> Hi Joshua,
> Are you able to provide a renewal quote for what CPS currently has? I am not the end user, but look after the renewal for CPS for this product under IT.
>
> Thanks,
> Candace
>
> ---
>
> **From:** Joshua Shepherd <joshua.shepherd@salesforce.com>
> **Sent:** Friday, June 19, 2020 2:27 PM
> **To:** Candace Rumancik <CRumancik@calgarypolice.ca>
> **Cc:** Sarah Demko <SDemko@calgarypolice.ca>; Adam O'Connor <adam.oconnor@salesforce.com>; Pablo Otero <potero@salesforce.com>
> **Subject:** [EXTERNAL]Social Studio
>
> ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.
>
> Hi Candace,
>
> I can assist you with the Social Studio quote. Are you available early next week to discuss further?

Thank you,
Josh

Joshua Shepherd

Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

From: Candace Rumancik
Sent: Tuesday, June 23, 2020 7:47 AM
To: Joshua Shepherd
Cc: Sarah Demko; Adam O'Connor; Pablo Otero
Subject: RE: [EXTERNAL]Social Studio

Hi Joshua,
Are you able to provide a renewal quote for what CPS currently has? I am not the end user, but look after the renewal for CPS for this product under IT.

Thanks,
Candace

From: Joshua Shepherd <joshua.shepherd@salesforce.com>
Sent: Friday, June 19, 2020 2:27 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>; Adam O'Connor <adam.oconnor@salesforce.com>; Pablo Otero <potero@salesforce.com>
Subject: [EXTERNAL]Social Studio

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Candace,

I can assist you with the Social Studio quote. Are you available early next week to discuss further?

Thank you,
Josh

Joshua Shepherd

Account Executive | Salesforce Marketing Cloud
Office: 571-424-3228 | joshua.shepherd@salesforce.com

From: Emma Poole
Sent: Monday, June 22, 2020 11:34 AM
To: Candace Rumancik; Sarah Demko
Cc: Michael Nunn
Subject: RE: PO 45713 - CPS - Salesforce Marketing Cloud

Thanks Candace!

Emma Poole | Public Affairs/Media Relations Unit | Team Lead
T: 403.428.2074| Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

NOTICE -
This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation

---

From: Candace Rumancik
Sent: Friday, June 19, 2020 1:37 PM
To: Emma Poole ; Sarah Demko
Cc: Michael Nunn
Subject: RE: PO 45713 - CPS - Salesforce Marketing Cloud

Good afternoon Emma,

We will try and process this year as a renewal for another 1 year term. I have already reached out to the vendor for a renewal quote. If the cost falls under $15,000 it will make it easier to proceed with.

Sarah is planning to post this as part of our large NOI process, when time permits her.

I'll let you know once I have the renewal quote.

Thanks,

Candace Rumancik | IT Contract Administrator| Information & Technology Division|
5111 – 47 Street NE, Calgary, AB T3J 3R2| Phone: 403.428.5853 | crumancik@calgarypolice.ca

ISC: Protected B

From: Emma Poole <EPoole@calgarypolice.ca>

Sent: Monday, June 15, 2020 4:40 PM
To: Sarah Demko <SDemko@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>
Subject: FW: PO 45713 - CPS - Salesforce Marketing Cloud

Hi Sarah and Candace,

I know it's several months away, but thought we'd get it on the radar. Do you think we can renew again with Salesforce, or (please say no) do we have to go to a RFP?

Cheers,
Emma

Emma Poole | Public Affairs/Media Relations Unit | Team Lead
T: 403.428.2074| Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A
NOTICE -
This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation

---

From: Emma Poole
Sent: Monday, June 15, 2020 4:34 PM
To: Michael Nunn <MNunn@calgarypolice.ca>
Subject: FW: PO 45713 - CPS - Salesforce Marketing Cloud

Nov. 30

Emma Poole | Public Affairs/Media Relations Unit | Team Lead
T: 403.428.2074| Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A
NOTICE -
This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation

---

From: Candace Rumancik <CRumancik@calgarypolice.ca>
Sent: Friday, November 01, 2019 3:45 PM
To: Emma Poole <EPoole@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>
Subject: FW: PO 45713 - CPS - Salesforce Marketing Cloud

For your records, Salesforce renewal PO has been sent today.

From: Candace Rumancik
Sent: Friday, November 01, 2019 3:43 PM
To: 'Adam O'Connor' <adam.oconnor@salesforce.com>
Cc: Pablo Otero <potero@salesforce.com>; Sarah Demko <SDemko@calgarypolice.ca>
Subject: PO 45713 - CPS - Salesforce Marketing Cloud

Good afternoon Adam,

Please find attached PO 45713 for the renewal of line 2 of your quote for the Social Studio S.16(1) S.16(1) for December 1, 2019 to November 30, 2020 for CPS.

Invoices can be sent to apinvoices@calgary.ca

Thank-you.

Candace Rumancik
IT Contract Administrator
Strategic Procurement & Asset Management, IT
Information Management & Technology Division #620
Calgary Police Service
5111 – 47 Street NE
Calgary, Alberta T3J 3R2

Phone (403) 428-5853
Email: candace.rumancik@calgarypolice.ca

ISC: Protected B

From: Adam O'Connor <adam.oconnor@salesforce.com>
Sent: Tuesday, October 08, 2019 8:42 AM
To: Ashley Gillies <AGillies@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Pablo Otero <potero@salesforce.com>
Subject: [EXTERNAL]Calgary Police Service - Salesforce Marketing Cloud - 2019 Renewal Contract - 11/30/19

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Good Morning,

I hope this message finds you well. I wanted to reach out regarding your renewal that's scheduled to close on 11/30 and see if you had any questions.

For your reference, I've attached a draft of what your upcoming contract looks like. Please be advised that we were able to secure your current rates and remove any potential price increase for the 2019 term.

Please review and advise if you have any questions. If changed need to be made, we ask that the final configuration is

determined and agreed upon no later than 30 days prior to your renewal start date.

Thank you and we look forward to working with you.

Regards,

Adam O'Connor
Senior Renewal Manager | Salesforce
Office: 317.275.1163

From: Candace Rumancik
Sent: Friday, June 19, 2020 1:32 PM
To: Adam O'Connor
Cc: Pablo Otero; Sarah Demko
Subject: Quote Request - CPS - Salesforce Marketing Cloud

Good afternoon Adam,

Can you please provide us with a new quote for Social Studio S.16(1) for another 1 year term? CPS's expires November 30, 2020. Note that last year's PO was 45713.

Thanks,

Candace Rumancik | IT Contract Administrator | Information & Technology Division |
5111 – 47 Street NE, Calgary, AB T3J 3R2 | Phone: 403.428.5853 | crumancik@calgarypolice.ca

ISC: Protected B

From: Sarah Demko
Sent: Wednesday, November 06, 2019 2:22 PM
To: 'Adam O'Connor'
Cc: Pablo Otero; Lem White; Candace Rumancik
Subject: RE: [EXTERNAL]Re: PO 45713 - CPS - Salesforce Marketing Cloud
Attachments: Scan 11062019.pdf

Good afternoon Adam,

Please find attached the signed Order Form.

Regards

Sarah Demko
Strategic Procurement & Asset Management, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522 C: S. 25(1)(c)(i)
E: sdemko@calgarypolice.ca

ISC: Protected B

From: Adam O'Connor <adam.oconnor@salesforce.com>
Sent: Wednesday, November 06, 2019 2:12 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Pablo Otero <potero@salesforce.com>; Lem White <l.white@salesforce.com>; Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: PO 45713 - CPS - Salesforce Marketing Cloud

Hi Sarah,

Attached is the updated order. Please sign and return at your earliest convenience.

Thank you,

Adam O'Connor
Senior Renewal Manager | Salesforce
Office: 317.275.1163

On Mon, Nov 4, 2019 at 11:39 AM Adam O'Connor <adam.oconnor@salesforce.com> wrote:

> Hi Sarah,
>
> I'll get an updated order to you by tomorrow. We will need the order signed and returned in order to convert the contract.
>
> Thank you,
>
> Adam O'Connor
> Senior Renewal Manager | Salesforce
> Office: 317.275.1163

On Mon, Nov 4, 2019 at 11:33 AM Sarah Demko <SDemko@calgarypolice.ca> wrote:

> Good morning Pablo,
>
> Unfortunately, we will not be proceeding with the additional mentions. CPS has not used the mentions in the past and due to significant budget cuts throughout the organization we can not continue to pay for that line item.
>
> Regards

Sarah Demko
Strategic Procurement & Asset Management, IT
Information Management & Technology Division
Calgary Police Service

P: 403.428.8522 C: S. 25(1)(c)(i)
E: sdemko@calgarypolice.ca

ISC: Protected B

From: Pablo Otero <potero@salesforce.com>
Sent: Monday, November 04, 2019 9:32 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Adam O'Connor <adam.oconnor@salesforce.com>; Sarah Demko <SDemko@calgarypolice.ca>; Lem White <l.white@salesforce.com>
Subject: [EXTERNAL]Re: PO 45713 - CPS - Salesforce Marketing Cloud

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Candace,
Thank you for sending this over and I'll work with Adam. Are you still doing mentions for 2020? Are you sending this in a separate PO, at which point you will be signing the order form? Please let us know and we are happy to jump on a call to review this in more detail.

Regards,
Pablo
Pablo Otero
Account Executive | Salesforce Marketing Cloud
Mobile: 571-443-0953
potero@salesforce.com

http://www.dreamforce.com/

On Fri, Nov 1, 2019 at 5:43 PM Candace Rumancik <CRumancik@calgarypolice.ca> wrote:

> Good afternoon Adam,
>
> Please find attached PO 45713 for the renewal of line 2 of your quote for the Social Studio S.16(1) S.16(1) for December 1, 2019 to November 30, 2020 for CPS.
>
> Invoices can be sent to apinvoices@calgary.ca
>
> Thank-you.
>
> Information Technology
> Candace Rumancik

IT Contract Administrator
Strategic Procurement & Asset Management, IT
Information Management & Technology Division #620
Calgary Police Service
5111 – 47 Street NE
Calgary, Alberta T3J 3R2

Phone (403) 428-5853
Email: candace.rumancik@calgarypolice.ca

ISC: Protected B

From: Adam O'Connor <adam.oconnor@salesforce.com>
Sent: Tuesday, October 08, 2019 8:42 AM
To: Ashley Gillies <AGillies@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Pablo Otero <potero@salesforce.com>
Subject: [EXTERNAL]Calgary Police Service - Salesforce Marketing Cloud - 2019 Renewal Contract - 11/30/19

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Good Morning,

I hope this message finds you well. I wanted to reach out regarding your renewal that's scheduled to close on 11/30 and see if you had any questions.

For your reference, I've attached a draft of what your upcoming contract looks like. Please be advised that we were able to secure your current rates and remove any potential price increase for the 2019 term.

Please review and advise if you have any questions. If changed need to be made, we ask that the final configuration is determined and agreed upon no later than 30 days prior to your renewal start date.

Thank you and we look forward to working with you.

Regards,

Adam O'Connor
Senior Renewal Manager | Salesforce
Office: 317.275.1163

RE: [EXTERNAL]Re: PO 45713 - CPS - Salesforce Marketing Cloud->Scan 11062019.pdf

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 11/30/2019
Proposed by:Adam O'Connor
Quote Number: Q-03066972

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 12/1/2019
Contract End Date*: 11/30/2020
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio S.16(1)	12/1/2019	11/30/2020	12	S.16(1)		
						Total: CAD 14,112.00

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1171 of 1566

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio S.16(1)	S.16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02113709, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02113709, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

Product Special Terms

Social Studio S. 16(1)

S.16(1)

Social Studio - Post Boosting

S.16(1)

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[X] Yes - Please complete below

PO Number: PO 45713

PO Amount: $14,112.00 (excluding GST) $14,817.60 (including GST)

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

Customer: Calgary Police Service

Signature S. 17(1)

Name SARAH DEMKO

Business Title ACTING-DIRECTOR IT

Date 2019/11/06

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From: Adam O'Connor <adam.oconnor@salesforce.com>
Sent: Wednesday, November 06, 2019 2:12 PM
To: Sarah Demko
Cc: Pablo Otero; Lem White; Candace Rumancik
Subject: Re: [EXTERNAL]Re: PO 45713 - CPS - Salesforce Marketing Cloud
Attachments: CPS - Approvedv1 - Q-03066972.pdf

Hi Sarah,

Attached is the updated order. Please sign and return at your earliest convenience.

Thank you,

Adam O'Connor
Senior Renewal Manager | Salesforce
Office: 317.275.1163

On Mon, Nov 4, 2019 at 11:39 AM Adam O'Connor <adam.oconnor@salesforce.com> wrote:

> Hi Sarah,
>
> I'll get an updated order to you by tomorrow. We will need the order signed and returned in order to convert the contract.
>
> Thank you,
>
> Adam O'Connor
> Senior Renewal Manager | Salesforce
> Office: 317.275.1163
>
>
>

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> Good morning Pablo,
>
> Unfortunately, we will not be proceeding with the additional mentions. CPS has not used the mentions in the past and due to significant budget cuts throughout the organization we can not continue to pay for that line item.
>
> Regards

Sarah Demko
Strategic Procurement & Asset Management, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522 C: S. 16(1)
E: sdemko@calgarypolice.ca

ISC: Protected B

From: Pablo Otero <potero@salesforce.com>
Sent: Monday, November 04, 2019 9:32 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Adam O'Connor <adam.oconnor@salesforce.com>; Sarah Demko <SDemko@calgarypolice.ca>; Lem White <l.white@salesforce.com>
Subject: [EXTERNAL]Re: PO 45713 - CPS - Salesforce Marketing Cloud

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Hi Candace,
Thank you for sending this over and I'll work with Adam. Are you still doing mentions for 2020? Are you sending this in a separate PO, at which point you will be signing the order form? Please let us know and we are happy to jump on a call to review this in more detail.

Regards,
Pablo

Pablo Otero
Account Executive | Salesforce Marketing Cloud
Mobile: 571-443-0953
potero@salesforce.com

http://www.dreamforce.com/

On Fri, Nov 1, 2019 at 5:43 PM Candace Rumancik <CRumancik@calgarypolice.ca> wrote:

> Good afternoon Adam,
>
> Please find attached PO 45713 for the renewal of line 2 of your quote for the Social Studio S.16(1) S.16(1) Basic for December 1, 2019 to November 30, 2020 for CPS.
>
> Invoices can be sent to apinvoices@calgary.ca
>
> Thank-you.

Candace Rumancik
IT Contract Administrator
Strategic Procurement & Asset Management, IT
Information Management & Technology Division #620
Calgary Police Service
5111 – 47 Street NE
Calgary, Alberta T3J 3R2

Phone (403) 428-5853
Email: candace.rumancik@calgarypolice.ca

ISC: Protected B

From: Adam O'Connor <adam.oconnor@salesforce.com>
Sent: Tuesday, October 08, 2019 8:42 AM
To: Ashley Gillies <AGillies@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Pablo Otero <potero@salesforce.com>
Subject: [EXTERNAL]Calgary Police Service - Salesforce Marketing Cloud - 2019 Renewal Contract - 11/30/19

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Good Morning,

I hope this message finds you well. I wanted to reach out regarding your renewal that's scheduled to close on 11/30 and see if you had any questions.

For your reference, I've attached a draft of what your upcoming contract looks like. Please be advised that we were able to secure your current rates and remove any potential price increase for the 2019 term.

Please review and advise if you have any questions. If changed need to be made, we ask that the final configuration is determined and agreed upon no later than 30 days prior to your renewal start date.

Thank you and we look forward to working with you.

Regards,

Adam O'Connor
Senior Renewal Manager | Salesforce
Office: 317.275.1163

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 11/30/2019
Proposed by:Adam O'Connor
Quote Number: Q-03066972

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 12/1/2019
Contract End Date*: 11/30/2020
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio S.16(1)	12/1/2019	11/30/2020	12	S.16(1)		
						Total: CAD 14,112.00

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio S.16(1)	S.16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02113709, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02113709, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

Product Special Terms

Social Studio S.16(1)

S.16(1)

Social Studio - Post Boosting

S.16(1)

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

Customer: Calgary Police Service

Signature

Name

Business Title

Date

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From: Sarah Demko
Sent: Monday, November 04, 2019 9:33 AM
To: 'Pablo Otero'
Cc: Adam O'Connor; Lem White; Candace Rumancik
Subject: RE: [EXTERNAL]Re: PO 45713 - CPS - Salesforce Marketing Cloud

Good morning Pablo,

Unfortunately, we will not be proceeding with the additional mentions. CPS has not used the mentions in the past and due to significant budget cuts throughout the organization we can not continue to pay for that line item.

Regards

Sarah Demko
Strategic Procurement & Asset Management, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522 C: S. 25(1)(c)(i)
E: sdemko@calgarypolice.ca

ISC: Protected B

From: Pablo Otero <potero@salesforce.com>
Sent: Monday, November 04, 2019 9:32 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Adam O'Connor <adam.oconnor@salesforce.com>; Sarah Demko <SDemko@calgarypolice.ca>; Lem White <l.white@salesforce.com>
Subject: [EXTERNAL]Re: PO 45713 - CPS - Salesforce Marketing Cloud

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Candace,
Thank you for sending this over and I'll work with Adam. Are you still doing mentions for 2020? Are you sending this in a separate PO, at which point you will be signing the order form? Please let us know and we are happy to jump on a call to review this in more detail.

Regards,
Pablo
Pablo Otero
Account Executive | Salesforce Marketing Cloud
Mobile: 571-443-0953
potero@salesforce.com

http://www.dreamforce.com/

On Fri, Nov 1, 2019 at 5:43 PM Candace Rumancik <CRumancik@calgarypolice.ca> wrote:

> Good afternoon Adam,
>
> Please find attached PO 45713 for the renewal of line 2 of your quote for the Social Studio S.16(1) S.16(1) for December 1, 2019 to November 30, 2020 for CPS.
>
> Invoices can be sent to apinvoices@calgary.ca
>
> Thank-you.

Candace Rumancik
IT Contract Administrator
Strategic Procurement & Asset Management, IT
Information Management & Technology Division #620
Calgary Police Service
5111 – 47 Street NE
Calgary, Alberta T3J 3R2

Phone (403) 428-5853
Email: candace.rumancik@calgarypolice.ca

ISC: Protected B

From: Adam O'Connor <adam.oconnor@salesforce.com>
Sent: Tuesday, October 08, 2019 8:42 AM
To: Ashley Gillies <AGillies@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Pablo Otero <potero@salesforce.com>
Subject: [EXTERNAL]Calgary Police Service - Salesforce Marketing Cloud - 2019 Renewal Contract - 11/30/19

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Good Morning,

I hope this message finds you well. I wanted to reach out regarding your renewal that's scheduled to close on 11/30 and see if you had any questions.

For your reference, I've attached a draft of what your upcoming contract looks like. Please be advised that we were able to secure your current rates and remove any potential price increase for the 2019 term.

Please review and advise if you have any questions. If changed need to be made, we ask that the final configuration is determined and agreed upon no later than 30 days prior to your renewal start date.

Thank you and we look forward to working with you.

Regards,

Adam O'Connor
Senior Renewal Manager | Salesforce
Office: 317.275.1163

From: Candace Rumancik
Sent: Friday, November 01, 2019 3:43 PM
To: Adam O'Connor
Cc: Pablo Otero; Sarah Demko
Subject: PO 45713 - CPS - Salesforce Marketing Cloud
Attachments: CPS - Draftv1 - Q-02969923.pdf; CPSPO_0000045713_0.pdf

Good afternoon Adam,

Please find attached PO 45713 for the renewal of line 2 of your quote for the Social Studio S.16(1) S.16(1) for December 1, 2019 to November 30, 2020 for CPS.

Invoices can be sent to apinvoices@calgary.ca

Thank-you.

Candace Rumancik
IT Contract Administrator
Strategic Procurement & Asset Management, IT
Information Management & Technology Division #620
Calgary Police Service
5111 – 47 Street NE
Calgary, Alberta T3J 3R2

Phone (403) 428-5853
Email: candace.rumancik@calgarypolice.ca

ISC: Protected B

From: Adam O'Connor <adam.oconnor@salesforce.com>
Sent: Tuesday, October 08, 2019 8:42 AM
To: Ashley Gillies <AGillies@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Pablo Otero <potero@salesforce.com>
Subject: [EXTERNAL]Calgary Police Service - Salesforce Marketing Cloud - 2019 Renewal Contract - 11/30/19

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Good Morning,

I hope this message finds you well. I wanted to reach out regarding your renewal that's scheduled to close on 11/30 and see if you had any questions.

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Please review and advise if you have any questions. If changed need to be made, we ask that the final configuration is determined and agreed upon no later than 30 days prior to your renewal start date.

Thank you and we look forward to working with you.

Regards,

Adam O'Connor
Senior Renewal Manager | Salesforce
Office: 317.275.1163

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 11/30/2019
Proposed by:Adam O'Connor
Quote Number: Q-02969923

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 12/1/2019
Contract End Date*: 11/30/2020
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio - S.16(1)	12/1/2019	11/30/2020	12	S.16(1)		
Social Studio S.16(1)	12/1/2019	11/30/2020	12	S.16(1)		
						Total: CAD 30,912.00

DRAFT

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1188 of 1566
Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1188 of 1566

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio - S.16(1)	S.16(1)	
Social Studio - S.16(1)	S.16(1)	
Social Studio S.16(1)	S.16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02113709, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02113709, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1189 of 1566

Product Special Terms

Social Studio S.16(1)

S.16(1)

Social Studio Additional Mentions

S.16(1)

Social Studio - Post Boosting

S.16(1)

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1190 of 1566

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1191 of 1566

Purchase Order

THE CITY OF CALGARY

Date	2019/11/01	**PO Number**	**0000045713**
Buyer	Rumancik,Candace D	**Business Unit**	CPSPO
Phone	403/428-5853	**Change Order**	
Fax	403/428-8303	**Contract**	
Email	POL11475@calgarypolice.ca		

Supplier: 2000006874
SALESFORCE.COM CANADA CORPORATION
SALESFORCE.COM
2 FL 30 KNOWLEDGE PARK DR
FREDERICTON NB E3C 2R2
Canada

Ship To:
Calgary Police Service
Information Communication Technology
Westwinds Campus/East Bldg
5111 47 St N.E.
CALGARY AB T3J 3R2
Canada

Bill To:
Email invoices to: APInvoices@calgary.ca
(the invoice must be the first document in the submission)
Or mail to:
Calgary Police Service
Westwinds Campus East Bldg
Finance Section
5111 47 St N.E.
Calgary AB T3J 3R2
Canada

Email inquiries regarding payment of invoices to: aphelp@calgary.ca
Or call: Corporate Accounts Payable: Tel: 403-268-2750, Fax: 403-268-2308

Payment Terms	Ship Via	Freight Terms	Currency	GST Reg ID
NET 30	Supplier's Preference	DAP-Delivered at Place	CAD	CA 119457869

Line-Sch	GST Y/N	City Item ID	Item/Description	Quantity UOM	PO Unit Price	Extended Amt	Due Date
1 - 1	Y		Social Studio S.16(1) S.16(1) for December 1, 2019 to November 30, 2020 for CPS	1.00 LS	14,112.00	14,112.00	12/31/2019

City File 14-0044

This PO replaces PO45071

IT Contact is Sarah Demko
Calgary Police Service
5111 - 47 Street NE
Calgary, AB T3J 3R2

The above prices are Goods & Services Tax applicable. Please invoice with Goods and Services Tax listed as a separate total amount and include your GST registration number. The City of Calgary GST registration number is 119457869. If the above product is to be shipped from a foreign country the vendor will be responsible for all custom related charges.

ALL PRICE CHANGES MUST BE PRE-APPROVED BY THE BUYER PRIOR TO SHIPPING OTHERWISE THE CITY WILL PAY THE UNIT PRICE AS LISTED ON THIS ORDER.

If the deliverables mentioned on this Purchase Order (PO) are covered by a contract with The City, this PO is subject to the conditions in such contract. If the PO relates to goods, materials, products, or services that are not under a separate contract; the terms and conditions governing this PO are posted on The City's website at www.calgary.ca. Enter Supply Management Terms & Conditions in the search field. Alternatively, contact the Buyer listed above.

Sub Total	14,112.00
Total GST (5%)	705.60
Total PO Amount	14,817.60

Authorized Signature
S. 17(1)
Sarah Aspinall – Director, Supply Management, Deputy City Manager's Office

Terms or conditions proposed by a supplier or included in price or work proposal, or invoice will not be effective to amend a contract

0000045713
Page 1 of 2

with The City of Calgary and will not be binding upon The City unless those terms or conditions are expressly agreed to by the Director of Supply Management.

From: Candace Rumancik
Sent: Friday, September 06, 2019 3:18 PM
To: Sarah Demko
Subject: PO 45071 - Social Studio - RENEWAL November 30, 2019
Attachments: Scan 04082019.pdf; CPSPO_0000045071_1.pdf; Invoice.pdf

Hi Sarah,
The Social Studio to Salesforce expires November 30, 2019.
Is this something we will renew again? I'm not sure where this contract stands at the moment and you indicated an RFP should have been completed by 2019 in your email to me below earlier in 2019.

Please let me know and if you can, please send me a contact for Salesforce. We will need a invoice in order to generate a PO again, if needed.

Thanks,
Candace

From: Sarah Demko
Sent: Monday, April 08, 2019 10:11 AM
To: Cowley, Lorie <Lorie.Cowley@calgary.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Requisition 23968 - Social Studio

Good morning Lorie,

Please find attached the business case requested.

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

ISC: Protected B

From: Cowley, Lorie <Lorie.Cowley@calgary.ca>
Sent: Monday, April 08, 2019 9:30 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>
Subject: [EXTERNAL]RE: Requisition 23968 - Social Studio

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Candace
Can you send me the business case from last year's renewal please
Thanx (can't find a copy over here)

From: Candace Rumancik <CRumancik@calgarypolice.ca>
Sent: Tuesday, April 2, 2019 4:16 PM
To: Cowley, Lorie <Lorie.Cowley@calgary.ca>; Supply Change Requests <SupplyChangeRequests@calgary.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>
Subject: [EXT] Requisition 23968 - Social Studio

Hi Lorie,

I've created Requisition 23968 to Salesforce under 14-0044 for April 1, 2019 to November 30, 2019 as requested from Sarah below.

Please send the PO to us once completed.

Thanks,
Candace

From: Sarah Demko
Sent: Monday, April 01, 2019 9:25 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: Requisition - Social Studio

Good morning Candace,

Please create a requisition in the amount of $15,680.00 (excluding GST) or $16,464.00 to Salesforce for Social Studio from April 1, 2019 to Nov 30, 2019. Please note that this is a replacement of PO 44329, we would have made changes in this PO directly but it has already closed. CPS will still be conducting a RFP process for a similar software by the end of 2019.

Once the PO has been created please submit the attached credit memo and invoice to AP for processing immediately.

I have put the hardcopies of the attached on your desk.

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service

P: 403.428.8522
E: sdemko@calgarypolice.ca

PO 45071 - Social Studio - RENEWAL November 30, 2019->Scan 04082019.pdf

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

REQUEST FOR A SOLE OR SINGLE SOURCE CONTRACT

Sole or single source business cases must be in accordance with Administration Policy FA-036; Procurement using a Sole or Single Source Vendor, and the New West Partnership Trade Agreement (NWPTA).

Sole-sourcing

Sole-sourcing is the use of one source when that source is the only available firm possessing the ability to fulfill the purchasing firm's needs.

Single-sourcing

Single-sourcing is the practice of deliberately concentrating purchases of a particular item or service with one source in preference over others in a competitive marketplace. In other words, there are a number of vendors able to provide a good or service but the same vendor is consistently chosen without providing others the opportunity to compete.

☑ Single Sourced ☐ Sole Sourced

Indicate the corresponding NWPTA exemption alpha letter that applies:

NWPTA exemption alpha letter *(refer to APPENDIX A for listing)*	h

Contract Information

Project Title	Social Media & Engagement Software
Type of Procurement (Goods, Services, Consulting or Construction)	Goods and service
Name of Recommended Vendor	Salesforce.com Canada Corporation
Vendor Contact Name	Sarah Leon
Vendor Phone Number	647-462-1221
Vendor Email Address	sleon@salesfroce.com

General Information

Business Unit & Department	CPS
Prepared by (Print name)	Ashley Gillies
Position	IT Vendor Services Coordinator
Phone Number	403-428-8522
Email Address	agillies@calgarypolice.ca
Date of Request	2018/10/17

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

Background *(Field expandable: attach other documents if required)*

In 2015 CPS issues RFP 15-1705 for a new social media monitoring software. An award was made to Hootsuite in July 2016. Hootsuite software was installed and used for a short period at which time it was determined the software was not suitable and did not perform as proposed. City Law and Supply rescinded the contract 2016 October 18.

Scope *(Field expandable: attach other documents if required)*

In order to allow time to return to RFP and not disrupt day to day service- CPS requests a one year extension to use Radian 6 software.

Other Documentation *(Field expandable: attach other documents if required)*

Quote attached.

Recommendation *(Field expandable: attach other documents if required)*

CPS recommends continuing to use Salesforce until there are resources to go back to market for a new solution.

Total cost for term 2018 November 23 2018 to 2019 November 22 is $17,974.80 USD excluding GST.

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

Funding *(Field expandable: attach other documents if required)*

Program Number	
Total Program Budget	
Budget for this Procurement	17,974.80 USD
Quote/Proposal Value from Vendor (all inclusive)	17,974.80 USD

Distribution Coding	GL Unit	Fund	Account	Dept ID	Activity	Reference
	CPSCC	20	42380	10189		

Provide further details as applicable, including breakdowns, etc.

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

REQUIRED SIGNATURE APPROVALS

Project Manager

Michael Nunn
Name *(print)*

S. 17(1)
Signature

Oct. 17, 2018
Date

Dept ID Owner

Ashley Gillies
Name *(print)*

S. 17(1)
Signature

2018/10/17
Date

Director

Brent Dyer
Name *(print)*

Signature

Date

Chief Technology Officer

Simon Bennett
Name *(print)*

S. 17(1)
Signature

17-10-18
Date

*Supply Management reserves the right to request additional levels of approval when necessary.

For additional information refer to:

Supply Management Buyer

Click here for Supply Contact Information

The City of Calgary Supply Chain Governance and Procurement Policies

Click here for Administration Policy Library

The Supply Management intranet site:

Click here for Supply Management website information

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

APPENDIX A

New West Partnership Trade Agreement (NWPTA) Exceptions

The following are the allowable exceptions to the competitive bidding process under the NWPTA. If your method of selection is ***sole or single sourced*** you are required to select the criteria from below which allow you to do so. The corresponding alpha letter is to be inserted on page 1 of the business case. The full NWPTA agreement can be viewed at www.newwestpartnershiptrade.ca

Part V "EXCEPTIONS TO THE AGREEMENT"

Government Procurement

2. Procurements:

(a) from philanthropic institutions, prison labour or persons with disabilities;

(b) from a public body or a non-profit organization;

(c) of goods purchased for representational or promotional purposes, and services or construction purchased for representational or promotional purposes outside the territory of a Party;

(d) of health services and social services;

(e) on behalf of an entity not covered by Article 14;

(f) by entities which operate sporting or convention facilities, in order to respect a commercial agreement containing provisions incompatible with Article 3, 4 or 14;

(g) where it can be demonstrated that only one supplier is able to meet the requirements of a procurement;

(h) where an unforeseeable situation of urgency exists and the goods, services or construction could not be obtained in time by means of open procurement procedures;

(i) when the acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest;

(j) of services provided by lawyers and notaries;

(k) of goods intended for resale to the public; or

(l) in the absence of a receipt of any bids in response to a call for tenders.

Change Order

THE CITY OF CALGARY

Date	2019/04/03	**PO Number**	**0000045071**
Buyer	Cowley,Lorie	**Business Unit**	CPSPO
Phone	403/268-4828	**Change Order**	1 / 2019/04/30
Fax	403/268-5523	**Contract**	
Email	lorie.cowley@calgary.ca		

Supplier: 2000006874
SALESFORCE.COM CANADA CORPORATION
SALESFORCE.COM
2 FL 30 KNOWLEDGE PARK DR
FREDERICTON NB E3C 2R2
Canada

Ship To:
Calgary Police Service
Information Communication Technology
Westwinds Campus/East Bldg
5111 47 St N.E.
CALGARY AB T3J 3R2
Canada

Bill To:
Email invoices to: APinvoices@calgary.ca
(the invoice must be the first document in the submission)
Or mail to:
Calgary Police Service
Westwinds Campus East Bldg
Finance Section
5111 47 St N.E.
Calgary AB T3J 3R2
Canada

Email inquiries regarding payment of invoices to: aphelp@calgary.ca
Or call: Corporate Accounts Payable: Tel: 403-268-2750, Fax: 403-268-2308

Payment Terms	Ship Via	Freight Terms	Currency	GST Reg ID
NET 30	Supplier's Preference	DAP-Delivered at Place	CAD	CA 119457869

Line-Sch	GST Y/N	City Item ID	Item/Description	Quantity UOM	PO Unit Price	Extended Amt	Due Date
1 - 1	Y		Social Studio for April 1, 2019 to November 30, 2019	1.00 LS	**15680.00**	**15680.00**	05/01/2019

This PO replaces PO44329

City File 14-0044

IT Contact is Sarah Demko or Candace Rumancik

The above prices are Goods & Services Tax applicable. Please invoice with Goods and Services Tax listed as a separate total amount and include your GST registration number. The City of Calgary GST registration number is 119457869. If the above product is to be shipped from a foreign country the vendor will be responsible for all custom related charges.

Change order 1 REVISED CURRENCY
Revised from US to CAN currency per CRUMANCIK cpch9mw 20190430

ALL PRICE CHANGES MUST BE PRE-APPROVED BY THE BUYER PRIOR TO SHIPPING OTHERWISE THE CITY WILL PAY THE UNIT PRICE AS LISTED ON THIS ORDER.

If the deliverables mentioned on this Purchase Order (PO) are covered by a contract with The City, this PO is subject to the conditions in such contract. If the PO relates to goods, materials, products, or services that are not under a separate contract; the terms and conditions governing this PO are posted on The City's website at www.calgary.ca. Enter Supply Management Terms & Conditions in the search field. Alternatively, contact the Buyer listed above.

Sub Total	15,680.00
Total GST (5%)	784.00
Total PO Amount	16,464.00

Authorized Signature
S. 17(1)

Sarah Aspinall – Director, Supply Management,
Deputy City Manager's Office

Terms or conditions proposed by a supplier or included in price or work proposal, or invoice will not be effective to amend a contract with The City of Calgary and will not be binding upon The City unless those terms or conditions are expressly agreed to by the Director of Supply Management.

0000045071
Page 1 of 2

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

INVOICE
Business Number: 853277671RT0001

Bill To:
Calgary Police Service
Attn: Sarah Demko
133 6 Ave SE
CALGARY AB T2G 4Z1
CA

Ship To:
CALGARY AB T2G 4Z1
CA

Invoice Number:	14446172
Invoice Date:	3/29/2019
Invoice Due Date:	4/28/2019
Payment Terms:	Net 30
Payment Method:	Check
Account Number:	4-441021
Contract Number:	02113709
Document Sequence:	391702
Invoice Amount:	CAD 16,464.00

Remittance Information

Remit To:
SALESFORCE.COM CANADA CORP
C/O 914540
PO BOX 4090 STN A
TORONTO ON M5W 0E9
CANADA

Wire Transfer To:

Bank Name:	Bank of America, N.A., Canada Branch
A/C Name:	SALESFORCE.COM CANADA CORPORATION
Swift Code:	BOFACATT
A/C No:	7114-46464219

Please reference invoice number 14446172 with your payment.

Tax Summary

Total Taxable:	CAD 15,680.00
Total GST @ 5%:	CAD 784.00
Exchange Rate to CAD:	1.0000000000

Invoice Details

Vendor: Salesforce.com

Purchase Order #: NA

	Service	Quote #	Months	Qty	Unit Price+	Tax Rate	Tax	Total
1	Social Studio S.16(1) S.16(1) Service Dates: 4/1/2019 - 11/30/2019	Q-02522135	8.00	1	S. 16(1)	5%	S. 16(1)	
2	Social Studio - S.16(1) S.16(1) Service Dates: 4/1/2019 - 11/30/2019	Q-02522135	8.00	1	S. 16(1)	5%	S. 16(1)	
								Subtotal: CAD 16,464.00

Salesforce.com Total Charges: CAD 16,464.00

+ The unit price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The total price for this invoice was calculated using the actual price, rather than the unit price displayed above, and is the true and binding total for this Invoice.

Please note: Access to salesforce.com CRM subscription services is through remote Internet browser. This on-demand CRM service does not include the transfer of any software.

For more information regarding billing for your account, please view your account summary at: https://store.salesforce.com/apex/statementlist *

For answers to frequently asked billing questions, please visit our Billing FAQ at:http://www.salesforce.com/company/faq.jsp

To contact the Billing Department, please click here:https://help.salesforce.com/articleView?id=000044615&type=1

contact customer service at 415-901-8457 for any questions.

This invoice was generated using Salesforce.

* Requires login access to Checkout(currently Checkout is only available for Service Cloud and Sales Cloud).

From: Pablo Otero <potero@salesforce.com>
Sent: Thursday, August 15, 2019 10:56 AM
To: Sarah Demko
Cc: Lem White; Jeremy Shaw; Michael Nunn
Subject: Re: [EXTERNAL]Re: Social Studio

Hello Sarah and Jeremy,
I hope all is well and summer is treating you both well.
I wanted to touch base with you and ensure Social Studio is performing well and you are taking advantage of this investment.
Please don't hesitate to reach out to me if you have questions or concerns.

Regards,
Pablo

On Fri, Mar 29, 2019 at 4:35 PM Sarah Demko <SDemko@calgarypolice.ca> wrote:

> Good afternoon Rafael,
> Thank you for the clarification. Please find attached a signed version of the order you provided. Please provide the invoice directly to me (instead of City of Calgary AP)as I will either need to process on Credit Card or create a Purchase Order.
> Please do not hesitate to contact me with any questions or concerns.
> Regards
>
> Sarah Demko
> IT Vendor Services Coordinator, IT
> Information Management & Technology Division
> Calgary Police Service
> P: 403.428.8522
> E: sdemko@calgarypolice.ca
> **From:** Rafael Lola <rlola@salesforce.com>
> **Sent:** Friday, March 29, 2019 2:31 PM
> **To:** Sarah Demko <SDemko@calgarypolice.ca>
> **Cc:** Pablo Otero <potero@salesforce.com>; Lem White <l.white@salesforce.com>; Jeremy Shaw <JShaw2@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>
> **Subject:** Re: [EXTERNAL]Re: Social Studio
> Sarah,
> Per the special terms in the quote. You will be receiving a credit on what you have paid on your prier contract. You will not be paying the full amount that is on this order form the credit will show up on your invoice that we will be sending you after this order form is signed.
> Please let me know if you have any questions or concerns.
> Many thanks,
> **Rafael Lola**
> Salesforce
> Regional Vice President, Marketing Cloud
> Cell | 703 340 0700

On Fri, Mar 29, 2019 at 4:18 PM Sarah Demko <SDemko@calgarypolice.ca> wrote:

> Good afternoon,
> Salesforce left me a voicemail message about this yesterday but I cannot find the telephone number of the individual who called? Email may be the best way to reach me.
> Please do not hesitate to contact me with any questions or concerns.
> Regards
>
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> Information Management & Technology Division
> Calgary Police Service
> P: 403.428.8522
> E: sdemko@calgarypolice.ca
>
> ---
>
> **From:** Sarah Demko
> **Sent:** Thursday, March 28, 2019 9:05 AM
> **To:** 'Rafael Lola' <rlola@salesforce.com>
> **Cc:** Pablo Otero <potero@salesforce.com>; Michael Nunn <MNunn@calgarypolice.ca>; Lem White <l.white@salesforce.com>; Jeremy Shaw <JShaw2@calgarypolice.ca>
> **Subject:** RE: [EXTERNAL]Re: Social Studio
> Good morning,
> CPS has already paid invoice 13705335 in an amount of $23,112 (excluding GST) on Purchase Order 44329 for the period of Nov 23, 2018 to Nov 22, 2019.
> If we sign the attached we commit to paying $15,680.00 for the same period.
> There are two options to proceed:
>
> 1. Issue us a invoice for the difference and we will process the payment
> 2. Issue us a credit for the unused months from our first payment (8 months @ $963+963=$1926 per month, $15,408). Then we will sign the new document for the remaining 8 months and will create a PO for $15,680.00.
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> Please do not hesitate to contact me with any questions or concerns.
> Regards
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If you have any question please let me know.
Many thanks
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> **Cc:** Sarah Demko <SDemko@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>; Rafael Lola <rlola@salesforce.com>; Lem White <l.white@salesforce.com>
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> > Confused again. 😊
> > We're only receiving S.16(1) for the remaining 8 months of our existing contract, so why would we pay for 4-months that have already past?
> > **Cst. Jeremy SHAW #3961**
> > Digital Communications Officer **|** Public Affairs/Media Relations Unit

Desk: 403-428-2434 | Media Line: 403-428-7979 | Social: @CstShaw
From: Pablo Otero [mailto:potero@salesforce.com]
Sent: Wednesday, March 27, 2019 2:48 PM
To: Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>; Rafael Lola <rlola@salesforce.com>; Lem White <l.white@salesforce.com>
Subject: Re: [EXTERNAL]Re: Social Studio

Hi Jeremy,
This is based on a 12 month co termed contract.
Thanks,
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On Wed, Mar 27, 2019, 4:44 PM Jeremy Shaw <JShaw2@calgarypolice.ca> wrote:

> Hi Pablo.
> Seeing the math definitely helped.
> I think there is one error though.
> From your email:
> Previous- $23,112/yr ($1,926/mo)
> Revised with added functionality- $23,520/yr ($1,960)
> Delta of $408
> Your calculation of $408 would be correct if this was for the full year, but since this amended contract is only for the remaining 8 months, I believe the total of your new invoice should actually be $272 ($34/month x 8 months)
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> **Subject:** [EXTERNAL]Re: Social Studio
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> ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.
>
> Hello Sarah,
> I hope I was able to answer your question clearly. Let me know when we can expect the executed agreement. I have cc'd Lem White and Rafael Lola who can help process the order since I will be out of office starting tomorrow and returning next Thursday.
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>> We are having difficulty determining why we owe you $950. Can you provide an explanation of the change? Can you show us the math? Once we see the explanation we can issue a change request to the existing PO, and would expect an invoice for the for delta.
>> Please do not hesitate to contact me with any questions or concerns.
>> Regards
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> E: sdemko@calgarypolice.ca
>
> --
> Pablo Otero
> Account Executive | Salesforce Marketing Cloud
> Mobile: 571-443-0953
> potero@salesforce.com
>
> _

--
Pablo Otero
Account Executive | Salesforce Marketing Cloud
Mobile: 571-443-0953
potero@salesforce.com

From: Sarah Demko
Sent: Friday, March 29, 2019 2:36 PM
To: 'Rafael Lola'
Cc: Pablo Otero; Lem White; Jeremy Shaw; Michael Nunn
Subject: RE: [EXTERNAL]Re: Social Studio
Attachments: Scan 03292019.pdf

Good afternoon Rafael,

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> Sarah Demko
> IT Vendor Services Coordinator, IT
> Information Management & Technology Division
> Calgary Police Service
> P: 403.428.8522
> E: sdemko@calgarypolice.ca

--
Pablo Otero
Account Executive | Salesforce Marketing Cloud
Mobile: 571-443-0953
potero@salesforce.com

RE: [EXTERNAL]Re: Social Studio->Scan 03292019.pdf

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 3/31/2019
Proposed by:Pablo Otero
Quote Number: Q-02522135

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 4/1/2019
Contract End Date*: 11/30/2019
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio - S.16(1)	4/1/2019	11/30/2019	8	S.16(1)		
Social Studio S.16(1)	4/1/2019	11/30/2019	8	S.16(1)		
						Total: CAD 15,680.00

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1217 of 1566

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio - S.16(1)	S.16(1)	
Social Studio - S.16(1)	S.16(1)	
Social Studio S.16(1)	S.16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02032889, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02032889, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

Product Special Terms

Social Studio S.16(1)

S.16(1)

Social Studio Additional Mentions

S.16(1)

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date. This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

Customer: Calgary Police Service

Signature S. 17(1)

Name SARAH DEMKO

Business Title IT VENDOR RELATIONS COORDINATOR

Date 2019/03/29

Confidential and proprietary. © Copyright 2000-2017 salesforce.com, inc. All rights reserved.

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To: Sarah Demko
Cc: Pablo Otero; Lem White; Jeremy Shaw; Michael Nunn
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Salesforce
Regional Vice President, Marketing Cloud
Cell | 703 340 0700

On Fri, Mar 29, 2019 at 4:18 PM Sarah Demko <SDemko@calgarypolice.ca> wrote:

> Good afternoon,
> Salesforce left me a voicemail message about this yesterday but I cannot find the telephone number of the individual who called? Email may be the best way to reach me.
> Please do not hesitate to contact me with any questions or concerns.
> Regards
>
> Sarah Demko
> IT Vendor Services Coordinator, IT
> Information Management & Technology Division
> Calgary Police Service
> P: 403.428.8522
> E: sdemko@calgarypolice.ca
>
> **From:** Sarah Demko
> **Sent:** Thursday, March 28, 2019 9:05 AM
> **To:** 'Rafael Lola' <rlola@salesforce.com>
> **Cc:** Pablo Otero <potero@salesforce.com>; Michael Nunn <MNunn@calgarypolice.ca>; Lem White <l.white@salesforce.com>; Jeremy Shaw <JShaw2@calgarypolice.ca>
> **Subject:** RE: [EXTERNAL]Re: Social Studio

Good morning,
CPS has already paid invoice 13705335 in an amount of $23,112 (excluding GST) on Purchase Order 44329 for the period of Nov 23, 2018 to Nov 22, 2019.
If we sign the attached we commit to paying $15,680.00 for the same period.
There are two options to proceed:

1. Issue us a invoice for the difference and we will process the payment
2. Issue us a credit for the unused months from our first payment (8 months @ $963+963=$1926 per month, $15,408). Then we will sign the new document for the remaining 8 months and will create a PO for $15,680.00.

Please do not hesitate to contact me with any questions or concerns.
Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

From: Rafael Lola <rlola@salesforce.com>
Sent: Thursday, March 28, 2019 8:29 AM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Pablo Otero <potero@salesforce.com>; Michael Nunn <MNunn@calgarypolice.ca>; Lem White <l.white@salesforce.com>; Jeremy Shaw <JShaw2@calgarypolice.ca>
Subject: Re: [EXTERNAL]Re: Social Studio

Sarah,
Please find the executable quote attached. This has a start date of 4/1 which means you will receive an invoice starting 4/1.
If you have any question please let me know.
Many thanks

Rafael Lola
Salesforce
Regional Vice President, Marketing Cloud
Cell | 703 340 0700

On Thu, Mar 28, 2019 at 10:08 AM Sarah Demko <SDemko@calgarypolice.ca> wrote:

> Good morning Pablo,
> Can we get an invoice for a start of April 1st for the delta? We will either increase the original Purchase Order or pay by credit card to ensure that we align by that date.
> Please do not hesitate to contact me with any questions or concerns.
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Information Management & Technology Division
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P: 403.428.8522
E: sdemko@calgarypolice.ca
From: Pablo Otero <potero@salesforce.com>
Sent: Wednesday, March 27, 2019 3:11 PM
To: Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>; Rafael Lola <rlola@salesforce.com>; Lem White <l.white@salesforce.com>
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Regards,
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On Wed, Mar 27, 2019, 5:04 PM Jeremy Shaw <JShaw2@calgarypolice.ca> wrote:

> Confused again. 😊
> We're only receiving S. 16(1) for the remaining 8 months of our existing contract, so why would we pay for 4-months that have already past?
> **Cst. Jeremy SHAW #3961**
> Digital Communications Officer **|** Public Affairs/Media Relations Unit
> Desk: 403-428-2434**|** Media Line: 403-428-7979 **|** Social: @CstShaw
> **From:** Pablo Otero [mailto:potero@salesforce.com]
> **Sent:** Wednesday, March 27, 2019 2:48 PM
> **To:** Jeremy Shaw <JShaw2@calgarypolice.ca>
> **Cc:** Sarah Demko <SDemko@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>; Rafael Lola <rlola@salesforce.com>; Lem White <l.white@salesforce.com>
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> Hi Jeremy,
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> > From your email:
> > Previous- $23,112/yr ($1,926/mo)
> > Revised with added functionality- $23,520/yr ($1,960)
> > Delta of $408
> > Your calculation of $408 would be correct if this was for the full year, but since this amended contract is only for the remaining 8 months, I believe the total of your new invoice should actually be $272 ($34/month x 8 months)
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> > **Sent:** Wednesday, March 27, 2019 2:25 PM

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Hello Sarah,
I hope I was able to answer your question clearly. Let me know when we can expect the executed agreement. I have cc'd Lem White and Rafael Lola who can help process the order since I will be out of office starting tomorrow and returning next Thursday.
Regards,
Pablo
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> We are having difficulty determining why we owe you $950. Can you provide an explanation of the change? Can you show us the math? Once we see the explanation we can issue a change request to the existing PO, and would expect an invoice for the for delta.
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> Information Management & Technology Division
> Calgary Police Service
> P: 403.428.8522
> E: sdemko@calgarypolice.ca

--
Pablo Otero
Account Executive | Salesforce Marketing Cloud
Mobile: 571-443-0953
potero@salesforce.com

From: Rafael Lola <rlola@salesforce.com>
Sent: Thursday, March 28, 2019 8:29 AM
To: Sarah Demko
Cc: Pablo Otero; Michael Nunn; Lem White; Jeremy Shaw
Subject: Re: [EXTERNAL]Re: Social Studio
Attachments: Calgary Police Service.pdf

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Rafael Lola
Salesforce
Regional Vice President, Marketing Cloud
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Regards
Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

--
Pablo Otero
Account Executive | Salesforce Marketing Cloud
Mobile: 571-443-0953
potero@salesforce.com

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 3/31/2019
Proposed by:Pablo Otero
Quote Number: Q-02522135

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 4/1/2019
Contract End Date*: 11/30/2019
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio - S.16(1)	4/1/2019	11/30/2019	8	S.16(1)		
Social Studio S.16(1)	4/1/2019	11/30/2019	8	S.16(1)		
						Total: CAD 15,680.00

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio - S.16(1)	S.16(1)	
Social Studio S.16(1)	S.16(1)	
Social Studio S.16(1)	S.16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02032889, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02032889, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

Product Special Terms

Social Studio S.16(1)

S.16(1)

Social Studio Additional Mentions

S.16(1)

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date. This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

Customer: Calgary Police Service

Signature

Name

Business Title

Date

Confidential and proprietary. © Copyright 2000-2017 salesforce.com, inc. All rights reserved.

From: Michael Nunn
Sent: Thursday, March 28, 2019 8:13 AM
To: Sarah Demko
Cc: Jeremy Shaw
Subject: RE: [EXTERNAL]Re: Social Studio

Thank you Sarah – I will hold until we get that

Mike Nunn | Strategic Communications Section | Manager
T: 403.428.8192 | Media Line: 403.428.7979 | calgarypolice.ca

NOTICE -
This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation

---

From: Sarah Demko
Sent: Thursday, March 28, 2019 8:12 AM
To: Jeremy Shaw ; Michael Nunn
Subject: RE: [EXTERNAL]Re: Social Studio

I have a concern with signing the attached. It indicates that we will be paying the full amount not the delta. We will not be paying the full amount unless they are giving us a credit for what we have already paid.

I have requested an invoice for the delta.

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

From: Jeremy Shaw
Sent: Wednesday, March 27, 2019 7:04 PM
To: Sarah Demko <SDemko@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>

Subject: RE: [EXTERNAL]Re: Social Studio
Importance: High

Alright… having seen all this… I think we are ready to sign off and get this deal done.

I've attached the most recent contract that he sent me. I'm guessing I don't exactly have signing authority for this kind of thing so over to you Sarah! 😊

Thanks again for your help in getting this sorted out,

Cst. Jeremy SHAW #3961
Digital Communications Officer | Public Affairs/Media Relations Unit
Desk: 403-428-2434| Media Line: 403-428-7979 | Social: @CstShaw

From: Pablo Otero [mailto:potero@salesforce.com]
Sent: Wednesday, March 27, 2019 6:58 PM
To: Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>; Rafael Lola <rlola@salesforce.com>; Lem White <l.white@salesforce.com>
Subject: Re: [EXTERNAL]Re: Social Studio

The contract you have is the final. The credits will be automatically credited and will show on next invoice.

On Wed, Mar 27, 2019, 8:55 PM Jeremy Shaw <JShaw2@calgarypolice.ca> wrote:

> Perfect thanks for that clarification.
>
> Get that new contract/invoice whipped together that shows the correct amounts and I don't see why we couldn't get it signed by the end of this week. This way we can get the features turned on to start April 1st.
>
> Thanks,
>
> **Cst. Jeremy SHAW #3961**
> Digital Communications Officer | Public Affairs/Media Relations Unit
> Desk: 403-428-2434| Media Line: 403-428-7979 | Social: @CstShaw
>
> Hiring_sig
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E: sdemko@calgarypolice.ca

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Account Executive | Salesforce Marketing Cloud
Mobile: 571-443-0953
potero@salesforce.com

From: Sarah Demko
Sent: Thursday, March 28, 2019 8:05 AM
To: Michael Nunn; Jeremy Shaw
Subject: RE: [EXTERNAL]Re: Social Studio

Good morning Michael,

It could go through credit card or we could get the PO increased. Either option works for me. I think it will be best to request an invoice either way for the amount. I will send an email to Pablo requesting one.

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
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P: 403.428.8522
E: sdemko@calgarypolice.ca

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Sent: Wednesday, March 27, 2019 4:12 PM
To: Jeremy Shaw <JShaw2@calgarypolice.ca>; Sarah Demko <SDemko@calgarypolice.ca>
Subject: FW: [EXTERNAL]Re: Social Studio

I'm still confused but not worried enough to make it an issue. I'm happy to pay this with a credit Card Sarah if that will make it quicker and easier? Or does it need to go through another process?

Mike Nunn | Strategic Communications Section | Manager
T: 403.428.8192 | Media Line: 403.428.7979 | calgarypolice.ca

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> Previous- $23,112/yr ($1,926/mo)
> Revised with added functionality- $23,520/yr ($1,960)
> Delta of $408
>
> Your calculation of $408 would be correct if this was for the full year, but since this amended contract is only for the remaining 8 months, I believe the total of your new invoice should actually be $272 ($34/month x 8 months)
>
> **Cst. Jeremy SHAW #3961**
> Digital Communications Officer **|** Public Affairs/Media Relations Unit
> Desk: 403-428-2434**|** Media Line: 403-428-7979 **|** Social: @CstShaw
>
> Hiring_sig

From: Pablo Otero [mailto:potero@salesforce.com]
Sent: Wednesday, March 27, 2019 2:25 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Jeremy Shaw <JShaw2@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>; Rafael Lola <rlola@salesforce.com>; Lem White <l.white@salesforce.com>
Subject: [EXTERNAL]Re: Social Studio

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hello Sarah,
I hope I was able to answer your question clearly. Let me know when we can expect the executed agreement. I have cc'd Lem White and Rafael Lola who can help process the order since I will be out of office starting tomorrow and returning next Thursday.

Regards,

Pablo

On Tue, Mar 26, 2019 at 3:17 PM Sarah Demko <SDemko@calgarypolice.ca> wrote:

> Good afternoon Pablo,
>
> Purchase Order 44329 was issued 2018/10/15 for an amount for $23,112 (excluding GST) and invoice 13705335 was paid.
> $1926 per month
> Quote Q-02522135 is to add S. 16(1) for the remainder of the term (8 months) April 1, 2019 start ending Nov 30 for $15,680
>
> We are having difficulty determining why we owe you $950. Can you provide an explanation of the change? Can you show us the math? Once we see the explanation we can issue a change request to the existing PO, and would expect an invoice for the for delta.
>
> Please do not hesitate to contact me with any questions or concerns.
>
> Regards
>
> crest
> Sarah Demko
> IT Vendor Services Coordinator, IT
> Information Management & Technology Division
> Calgary Police Service
> P: 403.428.8522
> E: sdemko@calgarypolice.ca

--
Pablo Otero
Account Executive | Salesforce Marketing Cloud
Mobile: 571-443-0953
potero@salesforce.com

From: Jeremy Shaw
Sent: Wednesday, March 27, 2019 7:04 PM
To: Sarah Demko; Michael Nunn
Subject: RE: [EXTERNAL]Re: Social Studio
Attachments: Calgary Police Social Studio upgrade.pdf

Importance: High

Alright… having seen all this… I think we are ready to sign off and get this deal done.

I've attached the most recent contract that he sent me. I'm guessing I don't exactly have signing authority for this kind of thing so over to you Sarah! 😊

Thanks again for your help in getting this sorted out,

Cst. Jeremy SHAW #3961
Digital Communications Officer | Public Affairs/Media Relations Unit
Desk: 403-428-2434| Media Line: 403-428-7979 | Social: @CstShaw

From: Pablo Otero [mailto:potero@salesforce.com]
Sent: Wednesday, March 27, 2019 6:58 PM
To: Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>; Rafael Lola <rlola@salesforce.com>; Lem White <l.white@salesforce.com>
Subject: Re: [EXTERNAL]Re: Social Studio

The contract you have is the final. The credits will be automatically credited and will show on next invoice.

On Wed, Mar 27, 2019, 8:55 PM Jeremy Shaw <JShaw2@calgarypolice.ca> wrote:

> Perfect thanks for that clarification.
>
> Get that new contract/invoice whipped together that shows the correct amounts and I don't see why we couldn't get it signed by the end of this week. This way we can get the features turned on to start April 1st.
>
> Thanks,
>
> **Cst. Jeremy SHAW #3961**
> Digital Communications Officer | Public Affairs/Media Relations Unit
> Desk: 403-428-2434| Media Line: 403-428-7979 | Social: @CstShaw
>
> Hiring_sig

From: Pablo Otero [mailto:potero@salesforce.com]
Sent: Wednesday, March 27, 2019 3:11 PM
To: Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>; Rafael Lola <rlola@salesforce.com>; Lem White <l.white@salesforce.com>
Subject: Re: [EXTERNAL]Re: Social Studio

Correct, so the monthly delta would be multiplied by number of months left on this new contract. Your math is correct, as of now but will depend on when contract gets executed. Sorry for the confusion and hope this makes sense.

Regards,
Pablo

On Wed, Mar 27, 2019, 5:04 PM Jeremy Shaw <JShaw2@calgarypolice.ca> wrote:

> Confused again. 😊
>
> We're only receiving S.16(1) for the remaining 8 months of our existing contract, so why would we pay for 4-months that have already past?
>
> **Cst. Jeremy SHAW #3961**
> Digital Communications Officer | Public Affairs/Media Relations Unit
> Desk: 403-428-2434 | Media Line: 403-428-7979 | Social: @CstShaw
>
> **From:** Pablo Otero [mailto:potero@salesforce.com]
> **Sent:** Wednesday, March 27, 2019 2:48 PM
> **To:** Jeremy Shaw <JShaw2@calgarypolice.ca>
> **Cc:** Sarah Demko <SDemko@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>; Rafael Lola <rlola@salesforce.com>; Lem White <l.white@salesforce.com>
> **Subject:** Re: [EXTERNAL]Re: Social Studio
>
> Hi Jeremy,
> This is based on a 12 month co termed contract.
>
> Thanks,
> Pablo
>
> On Wed, Mar 27, 2019, 4:44 PM Jeremy Shaw <JShaw2@calgarypolice.ca> wrote:
>
> > Hi Pablo.
> >
> > Seeing the math definitely helped.
> >
> > I think there is one error though.
> >
> > From your email:
> >
> > Previous- $23,112/yr ($1,926/mo)
> > Revised with added functionality- $23,520/yr ($1,960)
> > Delta of $408

Your calculation of $408 would be correct if this was for the full year, but since this amended contract is only for the remaining 8 months, I believe the total of your new invoice should actually be $272 ($34/month x 8 months)

Cst. Jeremy SHAW #3961
Digital Communications Officer | Public Affairs/Media Relations Unit
Desk: 403-428-2434| Media Line: 403-428-7979 | Social: @CstShaw

Error! Filename not specified.

Error! Filename not specified.Error! Filename not specified.Error! Filename not specified.Error! Filename not specified.Error! Filename not specified.

From: Pablo Otero [mailto:potero@salesforce.com]
Sent: Wednesday, March 27, 2019 2:25 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Jeremy Shaw <JShaw2@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>; Rafael Lola <rlola@salesforce.com>; Lem White <l.white@salesforce.com>
Subject: [EXTERNAL]Re: Social Studio

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Hello Sarah,
I hope I was able to answer your question clearly. Let me know when we can expect the executed agreement. I have cc'd Lem White and Rafael Lola who can help process the order since I will be out of office starting tomorrow and returning next Thursday.

Regards,
Pablo

On Tue, Mar 26, 2019 at 3:17 PM Sarah Demko <SDemko@calgarypolice.ca> wrote:

> Good afternoon Pablo,
>
> Purchase Order 44329 was issued 2018/10/15 for an amount for $23,112 (excluding GST) and invoice 13705335 was paid. $1926 per month
> Quote Q-02522135 is to add S. 16(1) for the remainder of the term (8 months) April 1, 2019 start ending Nov 30 for $15,680
>
> We are having difficulty determining why we owe you $950. Can you provide an explanation of the change? Can you show us the math? Once we see the explanation we can issue a change request to the existing PO, and would expect an invoice for the for delta.
>
> Please do not hesitate to contact me with any questions or concerns.
>
> Regards
>
> **Error! Filename not specified.**
> Sarah Demko
> IT Vendor Services Coordinator, IT
> Information Management & Technology Division

Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

--
Pablo Otero
Account Executive | Salesforce Marketing Cloud
Mobile: 571-443-0953
potero@salesforce.com

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 3/31/2019
Proposed by:Pablo Otero
Quote Number: Q-02522135

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 4/1/2019
Contract End Date*: 11/30/2019
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio - S.16(1)	4/1/2019	11/30/2019	8	S.16(1)		
Social Studio S.16(1)	4/1/2019	11/30/2019	8	S.16(1)		
						Total: CAD 15,680.00

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Pricing Schedule

Product		Monthly/ Unit Price**	Quantity For
Social Studio	S.16(1)	S.16(1)	
Social Studio	S.16(1)	S.16(1)	
Social Studio	S.16(1)	S.16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02032889, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02032889, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

Product Special Terms

Social Studio S.16(1)

S.16(1)

Social Studio Additional Mentions

S.16(1)

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

Customer: Calgary Police Service

Signature

Name

Business Title

Date

Confidential and proprietary. © Copyright 2000-2017 salesforce.com, inc. All rights reserved.

From: Jeremy Shaw
Sent: Monday, March 11, 2019 3:31 PM
To: Pablo Otero
Cc: Lem White; Sarah Demko
Subject: RE: [EXTERNAL]Re: Salesforce Social Studio

Hi Pablo.

Perfect thanks for the follow-up.

I've been away on holiday, then sick, and just haven't had a chance to catch up and see where we were at with all this.

$100 sounds like a good price to get it turned back on! 😊

I'm not sure I fully understand where the credit is being applied though. Perhaps you can help me understand that.

S. 24(1)(c)

Let me know,

Cst. Jeremy SHAW #3961
Digital Communications Officer | Public Affairs/Media Relations Unit
Desk: 403-428-2434 | Media Line: 403-428-7979 | Social: @CstShaw

---

From: Pablo Otero [mailto:potero@salesforce.com]
Sent: Monday, March 11, 2019 1:37 PM
To: CPS Public Affairs
Cc: Jeremy Shaw ; Lem White
Subject: [EXTERNAL]Re: Salesforce Social Studio

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hello Jeremy,
I hope all is well with you. I was following up on the attached quote I sent you last month. I believe there was an absolute need for the added functionality to your current Social Studio instance. Let me know if you have questions or if this is no longer a need for your team. I'm happy to review the numbers, but essentially the total cost for this until your next renewal is $100 CAD, based on a total credit of $17,513 CAD that would be applied to your account. Look forward to your response.
Preview attachment Calgary Police SS 2.19.19.pdf

Calgary Police SS 2.19.19.pdf
93 KB

Regards,
Pablo

On Mon, Feb 25, 2019 at 3:20 PM Pablo Otero <potero@salesforce.com> wrote:

> Hello Jeremy et al,
> Please find attached a quote for your review in order to regain the previous functionality of your Social Studio Instance. This will be a free upgrade to your current licensing for Social Studio S. 16(1) versus your current subscription. Keep in mind the free licensing would be valid for the next 9 months and would replace your current contract. The credit to your account would be as follows, in order to ensure there is no additional cost:
> The estimated credit based on a start date of February 28, 2019 would be CAD 17,728.83
>
> At the end of your current contract term, you would renew at the monthly rate reflected on this quote. Let me know if you would like to have a brief call to review this.
>
> Thank you,
> --
> Pablo Otero
> Account Executive | Salesforce Marketing Cloud
> Mobile: 571-443-0953
> potero@salesforce.com

--
Pablo Otero
Account Executive | Salesforce Marketing Cloud
Mobile: 571-443-0953
potero@salesforce.com

From: Michael Nunn
Sent: Wednesday, February 20, 2019 6:17 PM
To: Sarah Demko; Jeremy Shaw
Cc: Emma Poole
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

Thanks Sarah – it will likely make sense to go through it. I believe IMT have $30 set aside for this but I may have to beg Blaine for more!

Mike Nunn | Strategic Communications Section | Manager
T: 403.428.8192 | Media Line: 403.428.7979 | calgarypolice.ca

[redacted]

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---

From: Sarah Demko
Sent: Tuesday, February 19, 2019 8:32 AM
To: Michael Nunn ; Jeremy Shaw
Cc: Emma Poole
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

S.24(1)(c)

[redacted]

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

From: Michael Nunn
Sent: Tuesday, February 19, 2019 7:35 AM
To: Sarah Demko <SDemko@calgarypolice.ca>; Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Emma Poole <EPoole@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

Hi Sarah – S.24(1)(c)
S.24(1)(c)

Thanks
Mike

Mike Nunn | Strategic Communications Section | Manager
T: 403.428.8192 | Media Line: 403.428.7979 | calgarypolice.ca

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---

From: Sarah Demko
Sent: Friday, February 15, 2019 2:26 PM
To: Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

Good afternoon Jeremy,

S. 24(1)(c)

Do you want me to talk to them, or do you, or do you want to do this together?

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division

Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

From: Jeremy Shaw
Sent: Friday, February 15, 2019 10:18 AM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

Thanks Sarah.

That's super helpful, and you even managed to pull those stats from my previous email too!

S. 24(1)(a)

S.24(1)(c)

Cst. Jeremy SHAW #3961
Digital Communications Officer **|** Public Affairs/Media Relations Unit
Desk: 403-428-2434**|** Media Line: 403-428-7979 **|** Social: @CstShaw

---

From: Sarah Demko
Sent: Friday, February 15, 2019 10:00 AM
To: Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

Good morning Jeremy,

You can reach out to answer some of these questions or I can. You are the subject matter expert and can have a more in depth conversation. I negotiate with vendors on a regular basis so am comfortable doing this as well. Or we could do this together. Let me know how you want to proceed.

From the last renewal of maintenance and support (see attached scan)

Social Studio S.16(1)

S. 16(1)

Social Studio S. 16(1)

Your other email indicated total mentions as follows:

S. 24(1)(c)

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

From: Jeremy Shaw
Sent: Friday, February 15, 2019 8:53 AM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

S. 24(1)(c)

Do want me to reach out to Lem and ask him these kinds of cost clarifying questions or is that somebody else's

role?

Cst. Jeremy SHAW #3961
Digital Communications Officer **|** Public Affairs/Media Relations Unit
Desk: 403-428-2434**|** Media Line: 403-428-7979 **|** Social: @CstShaw

[redacted]

[redacted]

From: Sarah Demko
Sent: Friday, February 15, 2019 8:34 AM
To: Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

Good morning Jeremy,

S. 24(1)(a)

[redacted]

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

Non-Responsive

From: Lem White [mailto:l.white@salesforce.com]
Sent: Friday, February 15, 2019 7:23 AM
To: Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Pablo Otero <potero@salesforce.com>
Subject: Re: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

Hello Jeremy, Non-Responsive

Non-Responsive

The Contract for Calgary Police is Social Studio S. 16(1) , the other version would be S. 16(1)

S. 16(1)

Non-Responsive S. 16(1)

S. 16(1)

Upon renewal your cost would be approx. S. 16(1)

Let me know if you have additional concerns.

Regards,

Lem

Lem White
Salesforce Marketing Public Sector
m 6137257809
l.white@salesforce.com

Non-Responsive

Non-Responsive

Non-Responsive

Non-Responsive

Non-Responsive

From: Sarah Demko
Sent: Tuesday, February 19, 2019 8:32 AM
To: Michael Nunn; Jeremy Shaw
Cc: Emma Poole
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

S.24(1)(c)

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

From: Michael Nunn
Sent: Tuesday, February 19, 2019 7:35 AM
To: Sarah Demko ; Jeremy Shaw
Cc: Emma Poole
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

Hi Sarah S.24(1)(c)
S.24(1)(c)

Thanks
Mike

Mike Nunn | Strategic Communications Section | Manager
T: 403.428.8192 | Media Line: 403.428.7979 | calgarypolice.ca

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error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation

---

From: Sarah Demko
Sent: Friday, February 15, 2019 2:26 PM
To: Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

Good afternoon Jeremy,

S. 24(1)(c)

Do you want me to talk to them, or do you, or do you want to do this together?

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

From: Jeremy Shaw
Sent: Friday, February 15, 2019 10:18 AM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

Thanks Sarah.

That's super helpful, and you even managed to pull those stats from my previous email too!

S. 24(1)(a)

S. 24(1)(a)

S.24(1)(c)

Cst. Jeremy SHAW #3961
Digital Communications Officer | Public Affairs/Media Relations Unit
Desk: 403-428-2434 | Media Line: 403-428-7979 | Social: @CstShaw

---

From: Sarah Demko
Sent: Friday, February 15, 2019 10:00 AM
To: Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

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From the last renewal of maintenance and support (see attached scan)

Social Studio S.16(1)
S.16(1)

Social Studio – S.16(1)

Your other email indicated total mentions as follows:

S. 24(1)(c)

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

From: Jeremy Shaw
Sent: Friday, February 15, 2019 8:53 AM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

S. 24(1)(c)

Do want me to reach out to Lem and ask him these kinds of cost clarifying questions or is that somebody else's role?

Cst. Jeremy SHAW #3961
Digital Communications Officer **|** Public Affairs/Media Relations Unit
Desk: 403-428-2434**|** Media Line: 403-428-7979 **|** Social: @CstShaw

[redacted]

From: Sarah Demko
Sent: Friday, February 15, 2019 8:34 AM
To: Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

Good morning Jeremy,

S. 24(1)(a)

S. 24(1)(a)

[redacted]

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

Non-Responsive

[redacted]

[redacted]

From: Lem White [mailto:l.white@salesforce.com]
Sent: Friday, February 15, 2019 7:23 AM
To: Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Pablo Otero <potero@salesforce.com>
Subject: Re: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

Hello Jeremy, Non-Responsive

Non-Responsive

The Contract for Calgary Police is Social Studio S. 16(1) , the other version would be S. 16(1)

S. 16(1)

Non-Responsive S. 16(1)

S. 16(1)

Upon renewal your cost would be approx. S. 16(1)

Let me know if you have additional concerns.

Regards,

Lem

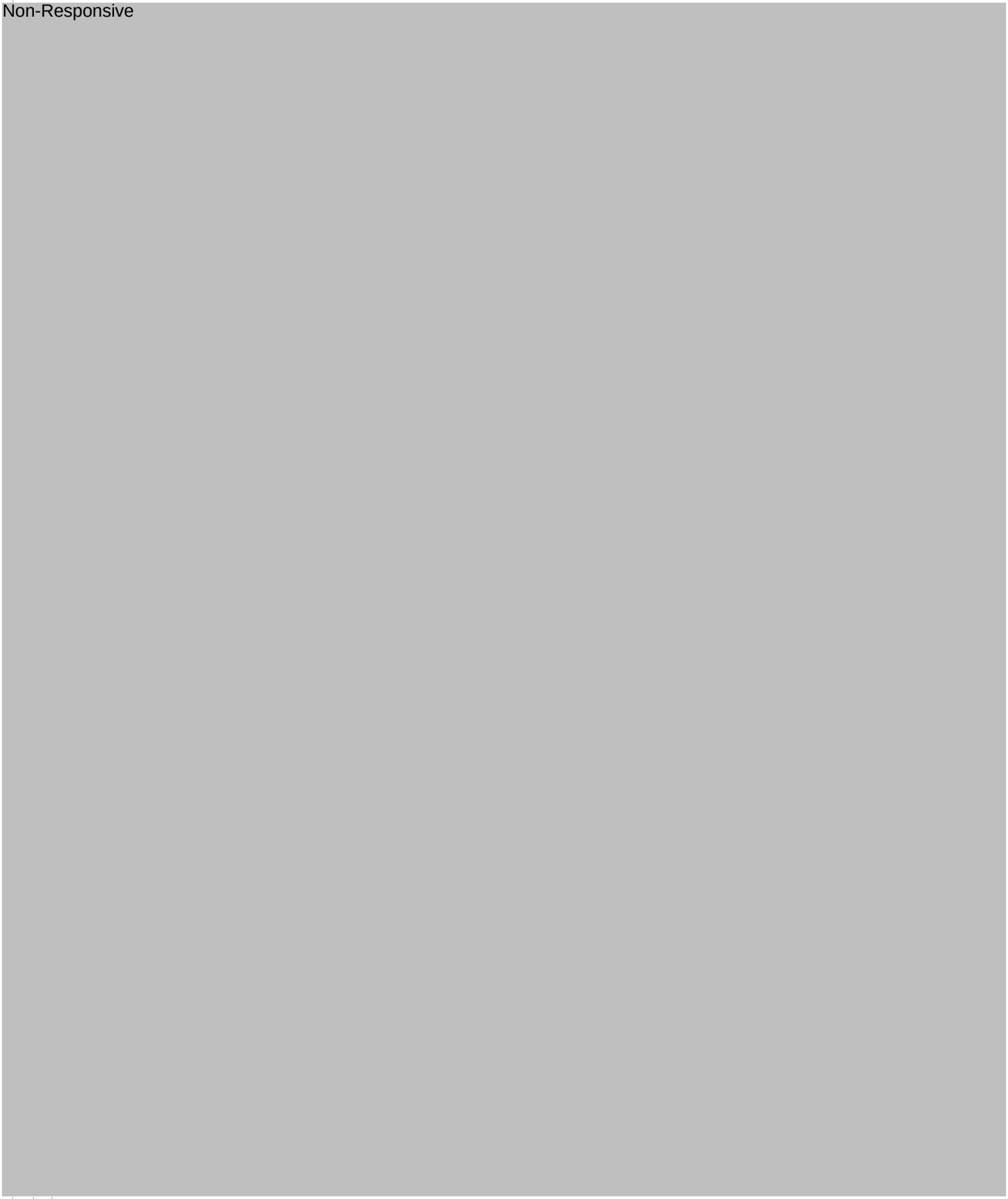
Lem White
Salesforce Marketing Public Sector
m 6137257809
l.white@salesforce.com

[redacted]

Non-Responsive

Non-Responsive

Non-Responsive



Non-Responsive

Non-Responsive

From: Jeremy Shaw
Sent: Friday, February 15, 2019 2:40 PM
To: Sarah Demko
Cc: Michael Nunn; Emma Poole
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

I can start the conversation. 😊

S.24(1)(c)

I'll keep you posted.

Cst. Jeremy SHAW #3961
Digital Communications Officer | Public Affairs/Media Relations Unit
Desk: 403-428-2434 | Media Line: 403-428-7979 | Social: @CstShaw

[redacted]

From: Sarah Demko
Sent: Friday, February 15, 2019 2:26 PM
To: Jeremy Shaw
Cc: Michael Nunn ; Emma Poole
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

Good afternoon Jeremy,

S.24(1)(c)

Do you want me to talk to them, or do you, or do you want to do this together?

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT

Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

From: Jeremy Shaw
Sent: Friday, February 15, 2019 10:18 AM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

Thanks Sarah.

S. 24(1)(a)

[redacted]

S.24(1)(c)

[redacted]

Cst. Jeremy SHAW #3961
Digital Communications Officer **|** Public Affairs/Media Relations Unit
Desk: 403-428-2434**|** Media Line: 403-428-7979 **|** Social: @CstShaw

[redacted]

From: Sarah Demko
Sent: Friday, February 15, 2019 10:00 AM
To: Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

Good morning Jeremy,

You can reach out to answer some of these questions or I can. You are the subject matter expert and can have a more in depth conversation. I negotiate with vendors on a regular basis so am comfortable doing this as well. Or we could do this together.

Let me know how you want to proceed.

From the last renewal of maintenance and support (see attached scan)

Social Studio S.16(1)

S.16(1)

Social Studio – S.16(1)

Your other email indicated total mentions as follows:

S. 24(1)(c)

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

From: Jeremy Shaw
Sent: Friday, February 15, 2019 8:53 AM
To: Sarah Demko <SDemko@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

S. 24(1)(c)

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Desk: 403-428-2434| Media Line: 403-428-7979 | Social: @CstShaw

[redacted]

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To: Jeremy Shaw <JShaw2@calgarypolice.ca>
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Good morning Jeremy,

S. 24(1)(a)

[redacted]

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522

E: sdemko@calgarypolice.ca

Non-Responsive

From: Lem White [mailto:l.white@salesforce.com]
Sent: Friday, February 15, 2019 7:23 AM
To: Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Pablo Otero <potero@salesforce.com>
Subject: Re: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

Hello Jeremy, Non-Responsive
Non-Responsive

The Contract for Calgary Police is Social Studio S. 16(1) , the other version would be S. 16(1)
S. 16(1)

Non-Responsive S. 16(1)
S. 16(1)

Upon renewal your cost would be approx. S. 16(1)

Let me know if you have additional concerns.

Regards,

Lem

Lem White
Salesforce Marketing Public Sector
m 6137257809
l.white@salesforce.com

Non-Responsive

Non-Responsive

Non-Responsive

Non-Responsive

S.24(1)(c)

From: Sarah Demko
Sent: Friday, February 15, 2019 2:26 PM
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Good afternoon Jeremy,

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Do you want me to talk to them, or do you, or do you want to do this together?

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Regards

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Information Management & Technology Division
Calgary Police Service
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E: sdemko@calgarypolice.ca

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To: Sarah Demko
Cc: Michael Nunn ; Emma Poole
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

Thanks Sarah.

That's super helpful, and you even managed to pull those stats from my previous email too!

S. 24(1)(a)

S. 24(1)(a)

S.24(1)(c)

Cst. Jeremy SHAW #3961
Digital Communications Officer **|** Public Affairs/Media Relations Unit
Desk: 403-428-2434**|** Media Line: 403-428-7979 **|** Social: @CstShaw

---

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Social Studio S.16(1)

S.16(1)

Social Studio – S.16(1)

Your other email indicated total mentions as follows:

S. 24(1)(c)

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
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Desk: 403-428-2434**|** Media Line: 403-428-7979 **|** Social: @CstShaw

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Good morning Jeremy,

S. 24(1)(a)

S. 24(1)(a)

Please do not hesitate to contact me with any questions or concerns.

Regards

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Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

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To: Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Pablo Otero <potero@salesforce.com>
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Hello Jeremy, Non-Responsive
Non-Responsive

The Contract for Calgary Police is Social Studio S. 16(1) , the other version would be S. 16(1)
S. 16(1)

Non-Responsive S. 16(1)
S. 16(1)

Upon renewal your cost would be approx. S. 16(1)

Let me know if you have additional concerns.

Regards,

Lem

Lem White
Salesforce Marketing Public Sector
m 6137257809
l.white@salesforce.com

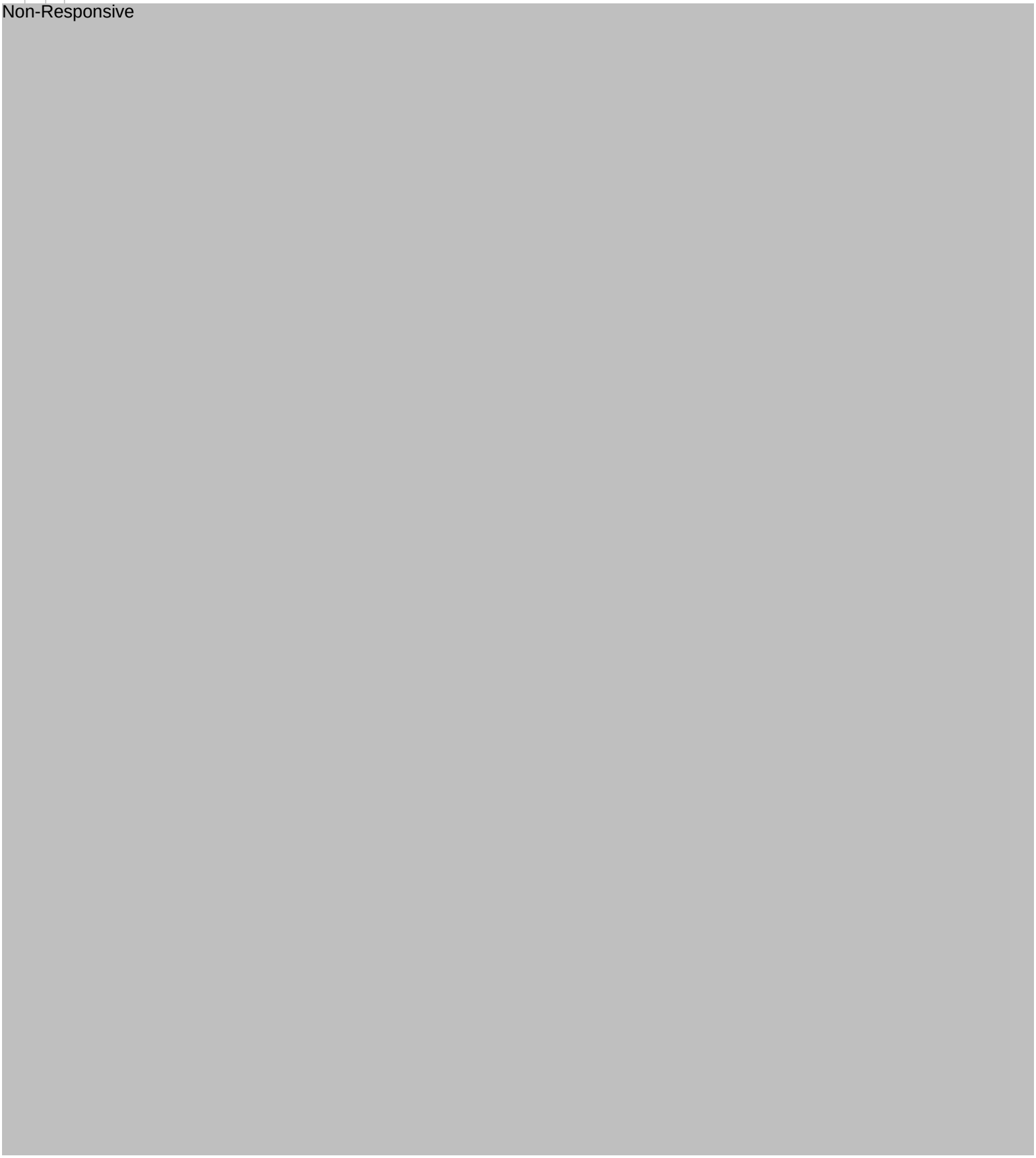
Non-Responsive

Non-Responsive

S.24(1)(c)

Non-Responsive

Non-Responsive



From: Sarah Demko
Sent: Friday, February 15, 2019 10:00 AM
To: Jeremy Shaw
Cc: Michael Nunn; Emma Poole
Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]
Attachments: Scan 02152019.pdf

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Social Studio – S.16(1)

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E: sdemko@calgarypolice.ca

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Subject: RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]

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Desk: 403-428-2434**|** Media Line: 403-428-7979 **|** Social: @CstShaw

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Sarah Demko
IT Vendor Services Coordinator, IT
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Calgary Police Service
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E: sdemko@calgarypolice.ca

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Sent: Friday, February 15, 2019 7:23 AM
To: Jeremy Shaw <JShaw2@calgarypolice.ca>
Cc: Pablo Otero <potero@salesforce.com>
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Non-Responsive

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S. 16(1)

Non-Responsive S. 16(1)

S. 16(1)

Upon renewal your cost would be approx. S. 16(1)

Let me know if you have additional concerns.

Regards,

Lem

Lem White
Salesforce Marketing Public Sector
m 6137257809
l.white@salesforce.com

Non-Responsive

Non-Responsive

Non-Responsive

Non-Responsive

Non-Responsive

RE: [EXTERNAL]RE: Case#: 21469404 [ref:_00D0062._5000MmtaQP:ref]->Scan 02152019.pdf

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 11/30/2018
Proposed by:Anthony Fernicola
Quote Number: Q-02081457

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 11/23/2018
Contract End Date*: 11/22/2019
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio S.16(1)	11/23/2018	11/22/2019	12	S.16(1)		
Social Studio S.16(1)	11/23/2018	11/22/2019	12	S.16(1)		
						Total: CAD 23,112.00

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the ""Ship To"" location provided by Customer on this Order Form.

Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio S. 16(1)	S.16(1)	
Social Studio S.16(1)	S.16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 01793397, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 01793397, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1299 of 1566

Product Special Terms

Social Studio S.16(1)

S.16(1)

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[X] Yes - Please complete below

PO Number: 44329

PO Amount: 23,112 USD

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

THE CITY OF CALGARY – AC 2018-11-14.

Customer: Ge S. 17(1)

Signature

Name Sarah Aspinall

Business Title Director, Supply

Date November 15, 2018

Confidential and proprietary. © Copyright 2000-2017 salesforce.com, inc. All rights reserved.

From: Sarah Demko
Sent: Monday, January 28, 2019 8:16 AM
To: Brent Dyer
Subject: RE: An ask for money before you go?!

Good morning Brent,

We have $30,000 budgeted annually for maintenance and support of the current software Radian 6, the current year PO was issued for $23K. When we went out to market in 2015 we increased the annual budget to $65K as we were trying to get more software for various units. There is no capital budgeted for a new software, just the annual maintenance and support of $30,000.

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

From: Brent Dyer
Sent: Thursday, January 24, 2019 7:02 PM
To: Sarah Demko <SDemko@calgarypolice.ca>
Subject: Fw: An ask for money before you go?!

Hi Sarah,
Can you help me answer this?

Brent Dyer
Director, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8474
C: S. 25(1)(c)(i)
E: bdyer@calgarypolice.ca

From: Simon Bennett
Sent: Thursday, January 24, 2019 5:13 PM
To: Brent Dyer
Subject: FW: An ask for money before you go?!

Brent,

How much do we have in the budget for this currently?

Thanks

From: Michael Nunn
Sent: Thursday, January 24, 2019 2:55 PM
To: Simon Bennett <SDBennett@calgarypolice.ca>
Cc: Emma Poole <EPoole@calgarypolice.ca>
Subject: An ask for money before you go?!

Hi Simon – I had a brief meeting with Candace Rumancik last week about the renewal for our social media monitoring software. We are having to go to RFP as we can no longer sole source. Candace mentioned that IT no longer has the money in their budget. I don't have it in mine as I was not aware it was being removed from the IT one – you have paid for at least the last four years I believe. It's about 50k per year at the moment but might have to be more if we go to RFP and have to onboard and train I guess. Do you have any cash before you fly back to England?!

Mike Nunn | Strategic Communications Section | Manager
T: 403.428.8192 | Media Line: 403.428.7979 | calgarypolice.ca

NOTICE -
This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation

From: Jeremy Shaw
Sent: Thursday, January 24, 2019 12:16 PM
To: Candace Rumancik; Michael Nunn; Emma Poole; Mark Smith; Chris Martin
Cc: Sarah Demko
Subject: RE: Social Studio Renewal 2018 - 2019

S.24(1)(c)

[redacted]

Cst. Jeremy SHAW #3961
Digital Communications Officer | Public Affairs/Media Relations Unit
Desk: 403-428-2434| Media Line: 403-428-7979 | Social: @CstShaw

---

From: Candace Rumancik
Sent: Thursday, January 24, 2019 11:43 AM
To: Michael Nunn <MNunn@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>; Mark Smith <MSmith2@calgarypolice.ca>; Jeremy Shaw <JShaw2@calgarypolice.ca>; Chris Martin <CMartin2@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>
Subject: RE: Social Studio Renewal 2018 - 2019

Hi Michael,

Here is the PO that was issued for 2018-2019 for your records.

Candace

From: Michael Nunn
Sent: Thursday, January 24, 2019 10:43 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>; Mark Smith <MSmith2@calgarypolice.ca>; Jeremy Shaw <JShaw2@calgarypolice.ca>; Chris Martin <CMartin2@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>
Subject: Re: Social Studio Renewal 2018 - 2019

Thanks - can you confirm what we currently pay for social studio per year?

Sent from Nine Work

From: Candace Rumancik
Sent: Thursday, January 24, 2019 10:34 AM
To: Emma Poole; Mark Smith; Jeremy Shaw; Chris Martin
Cc: Michael Nunn; Sarah Demko
Subject: RE: Social Studio Renewal 2018 - 2019

Good morning Emma,

Our CPS buyer, Lorie provided the electronic version of the RFP, and I have attached it for your reference. You can use the document as a base point and use the relevant points from it as needed. You can also change the scope as required.

We just wanted to remind you that funding for this project has not been approved yet. A follow-up with Michael regarding the funding would be beneficial before putting too much work, effort and resources into this RFP drafting.

I've also attached the most recent template from Supply for an RFP. I would suggest doing all of your work in a word document first in the event Supply changes the RFP template prior to posting this. As the project proceeds, you can move the information over into the most recent RFP template at that time.

Non-Responsive

Let us know if you have any questions.

Thanks,

Candace Rumancik
IT Contract Administrator
Information Technology Division #620
Calgary Police Service
5111 – 47 Street NE
Calgary, Alberta T3J 3R2

Phone (403) 428-5853
Email: candace.rumancik@calgarypolice.ca

From: Ashley Gillies
Sent: Tuesday, January 22, 2019 10:53 AM
To: Emma Poole <EPoole@calgarypolice.ca>; Mark Smith <MSmith2@calgarypolice.ca>; Jeremy Shaw <JShaw2@calgarypolice.ca>; Chris Martin <CMartin2@calgarypolice.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>
Subject: RE: Social Studio Renewal 2018 - 2019

Hi Emma,

I've been trying to get my hands on an electronic version of the contract documents. Our Buyer, Lorie is currently out of the office.
I do have Supply's hard copy file if you really want to peruse through it this week; otherwise Candace will send over the electronic version once we have it.

Thanks,

Ashley Gillies
IT Vendor Services Coordinator
Calgary Police Service
Mail code 620
5111 – 47 Street NE
Calgary AB, T3J 3R2
agillies@calgarypolice.ca
403-428-8522 | S. 25(1)(c)(i)

From: Michael Nunn
Sent: Thursday, January 10, 2019 5:22 PM
To: Ashley Gillies <AGillies@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>; Mark Smith <MSmith2@calgarypolice.ca>; Jeremy Shaw <JShaw2@calgarypolice.ca>; Chris Martin <CMartin2@calgarypolice.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: RE: Social Studio Renewal 2018 - 2019

Wow – yes – that seems crazy high. I think that must have been for a certain term Non-Responsive Non-Responsive I would suggest we estimate it at $50k per year but I will have to try and get that from Simon!

Mike Nunn | Strategic Communications Section | Manager
T: 403.428.8192 | Media Line: 403.428.7979 | calgarypolice.ca

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---

From: Ashley Gillies
Sent: Thursday, January 10, 2019 5:15 PM
To: Emma Poole <EPoole@calgarypolice.ca>; Mark Smith <MSmith2@calgarypolice.ca>; Jeremy Shaw <JShaw2@calgarypolice.ca>; Chris Martin <CMartin2@calgarypolice.ca>
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When we awarded Hootsuite in 2016 the initial cost was just over $100K.
Currently the maintenance is an annual $24K.

Hope that helps.

I will send the contract documents early next week.

Thanks,

Ashley Gillies
IT Vendor Services Coordinator
Calgary Police Service
Mail code 620
5111 – 47 Street NE
Calgary AB, T3J 3R2
agillies@calgarypolice.ca
403-428-8522 | S. 25(1)(c)(i)

-----Original Appointment-----
From: Emma Poole
Sent: Tuesday, January 08, 2019 1:25 PM
To: Emma Poole; Ashley Gillies; Mark Smith; Jeremy Shaw; Chris Martin
Cc: Michael Nunn; Candace Rumancik
Subject: Social Studio Renewal 2018 - 2019
When: Thursday, January 10, 2019 1:00 PM-2:00 PM (UTC-07:00) Mountain Time (US & Canada).
Where: Strategic Communications - Public Affairs Boardroom (across from Chief's Office)

Sorry…can we move this to 1 p.m., so Mark can attend?

From: Candace Rumancik
Sent: Thursday, January 24, 2019 11:43 AM
To: Michael Nunn; Emma Poole; Mark Smith; Jeremy Shaw; Chris Martin
Cc: Sarah Demko
Subject: RE: Social Studio Renewal 2018 - 2019
Attachments: Calgary Police - Approved - Q-02081457.pdf; CPSPO_0000044329_0.pdf

Hi Michael,

Here is the PO that was issued for 2018-2019 for your records.

Candace

From: Michael Nunn
Sent: Thursday, January 24, 2019 10:43 AM
To: Candace Rumancik <CRumancik@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>; Mark Smith <MSmith2@calgarypolice.ca>; Jeremy Shaw <JShaw2@calgarypolice.ca>; Chris Martin <CMartin2@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>
Subject: Re: Social Studio Renewal 2018 - 2019

Thanks - can you confirm what we currently pay for social studio per year?

Sent from Nine Work

From: Candace Rumancik
Sent: Thursday, January 24, 2019 10:34 AM
To: Emma Poole; Mark Smith; Jeremy Shaw; Chris Martin
Cc: Michael Nunn; Sarah Demko
Subject: RE: Social Studio Renewal 2018 - 2019

Good morning Emma,

Our CPS buyer, Lorie provided the electronic version of the RFP, and I have attached it for your reference. You can use the document as a base point and use the relevant points from it as needed. You can also change the scope as required.

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I've also attached the most recent template from Supply for an RFP. I would suggest doing all of your work in a word document first in the event Supply changes the RFP template prior to posting this. As the project proceeds, you can move the information over into the most recent RFP template at that time.

Non-Responsive

Let us know if you have any questions.

Thanks,

IT Contract Administrator
Information Technology Division #620
Calgary Police Service
5111 – 47 Street NE
Calgary, Alberta T3J 3R2

Phone (403) 428-5853
Email: candace.rumancik@calgarypolice.ca

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To: Emma Poole <EPoole@calgarypolice.ca>; Mark Smith <MSmith2@calgarypolice.ca>; Jeremy Shaw <JShaw2@calgarypolice.ca>; Chris Martin <CMartin2@calgarypolice.ca>
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Subject: RE: Social Studio Renewal 2018 - 2019

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agillies@calgarypolice.ca
403-428-8522 | S. 25(1)(c)(i)

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Subject: RE: Social Studio Renewal 2018 - 2019

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When: Thursday, January 10, 2019 1:00 PM-2:00 PM (UTC-07:00) Mountain Time (US & Canada).
Where: Strategic Communications - Public Affairs Boardroom (across from Chief's Office)

Sorry…can we move this to 1 p.m., so Mark can attend?

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 11/30/2018
Proposed by:Anthony Fernicola
Quote Number: Q-02081457

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 11/23/2018
Contract End Date*: 11/22/2019
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio S.16(1)	11/23/2018	11/22/2019	12	S. 16(1)		
Social Studio S.16(1)	11/23/2018	11/22/2019	12	S. 16(1)		
						Total: CAD 23,112.00

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1311 of 1566

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the ""Ship To"" location provided by Customer on this Order Form.

Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio - S.16(1)	S.16(1)	
Social Studio S.16(1)	S.16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 01793397, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 01793397, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired

Product Special Terms

Social Studio S.16(1)

S.16(1)

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number: _____

PO Amount: _____

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

Customer: Calgary Police Service

Signature _____

Name _____

Business Title _____

Date _____

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1314 of 1566

Purchase Order

THE CITY OF CALGARY

Date	2018/10/15	**PO Number**	**0000044329**
Buyer	Cowley,Lorie	**Business Unit**	CPSPO
Phone	403/268-4828	**Change Order**	
Fax	403/268-5523	**Contract**	
Email	lorie.cowley@calgary.ca		

Supplier: 2000006874
SALESFORCE.COM CANADA CORPORATION
SALESFORCE.COM
2 FL 30 KNOWLEDGE PARK DR
FREDERICTON NB E3C 2R2
Canada

Ship To:
Calgary Police Service
Information Communication Technology
Westwinds Campus/East Bldg
5111 47 St N.E.
CALGARY AB T3J 3R2
Canada

Bill To:
Email invoices to: APinvoices@calgary.ca
(the invoice must be the first document in the submission)
Or mail to:
Calgary Police Service
Westwinds Campus East Bldg
Finance Section
5111 47 St N.E.
Calgary AB T3J 3R2
Canada

Email inquiries regarding payment of invoices to: aphelp@calgary.ca
Or call: Corporate Accounts Payable: Tel: 403-268-2750, Fax: 403-268-2308

Payment Terms	Ship Via	Freight Terms	Currency	GST Reg ID
NET 30	Supplier's Preference	DAP-Delivered at Place	USD	CA 119457869

Line-Sch	GST Y/N	City Item ID	Item/Description	Quantity UOM	PO Unit Price	Extended Amt	Due Date
1 - 1	Y		November 23, 2018 to November 22, 2019 extension for Salesforce - Social Media as per Quote Number Q-02081457 for Social Studio - S.16(1) and Social Studio - S.16(1) S.16(1)	1.00 LS	17,974.80	17,974.80	11/30/2018

Term: November 23, 2018 to November 22, 2019
Previous PO was PO42769

14-0044

IT Contact is Ashley Gillies

Please send invoices to apinvoices@calgary.ca

The above prices are Goods & Services Tax applicable. Please invoice with Goods and Services Tax listed as a separate total amount and include your GST registration number. The City of Calgary GST registration number is 119457869. If the above product is to be shipped from a foreign country the vendor will be responsible for all custom related charges.

ALL PRICE CHANGES MUST BE PRE-APPROVED BY THE BUYER PRIOR TO SHIPPING OTHERWISE THE CITY WILL PAY THE UNIT PRICE AS LISTED ON THIS ORDER.

If the deliverables mentioned on this Purchase Order (PO) are covered by a contract with The City, this PO is subject to the conditions in such contract. If the PO relates to goods, materials, products, or services that are not under a separate contract; the terms and conditions governing this PO are posted on The City's website at www.calgary.ca. Enter Supply Management Terms & Conditions in the search field. Alternatively, contact the Buyer listed above.

Sub Total	17,974.80
Total GST (5%)	898.74
Total PO Amount	18,873.54

Authorized Signature
S. 17(1)
Sarah Aspinall – Director, Supply Management,
Deputy City Manager's Office

0000044329
Page 1 of 2

Terms or conditions proposed by a supplier or included in price or work proposal, or invoice will not be effective to amend a contract with The City of Calgary and will not be binding upon The City unless those terms or conditions are expressly agreed to by the Director of Supply Management.

From: Candace Rumancik
Sent: Thursday, January 24, 2019 10:35 AM
To: Emma Poole; Mark Smith; Jeremy Shaw; Chris Martin
Cc: Michael Nunn; Sarah Demko
Subject: RE: Social Studio Renewal 2018 - 2019
Attachments: Addendum 2_RFP 15-1705_Appendix C.DOCX; S-PT-014 - RFP Template (Non-Binding Consecutive Negotiations) - V10.0.docx

Good morning Emma,

Our CPS buyer, Lorie provided the electronic version of the RFP, and I have attached it for your reference. You can use the document as a base point and use the relevant points from it as needed. You can also change the scope as required.

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Non-Responsive

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Thanks,

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IT Contract Administrator
Information Technology Division #620
Calgary Police Service
5111 – 47 Street NE
Calgary, Alberta T3J 3R2

Phone (403) 428-5853
Email: candace.rumancik@calgarypolice.ca

From: Ashley Gillies
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S

THE CITY OF CALGARY
FINANCE & SUPPLY

Request for Proposals

For

Social Media Tools and Resources

The City of Calgary (The City) on behalf of the Calgary Police Service (CPS) invites experienced proponents to submit proposals for social media tools and resources that will facilitate CPS's efforts in investigations, engagement, and event management.

CPS has defined two unique sets of requirements based on business needs within the CPS; one toward Engagement and Event Management and the other toward Investigative Support.

The Engagement and Event Management solution will enable employees to simultaneously engage and monitor social media and web based platforms for the purposes of: reputation management; public engagement; public requests for information; assisting in the management of community events; and communication during major events.

The Investigative Support solution will enable CPS to: monitor source data obtained from social media; and search, organize, and capture open source information publicly available on the internet in an efficient manner.

Proponents are invited to submit proposals toward one schedule or both schedules contained in this RFP.

Request for Proposals No.: 15-1705

Issued:2015 October 09

Submission Deadline: 2015 November 02 at 16:00:59 Calgary Time

Note: Proposals will not be opened publicly.

City Contact: Lorie Cowley
Lorie.cowley@calgary.ca

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1320 of 1566

TABLE OF CONTENTS

DEFINED TERMS **3**
PART 1 – INTRODUCTION **5**
1.1 Invitation to Proponents 5
1.2 Material Disclosures 5
1.3 Proponent Must be a Single Legal Entity 5
1.4 Type of Contract for Deliverables 5
1.5 No Guarantee of Volume of Work or Exclusivity of Contract 5
1.6 Trade Agreements 5
PART 2 – SCHEDULE AND SUBMISSION OF PROPOSALS **6**
2.1 Schedule 6
2.2 Proposals Must be Submitted at the Prescribed Location 6
2.3 Proposals Must Be Submitted on Time 6
2.4 Proposals Must Be Submitted in Prescribed Manner 6
2.5 Amendment of Proposals 6
2.6 Withdrawal of Proposals 7
2.7 City Contact 7
PART 3 – EVALUATION OF PROPOSALS **8**
3.1 Stages of Proposal Evaluation 8
3.2 Stage I – Mandatory Requirements and Rectification 8
3.3 Stage II – Evaluation of Rated Criteria 9
3.4 Stage III – Evaluation of Pricing 9
3.5 Stage IV – Possible Presentations or Interviews 9
3.6 Cumulative Score and Selection of Highest Rated Proponent 10
3.7 Tie Score 10
PART 4 – TERMS AND CONDITIONS OF THE RFP PROCESS **11**
4.1 General Information and Instructions 11
4.2 Communication after Issuance of RFP 12
4.3 Negotiations, Notification and Debriefing 14
4.4 Conflict of Interest and Prohibited Conduct 15
4.5 Confidential Information 17
4.6 Procurement Process Non-binding 18
4.7 Governing Law and Interpretation 19
APPENDIX A – GENERAL TERMS AND CONDITIONS **20**
APPENDIX B – SUBMISSION FORM **35**
APPENDIX C – PRICING FORM **40**
APPENDIX D – REFERENCE FORM **42**
APPENDIX E – MULTI-PARTY CONFIRMATION FORM **43**
APPENDIX F – DELIVERABLES **46**
1. Introduction 46
2. Background 46
3. Scope 46
4. Schedules 46
APPENDIX G –SCHEDULE 1 ..... **51**
APPENDIX H – SCHEDULE 2 ..... **62**
APPENDIX I – EVALUATION **72**
APPENDIX J - PERFORMANCE TERMS AND CONDITIONS **75**

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1321 of 1566

DEFINED TERMS

In this RFP the following terms have the meanings set out below:

Agreement means the written contract to be entered into subsequent to negotiations between the Preferred Proponent and The City for the provision of the Deliverables.

Business Day means any working day between **8:00** a.m. and **4:30** p.m. Calgary time, Monday to Friday inclusive, but excluding statutory and other holidays on which The City has elected to be closed for business.

City Contact means the designated individual that is The City's contact person for all RFP matters as identified on the RFP cover page.

Commercially Confidential Questions means Proponent Questions that a proponent considers to be commercially sensitive or confidential to that particular proponent.

Conflict of Interest has the meaning ascribed to it in Appendix B – Submission Form.

Deadline for Issuing Addenda means the date set out in the schedule in Section 2.1 of this RFP.

Deadline for Questions means the date set out in the schedule in Section 2.1 of this RFP.

Deliverables means the goods and services to be delivered under the Agreement, as described in detail in Appendix F – Deliverables.

General Questions means Proponent Questions that are of general application and that would apply to other proponents.
Lead Team Member has the meaning ascribed to it in Appendix E – Multi-Party Confirmation Form.

Multi-Party Team means a team of two or more separate legal entities who combine knowledge, property, financial resources or other resources in the provision of the Deliverables.

Negotiations Proponent means the highest rated proponent that is invited to enter into negotiations for an Agreement in accordance with Section 4.3 of Part 4 – Terms and Conditions of the RFP Process.

Preferred Proponent means the Negotiations Proponent that has successfully negotiated an Agreement with The City pursuant to the RFP.

Proof of Concept (PoC) means a demonstration of the Deliverables by the Preferred Proponent to allow The City to verify that the Deliverables satisfy The City's requirements. It involves a trial of the Deliverables for a period of up to three (3) months commencing after execution of the Agreement and may include both internal testing and testing with external vendors.

Proponent Contact means the designated person by a proponent that is the primary contact person for The City concerning all matters related to the RFP or RFP process.
Proponent Question means a request for clarification, request for information or other questions relating to this RFP submitted by a proponent.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1322 of 1566

Rectification Period means the period of time set out in Section 2.1 of this RFP during which a proponent is permitted to rectify its proposal to satisfy the mandatory requirements of this RFP.

RFP means this Request for Proposals.

RFP Notice means a notice issued by The City with respect to the RFP process or the Deliverables.

RFX means procurement documents issued by The City other than this RFP.

Submission Deadline means the date and time set out in Section 2.1 of this RFP.

SEEPP means The City's Sustainable Environmental and Ethical Procurement Policy, a copy of which is located at http://www.calgary.ca/CA/city-clerks/Documents/Council-policy-library/cfo008-Sustainable-Environmental-and-Ethical-Procurement-Policy.pdf

Supplier Code of Conduct means The City's Supplier Code of Conduct (attachment 3 to Council Policy FCS010**)** which sets out the minimum performance standards for suppliers regarding working conditions, labour issues and the environment.

Team Member has the meaning ascribed to it in Appendix E – Multi-Party Confirmation Form.

The City means the City of Calgary, a municipal corporation of the Province of Alberta.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1323 of 1566

PART 1 – INTRODUCTION

1.1 Invitation to Proponents

This RFP is an invitation by The City to prospective proponents to submit proposals for the provision of the Deliverables.

1.2 Material Disclosures

Proponents should refer to Appendix F – Deliverables for information material to the Deliverables and Appendix I - Performance Terms and Conditions.

1.3 Proponent Must be a Single Legal Entity

The proponent must be a single legal entity that, if selected, will negotiate and enter into an Agreement with The City for the provision of the Deliverables. If the Deliverables will be provided by a Multi-Party Team, the proponent must ensure that its proposal complies with all requirements in this RFP that relate to Multi-Party Teams.

1.4 Type of Contract for Deliverables

The highest rated proponent will be requested to enter into negotiations for an Agreement with The City for the provision of the Deliverables. It is The City's intention to enter into an Agreement with only one (1) legal entity. The term of the Agreement may include a PoC, with an option in favour of The City to renew the Agreement on the same terms and conditions for an initial term of up to **Two (2)** years. After the initial term, The City will have an option to renew the Agreement on the same terms and conditions for **Five (5)** additional **One (1)** year terms for a potential total term of **Seven (7)** years. It is anticipated that the Agreement will be executed within 30 days from the date the highest rated proponent is notified that it is the Negotiations Proponent.

1.5 No Guarantee of Volume of Work or Exclusivity of Contract

The City makes no guarantee as to the value or volume of the Deliverables. The Agreement with the Preferred Proponent may not be an exclusive contract for the provision of the described Deliverables. The City may contract with others for deliverables the same as or similar to the Deliverables or may obtain deliverables the same as or similar to the Deliverables internally.

1.6 Trade Agreements

Proponents should note that procurements falling within the scope of the Agreement on Internal Trade and/or the New West Partnership Trade Agreement are subject to these trade agreements but that the rights and obligations of the parties will be governed by the specific terms of this RFP.

[End of Part 1]

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1324 of 1566

PART 2 – SCHEDULE AND SUBMISSION OF PROPOSALS

2.1 Schedule

Information relevant to this RFP process is set out in the following schedule:

Issue Date of RFP	**2015 October 09**
Deadline for Questions	**2015 October 23**
Deadline for Issuing Addenda	**2015 October 28**
Submission Deadline	**2015 November 02 at 16:00:59 Calgary time**
Rectification Period	**Five (5) Business Days**

The City may, in its sole discretion, amend any date or time in the schedule, including the Submission Deadline. Any amendment to the Submission Deadline will be communicated to proponents through the issuance of an addendum in accordance with Section 4.2.3. The City may choose to waive or extend the Deadline for Questions and/or the Deadline for Issuing Addenda at any time prior to the Submission Deadline without prior notice to the proponents.

2.2 Proposals Must be Submitted at the Prescribed Location

Proposals must be submitted electronically on the Merx portal located online at:

www.calgary.merx.com

2.3 Proposals Must Be Submitted on Time

All proposals must be submitted on or before the Submission Deadline. Proposals submitted after the Submission Deadline will be rejected.

2.4 Proposals Must Be Submitted in Prescribed Manner

Proponents must submit their proposals electronically in MS Word or Adobe PDF format online on the Merx portal as set out in Section 2.2, above. The electronic copy of a proponent's proposal as submitted online on the Merx portal will be the "Original Copy" of the proposal.

Only an individual that has registered on the Merx portal as representing or having the authority to represent the proponent may submit a proposal on behalf of the proponent in response to this RFP and the individual is deemed, as a result of such registration, to have full legal authority to submit a proposal from the proponent. The City takes no responsibility or liability for a proposal submitted in response to this RFP without the appropriate approval of the proponent having been obtained for submission of the proposal.

2.5 Amendment of Proposals

Proponents may amend their proposals prior to the Submission Deadline by going online to the Merx portal, as set out in Section 2.2 above, and using the "Withdraw Bid" button within the Merx portal to withdraw their complete proposal. Proponents may then submit an amended

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1325 of 1566

proposal prior to the Submission Deadline in accordance with Sections 2.2, 2.3 and 2.4 of this RFP.

2.6 Withdrawal of Proposals

At any time throughout the RFP process and prior to execution of an Agreement, a proponent may withdraw its proposal:

(a) prior to the Submission Deadline, by going online to the Merx portal and using the "Withdraw Bid" button within the Merx portal to withdraw its complete proposal. The proponent should also notify the City Contact that its proposal has been withdrawn; or,

(b) after the Submission Deadline, by sending a written notice of withdrawal, signed by an authorized representative of the proponent, to the City Contact.

2.7 City Contact

All questions and other communications relating to this RFP or the RFP process by the proponents may be submitted via email only to the City Contact.

[End of Part 2]

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1326 of 1566

PART 3 – EVALUATION OF PROPOSALS

3.1 Stages of Proposal Evaluation

The City will conduct the evaluation of proposals in the following four (4) stages:

Stage I – Mandatory Requirements;
Stage II – Evaluation of Rated Criteria;
Stage III – Evaluation of Pricing; and
Stage IV – Possible Presentations or Interviews

3.2 Stage I – Mandatory Requirements and Rectification

Stage I will consist of a review to determine which proposals comply with all of the mandatory requirements of this RFP at the time of the Submission Deadline. Proponents will be provided an opportunity to rectify deficiencies in their proposals that fail to satisfy the mandatory requirements. The Rectification Period will begin to run from the date and time that The City issues its rectification notice to the proponent. Proponents are responsible for ensuring that the contact information they provide to The City in the Submission Form (Appendix B) is correct and up to date.

Proposals satisfying the mandatory requirements will proceed to Stage II. Proposals failing to satisfy the mandatory requirements prior to the end of any applicable Rectification Period will be excluded from further consideration.

The mandatory requirements of this RFP at the time of the Submission Deadline are as follows:

(a) Language of Proposal

All copies of the proposal must be submitted in English.

(b) Submission Form (Appendix B)

Each proposal must include a Submission Form (Appendix B) completed according to the instructions contained in the Submission Form and signed by an authorized representative of the proponent. No other changes in the Submission Form are permitted.

(c) Pricing Form (Appendix C)

Each proposal must include a Pricing Form (Appendix C) completed according to the instructions contained in the Pricing Form as well as the following instructions:

(i) rates must be expressed in Canadian funds, inclusive of all applicable duties and taxes except for GST, which should be itemized separately; and

(ii) rates quoted by the proponent must be all-inclusive and, where applicable, must include all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery to The City, all costs of installation and set-up,

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1327 of 1566

including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.

The submission of pricing on a form that is incomplete or inconsistent with the Pricing Form in Appendix C will not satisfy this mandatory requirement.

(d) Reference Form (Appendix D)

Each proposal must include a completed Reference Form (Appendix D). The submission of a reference form that is incomplete or inconsistent with the Reference Form in Appendix D will not satisfy this mandatory requirement.

(e) Multi-Party Confirmation Form (Appendix E)

Each proposal that contemplates the provision of the Deliverables by a Multi-Party Team must include a Multi-Party Confirmation Form (Appendix E) completed and signed by all Team Members. No other changes in the Multi-Party Confirmation Form are permitted.

(f) Other Mandatory Requirements

[Proponents must submit the copies of any hardware purchase and maintenance agreements, software licences and support agreements together with copies of any other documents which the proponent and any manufacturer or proprietor of products or solutions set out in the proposal would ordinarily require to be signed in connection with the delivery of the products, solutions or services described in the proposal. The documents are being requested for examination by The City and the Proponent is cautioned against assuming that any acquisition will necessarily take place under any standard forms of contract.

3.3 Stage II – Evaluation of Rated Criteria

Stage II will consist of an evaluation by The City of each proposal that has satisfied all the mandatory requirements of the RFP as described in Section 3.2. Each proposal will be evaluated by The City on the basis of the rated criteria set out in Appendix H – Evaluation – Section A (Summary of Evaluation).

After satisfactory completion of the evaluation of both the mandatory requirements in Stage I and any rated requirements in Stage II, the proposal will continue to Stage III.

3.4 Stage III – Evaluation of Pricing

Stage III will consist of a rating of the pricing submitted. Proponents should refer to Appendix C - Pricing Form and Appendix H – Evaluation – Section C (Evaluation of Pricing).

3.5 Stage IV – Possible Presentations or Interviews

The City may choose, in its sole discretion, to hold presentations or interviews at Stage IV of the evaluation process. However, the City is under no obligation to hold Stage IV presentations or interviews and may elect to conclude the evaluation process after Stage III and proceed directly to the rating and selection of the highest rated proponent in accordance with Section 3.6.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1328 of 1566

If The City chooses to hold Stage IV presentations or interviews, The City intends to add up the scores from Stage II and Stage III and invite the **Up to the Five (5)** highest rated proponents to make a presentation or participate in an interview. However, The City may choose to invite fewer than **Five (5)** proponents and may exclude any proponent that did not achieve a score within 20% of the highest rated proponent. For example, if the highest rated proponent has a total score of 80%, the second and third highest rated proponents with a score of 60% or greater will be invited to participate in Stage IV. If The City elects to hold presentations or interviews, proponents that are not invited to participate in the Stage IV presentation or interview process will not be considered further.

Based on the information received through the presentation or interview, The City may revisit and re-evaluate the rated criteria and adjust the rating of the proponents as assigned in Stage II accordingly.

3.6 Cumulative Score and Selection of Highest Rated Proponent

At the conclusion of the evaluation process, all scores for the rated criteria and the pricing will be added together and, subject to The City's reserved rights, the proponent with the highest rating will become the Negotiations Proponent.

3.7 Tie Score

In the event of a tie score, the Negotiations Proponent will be determined by way of a coin toss.

[End of Part 3]

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1329 of 1566

PART 4 – TERMS AND CONDITIONS OF THE RFP PROCESS

4.1 General Information and Instructions

4.1.1 Proponents to Follow Instructions

Proponents should structure their proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a proposal should reference the applicable Section numbers of this RFP.

4.1.2 No Incorporation by Reference

The entire content of the proponent's proposal should be submitted in a fixed form, and the content of websites or other external documents referred to in the proponent's proposal will not be considered to form part of its proposal.

4.1.3 Intellectual Property

Proponents must not use or incorporate in their proposals any information, concepts, products or processes that are subject to copyright, patents, trademarks or other intellectual property rights of third parties, unless the proponent has permission for the incorporation of any such information, concepts, products or processes and has, or will, obtain the right to use such information, concepts, products or processes without cost to The City in the provision of the Deliverables.

4.1.4 References and Past Performance

The City's evaluation of a proposal may include information provided by the proponent's references and may also include consideration of the proponent's past performance on previous contracts with The City or other institutions.

4.1.5 Information in RFP Only an Estimate

The City and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to proponents the general scale and scope of the work. It is the proponent's responsibility to obtain all the information necessary to prepare a proposal in response to this RFP.

4.1.6 Proponents Will Bear Their Own Costs

The proponent will bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews or demonstrations.

4.1.7 Proposal to Be Retained by The City

Subject to sections 2.5 and 2.6 above, proposals will be retained by The City. At the written request of a proponent and at the proponent's sole cost and expense, The City may return any

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1330 of 1566

accompanying items or samples submitted by the proponent, either at the time of any proposal withdrawal or after The City has entered in an Agreement with the Preferred Proponent.

4.2 Communication after Issuance of RFP

4.2.1 Proponents to Review RFP

Proponents must promptly examine all of the documents comprising this RFP, and

(a) must report any errors, omissions or ambiguities to; and

(b) may direct questions or seek additional information from

the City Contact in accordance with Section 4.2.2 of this RFP. It is the responsibility of the proponent to seek clarification from the City Contact on any matter it considers to be unclear. The City will not be responsible for any misunderstanding on the part of the proponent concerning this RFP or its process.

4.2.2 Proponent Questions and RFP Notices

Proponent Questions must be submitted by using the "Q & A Tab" in the MERX online system located at www.calgary.merx.com.

A proponent must submit a Proponent Question if the proponent:

2 identifies any errors, omissions or ambiguities in this RFP; or

3 wishes to submit a question or request additional information with respect to this RFP, including with respect to the RFP process, the Deliverables and the Agreement.

Proponents are permitted to submit a Proponent Question and categorize the Proponent Question as follows:

3. General Questions – using the "Public Button"; or
4. Commercially Confidential Questions – using the "Private Button".

If The City disagrees with the proponent's categorization of a Proponent Question as a Commercially Confidential Question, The City will give the proponent the opportunity to either categorize the question as a General Question, or to withdraw the Proponent Question.

If The City determines, in its sole discretion, that a proponent's categorized Commercially Confidential Question, even if it is withdrawn by the proponent, is of general application, or would provide a significant clarification of the RFP documents, or the RFP process to proponents, The City may issue a clarification to proponents that deals with the same subject matter as the withdrawn Commercially Confidential Question.

In addition, if the City agrees with the proponent's categorization of a Commercially Confidential Question, then The City will provide a response only to the proponent that submitted the Proponent Questions using the "Private" button in the MERX system.

All Proponent Questions must be submitted to The City on the MERX system on or before the Deadline for Questions. The City's response to General Questions will be provided to all

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1331 of 1566

prospective proponents using the “Public Response” button in the “Q & A Tab” in the MERX system. The identities of the proponents submitting Proponent Questions will not be disclosed.

No communications with respect to this RFP are to be directed to anyone other than the City Contact, or by any other method outside of the “Q & A Tab” in the MERX system. The City is under no obligation to provide additional information, and The City will not be responsible for any information provided or obtained from any source other than the City Contact.

If, in The City’s sole discretion, responses to Proponent Questions require an amendment to this RFP, such amendment will be prepared and circulated by addendum in accordance with Section 4.2.3. Only a response to a Proponent Question that has been incorporated into, or issued as an addendum will modify or amend the RFP.

The City may issue an RFP Notice. For clarity, an RFP Notice does not, in any way, form part of the RFP or amend this RFP.

4.2.3 Amendments to the RFP by Way of Addenda

This RFP may be amended only by an addendum in accordance with this Section. If The City, for any reason, determines that it is necessary to amend this RFP, such information will be communicated to all proponents by addenda in the same manner that this RFP was originally issued. Each addendum forms an integral part of this RFP.

Such addenda may contain important information, including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by The City. Proponents may, in writing, seek confirmation of the number of addenda that have been issued under this RFP from the City Contact.

4.2.4 Post-Deadline Addenda and Extension of Submission Deadline

If any addendum is issued after the Deadline for Issuing Addenda, The City may at its discretion extend the Submission Deadline for a reasonable period of time.

4.2.5 Verify, Clarify and Supplement

When evaluating proposals, The City may request further information from a proponent or third parties in order to verify or clarify any matters contained in the proponent’s proposal, or require a proponent to submit supplementary documentation for verification or clarification of any matters in the proponent’s proposal. The City may, but is not obligated to, seek a proponent’s acknowledgement of The City’s interpretation of the proposal or any part of the proposal. The City may revisit and re-evaluate the proponent’s proposal or rating on the basis of any such information.

The City is not obligated to verify or seek clarification of any aspect of a proposal or any statement made by any proponent, including any ambiguity in a proposal or any ambiguity in a statement made by a proponent.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1332 of 1566

4.3 Negotiations, Notification and Debriefing

4.3.1 Selection of Negotiations Proponent

The highest rated proponent, as established under Part 3 – Evaluation of Proposals, will receive a written invitation to enter into direct contract negotiations with The City and become the Negotiations Proponent. Neither the invitation by The City to enter into negotiations, nor the acceptance of such invitation by the proponent, will constitute a legally binding offer to enter into a contract on the part of The City or the proponent.

4.3.2 Timeframe for Negotiations

The City intends to conclude negotiations with the Negotiations Proponent within thirty (30) days commencing from the date The City invites the Negotiations Proponent to enter into direct contract negotiations. The Negotiations Proponent should therefore be prepared to provide requested information in a timely fashion and to conduct its negotiations expeditiously.

4.3.3 Process Rules for Negotiations

Any negotiations will be subject to the process rules contained in this Part 4 – Terms and Conditions of the RFP process and the Submission Form (Appendix B) and will not constitute a legally binding offer to enter into a contract on the part of The City or the proponent. Negotiations may include requests by The City for supplementary information from the proponent to verify, clarify or supplement the information provided in its proposal or to confirm the conclusions reached in the evaluation, and may include requests by The City for improved pricing from the proponent.

4.3.4 Terms and Conditions

The terms and conditions found in the General Terms and Conditions (Appendix A) are to form the starting point for negotiations between The City and the Negotiations Proponent.

4.3.5 Failure to Enter Into Agreement

Proponents should note that if The City cannot execute an Agreement with the Negotiations Proponent within the allotted thirty (30) days, The City may invite the next-highest-rated proponent to enter into negotiations. In accordance with the process rules in this Part 4 – Terms and Conditions of the RFP process and the Submission Form (Appendix B), there will be no legally binding relationship created with any proponent prior to the execution of the written Agreement.

With a view to expediting contract formalization, at the midway point of the above-noted timeframe, The City may elect to initiate concurrent negotiations with the next-highest-rated proponent. Once the above-noted timeframe lapses, The City may discontinue further negotiations with the Negotiations Proponent and the next-highest-rated proponent will become the next Negotiations Proponent. When The City and the Negotiations Proponent have negotiated the terms and conditions of the Agreement and they are prepared to execute the Agreement, the Negotiations Proponent will become The City's Preferred Proponent. This

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1333 of 1566

process will continue until the Agreement is formalized, until there are no more proponents remaining that are eligible for negotiations or until The City elects to cancel the RFP process.

If The City and the Preferred Proponent enter into an Agreement that includes a PoC and at the conclusion of the PoC it is determined by The City (in its sole discretion) that the Deliverables do not satisfy The City's requirements, The City may terminate the Agreement immediately at the conclusion of the PoC and upon payment of any fees owing to the Preferred Proponent for the PoC. The City may then initiate negotiations with the next highest-rated proponent who will become a new Negotiations Proponent for the purpose of negotiating an Agreement pursuant to this RFP.

4.3.6 Notification to Other Proponents

Other proponents that may become eligible for contract negotiations will be so notified at the commencement of the negotiation process. Once the Agreement is executed by The City and a proponent, the other proponents may be notified directly in writing and will be notified by RFP Notice of the outcome of the procurement process in the same manner that this RFP was originally posted.

4.3.7 Debriefing

Proponents may request a debriefing after receipt of a notification of the outcome of the procurement process. All requests must be in writing to the City Contact and must be made within sixty (60) days of such notification. The intent of the debriefing information session is to aid the proponent in presenting a better proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process or its outcome.

4.3.8 Procurement Protest Procedure

If a proponent wishes to challenge the RFP process, it should provide written notice to the City Contact within sixty (60) days of notification of the outcome of the procurement process, and The City will respond in accordance with its procurement protest procedures.

4.4 Conflict of Interest and Prohibited Conduct

4.4.1 Conflict of Interest

The City may disqualify a proponent for any conduct, situation or circumstances, determined by The City, in its sole and absolute discretion, to constitute a Conflict of Interest. For the purposes of this Section, "Conflict of Interest" has the meaning ascribed to it in the Submission Form (Appendix B).

4.4.2 Disqualification for Prohibited Conduct

The City may disqualify a proponent or rescind an Agreement subsequently entered into if, in the sole and absolute determination of The City, the proponent has engaged in any conduct prohibited by this RFP.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1334 of 1566

4.4.3 Prohibited Proponent Communications

A proponent must not engage in any Conflict of Interest communications and should take note of the Conflict of Interest declaration set out in the Submission Form (Appendix B).

4.4.4 Proponent Not to Communicate with Media

A proponent may not at any time, issue or disseminate any media release, public announcement or public disclosure (whether for publication in the press, on the radio, television, internet or any other medium) in relation to this RFP or an Agreement entered into pursuant to this RFP without first obtaining the written permission of the City Contact.

Proponents must not make any public comment, respond to questions in a public forum, or carry out any activities to either criticize another proponent or proposal, or publicly promote or advertise their own qualifications, interest in or participation in the RFP process without first obtaining the written permission of the City Contact. For clarity, this does not prohibit disclosures necessary to permit the proponent to discuss the Deliverables with prospective subcontractors but such disclosure is permitted only to the extent necessary to solicit those subcontractors' participation in providing the Deliverables.

4.4.5 No Lobbying

A proponent may not, in relation to this RFP or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the successful proponent(s).

Without limiting the generality of the above statement, at any time during the RFP process, proponents and proponent Team Members or any of their respective employees or representatives are prohibited from contacting, or attempting to contact, either directly or indirectly, any of the following persons or organizations on matters related to the RFP process, the RFP documents, or the proposals:

(a) any member of the evaluation committee or any member of any sub-committee of the evaluation committee (if applicable);

(b) any consultant, expert or advisor assisting The City or the evaluation committee;

(c) any person employed or engaged by The City, or any person who was previously employed by The City and who would have information relating to the procurement of the Deliverables, other than the City Contact;

(d) any member of the municipal council of The City or any member of a councillor's staff;

(e) the Mayor of Calgary or any member of the Mayor of Calgary's staff;

(f) any other proponent or proponent representatives; or

(g) any directors, officers or consultants of any entity listed in RFP Sections 4.4.5 (a) through to 4.4.5 (f).

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1335 of 1566

4.4.6 Illegal or Unethical Conduct

Proponents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud or collusion. Proponents must not engage in any unethical conduct, including engaging in inappropriate communications such as described in Section 4.4.5, or offering gifts to members of Council, employees, officers or other representatives of The City, deceitfulness, submitting proposals containing misrepresentations or other misleading or inaccurate information, or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFP.

4.4.7 Past Performance or Inappropriate Conduct

The City may prohibit a proponent from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process. Such inappropriate conduct will include but not be limited to the following:

(a) illegal or unethical conduct as described in Section 4.4.5 or Section 4.4.6;

(b) the refusal of the supplier to honour its pricing or other commitments made in its proposal; or

(c) any other conduct, situation or circumstance determined by The City, in its sole and absolute discretion, to constitute a Conflict of Interest.

4.5 Confidential Information

4.5.1 Confidential Information of City

All information provided by or obtained from The City in any form in connection with this RFP either before or after the issuance of this RFP, including any intellectual property information:

(a) is the sole property of The City and must be treated as confidential;

(b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent Contract;

(c) must not be disclosed without prior written authorization from The City; and

(d) must be returned by the proponents to The City, or destroyed if held in electronic format, immediately upon the request of The City.

4.5.2 Confidential Information of Proponent

Proponents are advised that The City is governed by Alberta's *Freedom of Information and Protection of Privacy Act* ("FOIP") and The City may be required to disclose all or part of a proponent's proposal pursuant to FOIP.

Proponents are also advised that FOIP may provide protection for confidential and proprietary business information. Proponents should identify any confidential or proprietary information in

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1336 of 1566

their proposal or any accompanying documentation and are advised to consult with their own legal advisors regarding the appropriate way in which such information should be identified. Subject to the provisions of FOIP, The City will make reasonable efforts to maintain the confidentiality of information identified as confidential or proprietary, except as otherwise required by law or by order of a court or tribunal or by order or decision of the Information and Privacy Commissioner (Alberta).

Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to The City's advisers retained for the purpose of evaluating or participating in the evaluation of their proposals. If a proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the City Contact.

4.6 Procurement Process Non-binding

4.6.1 No Contract A and No Claims

The procurement process is not intended to create and will not create a formal legally binding bidding process and will instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

(a) this RFP will not give rise to any Contract A-based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and

(b) neither any unsuccessful proponent nor The City will have the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of a contract, failure to award a contract or failure to honour a response to this RFP.

4.6.2 No Contract until Execution of Written Agreement

The RFP process is intended to identify prospective suppliers for the purposes of negotiating an Agreement. No legal relationship or obligation regarding the procurement of any good or service will be created between the proponent and The City by the RFP process until the successful negotiation and execution of the Agreement for the acquisition of such goods and/or services.

4.6.3 Non-binding Price Estimates

While the pricing information provided in responses will be non-binding prior to the execution of the written Agreement, such information will be assessed during the evaluation of the responses and the rating of the proponents. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation, rating or contract award.

4.6.4 Proponents in Dispute with The City

In accordance with The City's Policy FA-056(A), The City may disqualify any proponent or the proposal of any proponent who is engaged in a dispute with The City.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1337 of 1566

4.6.5 Cancellation

The City may cancel or amend the RFP process without liability at any time.

4.7 Governing Law and Interpretation

4.7.1 Governing Law

The terms and conditions in this Part 4 – Terms and Conditions of the RFP process:

(a) are included for greater certainty and are intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision);

(b) are non-exhaustive (and will not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations); and

(c) are to be governed by and construed in accordance with the laws of the province of Alberta and the federal laws of Canada applicable therein.

Any action or proceeding relating to this RFP process must be brought in any court of competent jurisdiction in the Province of Alberta and for that purpose the proponent irrevocably and unconditionally submits to the jurisdiction of the Alberta courts.

[End of Part 4]

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1338 of 1566

APPENDIX A – GENERAL TERMS AND CONDITIONS

Index

Article 1 – Interpretation
1.01 Defined Terms

Article 2 – General Terms
2.01 No Indemnities from The City
2.02 Entire Contract
2.03 Severability
2.04 Force Majeure
2.05 Notices by Prescribed Means
2.06 Governing Law and Jurisdiction

Article 3 – Nature of Relationship Between The City and Supplier
1. Supplier's Power to Contract
2. Representatives May Bind Parties
3.03 Supplier Not a Partner, Agent or Employee
3.04 Responsibility of Supplier
3.05 No Subcontracting or Assignment
3.06 Duty to Disclose Change of Control
3.07 Conflict of Interest
3.08 Contract Binding

Article 4 – Performance by Supplier
4.01 Commencement of Performance
4.02 Deliverables Warranty
4.03 Use and Access Restrictions
4.04 Notification by Supplier to The City
4.05 Condonation Not a Waiver
4.06 Changes By Written Amendment Only
4.07 Supplier to Comply with Reasonable Change Requests
4.08 Pricing for Requested Changes
4.09 Non-Exclusive Contract, Work Volumes
4.10 Performance by Specified Individuals Only
4.11 City Rights and Remedies & Supplier Obligations Not Limited to Contract
4.12 Proof of Concept

Article 5 – Payment for Performance
5.01 Payment According to Contract Rates
5.02 Hold Back or Set Off
5.03 No Expenses or Additional Charges
5.04 Payment of Taxes and Duties
5.05 Withholding Tax
5.06 Interest on Late Payment

Article 6 – Confidentiality and FOIP
6.01 Confidentiality and Promotion Restrictions
6.02 City Confidential Information
6.03 Restrictions on Copying
6.04 Injunctive and Other Relief
6.05 Notice and Protective Order
6.06 FOIP Records and Compliance
6.07 Survival

Article 7 – Intellectual Property
7.01 City Intellectual Property
7.02 License for Use
7.03 No Use of The City Insignia
7.04 Ownership of Intellectual Property
7.05 Supplier's Grant of Licence
7.06 No Restrictive Material in Deliverables
7.07 Supplier Representation and Warranty Regarding Third-Party Intellectual Property
7.08 Survival

Article 8 – Indemnity and Insurance
8.01 Supplier Indemnity
8.02 Insurance
8.03 Proof of Insurance

Article 9 – Termination, Expiry and Extension
9.01 Immediate Termination of Contract
9.02 Dispute Resolution by Rectification Notice
9.03 Termination on Notice
9.04 Supplier's Obligations on Termination
9.05 Supplier's Payment Upon Termination
9.06 Termination in Addition to Other Rights
9.07 Expiry and Renewal of Contract
9.08 Right to Audit Supplier Accounts

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1339 of 1566

ARTICLE 1 – INTERPRETATION

1.01 Defined Terms

When used in the Contract, the following words or expressions have the following meanings:

"**Authority"** means any government authority, agency, body or department, whether federal, provincial or municipal, having or claiming jurisdiction over the Contract; and "Authorities" means all such authorities, agencies, bodies and departments;

"Business Day" means any working day, Monday to Friday inclusive, but excluding statutory holidays and other days on which The City has elected to be closed for business;

"City Confidential Information" means all information of The City that is of a confidential nature, including all confidential information in the custody or control of The City, regardless of whether it is identified as confidential or not, and whether recorded or not, and however fixed, stored, expressed or embodied, which comes into the knowledge, possession or control of the Supplier in connection with the Contract. For greater certainty, City Confidential Information will: (a) include: (i) all new information derived at any time from any such information whether created by The City, the Supplier or any third-party; (ii) all information (including Personal Information) that The City is obliged, or has the discretion, not to disclose under provincial or federal legislation or otherwise at law; but (b) not include information that: (i) is or becomes generally available to the public without fault or breach on the part of the Supplier of any duty of confidentiality owed by the Supplier to The City or to any third-party; (ii) the Supplier can demonstrate to have been rightfully obtained by the Supplier, without any obligation of confidence, from a third-party who had the right to transfer or disclose it to the Supplier free of any obligation of confidence; (iii) the Supplier can demonstrate to have been rightfully known to or in the possession of the Supplier at the time of disclosure, free of any obligation of confidence when disclosed; or (iv) is independently developed by the Supplier; but the exclusions in this subparagraph will in no way limit the meaning of Personal Information or the obligations attaching thereto under the Contract or at law;

"Conflict of Interest" includes, but is not limited to, any situation or circumstance where (a) in relation to the procurement process, the proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having or having access to information in the preparation of the Supplier's Submission that is confidential to The City and not available to other proponents; (ii) communicating with any person with a view to influencing preferred treatment in the procurement process; or (iii) engaging in conduct that compromises or could be seen to compromise the integrity of the open and competitive procurement process and render that process non-competitive and unfair; or (b) in relation to the performance of its contractual obligations in a City contract, the Supplier's other commitments, relationships or financial interests (i) could or could be seen to exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgment; or (ii) could or could be seen to compromise, impair or be incompatible with the effective performance of its contractual obligations;

"Contract" will have the definition set out in the Contract Letter;

"Contract Letter" means the letter sent to the Supplier by The City notifying the Supplier that they have been awarded the Contract to provide the Deliverables;

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1340 of 1566

"Deliverables" means everything developed for or provided to The City in the course of performing under the Contract or agreed to be provided to The City under the Contract by the Supplier or its directors, officers, employees, agents, partners, affiliates, volunteers or subcontractors, , including but not limited to any goods or services or any and all Intellectual Property and any and all concepts, techniques, ideas, information, documentation and other materials, however recorded, developed or provided;

"Documentation" means the specifications, user manuals, technical documents, release notes, instructions and other materials furnished or published by The City concerning the Proprietary Information;

"Expiry Date" is the date set out in the Contract Letter;

"FOIP" means the *Freedom of Information and Protection of Privacy Act*, Revised Statutes of Alberta 2000, Chapter F-25, as amended;

"Indemnified Parties" means The City and The City's elected officials, officers, agents, employees and volunteers;

"Industry Standards" include, but are not limited to (a) the provision of any and all labour, supplies, equipment and other goods or services that are necessary and can reasonably be understood or inferred to be included within the scope of the Contract or customarily furnished by Persons providing Deliverables of the type provided hereunder in similar situations in Alberta and; (b) adherence to commonly accepted norms of ethical business practices, which will include the Supplier establishing, and ensuring adherence to, precautions to prevent its employees or agents from providing or offering gifts or hospitality of greater than nominal value to any person acting on behalf of or employed by The City;

"Intellectual Property" means any intellectual, industrial or other proprietary right of any type in any form protected or protectable under the laws of Canada, any foreign country, or any political subdivision of any country, including, without limitation, any intellectual, industrial or proprietary rights protected or protectable by legislation, by common law or at equity;

"Newly Created Intellectual Property" means any Intellectual Property created by the Supplier in the course of performance of its obligations under the Contract;

"Person" if the context allows, includes any individuals, persons, firms, partnerships or corporations or any combination thereof;

"Personal Information" means recorded information about an identifiable individual or that may identify an individual;

"Proceeding" means any action, claim, demand, lawsuit, or other proceeding;

"Proof of Concept" or "PoC" means a period of time as may be agreed upon between The City and the Supplier commencing after execution of the Contract which involves a demonstration of the Deliverables by the Supplier and allows The City to verify that the Deliverables satisfy The City's requirements.

"Proposal" means all the documentation submitted by the Supplier in response to the RFP;

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1341 of 1566

"Proprietary Information" means all inventions, concepts, ideas, data, processes, methods, formulas, techniques, improvements, modifications or enhancements, whether or not patentable, as well as all trade secrets, including, but not limited to, all data, marketing strategies, new research material, pending projects and proposals, research and development, technological data, all proprietary information, lists, pricing, documentation, software and know-how;

"Rates" means the applicable price, in Canadian funds, to be charged for the applicable Deliverables, as set out in the Contract, representing the full amount chargeable by the Supplier for the provision of the Deliverables, including but not limited to: (a) all applicable duties and taxes (except applicable sales tax, which should be itemized separately),; (b) all labour and material costs; (c) all travel and carriage costs; (d) all insurance costs; and (e) all other overhead including any fees or other charges required by law;

"Record", for the purposes of the Contract, means any recorded information, including any Personal Information, in any form: (a) provided by The City to the Supplier, or provided by the Supplier to The City, for the purposes of the Contract; or (b) created by the Supplier in the performance of the Contract;

"Requirements of Law" mean all applicable requirements, laws, statutes, codes, acts, ordinances, orders, decrees, injunctions, by-laws, rules, regulations, official plans, permits, licenses, authorizations, directions, and agreements with all Authorities that now or at any time hereafter may be applicable to either the Contract or the Deliverables or any part of them;

"RFP" means the Request for Proposals issued by The City for the Deliverables and any addenda to it;

"**Supplier**" means the legal entity that is awarded the Contract as set out in the Contract Letter.

"**Supplier Accounts**" means the Supplier's detailed books, accounts, records and documentation, including, without limitation, contracts, original and unedited payroll records, bank records, invoices issued to subcontractors and suppliers, records of quotations and related correspondence, ledgers and other similar books of records, detailed daily time records for personnel and equipment, and all similar information that is necessary to substantiate and verify all direct and indirect costs incurred by the Supplier relating directly or indirectly to the Contract and all work performed under the Contract.

"Supplier's Intellectual Property" means Intellectual Property owned by the Supplier prior to its performance under the Contract or created by the Supplier during the Term of the Contract independently of the performance of its obligations under the Contract;

"Term" means the period of time from the effective date set out in the Contract Letter up to and including the earlier of: (i) the Expiry Date or (ii) the date of termination of the Contract in accordance with its terms;

"Third-Party Intellectual Property" means any Intellectual Property owned by a party other than The City or the Supplier;

ARTICLE 2 – GENERAL TERMS

2.01 **No Indemnities from The City**

Notwithstanding anything else in the Contract, any express or implied reference to The City providing an indemnity or any other form of indebtedness or contingent liability that would directly or indirectly increase

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1342 of 1566

the indebtedness or contingent liabilities of The City, whether at the time of execution of the Agreement or at any time during the Term, will be void and of no legal effect.

2.02 **Entire Contract**

The Contract embodies the entire agreement between the parties with regard to the provision of Deliverables and supersedes any prior understanding or agreement, collateral, oral or otherwise with respect to the provision of the Deliverables, existing between the parties at the date of execution of the Agreement.

2.03 **Severability**

If any term or condition of the Contract, or the application thereof to the parties or to any Persons or circumstances, is to any extent invalid or unenforceable, the remainder of the Contract, and the application of such term or condition to the parties, Persons or circumstances other than those to which it is held invalid or unenforceable, will not be affected thereby.

2.04 **Force Majeure**

Neither party will be liable for damages caused by delay or failure to perform its obligations under the Contract where such delay or failure is caused by an event beyond its reasonable control. The parties agree that an event will not be considered beyond one's reasonable control if a reasonable business person applying due diligence in the same or similar circumstances under the same or similar obligations as those contained in the Contract would have put in place contingency plans to either materially mitigate or negate the effects of such event. Without limiting the generality of the foregoing, the parties agree that force majeure events will include natural disasters and acts of war, insurrection and terrorism but will not include shortages or delays relating to supplies or services. If a party seeks to excuse itself from its obligations under this Contract due to a force majeure event, that party will immediately notify the other party of the delay or non-performance, the reason for such delay or non-performance and the anticipated period of delay or non-performance. If the anticipated or actual delay or non-performance exceeds fifteen (15) Business Days, the other party may immediately terminate the Contract by giving notice of termination and such termination will be in addition to the other rights and remedies of the terminating party under the Contract, at law or in equity.

2.05 **Notices by Prescribed Means**

Notices will be in writing and will be delivered by postage-prepaid envelope, personal delivery or facsimile and will be addressed to, respectively, The City Address to the attention of The City Representative and to the Supplier Address to the attention of the Supplier Representative. Notices will be deemed to have been given: (a) in the case of postage-prepaid envelope, five (5) Business Days after such notice is mailed; or (b) in the case of personal delivery or facsimile one (1) Business Day after such notice is received by the other party. In the event of a postal disruption, notices will be given by personal delivery or by facsimile. Unless the parties expressly agree in writing to additional methods of notice, notices may only be provided by the methods contemplated in this paragraph.

2.06 **Governing Law and Jurisdiction**

The Contract will be governed by and construed in accordance with the laws of the Province of Alberta and the federal laws of Canada applicable therein. The parties submit to the exclusive jurisdiction of the courts of Alberta.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1343 of 1566

ARTICLE 3 – NATURE OF RELATIONSHIP BETWEEN THE CITY AND SUPPLIER

3.01 **Supplier's Power to Contract**

The Supplier represents and warrants that it has the full right and power to enter into the Contract and there is no agreement with any other Person which would in any way interfere with the rights of The City under this Contract.

3.02 **Representatives May Bind the Parties**

The parties represent that their respective representatives have the authority to legally bind them to the extent permissible by the Requirements of Law.

3.03 **Supplier Not a Partner, Agent or Employee**

The Supplier will have no power or authority to bind The City or to assume or create any obligation or responsibility, express or implied, on behalf of The City. The Supplier will not hold itself out as an agent, partner or employee of The City. Nothing in the Contract will have the effect of creating an employment, partnership or agency relationship between The City and the Supplier (or any of the Supplier's directors, officers, employees, agents, partners, affiliates, volunteers or subcontractors).

3.04 **Responsibility of Supplier**

The Supplier must acquaint itself with the work site (as applicable) and any other conditions pertaining to the performance of the Contract prior to entering the Contract. The City does not accept any responsibility for the failure of the Supplier to familiarize itself with all conditions applicable to the Supplier's performance of the Contract prior to execution of the Contract. The Supplier agrees that it is liable for the acts and omissions of its directors, officers, employees, agents, partners, affiliates, volunteers and subcontractors. This paragraph is in addition to any and all of the Supplier's liabilities under the Contract and under the general application of law. The Supplier will advise these individuals and entities of their obligations under the Contract and will ensure their compliance with the applicable terms of the Contract. In addition to any other liabilities of the Supplier pursuant to the Contract or otherwise at law or in equity, the Supplier will be liable for all damages, costs, expenses, losses, claims or actions arising from any breach of the Contract resulting from the actions of the above mentioned individuals and entities. This paragraph will survive the termination or expiry of this Contract.

3.05 **No Subcontracting or Assignment**

The Supplier will not subcontract or assign the whole or any part of the Contract or any monies due under it without the prior written consent of The City. Such consent will be in the sole discretion of The City and subject to the terms and conditions that may be imposed by The City. Without limiting the generality of the conditions which The City may require prior to consenting to the Supplier's use of a subcontractor, every contract entered into by the Supplier with a subcontractor will adopt all of the terms and conditions of this Contract as far as applicable to those parts of the Deliverables provided by the subcontractor. Nothing contained in the Contract will create a contractual relationship between any subcontractor or its directors, officers, employees, agents, partners, affiliates or volunteers and The City.

3.06 **Duty to Disclose Change of Control**

In the event that the Supplier undergoes a change in control the Supplier will immediately disclose such change in control to The City and will comply with any terms and conditions subsequently prescribed by The City resulting from the disclosure.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1344 of 1566

3.07 **Conflict of Interest**

The Supplier will: (a) avoid any Conflict of Interest in the performance of its contractual obligations; (b) disclose to The City without delay any actual or potential Conflict of Interest that arises during the performance of its contractual obligations; and (c) comply with any requirements prescribed by The City to resolve any Conflict of Interest. In addition to all other contractual rights or rights available at law or in equity, The City may immediately terminate the Contract upon giving notice to the Supplier where: (a) the Supplier fails to disclose an actual or potential Conflict of Interest; (b) the Supplier fails to comply with any requirements prescribed by The City to resolve a Conflict of Interest; or (c) the Supplier's Conflict of Interest cannot be resolved. This paragraph will survive any termination or expiry of the Contract.

3.08 **Contract Binding**

The Contract will enure to the benefit of and be binding upon the parties and their successors, executors, administrators and their permitted assigns.

ARTICLE 4 – PERFORMANCE BY SUPPLIER

4.01 **Commencement of Performance**

The Supplier will commence performance upon receipt of written instructions from The City.

4.02 **Deliverables Warranty**

The Supplier hereby represents and warrants that the Deliverables (i) will be provided fully and diligently in a professional and competent manner by persons qualified and skilled in their occupations; and (ii) will be free from defects in material, workmanship and design, suitable for the purposes intended, in compliance with all applicable specifications and free from liens or encumbrance on title; and furthermore that all Deliverables will be provided in accordance with: (a) the Contract; (b) Industry Standards; and (c) Requirements of Law. If any of the Deliverables, in the opinion of The City, are inadequately provided or require corrections, the Supplier will forthwith make the necessary corrections at its own expense as specified by The City in a rectification notice.

4.03 **Use and Access Restrictions**

The Supplier acknowledges that unless it obtains specific written preauthorization from The City, any access to or use of The City property, technology or information that is not necessary for the performance of its contractual obligations with The City is strictly prohibited. The Supplier further acknowledges that The City may monitor the Supplier to ensure compliance with this paragraph. This paragraph is in addition to and will not limit any other obligation or restriction placed upon the Supplier.

4.04 **Notification by Supplier to The City**

During the Term, the Supplier will advise The City promptly of: (a) any contradictions, discrepancies or errors found or noted in the Contract; (b) supplementary details, instructions or directions that do not correspond with those contained in the Contract; and (c) any omissions or other faults that become evident and should be corrected in order to provide the Deliverables in accordance with the Contract and Requirements of Law.

4.05 **Condonation Not a Waiver**

Any failure by The City to insist in one or more instances upon strict performance by the Supplier of any of the terms or conditions of the Contract will not be construed as a waiver by The City of its right to require strict performance of any such terms or conditions, and the obligations of the Supplier with respect to such performance will continue in full force and effect.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1345 of 1566

4.06 **Changes By Written Amendment Only**

Any changes to the Contract will be by written amendment signed by the parties. No changes will be effective or will be carried out in the absence of such an amendment. Any such written changes will be included in the definition of Contract.

4.07 **Supplier to Comply With Reasonable Change Requests**

The City may, in writing, request changes to the Contract, which may include altering, adding to, or deleting any of the Deliverables. The Supplier will comply with all reasonable City change requests and the performance of such request will be in accordance with the terms and conditions of the Contract. If the Supplier is unable to comply with the change request, it will promptly notify The City and provide reasons for such non-compliance. In any event, any such change request will not be effective until a written amendment reflecting the change has been executed by the parties.

4.08 **Pricing for Requested Changes**

Where a City change request includes an increase in the scope of the previously contemplated Deliverables, The City will set out, in its change request, the proposed prices for the contemplated changes. Where the Rates in effect at the time of the change request (a) include pricing for the particular type of goods or services contemplated in the change request, the Supplier will not unreasonably refuse to provide those goods or services at prices consistent with those Rates; or (b) are silent to the applicable price for the particular goods or services contemplated in the change request, the price will be negotiated between The City and the Supplier within a reasonable period of time and in any event, such change request will not become effective until a written amendment reflecting the change has been executed by the parties.

4.09 **Non-Exclusive Contract**, **Work Volumes**

The Supplier acknowledges that it is providing the Deliverables to The City on a non-exclusive basis. The City makes no representation regarding the volume of goods and services required under the Contract. The City reserves the right to contract with other parties for the same or similar goods and services as those provided by the Supplier and reserves the right to obtain the same or similar goods and services internally.

4.10 **Performance by Specified Individuals Only**

The Supplier agrees that to the extent that specific individuals are named in the Contract as being responsible for the provision of the Deliverables, only those individuals will provide the Deliverables under the Contract. The Supplier will not replace or substitute any of the individuals named in the Contract without the prior written approval of The City, which may not arbitrarily or unreasonably be withheld. Should the Supplier require the substitution or replacement of any of the individuals named in the Contract, it is understood and agreed that any proposed replacement will possess similar or greater qualifications than the individual named in the Contract. The Supplier will not claim fees for any replacement individual greater than the Rates established under the Contract.

4.11 **City Rights and Remedies and Supplier Obligations Not Limited to Contract**

The express rights and remedies of The City and obligations of the Supplier set out in the Contract are in addition to and will not limit any other rights and remedies available to The City or any other obligations of the Supplier at law or in equity.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1346 of 1566

4.12 **Proof of Concept**

If required by The City, upon award of the Contract the Supplier may be required to develop and participate in a PoC process and will be evaluated on its performance of providing the Deliverables during the PoC. Subsequent to the PoC process and based on the Supplier's performance during the PoC process, The City may, in its sole discretion, either continue to implement the Supplier's proposed solution and continue with the Contract or terminate the Contract.

ARTICLE 5 – PAYMENT FOR PERFORMANCE

5.01 **Payment According to Contract Rates**

The City will, subject to the Supplier's compliance with the provisions of the Contract, pay the Supplier for the Deliverables provided at the Rates established under the Contract.

5.02 **Hold Back or Set Off**

The City may hold back payment or set off against payment if, in the opinion of The City acting reasonably, the Supplier has failed to comply with any requirements of the Contract.

Where the Supplier has incurred any liability to The City, whether arising from or under the Contract or otherwise, The City may set off the amount of such liability against any liability or payment of The City to the Supplier arising from or under the Contract.

5.03 **No Expenses or Additional Charges**

There will be no other charges payable by The City under the Contract to the Supplier other than the Rates established under the Contract.

5.04 **Payment of Taxes and Duties**

Unless otherwise stated, the Supplier will pay all applicable taxes, including excise taxes incurred by or on the Supplier's behalf with respect to the Contract.

5.05 **Withholding Tax**

The City will withhold any applicable withholding tax from amounts due and owing to the Supplier under the Contract and will remit it to the appropriate government in accordance with applicable tax laws. This paragraph will survive any termination or expiry of the Contract.

5.06 **Interest on Late Payment**

If a payment is in arrears through no fault of the Supplier, the interest charged by the Supplier, if any, for any late payment will not exceed the pre-judgment interest rate established under the *Judgment Interest Act* Revised Statutes of Alberta 2000 Chapter J-1, in effect on the date that the payment went into arrears.

ARTICLE 6 – CONFIDENTIALITY AND FOIP

6.01 **Confidentiality and Promotion Restrictions**

Any publicity or publications related to the Contract will be at the sole discretion of The City. The City may, in its sole discretion, acknowledge the Deliverables provided by the Supplier in any such publicity or publication. The Supplier will not make use of its association with The City without the prior written consent of The City. Without limiting the generality of this paragraph, the Supplier will not, among other

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1347 of 1566

things, at any time directly or indirectly communicate with the media in relation to the Contract unless it has first obtained the express written authorization to do so by The City.

6.02 **City Confidential Information**

During and following the Term, the Supplier will: (a) keep all City Confidential Information confidential and secure; (b) limit the disclosure of City Confidential Information to only those of its directors, officers, employees, agents, partners, affiliates, volunteers or subcontractors who have a need to know it for the purpose of providing the Deliverables and who have been specifically authorized to have such disclosure; (c) not directly or indirectly disclose, destroy, exploit or use any City Confidential Information (except for the purpose of providing the Deliverables, or except if required by order of a court or tribunal), without first obtaining: (i) the written consent of The City and (ii) in respect of any City Confidential Information about any third-party, the written consent of such third-party; (d) provide City Confidential Information to The City on demand; and (e) return all City Confidential Information to The City before the end of the Term, with no copy or portion kept by the Supplier.

6.03 **Restrictions on Copying**

The Supplier will not copy any City Confidential Information, in whole or in part, unless copying is essential for the provision of the Deliverables. On each copy made by the Supplier, the Supplier will reproduce all notices that appear on the original.

6.04 **Injunctive and Other Relief**

The Supplier acknowledges that breach of any provisions of this Article may cause irreparable harm to The City or to any third-party to whom The City owes a duty of confidence, and that the injury to The City or to any third-party may be difficult to calculate and inadequately compensable in damages. The Supplier agrees that The City is entitled to obtain injunctive relief (without proving any damage sustained by it or by any third-party) or any other remedy against any actual or potential breach of the provisions of this Article.

6.05 **Notice and Protective Order**

If the Supplier or any of its of its directors, officers, employees, agents, partners, affiliates, volunteers or subcontractors become legally compelled to disclose any City Confidential Information, the Supplier will provide The City with prompt notice to that effect in order to allow The City to seek one or more protective orders or other appropriate remedies to prevent or limit such disclosure, and it will co-operate with The City and its legal counsel to the fullest extent. If such protective orders or other remedies are not obtained, the Supplier will disclose only that portion of City Confidential Information which the Supplier is legally compelled to disclose, only to such person or persons to which the Supplier is legally compelled to disclose, and the Supplier will provide notice to each such recipient (in co-operation with legal counsel for The City) that such City Confidential Information is confidential and subject to non-disclosure on terms and conditions equal to those contained in the Agreement and, if possible, will obtain each recipient's written agreement to receive and use such City Confidential Information subject to those terms and conditions.

6.06 **FOIP Records and Compliance**

The Supplier and The City acknowledge and agree that FOIP applies to and governs all Records and may require the disclosure of such Records to third parties. Furthermore, the Supplier agrees (a) to keep Records secure; (b) to provide Records to The City within seven (7) calendar days of being directed to do

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1348 of 1566

so by The City for any reason including an access request or privacy issue; (c) not to access any Personal Information unless The City determines, in its sole discretion, that access is permitted under FOIP and is necessary in order to provide the Deliverables; (d) not to directly or indirectly use, collect, disclose or destroy any Personal Information for any purposes that are not authorized by The City; (e) to ensure the security and integrity of Personal Information and keep it in a physically secure and separate location safe from loss, alteration, destruction or intermingling with other records and databases and to implement, use and maintain the most appropriate products, tools, measures and procedures to do so; (f) to restrict access to Personal Information to those of its directors, officers, employees, agents, partners, affiliates, volunteers or subcontractors who have a need to know it for the purpose of providing the Deliverables and who have been specifically authorized by a City representative to have such access for the purpose of providing the Deliverables; (g) to implement other specific security measures that in the reasonable opinion of The City would improve the adequacy and effectiveness of the Supplier's measures to ensure the security and integrity of Personal Information and Records generally; and (h) that any confidential information supplied to The City may be disclosed by The City where it is obligated to do so under FOIP, by an order of a court or tribunal or pursuant to a legal proceeding and the provisions of this paragraph will prevail over any inconsistent provisions in the Contract.

6.07 **Survival**

The provisions of this Article will survive any termination or expiry of the Contract.

ARTICLE 7 – INTELLECTUAL PROPERTY

7.01 **City Intellectual Property**

The Supplier agrees that all Intellectual Property and every other right, title and interest in and to all concepts, techniques, ideas, information and materials, however recorded, (including images and data) provided by The City to the Supplier will remain the sole property of The City at all times.

7.02 **License for Use**

The City grants, and the Supplier accepts, a non-exclusive, non-assignable license under Intellectual Property owned, licensed or otherwise controlled or in the possession of The City to permit the Supplier to use the Proprietary Information and Documentation provided by The City to the Supplier only as necessary to allow the Supplier to satisfy its obligations under this Contract. The benefit of the license granted under this Contract is limited solely to the Supplier.

7.03 **No Use of The City Insignia**

The Supplier will not use any insignia or logo of The City except where required to provide the Deliverables, and only if it has received the prior written permission of The City to do so.

7.04 **Ownership of Intellectual Property**

The City will be the sole owner of any Newly Created Intellectual Property. The Supplier irrevocably assigns to and in favour of The City and The City accepts every right, title and interest in and to all Newly Created Intellectual Property in the Deliverables, immediately following the creation thereof, for all time and irrevocably waives in favour of The City all rights of integrity and other moral rights to all Newly Created Intellectual Property in the Deliverables, immediately following the creation thereof, for all time. To the extent that any of the Deliverables include, in whole or in part, the Supplier's Intellectual Property, the Supplier grants to The City a licence to use that Supplier Intellectual Property in the manner contemplated in this Article, the total consideration for which will be payment of the Rates to the Supplier by The City.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1349 of 1566

7.05 **Supplier's Grant of License**

For those parts of the Deliverables that are Supplier Intellectual Property, the Supplier grants to The City a perpetual, world-wide, non-exclusive, irrevocable, transferable, royalty free, fully paid up right and license: (a) to use, modify, reproduce and distribute, in any form, those Deliverables; and (b) to authorize other Persons, including agents, contractors or sub-contractors, to do any of the former on behalf of The City.

7.06 **No Restrictive Material in Deliverables**

The Supplier will not incorporate into any Deliverables anything that would restrict the right of The City to modify, further develop or otherwise use the Deliverables in any way that The City deems necessary, or that would prevent The City from entering into any contract with any contractor other than the Supplier for the modification, further development of or other use of the Deliverables.

7.07 **Supplier Representation and Warranty Regarding Third-Party Intellectual Property**

The Supplier represents and warrants that the provision of the Deliverables will not infringe or induce the infringement of any Third-Party Intellectual Property rights. The Supplier further represents and warrants that it has obtained assurances with respect to any Supplier Intellectual Property and Third-Party Intellectual Property that any rights of integrity or any other moral rights associated therewith have been waived.

7.08 **Survival**

The obligations contained in this Article will survive the termination or expiry of the Contract.

ARTICLE 8 – INDEMNITIES AND INSURANCE

8.01 **Supplier Indemnity**

The Supplier hereby agrees to indemnify and hold harmless the Indemnified Parties from and against any and all liability, loss, costs, damages and expenses (including legal, expert and consultant fees), causes of action, actions, claims, demands, lawsuits or other proceedings, (collectively, "Claims"), by whomever made, sustained, incurred, brought or prosecuted, including for third party bodily injury (including death), personal injury and property damage, in any way based upon, occasioned by or attributable to anything done or omitted to be done by the Supplier, its subcontractors or their respective directors, officers, agents, employees, partners, affiliates, volunteers or independent contractors in the course of performance of the Supplier's obligations under, or otherwise in connection with, the Contract. The Supplier further agrees to indemnify and hold harmless the Indemnified Parties for any incidental, indirect, special or consequential damages, or any loss of use, revenue or profit, by any person, entity or organisation, including, without limitation, The City, claimed or resulting from such Claims. The obligations contained in this paragraph will survive the termination or expiry of the Contract.

8.02 **Insurance**

The Supplier hereby agrees to put in effect and maintain insurance for the Term, at its own expense, in a form that is satisfactory to The City and with insurers allowed by the laws of the Province of Alberta to issue insurance policies in Alberta, the following insurance policies:

(a) A commercial general liability insurance policy for bodily injury (including death) and property damage in an amount of not less than **[TWO MILLION DOLLARS ($2,000,000.00)]** inclusive limit for any one occurrence and such policy must include:

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1350 of 1566

i) The City as an additional insured;
ii) a cross liability clause;
iii) contractual liability coverage; and
iv) a non-owned automobile liability clause;

(b) If the Supplier is providing professional services, a professional liability insurance policy for damages arising out of errors, omissions, or negligent acts by or on behalf of the Supplier in providing professional services under this Agreement, such insurance policy to be in an amount of not less than TWO MILLION DOLLARS ($2,000,000.00) for any one claim, and in the annual aggregate, or such other amount as agreed to by The City and the Supplier and confirmed in writing, and such insurance must remain in operation for at least twelve (12) months after termination of the Agreement; and

(c) A provision for The City to be given thirty (30) days written notice prior to cancellation, and thirty (30) days prior notice of any material change requested by the Supplier of the insurance policies.

The Supplier will be responsible for all deductibles that may apply in any of the required insurance policies.

The Supplier covenants and agrees that The City's insurance requirements will not be construed to and will not, in any manner, limit or restrict the liability of the Supplier.

8.03 **Proof of Insurance**

The Supplier will provide The City with proof of the insurance required by this Agreement in the form of valid certificates of insurance that reference this Agreement and confirm the required coverage, before the execution of the Agreement by The City, and renewal replacements on or before the expiry of any such insurance. Upon the request of The City, a copy of each insurance policy will be made available to it. The Supplier will ensure that each of its subcontractors obtains all the necessary and appropriate insurance that a prudent person in the business of the subcontractor would maintain and that The City and Indemnified Parties are named as additional insured with respect to any liability arising in the course of performance of the subcontractor's obligations under the subcontract for the provision of the Deliverables.

ARTICLE 9 – TERMINATION, EXPIRY AND EXTENSION

9.01 **Immediate Termination of Contract**

The City may immediately terminate the Contract upon giving notice to the Supplier where (a) the Supplier is insolvent, adjudged bankrupt, makes a general assignment for the benefit of its creditors or a receiver is appointed on account of the Supplier's insolvency; (b) the Supplier breaches any provision in Article 6 (Confidentiality and FOIP) of the Agreement; (c) the Supplier breaches the Conflict of Interest paragraph in Article 3(Nature of Relationship Between City and Supplier) of the Agreement; (d) the Supplier, prior to or after executing the Agreement, makes a material misrepresentation or omission or provides materially inaccurate information to The City; (e) the Supplier undergoes a change in control which adversely affects the Supplier's ability to satisfy some or all of its obligations under the Contract; (f) the Supplier subcontracts for the provision of part or all of the Deliverables or assigns the Contract without first obtaining the written approval of The City; (g) the Supplier's performance of the provision of the Deliverables during a Proof of Concept process fails to meet the performance requirements of The City; or (h) the Supplier's acts or omissions constitute a substantial failure of performance. The above rights of termination are in addition to all other rights of termination available at law, or events of termination by operation of law.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1351 of 1566

9.02 **Dispute Resolution by Rectification Notice**

Subject to the above paragraph, where the Supplier fails to comply with any of its obligations under the Contract, The City may issue a rectification notice to the Supplier setting out the manner and time-frame for rectification. Within five (5) Business Days of receipt of that notice, the Supplier will either: (a) comply with that rectification notice; or (b) provide a rectification plan satisfactory to The City. If the Supplier fails to either comply with that rectification notice or provide a satisfactory rectification plan, The City may immediately terminate the Contract. If the Supplier has been given a prior rectification notice by The City and the Supplier engages in a subsequent act of non-compliance of the same type or form of non-compliance as described in the prior rectification notice, The City may immediately terminate the Contract.

9.03 **Termination on Notice**

The City reserves the right to terminate the Contract, without cause, upon thirty (30) calendar days prior notice to the Supplier. If requested by The City under the notice of termination, the Supplier will suspend the provision of Deliverables under the Contract upon receipt of the notice of termination and take all necessary or appropriate steps to limit disbursements and minimize costs.

9.04 **Supplier's Obligations on Termination**

On termination of the Contract, the Supplier will, in addition to its other obligations under the Contract and at law (a) at the request of The City, provide The City with any completed or partially completed Deliverables; (b) provide The City with a report detailing: (i) the current state of the provision of Deliverables by the Supplier at the date of termination; and (ii) any other information requested by The City pertaining to the provision of the Deliverables and performance of the Contract; (c) execute such documentation as may be required by The City to give effect to the termination of the Contract; and (d) comply with any other instructions provided by The City, including but not limited to instructions for facilitating the transfer of its obligations to another Person. This paragraph will survive any termination of the Contract.

9.05 **Supplier's Payment Upon Termination**

On termination of the Contract, The City will only be responsible for the payment of the Deliverables provided under the Contract up to and including the effective date of any termination. Termination will not relieve the Supplier of its warranties and other responsibilities relating to the Deliverables performed or money paid. In addition to its other rights of hold back or set off, The City may hold back payment or set off against any payments owed if the Supplier fails to comply with its obligations on termination.

9.06 **Termination in Addition to Other Rights**

The express rights of termination in the Contract are in addition to and will in no way limit any rights or remedies of The City under the Contract, at law or in equity.

9.07 **Expiry and Renewal of Contract**

The Contract will expire on the original Expiry Date, unless The City exercises its option to renew the Contract, such renewal to be upon the same terms (including the Rates in effect at the time of renewal), conditions and covenants contained in the Contract, excepting the option to renew. The option will be exercisable by The City giving notice to the Supplier not less than thirty (30) days prior to the original Expiry Date. The notice will set forth the precise duration of the renewal.

9.08 **Right to Audit Supplier Accounts**

The City shall have the right to inspect, examine, make copies of and audit all Supplier's Accounts at all

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1352 of 1566

reasonable times, without prior notice, for the purpose of auditing and monitoring compliance with the Contract. During the term of the Contract and for a period of seven (7) years after termination or expiry of the Contract, the Supplier shall keep and maintain all Supplier Accounts in accordance with generally accepted accounting principles and International Financial Reporting Standards and all such Supplier Accounts shall be made available to The City at the Supplier's sole expense. The parties agrees that:

(a) the Supplier Accounts shall be maintained in their original form without alteration, deletion or addition;

(b) if any Supplier Accounts are kept in electronic form or in any other form that requires special equipment or specialized knowledge to convert the data into readily readable form, all assistance and facilities reasonably required for such purpose shall be provided by the Supplier at its sole expense;

(c) if the Supplier subcontracts all or a portion of its obligations under the Contract, the agreements formed between the Supplier and any subcontractors or supplier of goods or services shall expressly include provisions similar to the provisions contained in this section and shall require such subcontractors or suppliers of goods and services to extend the audit rights set out in these provisions to The City;

(d) The City's audit rights do not extend to the confidential or proprietary information, if any, of the Supplier or subcontractors;

(e) the costs of any audit conducted by The City under authority of this paragraph will be the responsibility of The City unless the audit identifies significant findings that would benefit The City; and

(f) in the event an audit identifies significant findings that would benefit The City, the Supplier shall reimburse The City for the total costs of the audit.

This paragraph shall not be interpreted to limit, revoke, or abridge any other rights, powers or obligations relating to audit that The City may have by Federal, Provincial or Municipal law, whether those rights, powers or obligations are express or implied. The provisions of this paragraph will survive any termination or expiry of the Contract.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1353 of 1566

APPENDIX B – SUBMISSION FORM

1. Proponent Information

Please fill out the following form, and name one person to be the contact for your proposal and for any clarifications or amendments that might be necessary.	
Full Legal Name of Proponent:	**[**insert Full Legal Name of Proponent**]**
Any Other Relevant Name under Which the proponent Carries on Business:	**[**Other Relevant Business Names proponent owns**]**
Street Address:	**[**insert Street Address**]**
City, Province/State:	**[**insert City, Province/State**]**
Country:	**[**insert Country**]**
Postal Code:	**[**insert Postal Code**]**
Phone Number:	**[**insert Phone Number**]**
Company Website (If Any):	**[**insert Company Website**]**
Proponent Contact and Title:	**[**insert RFP Contact Person and Title**]**
Proponent Contact Phone:	**[**insert RFP Contact Phone Number**]**
Proponent Contact E-mail:	**[**insert RFP Contact E-mail**]** *The proponent is solely responsible for ensuring that the Proponent Contact email account will accept all emails from The City.*

2. Acknowledgment of Non-binding Procurement Process

The proponent acknowledges that the RFP process will be governed by the terms and conditions of this RFP, and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal legally binding bidding process, and that there will be no legal relationship or obligations created until The City and the Preferred Proponent have executed the Agreement.

3. Ability to Provide Deliverables

The proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required under this RFP. The proponent represents and warrants its ability to provide the Deliverables required under this RFP in accordance with the requirements of this RFP for the rates set out in the Pricing Form and has provided a list of any subcontractors to be used to perform the proposed Agreement.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1354 of 1566

4. Mandatory Forms

The proponent encloses as part of the proposal the mandatory forms set out below:

FORM	INITIAL TO ACKNOWLEDGE
Submission Form (Appendix B)	**[**insert initial**]**
Pricing Form (Appendix C)	**[**insert initial**]**
Reference Form (Appendix D)	**[**insert initial**]**
Multi-Party Confirmation Form (Appendix E)	**[**insert initial (if applicable)**]**
Specifications (Appendix G)	**[**insert initial (if applicable)**]**
Specifications (Appendix H)	**[**insert initial (if applicable)**]**

Notice to proponents: There may be forms required in this RFP other than those set out above. See the mandatory requirements Section 3.2 of this RFP for a complete listing of mandatory forms.

5. Non-binding Price Estimates

The proponent has submitted its rates in accordance with the instructions in this RFP and in the Pricing Form (Appendix C). The proponent confirms that the pricing information provided is accurate. The proponent acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its quotation or its eligibility for future work.

6. Addenda

The proponent confirms that it has read and accepted all addenda issued by The City. The proponent acknowledges that it is solely responsible for making any necessary amendments to its proposal based on the addenda.

7. No Prohibited Conduct

The proponent declares that it has not engaged in any conduct prohibited by this RFP.

8. Conflict of Interest

For the purposes of this Section, the term “Conflict of Interest” means:

(a) in relation to the RFP process, the proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, confidential information of The City in the preparation of its proposal that is not available to other proponents, (ii) communicating with any person with a view to influencing preferred treatment in the RFP process (including, but not limited to, the lobbying of decision makers involved in the RFP process), or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the RFP process; or

(b) in relation to the performance of the Agreement, the proponent’s other commitments, relationships or financial interests where such commitments, relationships or interests

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1355 of 1566

could, or could be seen to, (i) influence the objective, unbiased and impartial exercise of the proponent's independent judgement, or (ii)compromise, impair or be incompatible with the effective performance of the proponent's contractual obligations.

If the box below is left blank, the proponent will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in this RFP.

Otherwise, if the statement below applies, check the box.

☐ The proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in this RFP.

If the proponent declares an actual or potential Conflict of Interest by marking the box above, the proponent must set out below details of the actual or potential Conflict of Interest:

[insert the details of the actual or potential Conflict of Interest, if not then N/A**]**

The following individuals, as employees, advisers, or in any other capacity participated in the preparation of our proposal; **AND**:

(i) were employees of The City and have ceased that employment within twelve (12) months prior to the Submission Deadline; or

(ii) are current employees of The City; or

(iii) are a spouse of an individual identified in (ii) above.

Name of Individual: [insert Name of Individual**]**
Job Classification: [insert Job Classification**]**
Department: [insert Department**]**
Dates of Employment with The City (past or current): [Enter in a Date**]**
Name of Last or Current Supervisor: **[**insert Name of either Last or Current Supervisor**]**
Brief Description of Individual's Job Functions: **[**Brief description of the individuals job functions**]**
Brief Description of Nature of Individual's Participation in the Preparation of the Proposal: **[**Brief description of the individual's participation in the preparing Proposals**]**

(Repeat above for each identified individual)

The proponent agrees that, upon request, the proponent will provide The City with additional information about each individual identified above in the form prescribed by The City.

9. Supplier Code of Conduct Compliance

The proponent acknowledges that it is a requirement that all suppliers of The City, and their subcontractors and suppliers, comply with the Supplier Code of Conduct.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1356 of 1566

The proponent confirms that it has read and understood the Supplier Code of Conduct and declares that it is in full compliance with the Supplier Code of Conduct and agrees to maintain compliance throughout the duration of any Agreement.

10. Disclosure of Information

The proponent hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal. The proponent hereby consents to the disclosure, on a confidential basis, of this proposal by The City to The City's advisers retained for the purpose of evaluating or participating in the evaluation of this proposal.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1357 of 1566

By signing this form, I confirm I have the full authority and capacity to represent the proponent in all matters relating to the proposal and I confirm that the proponent agrees to be bound by all of the terms and conditions of this RFP and waives any and all rights to claim or argue that it was not aware of any provision of this RFP.

Signature of Witness	Signature of Proponent Representative
Name of Witness	Name of Proponent Representative
	Title
	Date (YYYY MMM DD)

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1358 of 1566

APPENDIX C – PRICING FORM

A Pricing detail sheet has been provided below for completion. Additional sheets should be used to provide the proposed price breakdown; any pricing presented on the additional sheets must match the pricing breakdown provided below toward Schedule 1 and Schedule 2.

1. Prices are to be quoted in Canadian dollars excluding GST.
2. Price for both schedules is not to exceed $65,000 annually for Maintenance and Support.
3. Proponents should provide an explanation of the pricing model and an explanation of pricing strategy.
4. Proponents should provide pricing details with clarity regarding scalability.

Schedule 1 - Engagement and Event Management

The budget for Schedule 1 should not exceed $25,000 annually for maintenance and support or $50,000 for the two (2) years requested below.

		Price
A	Licensing for the proposed solution for: - 19 concurrent users; and - 19 maximum users with individual login credentials and profiles	**$**
B	Proof of Concept Costs	**$**
C	Installation and Setup	**$**
D	Recommended Training and Documentation - Onsite (Westwinds Campus) training for 19 users - Hard and electronic copies of manuals and training documents for each user	**$**
E	User Support and Maintenance for the initial two (2) year term.	**$**
F	Annual Subscription Costs for the initial two (*2) year term	**$**
G	Total Cost for 2 years (Sum of A + B + C +D +E+F)	**$**

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Schedule 2 – Investigative Support

The budget for Schedule 2 should not to exceed $40,000 annually for maintenance and support, or $80,000 for the two (2) years requested below.

		Price
A	Licensing for the proposed solution for: - 7 concurrent Users; and - 79 maximum users with individual login credentials and profiles	**$**
B	Proof of Concept Costs	**$**
C	Installation and Setup	**$**
D	Training and Documentation - Onsite (Westwinds Campus) training for 79 users - Hard and electronic copies of manuals and training documents for each user	**$**
E	User Support and Maintenance (for 2 years)	**$**
F	Annual Subscription Costs for the initial two (*2) year term	**$**
G	Total Cost for 2 years (Sum of A + B + C +D +E+F)	**$**

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APPENDIX D – REFERENCE FORM

Each proponent is requested to provide three (3) references from clients (other than The City) who have obtained similar goods or services to those requested in this RFP from the proponent in the last **Five (5)**] years.

Reference #1

Company Name:	**[**insert Company Name**]**
Company Address:	**[**insert Company Address**]**
Contact Name:	**[**insert Contact Name**]**
Contact Telephone Number:	**[**insert Contact Telephone Number**]**
Date Work Undertaken:	**[**insert Date Work Undertaken**]**
Nature of Assignment:	**[**insert Nature of Assignment**]**

Reference #2

Company Name:	**[**insert Company Name**]**
Company Address:	**[**insert Company Address**]**
Contact Name:	**[**insert Contact Name**]**
Contact Telephone Number:	**[**insert Contact Telephone Number**]**
Date Work Undertaken:	**[**insert Date Work Undertaken**]**
Nature of Assignment:	**[**insert Nature of Assignment**]**

Reference #3

Company Name:	**[**insert Company Name**]**
Company Address:	**[**insert Company Address**]**
Contact Name:	**[**insert Contact Name**]**
Contact Telephone Number:	**[**insert Contact Telephone Number**]**
Date Work Undertaken:	**[**insert Date Work Undertaken**]**
Nature of Assignment:	**[**insert Nature of Assignment**]**

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1361 of 1566

APPENDIX E – MULTI-PARTY CONFIRMATION FORM

[THIS FORM TO BE COMPLETED ONLY IF THE PROPOSAL IS SUBMITTED BY A TEAM OF PROPONENTS, e.g. joint venture, partnership, or if two or more companies are providing the Deliverables. The form is not required by a proponent intending to retain the services of subcontractors to provide the Deliverables.]

1. PROPONENT IS LEAD TEAM MEMBER

The proponent, as identified on the proposal Submission Form, must be a single legal entity and will be considered the "Lead Team Member" of the Multi-Party Team described in this form.

2. IDENTITY OF TEAM MEMBERS

In addition to the Lead Team Member, the following legal entities are members of the Multi-Party Team ("Team Members"):

[insert the name of the legal entities that are members of this Multi-Party Team, or insert N/A**]**

(Repeat above for each identified member)

C. CONFIRMATION OF LEAD TEAM MEMBER

[THIS SECTION TO BE COMPLETED AND SIGNED BY THE PROPONENT/LEAD TEAM MEMBER]

The Lead Team Member, with the agreement and authorization of all other Team Members and for the purpose of all matters related to the RFP and the proposal, confirms that it will:

(a) enter into and execute the Agreement(s) for the provision of the Deliverables by the Multi-Party Team;

(b) be held responsible and liable for the provision of the Deliverables by the Multi-Party Team;

(c) accept payment for the provision of the Deliverables on behalf of all other members of the Multi-Party Team;

(d) receive instructions for and on behalf of the Multi-Party Team; and

(e) act as the single point of contact for The City, including, but not limited to, for any dispute resolution process and settlement of disputes associated with the RFP and/or proposal and/or Agreement.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1362 of 1566

In witness whereof and as a legally authorized representative and signatory of the Lead Team Member, I/We execute this form as of the date indicated below.

Date (YYYY MMM DD)

Legal Name of Lead Team Member/ Proponent

Per: _____
Name

_____
Title

Per: _____
Name

_____
Title

I/We have authority to bind the Lead Team Member.

D. CONFIRMATION OF OTHER TEAM MEMBER(S)

[TO BE COMPLETED AND SIGNED BY EACH TEAM MEMBER OTHER THAN THE PROPONENT]

The Team Member, for the purpose of all matters related to the RFP and/or the proponent's proposal, confirms that it:

b. consents to its inclusion as a member of the Multi-Party Team;

c. confirms that the proposal accurately reflects the qualifications of the Team Member;

d. consents to The City performing reference checks in respect of the Team Member in accordance with the RFP;

e. understands and agrees that any information included in the proposal, even if it is identified as being supplied in confidence, may be disclosed by The City where required by law or by order of a court or tribunal;

f. has examined the RFP and has a clear understanding of the Deliverables and performance requirements described in the RFP;

g. grants authority to the Lead Team Member to do any or all of the following on its behalf:

(i) enter into or execute the Agreement for the provision of the Deliverables;
(ii) incur liability;
(iii) accept payment;
(iv) receive instructions;

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1363 of 1566

(v) act as the single point of contact for The City; and
(iv) participate in any dispute resolution process and settle disputes associated with the RFP and/or proposal and/or the Agreement.

In witness whereof and as a legally authorized representative and signatory of the Team Member, I/We execute this form as of the date indicated below.

Date (YYYY MMM DD)

Legal Name of Team Member

Per: _____
Name

_____
Title

Per: _____
Name

_____
Title

I/We have authority to bind the Lead Team Member.

(Repeat the signature block above for each identified member)

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1364 of 1566

APPENDIX F – DELIVERABLES

A. THE DELIVERABLES

1. Introduction

The City of Calgary (The City) on behalf of the Calgary Police Service (CPS) invites experienced proponents to provide a proposal for social media tools and resources that will facilitate CPS's and The City's efforts in investigations, engagement, and event management.

2. Background

CPS is located in Calgary, Alberta, Canada. In concert with other agencies and the citizens of Calgary, the Calgary Police Service strives to preserve the quality of life in our community by maintaining Calgary as a safe place to live, work and visit.

Digital social media enable millions of people to connect and communicate in a way and pace never experienced before. CPS must adapt to the new technologies and the available data and information in order to better support the citizens of Calgary.

In 2012 the CPS implemented a social media and engagement strategy and began using various platforms to engage and interact with the public. Using tools such as Facebook, Twitter and YouTube, CPS was able to fulfill a number of proactive and reactive functions to support the Services mission to maximize public safety in Calgary.

CPS currently utilizes social media as:

i. Issues and reputation management
ii. Crisis management/communication
iii. Major events
iv. Assisting with solving crimes
v. Crime prevention and education
vi. Customer service
vii. Community Policing Online

3. Scope

Calgary Police Service requires social media tools and resources that will facilitate their efforts in investigations, engagement, and event management.

4. Schedules

CPS has defined two unique sets of requirements based on business needs within the CPS:

Schedule 1 – Engagement and Event Management – Appendix G
Schedule 2 – Investigative Support – Appendix H

Proponents may submit proposals for a solution **in either or both** of the schedules contained in this RFP.

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Each Schedule will be evaluated independently of the other. The City intends to award to the highest rated Proponents by Schedule with the proviso that no one (1) Schedule of work will be split.

4.1 SCHEDULE 1 – ENGAGEMENT AND EVENT MANAGEMENT

4.1.1 Schedule 1 – Overview

CPS requires social media tools and resources that will enable employees to simultaneously engage and monitor social media and web based platforms for the purposes of:

i. reputation management;
ii. public engagement;
iii. public requests for information;
iv. assisting in the management of community events; and
v. communication during major events.

4.1.2 Schedule 1 – Usage

Digital Communications Officers within the Public Affairs & Media Relations Unit are responsible for managing the CPS's reputation and improving how the organization communicates with the public, community stakeholders and employees. The Digital Communications Officers publish and monitor real-time open source communications on a daily basis, as well as during major events and emergency situations.

Through a variety of social media platforms, CPS employees may:

i. Publish proactive CPS content (including videos, photos, infographics and text) through social media sites such as Facebook, Twitter, YouTube, Flickr, and Instagram. The publishing of content may occur either from a desktop or from remote locations via tablets, laptops, or Smartphone's. Some content will be published in real-time, whereas others may need to be scheduled for future release.

ii. Monitor open source social media in real-time. Employees may: review; read; evaluate posts; organize; file; tag; forward posts to subject matter experts in appropriate areas for follow-up; and to form appropriate responses.

iii. Run social media reports and monitor websites, blogs and other social media sites of concern to the CPS as it pertains to reputation management and or event management.

iv. Manage the workflow of our online engagement.

v. Engage with community members (post, reply, like, comment, share, Tweet, DM, reTweet, favourite)

vi. Distribute appeals for public information to help solve crimes.

vii. Produce and publish education and awareness campaigns to help prevent crime.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1366 of 1566

viii. Conduct analysis of open source information to assist with issues, crisis reputation management, and major event management.

ix. Identification of criminal activity and actions that could require police response.

4.1.3 Schedule 1 – User Accounts

At the time of publishing of this RFP, CPS maximum users anticipated for the usage of the social media resources and tools are as follows:

i. Public Affairs and Media Relations Unit – ten (10) users
ii. Real Time Operations Centre (RTOC) - four (4) users
iii. Digital Communications Unit – five (5) users

Total of **nineteen (19)** users, both concurrent and maximum, each user will require a unique login and profile.

CPS may reduce or increase the number of users based on future operational needs and/or funding.

4.1.4 Schedule 1 – Training and Documentation

The preferred proponent will provide:

i. Onsite training at implementation for the maximum users identified in section 4.1.3
ii. Hard and electronic training manuals for each identified in section 4.1.3

4.1.5 Schedule 1 – Support and Maintenance

The preferred proponent will provide support and maintenance for the social media tools and resources.

4.1.6 Schedule 1 – Business and Technical Requirements and Attributes – Appendix G

All business and technical requirements for the social media tools and resources for this schedule are found in Appendix G of this RFP.

4.2 SCHEDULE 2 – INVESTIGATIVE SUPPORT

4.2.1 Schedule 2 – Overview

For investigative purposes, CPS requires social media tools and resources that will enable CPS to:

i. Prevent, mitigate, respond to and investigate criminal activity via open source data obtained from social media; and
ii. Search, organize, and capture open source information publically available on the internet in an efficient manner.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1367 of 1566

4.2.2 Schedule 2 – Usage

The Cybercrime Support Team (CST) and the Crime and Intelligence Analytical Section (CIAS) support all areas of the Calgary Police Service in an effort to prevent, reduce, and solve crime. This effort includes discovering open source information that is publicly available on the internet, including social media that is relevant to investigations. Information garnered through the social media tools and resources will add another valuable source of information to the investigative toolkit of CPS.

Through the social media tools and resources, CPS employees may:

i. Monitor social media in real-time. This monitoring may include, but is not limited to: reviewing; reading; evaluating posts; organizing; filing; tagging; forwarding posts to subject matter experts in appropriate areas for follow-up; and to formulate appropriate responses.

ii. Run social media reports and monitor websites, blogs and other social media sites of concern to the CPS as it pertains to investigations.

iii. Identify open source information.

iv. Conducting analysis of open source information to assist with investigations.

v. Identification of criminal activity and actions that could require police response

vi. Cull relevant data from the internet and organize it in a fashion that it can be evaluated and analyzed to further criminal investigations and prevent other crimes.

4.2.3 Schedule 2 – User Accounts

At the time of publishing of this RFP, CPS maximum users anticipated for the usage of the social media tools and resource are as follows:

i. Cybercrime Support Team (CST) – ten (10) users.
ii. Crime and Intelligence Analytical Section (CIAS) – sixty-nine (69) users.

CPS requires seventy-nine (79) individual login credentials and profiles for each user that would be anticipated to use the social media resources and tools. However, the maximum number of concurrent users for this schedule will be seven (7) users.

CPS may reduce or increase the number of users based on future operational needs and/or funding.

4.2.4 Schedule 2 – Training and Documentation

The preferred proponent will provide:

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i. Onsite training at implementation for the maximum users identified in section 4.2.3
ii. Hard and electronic training manuals for each identified in section 4.2.3

4.2.5 Schedule 2 – Support and Maintenance

The preferred proponent will provide support and maintenance for the social media tools and resources.

Schedule 2 – Business and Technical Requirements and Attributes – Appendix H

All business and technical requirements for the social media tools and resources for this schedule are found in Appendix H of this RFP.

4.3 Proposed Solution Demonstrations

Per section 3.5 Stage IV – Possible Presentations or Interviews, there is a high probability that the City will proceed to demonstrations of the proposed solutions. Demonstrations, should they occur, will be held at Calgary Police Headquarters, 5111 47 Street NE Calgary, AB. Details for the focus of the demonstration will be determined once the shortlisted proponents are identified.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1369 of 1566

APPENDIX G –SCHEDULE 1 ENGAGEMENT AND EVENT MANAGEMENT

APPENDIX G – SCHEDULE 1 - LEGEND

Follow the instructions below to allow a uniform evaluation of the proposals. Place one "**X**" under the appropriate response code column for each of the requirements.

Response Code	Definition
Requirement	**M =** Mandatory Requirement; pass or fail. For the purposes of this RFP only answers of Yes will be considered a pass. **R=** Rated item: the proposal with the highest level of ability to provide the item will be given the highest evaluation score,
Y (Yes)	Requirement will be met for the Proponent solution 'out of the box' **without** configuration, customizations, modifications or future enhancements (see definitions below) to the existing application or report. The functionality must be available and installed prior to the publishing of this RFP and operational at other sites and can be demonstrated to The City.
N (No)	The functionality identified in the requirement will not be provided.
G (Configuration) **C (Customization)** **M (Modification)**	The requirement will be met by Configuration, **C**ustomization or **M**odification: **G = Configuration** - The requirement will be met through changes to setting of tables, switches, and rules without modification to the source code. Include any changes to the existing or 'out of the box' workflow functionality. **C = Customization** - The requirement will be met through changes to the existing reports or programs. This would include custom code developed to perform specific functions or validations outside the standard code. Include the creation of a new report, query or workflow that does not exist within the current application. **M = Modification** - The requirement will be met through changes to the source code which would require analysis and re-application during updates, upgrades, or when applying software patches. Note: For each of the codes **G**, **C**, and **M** in the comments column next to this response, you must indicate the following: - Description of customization - Party who will perform the work (Agency or Proponent) - Estimated level of effort involved in hours - Estimated level of complexity (High, Medium, Low)

Calgary Police Service Access & Privacy Section 2024-G-1830

3 (Supplied by Third Party)	Requirement will be met by third-party software package and is included in this proposal. Note: In the Comments column, indicate the name of the proposed third-party software package and indicate the interface/integration services being proposed. Also, indicate if licensing and support is covered under your proposal and if not the Proponent is to provide complete details.
F (Future)	Requirement will be met by packaged software that is currently under development, in Beta test, or not yet released. Note: In the Comments column next to this response, indicate the date when requirement will be available for implementation. If possible, also indicate any related additional costs.
Comments	The proponent is to explain how the proposed solution accomplishes the functionality described for each line.
Proposed Pricing	Proponent is to indicate if this item is included in the price quoted.

Note to Proponents:

1. An omitted response will be assumed to be the same as a response code of “N”.
2. Only one (1) response per requirement will be accepted. Multiple responses will be re-coded at the discretion of The City.
3. Any deviation from the response codes will be re-coded at the discretion of The City.
4. Due to the large number of requirements, there exists a possibility of repeated, similar, or closely similar requirements. The evaluation score will be on all the responses to all entry including these possible duplicates.

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Calgary Police Service Access & Privacy Section 2024-G-1830

Item #	Social media tools and resources solution Requirements	MR	Y	N	GCM	3	F	Comments (Proponents should provide comment toward each line item)	Specify price, if not included in Appendix C $
Section 1 Business Requirements and Attributes; The proposed solution must have the ability to:									
A	Search multiple social media platforms concurrently.	**M**							
B	Search the internet in real-time and display relevant content as being published.	**M**							
C	Search websites, blogs, and social media sites. (Not limited to major social media platforms)	**M**							
D	Add new social media sites as required.	**M**							
E	Reply to twitter and Facebook posts from within the social media monitoring tools and resources.	**M**							
F	Read and reply to private messages sent to CPS Facebook Page and Twitter Account.	**M**							

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Access & Privacy Section 2024-G-1830

Item #	Social media tools and resources solution Requirements	MR	Y	N	GCM	3	F	Comments (Proponents should provide comment toward each line item)	Specify price, if not included in Appendix C $
G	Access the resources and tools with multiple users simultaneously.	M							
H	Mobile App or access to cloud software via smartphone. (Refer to section 4.1.7 II below)	M							
I	Run analytical reports through the monitoring software.	M							
J	Monitor internet based on pre-defined key words groups and Boolean searches for example: Calgary AND police OR cops OR pigs.	M							
K	Search by: a. profile/ name/ handle b. Keyword i. soundex c. Topic i. Tone and sentiment	R							
L	Exclusion based searches capabilities.	R							
M	Search for other social media profiles for target once located.	R							

Calgary Police Service
Access & Privacy Section 2024-G-1830
Page 1373 of 1566

Item #	Social media tools and resources solution Requirements	MR	Y	N	GCM	3	F	Comments (Proponents should provide comment toward each line item)	Specify price, if not included in Appendix C $
N	Filter results by source. (Example: limit search to Twitter or Facebook by option)	**R**							
O	Expand key word searches or specific group searches outside the Calgary area and identify locations.	**R**							
P	Add, modify, or delete keywords based on upcoming events. Example: Red Mile.	**R**							
Q	Enable content automation or user programmable macros based on content specifics. (Example: keywords, phrases, topics, links, source, etc.)	**R**							
R	Prevent certain keywords from being brought into the social media resource – (Example COP, but not Canada Olympic Park).	**R**							
S	Produce and export reports in a variety of formats such as XML, CSV, HTML, PDF, and JPG.	**R**							

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Access & Privacy Section 2024-G-1830

Item #	Social media tools and resources solution Requirements	MR	Y	N	GCM	3	F	Comments (Proponents should provide comment toward each line item)	Specify price, if not included in Appendix C $
T	View, capture, or download video and photos from a social media account or website.	R							
U	Post content on various social media platforms, including the CPS owned accounts.	R							
V	Schedule outgoing content to be published at a future date and time.	R							
W	Prevent Twitter re-tweets being brought into the social media tools and resources.	R							
X	Assign posts to other users for review/follow-up.	R							
Y	Add internal notes, tags, or information about certain posts or target accounts reviewed.	R							
Z	Chat internally to other users.	R							

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Access & Privacy Section 2024-G-1830

Item #	Social media tools and resources solution Requirements	MR	Y	N	GCM	3	F	Comments (Proponents should provide comment toward each line item)	Specify price, if not included in Appendix C $
AA	Monitor real-time events by measuring general sentiment (Positive or Negative).	R							
BB	Monitor real-time events based on user defined geographical areas to find geotagged social media content.	R							
CC	Monitor and track updates from specific social media profile, name, handle.	R							
DD	Create and assign macros or categories to reviewed posts. Example (Mainstream Media/Citizen Journalism/ Inquiry).	R							
EE	Translate social media content (to and from) in multiple languages.	R							
FF	Identify new posts for easy review access.	R							
GG	Create alerts based on specified criteria (e.g. names of individuals, user names, locations etc.)	R							
HH	Record and store, for a minimum period of two (2) years, a social media post immediately even if the user deletes it later for any searched,	R							

Calgary Police Service
Access & Privacy Section 2024-G-1830

Item #	Social media tools and resources solution Requirements	MR	Y	N	GCM	3	F	Comments (Proponents should provide comment toward each line item)	Specify price, if not included in Appendix C $
	monitoring, or reported feeds.								
II	Record and store, for a minimum period of two (2) years, the media embedded within the post (e.g. Video, photo) even if the post or the media is later deleted for any searched, monitoring, or reported feeds.	R							
JJ	Exclude specific profile, name or handle from captured content. e.g. mainstream media platforms	R							
KK	Add and/or remove user accounts by CPS administrator	R							
LL	Establish and assign different permission levels to different user groups (Publishers, Editors, Read-Only, etc.) and limit access to confidential information as determined by the CPS administrator	R							
MM	CPS Administrator Customize user groups or individual account settings with various permission levels such as read-on vs. publishing capabilities, etc.	R							

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Calgary Police Service
Access & Privacy Section 2024-G-1830

Item #	Social media tools and resources solution Requirements	MR	Y	N	GCM	3	F	Comments (Proponents should provide comment toward each line item)	Specify price, if not included in Appendix C $
NN	Provide the CPS administrator the ability to lock user accounts as required.	R							
OO	View team workflow in real time to ensure no duplication of work.	R							
PP	Audit account for reviewing all user accounts. a. This account will provide a user workflow/audit process to see which user has interacted with which piece of content and what they have done. b. Will notify admin account of a similar or same search, or when the search contains confidential investigative content identified by the CPS administrator.	R							
QQ	Detailed audit logs that will capture: a. CPS users logged in. b. A summary of the queries being executed by the users.	R							
RR	Activities of both users and CPS administrator.	R							

Item #	Social media tools and resources solution Requirements	MR	Y	N	GCM	3	F	Comments (Proponents should provide comment toward each line item)	Specify price, if not included in Appendix C $
SS	Provide a user workflow and audit process to see which user has interacted with which piece of content and what they have done.	R							
Section 2 – Technical Requirements and Attributes; The proposed solution must have the ability to:									
TT	Function on current and future supported Microsoft Windows operating systems such as desktops, laptops and tablets.	M							
UU	Function on IOS operating systems.	M							
VV	Useable on all major internet browsers, including but not limited to: Internet Explorer, Google Chrome, Mozilla Firefox, and Spartan (Edge).	M							
WW	Depending on security, product would be preferred if it runs on a cloud based environment with no applications needed to be installed on end user workstations.	R							

Calgary Police Service
Access & Privacy Section 2024-G-1830

Item #	Social media tools and resources solution Requirements	MR	Y	N	GCM	3	F	Comments (Proponents should provide comment toward each line item)	Specify price, if not included in Appendix C $
XX	Function on Blackberry and Android's Smartphones.	R							
YY	Data sharing capability for import/export and search result data integration using commonly accepted data exchange standards.	R							
ZZ	Web based login and access.	R							
AAA	CPS schedule or control version upgrades or patches prior to deployment.	R							

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1380 of 1566

APPENDIX H – SCHEDULE 2 – INVESTIGATIVE SUPPORT

APPENDIX H – SCHEDULE 2 - LEGEND

Follow the instructions below to allow a uniform evaluation of the proposals. Place one "**X**" under the appropriate response code column for each of the requirements.

Response Code	Definition
Requirement	**M =** Mandatory Requirement; pass or fail. For the purposes of this RFP only answers of Yes will be considered a pass. **R=** Rated item: the proposal with the highest level of ability to provide the item will be given the highest evaluation score,
Y (Yes)	Requirement will be met for the Proponent solution 'out of the box' **without** configuration, customizations, modifications or future enhancements (see definitions below) to the existing application or report. The functionality must be available and installed prior to the publishing of this RFP and operational at other sites and can be demonstrated to The City.
N (No)	The functionality identified in the requirement will not be provided.

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Calgary Police Service
Access & Privacy Section 2024-G-1830
Page 1381 of 1566

G (Configuration) **C (Customization)** **M (Modification)**	The requirement will be met by Confi**g**uration, **C**ustomization or **M**odification: **G = Configuration** - The requirement will be met through changes to setting of tables, switches, and rules without modification to the source code. Include any changes to the existing or 'out of the box' workflow functionality. **C = Customization** - The requirement will be met through changes to the existing reports or programs. This would include custom code developed to perform specific functions or validations outside the standard code. Include the creation of a new report, query or workflow that does not exist within the current application. **M = Modification** - The requirement will be met through changes to the source code which would require analysis and re-application during updates, upgrades, or when applying software patches. Note: For each of the codes **G**, **C**, and **M** in the comments column next to this response, you must indicate the following: - Description of customization - Party who will perform the work (Agency or Proponent) - Estimated level of effort involved in hours - Estimated level of complexity (High, Medium, Low)
3 (Supplied by Third Party)	Requirement will be met by third-party software package and is included in this proposal. Note: In the Comments column, indicate the name of the proposed third-party software package and indicate the interface/integration services being proposed. Also, indicate if licensing and support is covered under your proposal and if not the Proponent is to provide complete details.
F (Future)	Requirement will be met by packaged software that is currently under development, in Beta test, or not yet released. Note: In the Comments column next to this response, indicate the date when requirement will be available for implementation. If possible, also indicate any related additional costs.
Comments	The proponent is to explain how the proposed solution accomplishes the functionality described for each line.
Proposed Pricing	Proponent is to indicate if this item is included in the price quoted.

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Note to Proponents:

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2. Only one (1) response per requirement will be accepted. Multiple responses will be re-coded at the discretion of The City.
3. Any deviation from the response codes will be re-coded at the discretion of The City.
4. Due to the large number of requirements, there exists a possibility of repeated, similar, or closely similar requirements. The evaluation score will be on all the responses to all entry including these possible duplicates.

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Calgary Police Service
Access & Privacy Section 2024-G-1830

Item #	Social media tools and resources solution Requirements	MR	Y	N	GCM	3	F	Comments (Proponents should provide comment toward each line item)	Specify price, if not included in Appendix C $
Section 1 Business Requirements and Attributes; The proposed solution must have the ability to:									
1	Search multiple social media platforms concurrently.	**M**							
2	Search websites, blogs, and social media sites. (Not limited to major social media platforms)	**M**							
3	Add new social media sites as required.	**M**							
4	Concurrent user login with unlimited login per user (more than one person able to be logged into tools and resources at once).	**M**							
5	Run analytical reports through the tools and resources.	**M**							
6	Monitor internet based on pre-defined key words groups and Boolean searches: Calgary AND police OR cops OR pigs.	**M**							

Calgary Police Service
Access & Privacy Section 2024-G-1830
Page 1384 of 1566

Item #	Social media tools and resources solution Requirements	MR	Y	N	GCM	3	F	Comments (Proponents should provide comment toward each line item)	Specify price, if not included in Appendix C $
7	Search in real-time	R							
8	Search by: a. Profile, name, handle b. Location c. Keyword • soundex d. Topic e. Geo location f. Defined area (geo fence) also by smaller areas within the defined area (sub geo fence)	R							
9	Expand key word searches or specific group searches both inside and outside the Calgary area.	R							
10	Limit or expand search parameters by town, province, and country.	R							
11	Save multilayer search criteria.	R							
12	Create and use macros or fixed parameter searches.	R							
13	Exclusion based search capabilities.	R							

Calgary Police Service
Access & Privacy Section 2024-G-1830
Page 1385 of 1566

Item #	Social media tools and resources solution Requirements	MR	Y	N	GCM	3	F	Comments (Proponents should provide comment toward each line item)	Specify price, if not included in Appendix C $
14	Link target profiles, name or handles between multiple social media platforms.	R							
15	Historical search capabilities, minimum retention in proponent repository for 2 years	R							
16	Search without GPS.	R							
17	Search using wildcards.	R							
18	Obtain profile, name, handle IP address and device used	R							
19	Establish and assign different permission levels to different user groups (Publishers, Editors, Read-Only, etc.) and limit access to confidential information as determined by the CPS administrator	R							
20	Provide the CPS administrator the ability to lock user accounts as required.	R							
21	Audit account for reviewing all user accounts. a. This account will provide a user workflow/audit process to see	R							

Calgary Police Service
Access & Privacy Section 2024-G-1830
Page 1386 of 1566

Item #	Social media tools and resources solution Requirements	MR	Y	N	GCM	3	F	Comments (Proponents should provide comment toward each line item)	Specify price, if not included in Appendix C $
	which user has interacted with which piece of content and what they have done. h. Will notify admin account of a similar or same search, or when the search contains confidential investigative content identified by the CPS administrator								
22	Detailed audit logs that will capture: a. CPS users logged in b. Summary of the queries being executed by the users c. Activities of both users and CPS administrator	R							
23	Add and/or remove user accounts	R							
24	Tracking of profile, name, handle timeline in a series of posts across platforms.	R							
25	Follow and collect data related to a profile, name, handle in a discrete manner.	R							
26	Covertly respond, using the social media resources and tolls, to profile, name, handle posts on various social media platforms.	R							

Calgary Police Service
Access & Privacy Section 2024-G-1830
Page 1387 of 1566

Item #	Social media tools and resources solution Requirements	MR	Y	N	GCM	3	F	Comments (Proponents should provide comment toward each line item)	Specify price, if not included in Appendix C $
27	Identify inauspicious content through tone and sentiment of profile, name, handle post language through a notification or report generation to CPS users	R							
28	View, capture, or download video and photos from a social media account or website.	R							
29	Produce and export reports in a variety of formats such as XML, CSV, HTML, PDF, and JPG.	R							
30	Create alerts based on specified criteria (e.g. names of individuals, user names, locations etc.)Event volume analysis - the social media tools and resource provides the user real time data on the number of individuals involved in an event	R							
31	Translate social media content (to and from) in multiple languages.	R							
32	Integration with twitter archive tool	R							
33	Define a time stamp for monitoring a profile, name, handle, geofence or event (set start and finish times)	R							
34	Auto save search results through a defined time period (e.g. every hour an new log file is created)	R							

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Access & Privacy Section 2024-G-1830

Item #	Social media tools and resources solution Requirements	MR	Y	N	GCM	3	F	Comments (Proponents should provide comment toward each line item)	Specify price, if not included in Appendix C $
35	Identify new posts for easy review access	R							
36	Ability to create alerts based on specified criteria (e.g. use Geolocation to determine if target moves and sends alert via email/sms to a CST cell)	R							
37	Collect meta data from profile, name, handle posts or content	R							
38	Geolocation with map overlay (e.g. integration with Google maps or similar mapping software) and export geo locations in xml format (longitude and latitude)	R							
39	Record and store, for a minimum period of two (2) years, the social media post immediately even if the user deletes it later.	R							
40	Record and store, for a minimum period of two (2) years, the media embedded within the post (e.g. Video, photo) even if the post or the media is later deleted.	R							
41	Provide a mobile App to access the tools and resources from a Smartphone or other portable device. (See 4.2.7 V)	R							

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Access & Privacy Section 2024-G-1830

Item #	Social media tools and resources solution Requirements	MR	Y	N	GCM	3	F	Comments (Proponents should provide comment toward each line item)	Specify price, if not included in Appendix C $
Section 2 – Technical Requirements and Attributes; The proposed solution must have the ability to:									
42	Function on current and future supported Microsoft Windows operating systems such as desktops, laptops and tablets.	**M**							
43	Useable on all major internet browsers, including but not limited to: Internet Explorer, Google Chrome, Mozilla Firefox, and Spartan (Edge).	**M**							
44	Function on IOS operating systems, including but not limited to Blackberry and Android Smartphones.	**R**							
45	Data sharing capability for import/export and search result data integration using commonly accepted data exchange standards.	**R**							
46	Web based login and access.	**R**							
47	CPS schedule or control version upgrades or patches prior to deployment	**R**							

Calgary Police Service
Access & Privacy Section 2024-G-1830
Page 1390 of 1566

APPENDIX I – EVALUATION

A. SUMMARY OF EVALUATION

The following is an overview of all the categories and weighting relevant to the evaluation of proposals under this RFP. The score for each category will be calculated by taking the weighting and multiplying it by the rating (0 to 10). Proponents, who do not meet a minimum threshold score for a category, if applicable, will not proceed in the evaluation process.

Category: Rated Criteria	Weighting	Rating (out of a maximum of 10)	Maximum Potential Score	Minimum Threshold
Corporate Profile, Firm Experience and References	10			N/A
Business and Technical Requirements and Attributes	50			250/500
Training and Documentation	15			N/A
Support and Maintenance	15			100/150
Pricing	10			N/A
TOTAL SCORE				**1000**

B. EVALUATION OF RATED CRITERIA

Each proposal should include the information requested below under Proposal Content in respect of each of the Rated Criteria that The City will evaluate.

RATED CRITERIA	PROPOSAL CONTENT
Corporate Profile, Firm Experience and References **10 points**	1. Provide details of your firm's qualifications and experience on projects of similar scope. 2. Provide a brief description of up to three (3) projects that have been undertaken in the last five (5) years, which are considered relevant and comparable to this project. Summarize the following in 500 words or less per project: a. Key elements of the project; b. Relevance to the current project; c. Indicate as a percentage of the project, which team members were involved, the role played by each.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1391 of 1566

	3. Provide up to two (2) client references per project. With each reference provide: Referenced company's name, address, e-mail address and phone number.
Business and Technical Requirement and Attributes **50 Points – Minimum Score – 25 Points**	Provide a completed Appendix G for Schedule 1 and Appendix H for Schedule 2 demonstrating how your proposed solution meets and exceeds all of the requirements and attributes listed.
Training and Documentation **15 Points**	1. Provide an outline of the proposed training plan and corresponding documentation for the initial training of the maximum users for the applicable schedule and in accordance with section 4.1.4 and 4.2.4.
Support and Maintenance **15 Points**	1. Provide a description of the support and maintenance services provided during the course of the resulting agreement to end users. This should include but is not limited to: a. Support contact number; b. Online resources available; c. Support hours; d. response times for outage(s); and e. response time issue(s). 2. Identify any ports used or firewall rules needed to access product.

C. EVALUATION OF PRICING

Proponents should review and complete the Pricing Form at Appendix C.

Pricing will be scored based on a relative pricing formula using the rates set out in the Pricing Form.

Each proponent will receive a percentage of the total possible points allocated to price by dividing that proponent's price into the lowest price submitted price. For example, if a proponent proposes $120.00 and that is the lowest proposed price, that proponent receives 100% of the possible points (120/120 = 100%). A proponent who proposes $150.00 receives 80% of the possible points (120/150 = 80%), and a proponent who proposes $240.00 receives 50% of the possible points (120/240 = 50%).

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1392 of 1566

Lowest rate
---------- x Total available points = Score for proposal with second-lowest rate
Second-lowest rate

Lowest rate
---------- x Total available points = Score for proposal with third-lowest rate
Third-lowest rate

And so on, for each proposal.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1393 of 1566

APPENDIX J - PERFORMANCE TERMS AND CONDITIONS

1. Within **[NUMBER OF DAYS]** following notice to the proponent that the proponent's proposal has been selected, the Preferred Proponent must, at the Preferred Proponent's expense, provide the following to The City:

   [Proponent must provide the items that are preceded by a box with an "X"]

   ☒ Documentary evidence of insurance policies obtained by the proponent as required by the Agreement;

   ☐ Verification from the Worker's Compensation Board (Alberta) that the Preferred Proponent has an account in good standing with the Worker's Compensation Board;

   ☐ Confirmation that the proponent is in possession of a valid business license issued by The City;

   ☐ Written authorization in a form approved by The City that authorizes The City to conduct a credit check on the proponent's creditworthiness;

   ☐ Completed Contractor Environmental Acknowledgement Form (as will be provided by The City if required);

   ☐ Verification of a valid Certificate of Recognition ("COR") or Small Employer Certificate of Recognition ("SECOR") or equivalent as acceptable by The City;

   ☐ Statement of outstanding orders from Occupational Health and Safety (Alberta);

   ☒ Security clearance from the Calgary Police Service for each proponent representative as required by The City;

   ☐ Proof of registration with Alberta Registries under the *Business Corporations Act* (Alberta);

   ☐ Bonding or other security requirements as may be required by The City to secure performance of the Deliverables;

   ☒ Executed confidentiality (non-disclosure) agreement in a form acceptable to The City.

2. During performance of the Deliverables, the Preferred Proponent must comply with all applicable statutes, regulations, bylaws, rules, orders and other requirements enacted or imposed by Federal, Provincial, Municipal or other governmental bodies, agencies, tribunals or other authorities (as may be amended or substituted from time to time), including, without limitation, the *Worker's Compensation Act* (Alberta), *Occupational Health and Safety Act* (Alberta), the *Labour Relations Code* (Alberta) and the Supplier Code of Conduct. The Preferred Proponent is responsible for obtaining any permits, licenses or certifications (and any associated fees or charges) required by such statutes, regulations, bylaws, rules, orders and other requirements and at The City's request, the proponent must provide to The City a copy of such permits, licenses or certifications.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1394 of 1566

3. Where applicable, the Preferred Proponent must maintain an account in good standing with the Worker's Compensation Board (Alberta) ("WCB"). The City may refuse to make final payment (as may be applicable) to the Preferred Proponent unless the Preferred Proponent provides a letter or other evidence from the WCB that the Preferred Proponent's account with the WCB is in good standing. The Preferred Proponent's account must include coverage for all partners, proprietors or directors of the firm, company or corporation who are present or may have cause to be at the work site. The City may seek verification from the WCB at any time during the Preferred Proponent's performance of the Deliverables to confirm that the proponent's account remains in good standing.

   If The City receives information from the WCB that the account of the Preferred Proponent has ceased to be in good standing with the WCB, The City may suspend payment to the Preferred Proponent until either:

   (a) the Preferred Proponent has obtained a letter of clearance from the WCB indicating that the Preferred Proponent has been brought back into good standing; or

   (b) The City pays the WCB any amount owing on behalf of the Preferred Proponent or pays the amount of the WCB's demand for payment in respect of the Preferred Proponent or its sub-contractor.

   If The City pays any amount to the WCB on behalf of the Preferred Proponent, including its failure to maintain its account in good standing by reason of any wrongful act or omission of the Preferred Proponent, The City may deduct the amount from any amount owing to the Preferred Proponent under the Agreement or under any other contract, or may demand a reimbursement by the Preferred Proponent to The City for the amount paid by The City to the WCB. Such right is in addition to and not in substitution for any other right at law or in equity which The City has by reason of the failure of the Preferred Proponent to comply with the requirements of the WCB.

4. By submitting a proposal, the proponent confirms that it is available to commence performance of the Deliverables within one week following execution of the Agreement, or within the time agreed to by The City.

5. The City has an agreement with other public entities in the Province of Alberta for procurement purposes ("Buying Group Agreement"). Although the description of the Deliverables does not contemplate the requirements of any other public entity that is a party to the Buying Group Agreement, the Preferred Proponent, in its sole discretion, may offer the Deliverables (as provided by the Preferred Proponent to The City) at the prices agreed upon between the Preferred Proponent and The City to another public entity that is party to the Buying Group Agreement. Agreements between another public entity and the Preferred Proponent for the Deliverables will be made directly between the Preferred Proponent and that public entity without any involvement or obligation of The City. The City accepts no liability or obligation in respect of the Preferred Proponent's agreement with another public entity or for any potential default of such agreement by that public entity.

6. If a PoC is required by The City under the terms of this RFP, the PoC period will not be considered part of the warranty period. The warranty period will commence upon acceptance and implementation of the Deliverables and NOT at the date of supply or installation of the Deliverables at the start of the PoC period.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1395 of 1566

7. The City reserves the right to have the Preferred Proponent provide proof of compliance with any or all provisions of SEEPP or the Supplier Code of Conduct and to conduct inspections or audits at any time. The Preferred Proponent is responsible for maintaining current and detailed documentation to substantiate compliance. At any time, The City may request that this be independently verified at the Preferred Proponent's expense.

8. The City reserves the right to test the proposed solution for compatibility with existing The City system and architecture and reject a proposal in its entirety if the solution proposed is not compatible.

   The preferred proponent will be required to enter into a Proof of Concept phase following execution of the Agreement. Proof of Concept means a demonstration of the Deliverables by the preferred proponent to allow The City to verify that the Deliverables satisfy The City's requirements. It involves a set up of the Deliverables with no impact to The City's current systems for a trial period of up to six (6) months commencing after execution of the Agreement and may include both internal testing and testing with external vendors

   If The City enters into an Agreement that includes a Proof of Concept phase with a preferred proponent, and at the conclusion of the Proof of Concept phase it is determined by The City (in its sole discretion) that the Deliverables do not satisfy The City's requirements, The City may terminate the Agreement immediately at the conclusion of the Proof of Concept phase and upon payment of any fees owing for the Proof of Concept phase. The City may then initiate negotiations with the next –best-ranked proponent.

9. The preferred proponent must provide written proof that all equipment proposed conforms to Canadian Standards Association and Department of Communications and all other applicable standards in Alberta. All equipment must be certified for use in the Province of Alberta.

   Should The City, at its sole option, acquire any hardware and third party software from the preferred proponent, the terms and conditions of this RFP shall apply to the hardware and third party software.

10. Any and all customized solution modifications shall be approved and signed off by The City's representative prior to system modifications being implemented.

11. The City shall consider any breach of the maintenance clauses contained in the preferred proponent's response as a failure to perform.

    The preferred proponent warrants that all environmental requirements are exhaustive and complete.

12. Proof of Concept

    The City reserves the right to test the proposed solution for compatibility with existing The City system and architecture and reject a proposal in its entirety if the solution proposed is not compatible.

    The preferred proponent will be required to enter into a Proof of Concept phase following execution of the Agreement. Proof of Concept means a demonstration of the Deliverables by the preferred proponent to allow The City to verify that the Deliverables satisfy The City's requirements. It involves a set up of the Deliverables with no impact to The City's current

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1396 of 1566

systems for a trial period of up to six (6) months commencing after execution of the Agreement and may include both internal testing and testing with external vendors

If The City enters into an Agreement that includes a Proof of Concept phase with a selected proponent, and at the conclusion of the Proof of Concept phase it is determined by The City (in its sole discretion) that the Deliverables do not satisfy The City's requirements, The City may terminate the Agreement immediately at the conclusion of the Proof of Concept phase and upon payment of any fees owing for the Proof of Concept phase. The City may then initiate negotiations with the next –best-ranked proponent.

13. Supply of Equipment

    The preferred proponent must provide written proof that all equipment proposed conforms to Canadian Standards Association and Department of Communications and all other applicable standards in Alberta. All equipment must be certified for use in the Province of Alberta.

    Should The City, at its sole option, acquire any hardware and third party software from the proponent, the terms and conditions of this RFP shall apply to the hardware and third party software.

14. Customization Approvals

    Any and all customized solution modifications shall be approved and signed off by The City's representative prior to system modifications being implemented.

15. Privacy Impact Assessment

    The City may undertake a Privacy Impact Assessment relating to the Agreement resulting from this RFP and will require the cooperation of the preferred proponent in this regard.

16. Licensing and Permits

    The preferred proponent must obtain and maintain all permits, licenses and certificates of approval required for the services or work to be performed under any applicable federal, provincial or municipal legislation. The preferred proponent shall be responsible for any charges imposed by such legislation or regulations. Upon The City's request, the preferred proponent shall provide a copy of any such permit, license, or certification.

17. Foreign Firm Responsibilities

    It is the obligation of the foreign firm responding to this proposal to obtain the required work permit or visa for the non-residents of Canada that will be performing work in Canada. Business people of foreign firms must meet the general rules for temporary entry to Canada. Dependant on the job category Business people may be allowed to enter and work in Canada if they qualify under one of these agreements:

    - North American Free Trade Agreement (NAFTA)
    - Other Free Trade Agreements (FTAs)
    - General Agreement on Trade in Services (GATS)

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Additional information regarding Citizenship and Immigration (CIC) services and programs, or application responsibilities of foreign firms is available from the Government of Canada, Citizenship and Immigration Canada call centre at 1-888-242-2100.

Further to the proponents Citizenship and Immigration responsibilities and in compliance with Regulation 105 of the Income Tax Act (Canada), The City is required to withhold 15% from all payments to non-residents for services rendered in Canada. Deductions made under these provisions will be reported to you by Feb. 28, following the calendar year-end on form T4A-NR Supplementary.

Identify in your proposal the amount related to the work done in Canada separately from work done outside Canada in your Proposal. This amount is subject to the 15% withholding.

Additional information regarding the withholding, remitting, and reporting responsibilities relating to non-residents who provide services in Canada is available from any of the Canadian Revenue Agency's tax services offices or by contacting Canada Revenue Agency at the International Tax Services Office at 1-800-561-7761, Ext. 9144 or 1-800-959-5525.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1398 of 1566

Request for Proposals (non-binding consecutive negotiations) (RFP)

RFP No. *

For

*****Title**

Submission Deadline:
16:00:59 Mountain Time on ***Date

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1399 of 1566

TABLE OF CONTENTS

INFORMATION TABLE 3
DEFINED TERMS 6
PART 1 – INTRODUCTION 9
1.1 Invitation to Proponents 9
1.2 Material Disclosures, Ambiguities, Inconsistencies and Conflicts 9
1.3 Proponent Must be a Single Legal Entity 9
1.4 Agreement 9
1.5 No Guarantee of Volume of Work or Exclusivity of Contract 9
1.6 Trade Agreements 9
PART 2 – RFP TIMETABLE AND SUBMISSION OF PROPOSALS 10
2.1 RFP Timetable 10
2.2 Meetings with Proponents 10
2.3 Proposals Must be Submitted Electronically 10
2.4 Proposals Must Be Submitted on Time 10
2.5 Proposals Must Be in Prescribed Manner 10
2.6 Amendment of Proposals 11
2.7 Withdrawal of Proposals 11
2.8 Authority to Submit Proposals 11
PART 3 – EVALUATION OF PROPOSALS 12
3.1 Stages of Proposal Evaluation 12
3.2 Stage I – Verification of Compliance and Rectification 12
3.3 Stage II – Evaluation of Rated Criteria 13
3.4 Stage III – Evaluation of Pricing 13
3.5 Stage IV – Possible Presentations or Interviews 13
3.6 Stage V - Possible Demonstration 15
3.7 Cumulative Score and Selection of Highest Rated Proponent 13
3.8 Tie Score 14
PART 4 – TERMS AND CONDITIONS OF THE RFP PROCESS 15
4.1 General Information and Instructions 15
4.2 Communication after Issuance of RFP 16
4.3 Negotiations, Notification and Debriefing 18
4.4 Conditions of Participation 21
4.5 Confidential Information 22
4.6 Procurement Process Non-binding 23
4.7 Governing Law and Interpretation 24
4.8 Subcontracting 24
APPENDIX A – GENERAL TERMS AND CONDITIONS 25
APPENDIX B – SUBMISSION FORM 41
APPENDIX C – PRICING FORM 45
APPENDIX D – REFERENCE FORM 46
APPENDIX E – MULTI-PARTY CONFIRMATION FORM 47
APPENDIX F – DELIVERABLES 50
APPENDIX G –SPECIFICATIONS 51
APPENDIX H – EVALUATION 52
APPENDIX I – ADDITIONAL TERMS AND CONDITIONS 55

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1400 of 1566

INFORMATION TABLE

RFP TITLE, RFP number and RFP summary	The title and number of the RFP are: ***insert RFP title and ***RFP number (Please use this title and number on all correspondence.) ***insert high level RFP summary
Project specific details	***insert details unique to this project
Prequalification	*** No prequalification required – this RFP is open to all Proponents. ***OR Prequalification required – this RFP is only open to those Proponents prequalified as follows:(***insert relevant category or other requirements)
Ineligible Proponents	***insert any Ineligible Proponents ***or Not applicable.
Insurance (Commercial General Liability)	***FIVE MILLION DOLLARS ($5,000,000.00) ***OR insert other amount.
Insurance (Professional Liability)	***Not applicable ***OR TWO MILLION DOLLARS ($2,000,000.00) ***OR insert other amount.
Agreement(s) Term, Renewal and Proof Of Concept (PoC)	(See section 1.4) The Deliverables are included *** # Schedule(s) The City intends to enter into *** # Agreemen(s) for the provision of the Deliverables. The Agreement will be for a Term of *** year(s). The Agreement ***may OR *** may not be renewed as follows: The Agreement(s) *** may renewed, ***# time(s) for ***# Year(s) each time. *** OR The Agreement may not be renewed. The Agreement(s) *** will include a PoC. for ***# of month (s). See Appendix F for more information about the PoC. *** OR The Agreement will not include a POC.
City Contract	The City Contact for the RFP is: ***insert Buyer Name*** ***insert email address*** Primary method of communication with the City Contact will be via MERX.
Timetable	**Activity** / **Timeline** RFP issue date / ***insert date

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1401 of 1566

	Date and time of Proponents' Meeting	***insert date
	Deadline for Questions	Prior to 14:00:59 mountain time on *** insert date at least 3 Business Days prior to Submission Deadline
	Deadline to post responses to Proponent Questions	***insert date at least 2 Business Days prior to Submission Deadline
	Deadline for Issuing Addenda	***insert date at least 2 Business Days prior to Submission Deadline
	Submission Deadline	***insert date 16:00:59 mountain time
	Rectification Period	***insert number of days
	Anticipated date for Possible Presentations, Interviews or Demonstration (if applicable)	***insert date or indicate Not applicable
	Target Effective Date	***insert date
Proponents' Meeting	The Proponents' Meeting (not mandatory) will be held at the date and time stated in the Timetable at the following location**: ***** Insert address or ***Not applicable, there will be no Proponent's meeting.	
Submission Instructions	Proposals must be submitted electronically in accordance with Section 2.3.	
Additional Submission Requirements	(See Section 3.2 A. 3) [***Insert any additional submission requirements not already set out in Section 2.5 and indicate whether rectifiable and, if so, to what extent. Example: Verification of a valid Certificate of Recognition ("COR") or Small Employer Certificate of Recognition ("SECOR") or equivalent acceptable to The City. If a Proponent fails to include this in their Proposal, they will be permitted to rectify this deficiency during the Rectification Period. ***OR, if there are no other submission requirements, insert Not applicable.]	
References	Proponents are required to provide references as follows. *** # references on the form attached as Appendix D from clients (other than The City) who have obtained goods or services similar to those requested in this RFP from the Proponent in the last *** # of years. ***OR references were given at prequalification Not applicable.	

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1402 of 1566

Presentations Or Interviews (if applicable)	The City will invite up to the ***insert # highest rated Proponents to participate pursuant to Section 3.5 *** OR Not applicable.
Demonstrattion (if applicable)	The Demonstration will be held at ***insert location for all invited Proponents at the date and time stated in the Timetable. ***[OR] Not applicable.
Safety Requirements or Restrictions For Proponents' Meeting, Presentations, Interviews or Demonstration (if applicable)	***insert any safety requirements (e.g. hard hats, safety boots) and restrictions (e.g. restricted access) for the Demonstration *** [OR] Not applicable.
Documents Required to Proceed Pursuant To Section 4.6.4	[The Preferred Proponent must provide the items that are preceded by a box with an "X"] ☐ Documentary evidence of insurance policies obtained by the Proponent as required by the Agreement; ☐ Verification from the Worker's Compensation Board (Alberta) that the Preferred Proponent has an account in good standing with the Worker's Compensation Board; ☐ Confirmation that the Proponent is in possession of a valid business license issued by The City; ☐ Completed Contractor Environmental Acknowledgement Form (as will be provided by The City if required); ☐ Security clearance from the Calgary Police Service for each Proponent representative as required by The City; ☐ Bonding or other security requirements as may be required by The City to secure performance of the Deliverables; ☐

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1403 of 1566

DEFINED TERMS

In this RFP the following terms have the meanings set out below:

Addendum means a written addendum to the RFP issued by The City as set out in Section 4.2.3.

Agreement or Contract means the written contract letter executed by the Preferred Proponent and The City subsequent to negotiations which confirms the terms and conditions for the provision of the Deliverables. Unless it specifically provides otherwise, the Agreement or Contract will incorporate the RFP, including the general terms and conditions in Appendix A, any additional terms and conditions in Appendix I and the Proposal.

Business Day means any day other than a Saturday, Sunday, statutory holiday, or other day on which The City has elected to be closed for business.

City Contact means the individual identified in the Information Table.

Commercially Confidential Question means a Proponent Question that a Proponent considers to be commercially sensitive or confidential to that particular Proponent.

Conflict of Interest means any perceived, potential, or actual state of affairs or circumstances where, in relation to the project or The City, a proponent:

(a) has other commitments, relationships, financial interests, or involvement in pending or ongoing litigation that:

(i) could or could be seen to exercise an improper influence over the objective, unbiased, and impartial exercise of independent judgment by any personnel of The City or its advisors; or

(ii) could or could be seen to compromise, impair, or be incompatible with the effective performance of the proponent's obligations under the Agreement if that proponent is the Successful Proponent under the RFP;

(b) has contractual or other obligations to The City that could or could be seen to become compromised or otherwise impaired as a result of its participation in the RFP or the Agreement; or

(c) has knowledge of City Confidential Information (as that term is defined in the Consulting General Conditions) of strategic and/or material relevance to the RFP or to the project that is not available to other proponents and that could give or could be seen to give the proponent an unfair competitive advantage.

Deadline for Issuing Addenda means the date set out in the Timetable.

Deadline for Questions means the date set out in the schedule in the Timetable.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1404 of 1566

Deliverables means the goods and services to be delivered under the Agreement, as described in detail in Appendix F – Deliverables.

Demonstration means the optional phase of evaluation during which a Proponent or Proponents may be invited to provide a demonstration.

General Questions means Proponent Questions that are of general application and that would apply to other Proponents.

Ineligible Proponents means any person who has a Conflict of Interest or has had involvement with or assisted The City, directly or indirectly, with the procurement process or the design, planning, or implementation of the project; or who has, or may provide to a Proponent, a materially unfair advantage, including as a result of any confidential information that is not, or would not reasonably be expected to be, available to all other Proponents, and includes those persons identified by The City and listed in the Information Table under Ineligible Proponents.

Information Table means the table found at the front of the RFP containing a summary of certain key information.

Lead Team Member has the meaning ascribed to it in Appendix E – Multi-Party Confirmation Form.

MERX means the current version of the public electronic tendering service utilized by The City for the RFP process, operated by Mediagrif Interactive Technologies Inc. (or one of its Affiliates) and accessed via www.calgary.MERX.com.

Multi-Party Team means a team of two or more separate legal entities who combine knowledge, property, financial resources or other resources in the provision of the Deliverables.

Negotiations Proponent means the Proponent from time to time that is invited to enter into negotiations for an Agreement in accordance with Section 4.3 of Part 4 – Terms and Conditions of the RFP Process.

Preferred Proponent means a Negotiations Proponent that has successfully negotiated an Agreement with The City pursuant to the RFP.

Proof of Concept (PoC) when included as part of the Deliverables, means a trial of the Deliverables by The City commencing after execution of the Agreement for the period specified in the Information Table to verify the Deliverables are satisfactory to The City.

Proponent means a single legal entity that submits documents in response to the RFP; both prior to and after submission of its Proposal to The City.

Proponent Contact means the person designated by a Proponent as the primary contact person for The City concerning all matters related to the RFP or RFP process.

Proponent Question means a request for clarification, request for information or other questions relating to this RFP submitted by a Proponent.

Proponents' Meeting means a meeting for all Proponents held on the dates and at the times set out in the Timetable and at the location set out in the Information Table.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1405 of 1566

Proposal means the forms and content to be provided by the Proponent in response to the RFP.

Rectification Period means the period of time set out in the Timetable as the Rectification Period during which a Proponent is permitted to rectify its Proposal.

RFP means this Request for Proposals.

RFP Notice means a notice issued by The City with respect to the RFP process or the Deliverables.

RFX means procurement documents issued by The City other than this RFP.

Submission Deadline means the date and time set out in the Timetable as the Submission Deadline before which a Proposal must be submitted to be considered by The City.

SEEPP means The City's Sustainable Environmental and Ethical Procurement Policy (Policy Number CFO008).

Supplier means the Preferred Proponent after they have executed the Agreement.

Supplier Code of Conduct means The City's Supplier Code of Conduct (attachment 3 to Council Policy CFO008**)** which sets out the minimum performance standards for suppliers regarding working conditions, labour issues and the environment.

Target Effective Date means the date set out as the Target Effective Date in the Timetable by which The City aims to have the Agreement executed.

Team Member has the meaning ascribed to it in Appendix E – Multi-Party Confirmation Form.

Term means the period of time from the effective date set out in the Contract up to and including the earlier of: (i) the expiry date set out in the Contract or (ii) the date of termination of the Contract in accordance with its terms.

The City means The City of Calgary, a corporation pursuant to section 4 of the Municipal Government Act, R.S.A. Chapter M-26.

Timetable means the table outlining the deadlines for the RFP as set out in the Information Table.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1406 of 1566

PART 1 – INTRODUCTION

1.1 Invitation to Proponents

This RFP is an invitation by The City to prospective Proponents who are not Ineligible Proponents and who meet the prequalification requirements set out in the Information Table under Prequalification to submit Proposals to provide the Deliverables. Proponents should review this entire document before deciding whether to submit a Proposal.

1.2 Material Disclosures, Ambiguities, Inconsistencies and Conflicts

Proponents should refer to Appendix F – Deliverables for information material to the Deliverables and Appendix I - Additional Terms and Conditions for information and requirements specific to the Agreement. If a Proponent believes there is any term or condition in the RFP that is ambiguous, or that conflicts or is inconsistent with any other term or condition in the RFP, the Proponent must notify The City of that ambiguity, conflict, or inconsistency in accordance with Section 4.2.2.

1.3 Proponent Must be a Single Legal Entity

The Proponent must be a single legal entity that, if selected, could negotiate and enter into an Agreement with The City for the provision of the Deliverables. If the Deliverables would be provided by a Multi-Party Team, the Proponent must ensure that its Proposal complies with all requirements in this RFP that relate to Multi-Party Teams.

1.4 Agreement

Unless specified otherwise elsewhere in the InformationTable under Agreement(s),Terms, Renewal and Proof of Concept(PoC), it is The City's intention to enter into an Agreement with only one (1) legal entity. The Agreement may include a PoC for a period to be specified in the Information Table. The term of the Agreement will be (i) for so long as it takes to perform the Deliverables and honour any warranties if there is no term specified in the Information Table OR (ii) for the term specified in the Information Table. If indicated in the Information Table and agreed to by the parties, the Agreement may be renewed for the period of time specified in the Information Table on the same terms and conditions, including price, unless otherwise specified or agreed by the parties. Other agreement(s) related to the use or maintenance and support of any of the Deliverables may also be negotiated and executed on behalf of The City.

1.5 No Guarantee of Volume of Work or Exclusivity of Contract

The City provides no guarantee as to the value or volume of the Deliverables. The Agreement may not be an exclusive contract for the provision of the described Deliverables. The City may contract with others for deliverables the same as or similar to the Deliverables or may obtain deliverables the same as or similar to the Deliverables internally.

1.6 Trade Agreements

Where the RFP process falls within the scope of any applicable trade agreements, it is subject to those trade agreements.

[End of Part 1]

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1407 of 1566

PART 2 – RFP TIMETABLE AND SUBMISSION OF PROPOSALS

2.1 RFP Timetable

Schedule information relevant to this RFP process is set out in Timetable.
The City may, in its sole discretion, amend any date or time in the Timetable, including the Submission Deadline. Any amendment to the Submission Deadline will be communicated to Proponents through the issuance of an Addendum in accordance with Section 4.2.3. The City may choose to waive or extend the Deadline for Questions and/or the Deadline for Issuing Addenda at any time prior to the Submission Deadline without prior notice to the Proponents.

2.2 Meetings with Proponents

The City may conduct a Proponents' Meeting prior to the Submission Deadline. Although attendance at any Proponents' Meeting is optional, The City strongly encourages Proponents to have a representative present. Detailed information with respect to date, time, location and safety requirements is set out in the Information table.

Proponents may ask questions and seek clarification at the Proponents' Meeting. Nothing stated or disclosed by The City at a Proponents' Meeting will be binding on The City, nor will any such statement or disclosure change, modify, amend, or waive the requirements of the RFP in any way, unless subsequently confirmed by way of an Addendum.

2.3 Proposals Must be Submitted Electronically

Proposals must be submitted in response to the specific corresponding opportunity electronically on the MERX portal online at:

www.calgary.merx.com

2.4 Proposals Must Be Submitted on Time

All Proposals must be submitted before the Submission Deadline.

2.5 Proposals Must Be in Prescribed Manner

Proposals must be in English and include the following forms completed in full and in accordance with instructions included on the respective forms:

(a) Submission Form (Appendix B);
(b) Pricing Form (Appendix C); and
(c) If applicable:

(i) the Reference Form (Appendix D);
(ii) the Multi-Party Confirmation Form (Appendix E);
(iii) the SEEPP Sustainability Questionnaire (See Appendix H);
(iv) other forms identified under Additional Submission Requirements in the Information Table.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1408 of 1566

2.6 Amendment of Proposals

Proponents may amend their Proposals prior to the Submission Deadline by going online to the MERX portal, as set out in Section 2.3 above, and using the "Withdraw Bid" button to withdraw their complete Proposal. Proponents may then submit an amended Proposal prior to the Submission Deadline in accordance with Sections 2.3, 2.4 and 2.5 of this RFP.

2.7 Withdrawal of Proposals

At any time throughout the RFP process and prior to execution of an Agreement, a Proponent may withdraw its Proposal:

(a) prior to the Submission Deadline, by going online to the MERX portal and using the "Withdraw Bid" button within the MERX portal to withdraw its complete Proposal; or,

(b) after the Submission Deadline, by sending a written notice of withdrawal, signed by an authorized representative of the Proponent, to the City Contact.

2.8 Authority to Submit Proposals

An individual that submits a Proposal on behalf of a Proponent will be deemed, as a result of such submission, to have full legal authority to submit a Proposal from that Proponent. The City will have no responsibility or liability for any Proposal submitted without the authority of a Proponent.

[End of Part 2]

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1409 of 1566

PART 3 – EVALUATION OF PROPOSALS

3.1 Stages of Proposal Evaluation

Subject to any additional evaluation stages indicated in the Information Table under Additional Evaluation Stages, The City will evaluate Proposals in the following four (4) stages:

Stage I – Verification of Compliance and Rectification;
Stage II – Evaluation of Rated Criteria;
Stage III – Evaluation of Pricing;
Stage IV – Possible Presentations or Interviews; and
Stage V - Possible Demonstration

3.2 Stage I – Verification of Compliance and Rectification

A. Compliance

This part of Stage I will consist of a review to verify Proposals have been submitted:

1. by Proponents invited in Section 1.1;
2. in accordance with the submission requirements in Part 2; and
3. include any additional submission requirements indicated in the Information Table under Additional Submission Requirements.

B. Rectification

In this part of Stage 1, Proponents whose Proposals were not submitted in accordance with Section 2.5 or did not include any other forms indicated in the Information Table under Additional Submission Requirements will be provided an opportunity to rectify only to the extent indicated below or, in the case of Additional Submission Requirements, only to the extent indicated in the Information Table under Additional Submission Requirements and only within the Rectification Period:

1. Proponents who do not include a Submission Form (Appendix B) or include a Submission Form (Appendix B) that is not signed will be given the opportunity to is rectify these deficiencies;
2. Proponents who do not include a Pricing Form (Appendix C) or include a Pricing Form (Appendix C) that is not completed in accordance with instructions will be given the opportunity to rectify these deficiencies;

3. Where applicable, Proponents who do not include a Reference Form (Appendix D) or include a Reference Form (Appendix D) which is incomplete or insufficient will be given the opportunity to rectify these deficiencies;

4. Proponents who submit a Multi-Party Confirmation Form that is incomplete or unsigned will be given an opportunity to rectify these deficiencies.

The Rectification Period will begin to run from the date and time that The City issues its rectification notice to the Proponent. Proponents are responsible for ensuring that the

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1410 of 1566

contact information they provide to The City in the Submission Form (Appendix B) is correct, up to date and will accept communication from The City.

3.3 Stage II – Evaluation of Rated Criteria

Stage II will consist of an evaluation of each compliant Proposal. Each such Proposal will be evaluated by The City on the basis of the rated criteria set out in Appendix H – Evaluation – Section A (Summary of Evaluation).

3.4 Stage III – Evaluation of Pricing

Stage III will consist of scoring the pricing submitted in accordance with Appendix H, Part C (Evaluation of Pricing).

3.5 Stage IV – Possible Presentations or Interviews

If indicated in the Information Table under Presentations or Interviews, The City will hold presentations or interviews at Stage IV of the evaluation process.

The City will add up the scores for each Proponent from Stages II and III and invite up to the number of Proponents indicated in the Information Table to make a presentation or participate in an interview. The City reserves the right to invite less than the maximum number of Proponents indicated in the Information Table if scores are not within twenty percent (20%) of the highest-rated Proponent. Proponents that are not invited to participate in the Stage IV presentation or interview process will not be considered further.

The City will evaluate Proponents who participate in Stage IV Presentations or Interviews according to the criteria indicated in Part D of Appendix H.

3.6 Stage V – Possible Demonstration

If indicated in the Information Table under Demonstration, The City will hold a Demonstation at Stage V of the evaluation process.

The City will add up the scores for each Proponent from Stages II, III and IV and invite the top-ranked Proponent and all other Proponents with a score within twenty percent (20%) of the top-ranked Proponent's score to provide a demonstration. The demonstration must satisfy the requirements set out in Part E of Appendix H – Evaluation. Any invited Proponent that does not provide a demonstration will not be considered further.

The Proponent's demonstration will be evaluated and scored based on the demonstration evaluation criteria set out in Part E of Appendix H – Evaluation. Proponents that do not achieve the minimum required score for the demonstration will not be considered further. Proponents that do achieve the minimum required score for the demonstration will have the scores for their demonstration added to their score following Stage III or Stage IV, as applicable, for determination of cumulative scores and identification of the highest rated Proponent as contemplated in Section 3.6.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1411 of 1566

If none of the initially invited Proponents successfully completes the demonstration evaluation stage, The City may invite one or more of the next-highest ranked Proponent(s) to provide a demo unit for demonstration and evaluation.

3.7 Cumulative Score and Selection of Highest Rated Proponent

At the conclusion of the evaluation, scores from all applicable stages will be added together and, subject to The City's reserved rights, the Proponent with the highest score will become the first Negotiations Proponent.

3.8 Tie Score

In the event of a tie score, the first Negotiations Proponent will be determined by way of a coin toss.

[End of Part 3]

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1412 of 1566

PART 4 – TERMS AND CONDITIONS OF THE RFP PROCESS

4.1 General Information and Instructions

4.1.1 Format of Proposal

Proponents should structure their Proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a Proposal should reference the applicable Section numbers of this RFP.

4.1.2 No Incorporation by Reference

The entire content of the Proponent's Proposal should be submitted in a fixed form, and the content of websites or other external documents referred to in the Proponent's Proposal will not be considered to form part of its Proposal.

4.1.3 Intellectual Property

Proponents must not use or incorporate in their Proposals any information, concepts, products or processes that are subject to copyright, patents, trademarks or other intellectual property rights of third parties, unless the Proponent has permission for the incorporation of any such information, concepts, products or processes and has, or will, obtain the right to use such information, concepts, products or processes without cost to The City in the provision of the Deliverables.

4.1.4 Information in RFP Only an Estimate

The City and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to Proponents the general scale and scope of the work. It is the Proponent's responsibility to obtain all the information necessary to prepare a Proposal in response to this RFP.

4.1.5 Proponents Will Bear Their Own Costs

The Proponent will bear all costs associated with or incurred in the preparation and presentation of its Proposal, including, if applicable, costs incurred for interviews or demonstrations.

4.1.6 Proposal to Be Retained by The City

Subject to sections 2.6 and 2.7 above, Proposals will be retained by The City. At the written request of a Proponent and at the Proponent's sole cost and expense, The City may return any accompanying items or samples submitted by the Proponent, either at the time of any Proposal withdrawal or after The City has entered in an Agreement with the Preferred Proponent.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1413 of 1566

4.2 Communication after Issuance of RFP

4.2.1 MERX

During the RFP process, MERX will be the primary method of communication between Proponents and The City. In addition to posting the opportunity embodied in the RFP for responses through MERX, The City will use MERX for the following:

(a) the distribution of any Addendum;
(b) the posting of RFP Notices and other information for Proponents; and
(c) the receipt of and responses to Proponent Questions.

4.2.2 Proponents to Review RFP

Proponents should examine all of the documents comprising this RFP, and

(a) must promptly report any errors, omissions or ambiguities to; and

(b) may direct questions to or seek additional information from,

the City Contact in accordance with Section 4.2.3 of this RFP.

It is the responsibility of the Proponent to seek clarification from the City Contact on any matter it considers to be unclear. The City will not be responsible for any misunderstanding on the part of the Proponent concerning this RFP or its process.

4.2.3 Proponent Questions and RFP Notices

4.2.3.1 Proponent Questions must be submitted to The City on or before the Deadline for Questions by using the "Q & A Tab" in the MERX online system located at www.calgary.merx.com.

A Proponent must submit a Proponent Question if the Proponent:

(a) identifies any errors, omissions or ambiguities in this RFP; or

(b) has a question or desires additional information with respect to this RFP, the RFP process, the Deliverables or the Agreement.

4.2.3.2 Proponents are permitted to submit a Proponent Question and categorize the Proponent Question by indicating in the subject line either:

(a) General Question; or

(b) Commercially Confidential Question

4.2.3.3 If The City disagrees with the Proponent's categorization of a Proponent Question as a Commercially Confidential Question, The City will give the Proponent the opportunity to either:

(a) categorize the question as a General Question; or

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1414 of 1566

(b) indicate that it is withdrawing the Proponent Question.

If The City determines, in its sole discretion, that a Proponent's categorized Commercially Confidential Question, even if it is withdrawn by the Proponent, is of general application, or would provide a significant clarification of the RFP documents or of the RFP process to Proponents, The City may issue an RFP Notice or an Addendum to all Proponents, as may be applicable, that addresses the same subject matter as the withdrawn Commercially Confidential Question.

In addition, if the City agrees with the Proponent's categorization of a Commercially Confidential Question, then The City will provide a response only to the Proponent that submitted the Commercially Confidential Question in the MERX system.

4.2.3.4 The City's response to General Questions will be provided to all prospective Proponents using "Q & A Tab" in the MERX system. The identities of the Proponents submitting Proponent Questions will not be disclosed.

4.2.3.5 No communications with respect to this RFP are to be directed to anyone other than the City Contact. The City is under no obligation to provide additional information, and The City will not be responsible for any information provided or obtained from any source other than the City Contact.

4.2.3.6 The City's responses to Proponent Questions do not amend to the RFP unless subsequently incorporated into an Addendum.

4.2.3.7 The City may also issue an RFP Notice in response to a Proponent Question, or at any time during the RFP process. For clarity, an RFP Notice does not, in any way, form part of the RFP or amend the RFP.

4.2.4 Amendments to the RFP by Way of Addenda and Responsibility of Proponent

4.2.4.1 The City may, in its sole discretion, amend or supplement the RFP. This may, however, only be done by an Addendum. If The City, for any reason, determines that it is necessary to amend this RFP, such information will be communicated to all Proponents by Addenda in the same manner that this RFP was originally issued. Each Addendum forms an integral part of the RFP. No statement or other information, including any interpretation, clarification or response to either requests for information or other inquiries, whether oral or written or made by The City or representative of The City, including the City Contact, will amend the RFP.

4.2.4.2 Addenda may contain important information, including significant changes to this RFP. Proponents are responsible for obtaining all Addenda issued by The City. Proponents may, in writing, seek confirmation of the number of Addenda that have been issued under the RFP from the City Contact.

4.2.5 Post-Deadline Addenda and Extension of Submission Deadline

If any Addendum is issued after the Deadline for Issuing Addenda, The City may at its discretion extend the Submission Deadline for a reasonable period of time.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1415 of 1566

4.2.6 Verify, Clarify and Supplement

When evaluating Proposals, The City may request further information from a Proponent or third parties in order to verify or clarify any matters contained in the Proponent's Proposal, or require a Proponent to submit supplementary documentation for verification or clarification of any matters in the Proponent's Proposal. The City may, but is not obligated to, seek a Proponent's acknowledgement of The City's interpretation of the Proposal or any part of the Proposal. The City may revisit and re-evaluate the Proponent's Proposal or rating on the basis of any such information.

The City is not obligated to verify or seek clarification of any aspect of a Proposal or any statement made by any Proponent, including any ambiguity in a Proposal or any ambiguity in a statement made by a Proponent.

4.3 Negotiations, Notification and Debriefing

4.3.1 Selection of Negotiations Proponent

4.3.1.1 The highest rated Proponent, as established under Part 3 – Evaluation of Proposals, will receive a written invitation to enter into direct contract negotiations with The City and become the first Negotiations Proponent. Neither the invitation by The City to enter into negotiations, nor the acceptance of such invitation by the Proponent, will constitute a legally binding offer to enter into a contract on the part of The City or the Proponent.

4.3.1.2 Prior to or after commencing negotiations, The City may request the following from a Negotiations Proponent:

(a) Written authorization in a form approved by The City authorizing The City to conduct a credit check on the Proponent's creditworthiness;
(b) Disclosure of locations of production, processing or disposal relevant to the provision of the Deliverables;
(c) a "Statement of Outstanding Orders" from Occupational Health and Safety (Alberta);
(d) Proof of registration with Alberta Registries under the Business Corporations Act (Alberta) to carry on business in Alberta;
(e) Executed confidentiality (non-disclosure) agreement in a form acceptable to The City; or
(f) Any other documentation, confirmation or authorization reasonably required to confirm the ability of the Negotiations Proponent to successfully perform the Agreement, including the Reference form(Appedix D) if this was not required at time of Submission and any related agreements that the negotiations Proponent may request The City to sign.

4.3.1.3 If a Negotiations Proponent does not provide any item requested pursuant to 4.3.1.2 or the information provided or obtained as a result of authorization or disclosure reasonably causes The City to doubt that Negotiations Proponent's financial stability, compliance with the legal requirements or laws or their ability to perform the Contract, The City may terminate negotiations.

4.3.1.4 If references are requested pursuant to 4.3.1.2 (f) above, the information obtained from the references provided may be used to adjust the Negotiations Proponent's score under

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1416 of 1566

the rated criteria that includes experience and may impact whether they remain the highest rated and whether The City continues negotiations with them.

4.3.1.5 If a credit check reveals any prohibited conduct described in section 4.4.2 or grounds for exclusion described in section 4.4.3 by or about a Negotiations Proponent, The City may terminate negotiations or decide not to contract with that Negotiations Proponent.

4.3.2 Timeframe for Negotiations

The City intends to conclude negotiations with a Negotiations Proponent within thirty (30) days commencing from the date The City invites that Negotiations Proponent to enter into direct contract negotiations. A Negotiations Proponent should therefore be prepared to provide requested information in a timely fashion and to conduct its negotiations expeditiously.

4.3.3 Process Rules for Negotiations

Any negotiations will be subject to the process rules contained in this Part 4 – Terms and Conditions of the RFP process and the Submission Form (Appendix B) and will not constitute a legally binding offer to enter into a contract on the part of The City or the Proponent. Negotiations may include requests by The City for supplementary information from the Proponent to verify, clarify or supplement the information provided in its Proposal or to confirm the conclusions reached in the evaluation, and may include requests by The City for improved pricing from the Proponent.

4.3.4 Failure to Enter Into Agreement and Negotiation After Unsuccessful PoC

Proponents should note that if The City cannot execute an Agreement with a Negotiations Proponent within the thirty (30) day period contemplated in Section 4.3.2 above, The City may discontinue negotiations with that Negotiations Proponent and invite the next-highest-rated Proponent to enter into negotiations and become a replacement Negotiations Proponent. This process will continue until the Agreement is executed, there are no more Proponents remaining that are eligible for negotiations or The City elects to cancel the RFP process. In accordance with the process rules in this Part 4 – Terms and Conditions of the RFP process and the Submission Form (Appendix B), there will be no legally binding relationship created with any Proponent prior to the execution of the Agreement.

If The City and the Preferred Proponent enter into an Agreement that includes a PoC and, at the conclusion of the PoC, it is determined by The City (in its sole discretion) that the Deliverables are not satisfactory, The City may initiate negotiations with the next highest-rated Proponent who will become a new Negotiations Proponent for the purpose of negotiating an Agreement pursuant to this RFP.

4.3.5 Notification to Other Proponents

Once the Agreement is executed, the other Proponents may be notified directly in writing and will be notified by RFP Notice of the outcome of the procurement process.

4.3.6 Debriefing

After receipt of a notification of the outcome of the procurement process, an unsuccessful Proponent may request that The City provide it with an explanation of the reasons why the

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1417 of 1566

unsuccessful Proponent's Proposal was not selected including the relative advantages of the successful Proponent's Proposal. All requests must be in writing to the City Contact.

4.3.7 Procurement Protest Procedure

If a Proponent wishes to challenge the RFP process, it should provide written notice to the City Contact in accordance with any applicable trade agreements.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1418 of 1566

4.4 Conditions of Participation

4.4.1 Disqualification for Prohibited Conduct, Dispute or Unsustainable Pricing

The City may disqualify a Proponent or rescind an Agreement subsequently entered into if:
(a) The City, in its sole and absolute discretion, determines the Proponent has engaged in any conduct prohibited by this RFP;
(b) The City's "Procurement Policy for a Party with a Dispute with The City" applies to the Proponent; or
(c) their Proposal, in the opinion of The City, contains unsustainable pricing.

4.4.2 Prohibited Conduct

4.4.2.1 Conflict of Interest

The City may disqualify a Proponent for any conduct, situation or circumstances, determined by The City, in its sole and absolute discretion, to constitute a Conflict of Interest. A Proponent must not engage in any Conflict of Interest or communications that could breach its Conflict of Interest obligations and must declare any actual or potential Conflict of Interest in the Submission Form (Appendix B).

4.4.2.2 Unauthorized Communication

A Proponent may not at any time, issue or disseminate any media release, public announcement or public disclosure (whether for publication in the press, on the radio, television, internet or any other medium) in relation to this RFP or an Agreement entered into pursuant to this RFP without first obtaining the written permission of the City Contact.

Proponents must not make any public comment, respond to questions in a public forum, or carry out any activities to either criticize another Proponent or Proposal, or publicly promote or advertise their own qualifications, interest in or participation in the RFP process without first obtaining the written permission of the City Contact. For clarity, this does not prohibit disclosures necessary to permit the Proponent to discuss the Deliverables with prospective subcontractors but such disclosure is permitted only to the extent necessary to solicit those subcontractors' participation in providing the Deliverables.

4.4.2.3 Lobbying

A Proponent may not, in relation to this RFP or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the successful Proponent(s).

Without limiting the generality of the above statement, at any time during the RFP process, Proponents and Team Members and all of their respective employees or representatives are prohibited from contacting, or attempting to contact, either directly or indirectly, any of the following persons or organizations on matters related to the RFP process, the RFP documents, or the Proposals:

(a) any member of the evaluation committee or any member of any sub-committee of the evaluation committee (if applicable);

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1419 of 1566

(b) any consultant, expert or advisor assisting The City or the evaluation committee;

(c) any person employed or engaged by The City, or any person who was previously employed by The City and who would have information relating to the procurement of the Deliverables, other than the City Contact;

(d) any member of the municipal council of The City or any member of a councillor's staff;

(e) the Mayor of Calgary or any member of the Mayor of Calgary's staff;

(f) any other Proponent or Proponent representatives; or

(g) any directors, officers or consultants of any entity listed in RFP Sections 4.4.2.3 (a) through to 4.4.2.3 (f).

4.4.2.4 Illegal or Unethical Conduct

Proponents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud or collusion. Proponents must not engage in any unethical conduct, including engaging in inappropriate communications such as described in Section 4.4.2.3, or offering gifts to members of Council, employees, officers or other representatives of The City, deceitfulness, submitting Proposals containing misrepresentations or other misleading or inaccurate information, or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFP.

4.4.3 Other Grounds for Exclusion

The City may also prohibit a Proponent from participating in a procurement process based on:

(a) bankruptcy or insolvency;
(b) false declarations;
(c) significant or persistent deficiencies in the performance of any substantive requirement or obligation under a prior contract or contracts;
(d) final judgment in respect of serious crimes or other serious offences;
(e) prohibited conduct in a prior procurement process; or
(f) professional misconduct or acts or omissions that adversely reflect on the commercial integrity of the Proponent, including the failure to honour its pricing or other commitments made.

4.5 Confidential Information

4.5.1 Confidential Information of City

All information provided by or obtained from The City in any form in connection with this RFP either before or after the issuance of this RFP, including any intellectual property information:

(a) is the sole property of The City and must be treated as confidential;

(b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent contract;

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1420 of 1566

(c) must not be disclosed without prior written authorization from The City; and

(d) must be returned by the Proponents to The City, or destroyed if held in electronic format, immediately upon the request of The City.

4.5.2 Confidential Information of Proponent

Proponents are advised that The City is governed by Alberta's *Freedom of Information and Protection of Privacy Act* ("FOIP") and The City may be required to disclose all or part of a Proponent's Proposal pursuant to FOIP.

Proponents are also advised that FOIP may provide protection for confidential and proprietary business information. Proponents should identify any confidential or proprietary information in their Proposal or any accompanying documentation and are advised to consult with their own legal advisors regarding the appropriate way in which such information should be identified. Subject to the provisions of FOIP, The City will make reasonable efforts to maintain the confidentiality of information identified as confidential or proprietary, except as otherwise required by law or by order of a court or tribunal or by order or decision of the Information and Privacy Commissioner (Alberta).

Proponents are advised that their Proposals will, as necessary, be disclosed, on a confidential basis, to The City's advisers retained for the purpose of evaluating or participating in the evaluation of their Proposals. If a Proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the City Contact.

4.6 Procurement Process Non-binding

4.6.1 No Contract A and No Claims

The procurement process is not intended to create and will not create a formal legally binding bidding process and will instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

(a) this RFP will not give rise to any Contract A-based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and

(b) neither any unsuccessful Proponent nor The City will have the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of a contract, failure to award a contract or failure to honour a response to this RFP.

4.6.2 No Contract until Execution of Written Agreement

The RFP process is intended to identify prospective suppliers for the purposes of negotiating an Agreement. No legal relationship or obligation regarding the procurement of any good or service will be created between the Proponent and The City by the RFP process until the successful negotiation and execution of the Agreement for the acquisition of such goods and/or services.

4.6.3 Non-binding Price Estimates

While the pricing information provided in responses will be non-binding prior to the execution of the Agreement, such information will be assessed during the evaluation of Proposals. Any

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1421 of 1566

inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact negotiations pursuant to Section 4.3.

4.6.4 Documents Required From Preferred Proponent

Following negotiations, the Preferred Proponent will provide those documents identified in the Information Table under Documents Required to Proceed pursuant to section 4.6.4 prior to being authorized to begin performing the Contract. If these documents are not provided within a reasonable time, the Contract may be terminated.

4.6.5 Cancellation

The City may cancel or amend the RFP process without liability at any time.

4.7 Governing Law and Interpretation

4.7.1 Governing Law

The terms and conditions in this Part 4 – Terms and Conditions of the RFP process:

(a) are included for greater certainty and are intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision);

(b) are non-exhaustive (and will not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations); and

(c) are to be governed by and construed in accordance with the laws of the province of Alberta and the federal laws of Canada applicable therein.

Any action or proceeding relating to this RFP process must be brought in any court of competent jurisdiction in the Province of Alberta and for that purpose the Proponent irrevocably and unconditionally submits to the jurisdiction of the Alberta courts.

4.8 Subcontracting

From time to time, The City may request the Supplier provide the Deliverables to another public body or an entity affiliated with The City. In such situations, the Supplier will contract directly with the public body or affiliated entity on the same terms and conditions as those contained in the Agreement. The City will not be obligated, responsible or liable in any way to the Supplier for any default by the public body or affiliated entity under such a contract.

[End of Part 4]

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1422 of 1566

APPENDIX A – GENERAL TERMS AND CONDITIONS

Index

Article 1 – Interpretation
1.01 Defined Terms

Article 2 – General Terms
2.01 No Indemnities from The City
2.02 Entire Contract
2.03 Severability
2.04 Force Majeure
2.05 Notices by Prescribed Means
2.06 Governing Law and Jurisdiction

Article 3 – Nature of Relationship Between The City and Supplier
3.01 Supplier's Power to Contract
3.02 Representatives May Bind Parties
3.03 Supplier Not a Partner, Agent or Employee
3.04 Responsibility of Supplier
3.05 No Subcontracting or Assignment
3.06 Duty to Disclose Change of Control
3.07 Conflict of Interest
3.08 Contract Binding

Article 4 – Performance by Supplier
4.01 Commencement of Performance
4.02 Deliverables Warranty and Compliance with SEEPP and Supplier Code of Conduct
4.03 Use and Access Restrictions
4.04 Notification by Supplier to The City
4.05 Condonation Not a Waiver
4.06 Changes By Written Amendment Only
4.07 Supplier to Comply with Reasonable Change Requests
4.08 Pricing for Requested Changes
4.09 Non-Exclusive Contract, Work Volumes
4.10 Performance by Specified Individuals Only
4.11 City Rights and Remedies & Supplier Obligations Not Limited to Contract
4.12 Proof of Concept
4.13 Extended Warranty

Article 5 – Payment
5.01 Payment According to Contract Rates
5.02 Hold Back or Set Off
5.03 No Expenses or Additional Charges
5.04 Payment of Taxes and Duties
5.05 Withholding Tax
5.06 Interest on Late Payment

Article 6 – Confidentiality and FOIP
6.01 Confidentiality and Promotion Restrictions
6.02 City Confidential Information
6.03 Restrictions on Copying
6.04 Injunctive and Other Relief
6.05 Notice and Protective Order
6.06 FOIP Records and Compliance
6.07 Survival

Article 7 – Intellectual Property
7.01 City Intellectual Property
7.02 License for Use
7.03 No Use of The City Insignia
7.04 Ownership of Intellectual Property
7.05 Supplier's Grant of Licence
7.06 No Restrictive Material in Deliverables
7.07 Supplier Representation and Warranty Regarding Third-Party Intellectual Property
7.08 Survival

Article 8 – Indemnity, Insurance and Workers' Compensation
8.01 Supplier Indemnity
8.02 Insurance
8.03 Proof of Insurance
8.04 Account with Alberta Workers` Compensation Board

Article 9 – Termination, Expiry, Renewal and Audit Rights
9.01 Immediate Termination of Contract
9.02 Performance Improvement Notice
9.03 Termination on Notice
9.04 Supplier's Obligations on Termination
9.05 Supplier's Payment Upon Termination
9.06 Termination in Addition to Other Rights
9.07 Expiry and Renewal of Contract
9.08 Right to Audit Supplier Accounts
9.09 Proof of Compliance with SEEPP and Supplier Code of Conduct

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1423 of 1566

GENERAL TERMS AND CONDITIONS

ARTICLE 1 – INTERPRETATION

1.01 Defined Terms

When used in the Contract, the following words or expressions have the following meanings:

"**Agreement**" **or** "**Contract**" has the same meaning as in the RFP.

"Authority" means any government authority, agency, body or department, whether federal, provincial or municipal, having or claiming jurisdiction over the Contract; and "Authorities" means all such authorities, agencies, bodies and departments;

"Business Day" means any working day, Monday to Friday inclusive, but excluding statutory holidays and other days on which The City has elected to be closed for business;

"City Confidential Information" means all information of The City that is of a confidential nature, including all confidential information in the custody or control of The City, regardless of whether it is identified as confidential or not, and whether recorded or not, and however fixed, stored, expressed or embodied, which comes into the knowledge, possession or control of the Supplier in connection with the Contract. For greater certainty, City Confidential Information will: (a) include: (i) all new information derived at any time from any such information whether created by The City, the Supplier or any third-party; (ii) all information (including Personal Information) that The City is obliged, or has the discretion, not to disclose under provincial or federal legislation or otherwise at law; but (b) not include information that: (i) is or becomes generally available to the public without fault or breach on the part of the Supplier of any duty of confidentiality owed by the Supplier to The City or to any third-party; (ii) the Supplier can demonstrate to have been rightfully obtained by the Supplier, without any obligation of confidence, from a third-party who had the right to transfer or disclose it to the Supplier free of any obligation of confidence; (iii) the Supplier can demonstrate to have been rightfully known to or in the possession of the Supplier at the time of disclosure, free of any obligation of confidence when disclosed; or (iv) is independently developed by the Supplier; but the exclusions in this subparagraph will in no way limit the meaning of Personal Information or the obligations attaching thereto under the Contract or at law;

"Conflict of Interest" has the same meaning as in the RFP;

"Deliverables" means everything developed for or provided to The City in the course of performing under the Contract or agreed to be provided to The City under the Contract by the Supplier or its directors, officers, employees, agents, partners, affiliates, volunteers or subcontractors, , including but not limited to any goods or services or any and all Intellectual Property and any and all concepts, techniques, ideas, information, documentation and other materials, however recorded, developed or provided;

"Documentation" means the specifications, user manuals, technical documents, release notes, instructions and other materials furnished or published by The City concerning the Proprietary Information;

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1424 of 1566

"Expiry Date" is the date set out in the Contract;

"FOIP" means the *Freedom of Information and Protection of Privacy Act*, Revised Statutes of Alberta 2000, Chapter F-25, as amended;

"Indemnified Parties" means The City and The City's elected officials, officers, agents, employees and volunteers;

"Industry Standards" include, but are not limited to (a) the provision of any and all labour, supplies, equipment and other goods or services that are necessary and can reasonably be understood or inferred to be included within the scope of the Contract or customarily furnished by Persons providing Deliverables of the type provided hereunder in similar situations in Alberta and; (b) adherence to commonly accepted norms of ethical business practices, which will include the Supplier establishing, and ensuring adherence to, precautions to prevent its employees or agents from providing or offering gifts or hospitality of greater than nominal value to any person acting on behalf of or employed by The City;

"Intellectual Property" means any intellectual, industrial or other proprietary right of any type in any form protected or protectable under the laws of Canada, any foreign country, or any political subdivision of any country, including, without limitation, any intellectual, industrial or proprietary rights protected or protectable by legislation, by common law or at equity;

"Newly Created Intellectual Property" means any Intellectual Property created by the Supplier in the course of performance of its obligations under the Contract;

"Person" if the context allows, includes any individuals, persons, firms, partnerships or corporations or any combination thereof;

"Personal Information" means recorded information about an identifiable individual or that may identify an individual;

"Proceeding" means any action, claim, demand, lawsuit, or other proceeding;

"Proof of Concept" or "PoC" has the same meaning as in the RFP;

"Proposal" means all the documentation submitted by the Supplier in response to the RFP;

"Proprietary Information" means all inventions, concepts, ideas, data, processes, methods, formulas, techniques, improvements, modifications or enhancements, whether or not patentable, as well as all trade secrets, including, but not limited to, all data, marketing strategies, new research material, pending projects and Proposals, research and development, technological data, all proprietary information, lists, pricing, documentation, software and know-how;

"Rates" means the applicable price, in Canadian funds, to be paid for the applicable Deliverables, as set out in the Contract, representing the full amount chargeable by the Supplier for the provision of the Deliverables, including but not limited to: (a) all applicable duties and taxes (except applicable sales tax, which should be itemized separately),; (b) all labour and material costs; (c) all travel and carriage costs; (d) all insurance costs; and (e) all other overhead including any fees or other charges required by law;

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1425 of 1566

"Record", for the purposes of the Contract, means any recorded information, including any Personal Information, in any form: (a) provided by The City to the Supplier, or provided by the Supplier to The City, for the purposes of the Contract; or (b) created by the Supplier in the performance of the Contract;

"Requirements of Law" mean all applicable requirements, laws, statutes, codes, acts, ordinances, orders, decrees, injunctions, bylaws, rules, regulations, official plans, permits, licenses, authorizations, directions, and agreements with all Authorities that now or at any time hereafter may be applicable to either the Contract or the Deliverables or any part of them;

"RFP" means the Request for Proposals issued by The City for the Deliverables and any addenda to it;

"Supplier" has the same meaning as in the RFP.

"Supplier Accounts" means the Supplier's detailed books, accounts, records and documentation, including, without limitation, contracts, original and unedited payroll records, bank records, invoices issued to subcontractors and suppliers, records of quotations and related correspondence, ledgers and other similar books of records, detailed daily time records for personnel and equipment, and all similar information that is necessary to substantiate and verify all direct and indirect costs incurred by the Supplier relating directly or indirectly to the Contract and all work performed under the Contract.

"Supplier's Intellectual Property" means Intellectual Property owned by the Supplier prior to its performance under the Contract or created by the Supplier during the Term of the Contract independently of the performance of its obligations under the Contract;

"Term" has the same meaning as in the RFP;

"The City" means The City of Calgary, a corporation pursuant to section 4 of the Municipal Government Act, R.S.A. Chapter M-26.

"Third-Party Intellectual Property" means any Intellectual Property owned by a party other than The City or the Supplier.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1426 of 1566

ARTICLE 2 – GENERAL TERMS

2.01 **No Indemnities from The City**

Notwithstanding anything else in the Contract, any express or implied reference to The City providing an indemnity or any other form of indebtedness or contingent liability that would directly or indirectly increase the indebtedness or contingent liabilities of The City, whether at the time of execution of the Contract or at any time during the Term, will be void and of no legal effect.

2.02 **Entire Contract**

The Contract embodies the entire agreement between the parties with regard to the provision of Deliverables and supersedes any prior understanding or agreement, collateral, oral or otherwise with respect to the provision of the Deliverables, existing between the parties at the date of execution of the Contract.

2.03 **Severability**

If any term or condition of the Contract, or the application thereof to the parties or to any Persons or circumstances, is to any extent invalid or unenforceable, the remainder of the Contract, and the application of such term or condition to the parties, Persons or circumstances other than those to which it is held invalid or unenforceable, will not be affected thereby.

2.04 **Force Majeure**

Neither party will be liable for damages caused by delay or failure to perform its obligations under the Contract where such delay or failure is caused by an event beyond its reasonable control. The parties agree that an event will not be considered beyond one's reasonable control if a reasonable business person applying due diligence in the same or similar circumstances under the same or similar obligations as those contained in the Contract would have put in place contingency plans to either materially mitigate or negate the effects of such event. Without limiting the generality of the foregoing, the parties agree that force majeure events will include natural disasters and acts of war, insurrection and terrorism but will not include shortages or delays relating to supplies or services. If a party seeks to excuse itself from its obligations under this Contract due to a force majeure event, that party will immediately notify the other party of the delay or non-performance, the reason for such delay or non-performance and the anticipated period of delay or non-performance. If the anticipated or actual delay or non-performance exceeds fifteen (15) Business Days, the other party may immediately terminate the Contract by giving notice of termination and such termination will be in addition to the other rights and remedies of the terminating party under the Contract, at law or in equity.

2.05 **Notices by Prescribed Means**

Notices will be in writing and will be delivered by postage-prepaid envelope, personal delivery or facsimile and will be addressed to, respectively, The City Address to the attention of The City representative and to the Supplier Address to the attention of the Supplier representative as respectively set out in the Contract. Notices will be deemed to have been given: (a) in the case of postage-prepaid envelope, five (5) Business Days after such notice is mailed; or (b) in the case of personal delivery or facsimile one (1) Business Day after such notice is received by the other party. In the event of a postal disruption, notices will be given by personal delivery or by facsimile. Unless the parties expressly agree in writing to additional methods of notice, notices may only be provided by the methods contemplated in this paragraph.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1427 of 1566

2.06 **Governing Law and Jurisdiction**

The Contract will be governed by and construed in accordance with the laws of the Province of Alberta and the federal laws of Canada applicable therein. The parties submit to the exclusive jurisdiction of the courts of Alberta.

ARTICLE 3 – NATURE OF RELATIONSHIP BETWEEN THE CITY AND SUPPLIER

3.01 **Supplier's Power to Contract**

The Supplier represents and warrants that it has the full right and power to enter into the Contract and there is no agreement with any other Person who would in any way interfere with the rights of The City under this Contract.

3.02 **Representatives May Bind the Parties**

The parties represent that their respective representatives have the authority to legally bind them to the extent permissible by the Requirements of Law.

3.03 **Supplier Not a Partner, Agent or Employee**

The Supplier will have no power or authority to bind The City or to assume or create any obligation or responsibility, express or implied, on behalf of The City. The Supplier will not hold itself out as an agent, partner or employee of The City. Nothing in the Contract will have the effect of creating an employment, partnership or agency relationship between The City and the Supplier (or any of the Supplier's directors, officers, employees, agents, partners, affiliates, volunteers or subcontractors).

3.04 **Responsibility of Supplier**

The Supplier hereby confirms that it has acquainted itself with the work site (as applicable) and any other conditions pertaining to the performance of the Contract prior to entering the Contract. The City does not accept any responsibility for the failure of the Supplier to familiarize itself with all conditions applicable to the Supplier's performance of the Contract prior to execution of the Contract. The Supplier agrees that it is liable for the acts and omissions of its directors, officers, employees, agents, partners, affiliates, volunteers and subcontractors. This paragraph is in addition to any and all of the Supplier's liabilities under the Contract and under the general application of law. The Supplier will advise these individuals and entities of their obligations under the Contract and will ensure their compliance with the applicable terms of the Contract. In addition to any other liabilities of the Supplier pursuant to the Contract or otherwise at law or in equity, the Supplier will be liable for all damages, costs, expenses, losses, claims or actions arising from any breach of the Contract resulting from the actions of the above mentioned individuals and entities. This paragraph will survive the termination or expiry of this Contract.

3.05 **No Subcontracting or Assignment**

The Supplier will not subcontract or assign the whole or any part of the Contract or any monies due under it without the prior written consent of The City. Such consent will be in the sole discretion of The City and subject to the terms and conditions that may be imposed by The City. Without limiting the generality of the conditions which The City may require prior to consenting to the Supplier's use of a subcontractor, every contract entered into by the Supplier with a subcontractor will adopt all of the terms and conditions of this Contract as far as applicable to those parts of the Deliverables provided by the subcontractor. Nothing contained in the Contract will create a contractual relationship between any subcontractor or its directors, officers, employees, agents, partners, affiliates or volunteers and The City.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1428 of 1566

3.06 **Duty to Disclose Change of Control**

In the event that the Supplier undergoes a change in control the Supplier will immediately disclose such change in control to The City and will comply with any terms and conditions subsequently prescribed by The City resulting from the disclosure.

3.07 **Conflict of Interest**

The Supplier will: (a) avoid any Conflict of Interest in the performance of its contractual obligations; (b) disclose to The City without delay any actual or potential Conflict of Interest that arises during the performance of its contractual obligations; and (c) comply with any requirements prescribed by The City to resolve any Conflict of Interest. In addition to all other contractual rights or rights available at law or in equity, The City may immediately terminate the Contract upon giving notice to the Supplier where: (a) the Supplier fails to disclose an actual or potential Conflict of Interest; (b) the Supplier fails to comply with any requirements prescribed by The City to resolve a Conflict of Interest; or (c) the Supplier's Conflict of Interest cannot be resolved. This paragraph will survive any termination or expiry of the Contract.

3.08 **Contract Binding**

The Contract will enure to the benefit of and be binding upon the parties and their successors, executors, administrators and their permitted assigns.

ARTICLE 4 – PERFORMANCE BY SUPPLIER

4.01 **Commencement of Performance**

The Supplier will commence performance upon receipt of written instructions from The City to do so.

4.02 **Deliverables Warranty and Compliance with SEEPP and Supplier Code of Conduct**

The Supplier hereby represents and warrants that the Deliverables:

a) will be provided in accordance with:

(i) the Contract;
(ii) Industry Standards; and
(iii) Requirements of Law;

b) will be provided fully in a professional and competent manner by persons possessing the skill, care, diligence and experience of skilled individuals qualified in their occupations;

c) will be free from defects in material, workmanship and design;

d) will be suitable for the purposes intended; and

e) free from liens or encumbrance on title or otherwise.

If any of the Deliverables, in the opinion of The City, are inadequately provided or require corrections, the Supplier will forthwith make the necessary corrections at its own expense as specified by The City in writing. Throughout the Term and any renewal thereof the Supplier will comply with the Supplier Code of Conduct and SEEPP, both as defined in the RFP. The Supplier will also maintain current and detailed documentation to substantiate such compliance.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1429 of 1566

4.03 **Use and Access Restrictions**

The Supplier acknowledges that unless it obtains specific written preauthorization from The City, any access to or use of The City property, technology or information that is not necessary for the performance of its contractual obligations with The City is strictly prohibited. The Supplier further acknowledges that The City may monitor the Supplier to ensure compliance with this paragraph. This paragraph is in addition to and will not limit any other obligation or restriction placed upon the Supplier.

4.04 **Notification by Supplier to The City**

During the Term, the Supplier will advise The City promptly of: (a) any contradictions, discrepancies or errors found or noted in the Contract; (b) supplementary details, instructions or directions that do not correspond with those contained in the Contract; and (c) any omissions or other faults that become evident and should be corrected in order to provide the Deliverables in accordance with the Contract and Requirements of Law.

4.05 **Condonation Not a Waiver**

Any failure by The City to insist in one or more instances upon strict performance by the Supplier of any of the terms or conditions of the Contract will not be construed as a waiver by The City of its right to require strict performance of any such terms or conditions, and the obligations of the Supplier with respect to such performance will continue in full force and effect.

4.06 **Changes By Written Amendment Only**

Any changes to the Contract will be by written amendment signed by the parties. No changes will be effective or will be carried out in the absence of such an amendment. Any such written changes will be included in the definition of Contract.

4.07 **Supplier to Comply With Reasonable Change Requests**

The City may, in writing, request changes to the Contract, which may include altering, adding to, or deleting any of the Deliverables. The Supplier will comply with all reasonable City change requests and the performance of such request will be in accordance with the terms and conditions of the Contract. If the Supplier is unable to comply with the change request, it will promptly notify The City and provide reasons for such non-compliance. In any event, any such change request will not be effective until a written amendment reflecting the change has been executed by the parties.

4.08 **Pricing for Requested Changes**

Where a City change request includes an increase in the scope of the previously contemplated Deliverables, The City will set out, in its change request, the proposed prices for the contemplated changes. Where the Rates in effect at the time of the change request (a) include pricing for the particular type of goods or services contemplated in the change request, the Supplier will not unreasonably refuse to provide those goods or services at prices consistent with those Rates; or (b) are silent to the applicable price for the particular goods or services contemplated in the change request, the price will be negotiated between The City and the Supplier within a reasonable period of time and in any event, such change request will not become effective until a written amendment reflecting the change has been executed by the parties.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1430 of 1566

4.09 **Non-Exclusive Contract, Work Volumes**

The Supplier acknowledges that it is providing the Deliverables to The City on a non-exclusive basis. The City makes no representation regarding the volume of goods and services required under the Contract. The City reserves the right to contract with other parties for the same or similar goods and services as those provided by the Supplier and reserves the right to obtain the same or similar goods and services internally.

4.10 **Performance by Specified Individuals Only**

The Supplier agrees that to the extent that specific individuals are named in the Contract as being responsible for the provision of the Deliverables, only those individuals will provide the Deliverables under the Contract. The Supplier will not replace or substitute any of the individuals named in the Contract without the prior written approval of The City, which may not arbitrarily or unreasonably be withheld. Should the Supplier require the substitution or replacement of any of the individuals named in the Contract, it is understood and agreed that any proposed replacement will possess similar or greater qualifications than the individual named in the Contract. The Supplier will not claim fees for any replacement individual greater than the Rates established under the Contract.

4.11 **City Rights and Remedies and Supplier Obligations Not Limited to Contract**

The express rights and remedies of The City and obligations of the Supplier set out in the Contract are in addition to and will not limit any other rights and remedies available to The City or any other obligations of the Supplier at law or in equity.

4.12 **Proof of Concept (PoC)**

The Supplier may be required to assist in the development of and participate in a PoC and will be evaluated on its performance of the Deliverables during the PoC. Subsequent to the PoC, The City may, in its sole discretion, either continue with the Contract or terminate the Contract.

4.13 **Extended Warranty**

Unless stipulated otherwise in the Contract, the Supplier warrants the Deliverables will work as contemplated and specified in the RFP for a period of two (2) years from the commencement of the Term unless a PoC is required, in which case the warranty will commence upon completion of the PoC.

ARTICLE 5 – PAYMENT

5.01 **Payment According to Contract Rates**

The City will, subject to the Supplier's compliance with the provisions of the Contract, pay the Supplier for the Deliverables provided at the Rates established under the Contract.

5.02 **Hold Back or Set Off**

(a) The City may hold back payment or set off against payment if, in the opinion of The City acting reasonably, the Supplier has failed to comply with any requirements of the Contract.

(b) Where the Supplier has incurred any liability to The City, whether arising from or under the Contract or otherwise, The City may set off the amount of such liability against any liability or payment of The City to the Supplier arising from or under the Contract.

(c) Further to the requirement in Section 8.04, The City may also refuse to pay the Supplier unless the

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1431 of 1566

Supplier provides a letter or other evidence from the WCB that the Supplier's account with the WCB is in good standing. If The City receives information from the WCB that the account of the Supplier has ceased to be in good standing with the WCB, The City may suspend payment to the Supplier until either:

(i) the Supplier has obtained a letter of clearance from the WCB indicating that the Supplier`s account has been brought back into good standing; or

(ii) The City pays the WCB any amount owing on behalf of the Supplier or pays the amount of the WCB's demand for payment in respect of the Supplier or its sub-contractor.

(d) If The City pays any amount to the WCB on behalf of the Supplier, The City may deduct that amount from any amount owing to the Supplier under the Agreement or under any other contract, or may demand a reimbursement from the Supplier. These rights are in addition to and not in substitution for any other right at law or in equity which The City has by reason of the failure of the Supplier to comply with the requirements of the WCB.

5.03 **No Expenses or Additional Charges**

There will be no other charges payable by The City under the Contract to the Supplier other than the Rates established under the Contract.

5.04 **Payment of Taxes and Duties**

Unless otherwise stated, the Supplier will pay all applicable taxes, including excise taxes incurred by or on the Supplier's behalf with respect to the Contract.

5.05 **Withholding Tax**

The City will withhold any applicable withholding tax from amounts due and owing to the Supplier under the Contract and will remit it to the appropriate government in accordance with applicable tax laws. This paragraph will survive any termination or expiry of the Contract.

5.06 **Interest on Late Payment**

If a payment is in arrears through no fault of the Supplier, the interest charged by the Supplier, if any, for any late payment will not exceed the pre-judgment interest rate established under the *Judgment Interest Act* Revised Statutes of Alberta 2000 Chapter J-1, in effect on the date that the payment went into arrears.

ARTICLE 6 – CONFIDENTIALITY AND FOIP

6.01 **Confidentiality and Promotion Restrictions**

Any publicity or publications related to the Contract will be at the sole discretion of The City. The City may, in its sole discretion, acknowledge the Deliverables provided by the Supplier in any such publicity or publication. The Supplier will not make use of its association with The City without the prior written consent of The City. Without limiting the generality of this paragraph, the Supplier will not, among other things, at any time directly or indirectly communicate with the media in relation to the Contract unless it has first obtained the express written authorization to do so by The City.

6.02 **City Confidential Information**

During and following the Term, the Supplier will: (a) keep all City Confidential Information confidential and secure; (b) limit the disclosure of City Confidential Information to only those of its directors, officers, employees, agents, partners, affiliates, volunteers or subcontractors who have a need to know it for the

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1432 of 1566

purpose of providing the Deliverables and who have been specifically authorized to have such disclosure; (c) not directly or indirectly disclose, destroy, exploit or use any City Confidential Information (except for the purpose of providing the Deliverables, or except if required by order of a court or tribunal), without first obtaining: (i) the written consent of The City and (ii) in respect of any City Confidential Information about any third-party, the written consent of such third-party; (d) provide City Confidential Information to The City on demand; and (e) return all City Confidential Information to The City before the end of the Term, with no copy or portion kept by the Supplier.

6.03 **Restrictions on Copying**

The Supplier will not copy any City Confidential Information, in whole or in part, unless copying is essential for the provision of the Deliverables. On each copy made by the Supplier, the Supplier will reproduce all notices that appear on the original.

6.04 **Injunctive and Other Relief**

The Supplier acknowledges that breach of any provisions of this Article may cause irreparable harm to The City or to any third-party to whom The City owes a duty of confidence, and that the injury to The City or to any third-party may be difficult to calculate and inadequately compensable in damages. The Supplier agrees that The City is entitled to obtain injunctive relief (without proving any damage sustained by it or by any third-party) or any other remedy against any actual or potential breach of the provisions of this Article.

6.05 **Notice and Protective Order**

If the Supplier or any of its of its directors, officers, employees, agents, partners, affiliates, volunteers or subcontractors become legally compelled to disclose any City Confidential Information, the Supplier will provide The City with prompt notice to that effect in order to allow The City to seek one or more protective orders or other appropriate remedies to prevent or limit such disclosure, and it will co-operate with The City and its legal counsel to the fullest extent. If such protective orders or other remedies are not obtained, the Supplier will disclose only that portion of City Confidential Information which the Supplier is legally compelled to disclose, only to such person or persons to which the Supplier is legally compelled to disclose, and the Supplier will provide notice to each such recipient (in co-operation with legal counsel for The City) that such City Confidential Information is confidential and subject to non-disclosure on terms and conditions equal to those contained in the Contract and, if possible, will obtain each recipient's written agreement to receive and use such City Confidential Information subject to those terms and conditions.

6.06 **FOIP Records and Compliance**

The Supplier and The City acknowledge and agree that FOIP applies to and governs all Records and may require the disclosure of such Records to third parties. Furthermore, the Supplier agrees (a) to keep Records secure; (b) to provide Records to The City within seven (7) calendar days of being directed to do so by The City for any reason including an access request or privacy issue; (c) not to access any Personal Information unless The City determines, in its sole discretion, that access is permitted under FOIP and is necessary in order to provide the Deliverables; (d) not to directly or indirectly use, collect, disclose or destroy any Personal Information for any purposes that are not authorized by The City; (e) to ensure the security and integrity of Personal Information and keep it in a physically secure and separate location safe from loss, alteration, destruction or intermingling with other records and databases and to implement, use and maintain the most appropriate products, tools, measures and procedures to do so; (f) to restrict access to Personal Information to those of its directors, officers, employees, agents, partners, affiliates, volunteers or subcontractors who have a need to know it for the purpose of providing the Deliverables and who have been specifically authorized by a City representative to have such access for the purpose of providing the Deliverables; (g) to implement other specific security measures that in the reasonable opinion of The City

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1433 of 1566

would improve the adequacy and effectiveness of the Supplier's measures to ensure the security and integrity of Personal Information and Records generally; and (h) that any confidential information supplied to The City may be disclosed by The City where it is obligated to do so under FOIP, by an order of a court or tribunal or pursuant to a legal proceeding and the provisions of this paragraph will prevail over any inconsistent provisions in the Contract.

6.07 **Survival**

The provisions of this Article will survive any termination or expiry of the Contract.

ARTICLE 7 – INTELLECTUAL PROPERTY

7.01 **City Intellectual Property**

The Supplier agrees that all Intellectual Property and every other right, title and interest in and to all concepts, techniques, ideas, information and materials, however recorded, (including images and data) provided by The City to the Supplier will remain the sole property of The City at all times.

7.02 **License for Use**

The City grants, and the Supplier accepts, a non-exclusive, non-assignable license under Intellectual Property owned, licensed or otherwise controlled or in the possession of The City to permit the Supplier to use the Proprietary Information and Documentation provided by The City to the Supplier only as necessary to allow the Supplier to satisfy its obligations under this Contract. The benefit of the license granted under this Contract is limited solely to the Supplier.

7.03 **No Use of The City Insignia**

The Supplier will not use any insignia or logo of The City except where required to provide the Deliverables, and only if it has received the prior written permission of The City to do so.

7.04 **Ownership of Intellectual Property**

The City will be the sole owner of any Newly Created Intellectual Property. The Supplier irrevocably assigns to and in favour of The City and The City accepts every right, title and interest in and to all Newly Created Intellectual Property in the Deliverables, immediately following the creation thereof, for all time and irrevocably waives in favour of The City all rights of integrity and other moral rights to all Newly Created Intellectual Property in the Deliverables, immediately following the creation thereof, for all time. To the extent that any of the Deliverables include, in whole or in part, the Supplier's Intellectual Property, the Supplier grants to The City a licence to use that Supplier Intellectual Property in the manner contemplated in this Article, the total consideration for which will be payment of the Rates to the Supplier by The City.

7.05 **Supplier's Grant of License**

For those parts of the Deliverables that are Supplier Intellectual Property, the Supplier grants to The City a perpetual, world-wide, non-exclusive, irrevocable, transferable, royalty free, fully paid up right and license: (a) to use, modify, reproduce and distribute, in any form, those Deliverables; and (b) to authorize other Persons, including agents, contractors or sub-contractors, to do any of the former on behalf of The City.

7.06 **No Restrictive Material in Deliverables**

The Supplier will not incorporate into any Deliverables anything that would restrict the right of The City to modify, further develop or otherwise use the Deliverables in any way that The City deems necessary, or

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1434 of 1566

that would prevent The City from entering into any contract with any contractor other than the Supplier for the modification, further development of or other use of the Deliverables.

7.07 **Supplier Representation and Warranty Regarding Third-Party Intellectual Property**

The Supplier represents and warrants that the provision of the Deliverables will not infringe or induce the infringement of any Third-Party Intellectual Property rights. The Supplier further represents and warrants that it has obtained assurances with respect to any Supplier Intellectual Property and Third-Party Intellectual Property that any rights of integrity or any other moral rights associated therewith have been waived.

7.08 **Survival**

The obligations contained in this Article will survive the termination or expiry of the Contract.

ARTICLE 8 – INDEMNITIES AND INSURANCE

8.01 **Supplier Indemnity**

The Supplier hereby agrees to indemnify and hold harmless the Indemnified Parties from and against any and all liability, loss, costs, damages and expenses (including legal, expert and consultant fees), causes of action, actions, claims, demands, lawsuits or other proceedings, (collectively, "Claims"), by whomever made, sustained, incurred, brought or prosecuted, including for third party bodily injury (including death), personal injury and property damage, in any way based upon, occasioned by or attributable to anything done or omitted to be done by the Supplier, its subcontractors or their respective directors, officers, agents, employees, partners, affiliates, volunteers or independent contractors in the course of performance of the Supplier's obligations under, or otherwise in connection with, the Contract. The Supplier further agrees to indemnify and hold harmless the Indemnified Parties for any incidental, indirect, special or consequential damages, or any loss of use, revenue or profit, by any person, entity or organisation, including, without limitation, The City, claimed or resulting from such Claims. The obligations contained in this paragraph will survive the termination or expiry of the Contract.

8.02 **Insurance**

The Supplier hereby agrees to put in effect and maintain insurance for the Term, at its own expense, in a form that is satisfactory to The City and with insurers allowed by the laws of the Province of Alberta to issue insurance policies in Alberta, the following insurance policies:

(a) A commercial general liability insurance policy for bodily injury (including death) and property damage in an amount of not less than the amount indicated in the Information Table under Insurance (CGL) inclusive limit for any one occurrence and such policy must include:

i) The City as an additional insured;
ii) a cross liability clause;
iii) contractual liability coverage; and
iv) a non-owned automobile liability clause;

(b) If the Supplier is providing professional services, a professional liability insurance policy for damages arising out of errors, omissions, or negligent acts by or on behalf of the Supplier in providing professional services under this Contract, such insurance policy to be in an amount of not less than the amount indicated in the Information Table under Insurance (PL) for any one claim, and in the annual aggregate, or such other amount as agreed to by The City and the Supplier and confirmed in writing, and such insurance must remain in operation for at least twelve (12) months after termination of the

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1435 of 1566

Contract; and

(c) A provision for The City to be given thirty (30) days written notice prior to cancellation, and thirty (30) days prior notice of any material change requested by the Supplier of the insurance policies.

The Supplier will be responsible for all deductibles that may apply in any of the required insurance policies.

The Supplier covenants and agrees that The City's insurance requirements will not be construed to and will not, in any manner, limit or restrict the liability of the Supplier.

8.03 **Proof of Insurance**

The Supplier will provide The City with proof of the insurance required by this Contract in the form of valid certificates of insurance that reference this Contract and confirm the required coverage, before the execution of the Contract by The City, and renewal replacements on or before the expiry of any such insurance. Upon the request of The City, a copy of each insurance policy will be made available to it. The Supplier will ensure that each of its subcontractors obtains all the necessary and appropriate insurance that a prudent person in the business of the subcontractor would maintain and that The City and Indemnified Parties are named as additional insured with respect to any liability arising in the course of performance of the subcontractor's obligations under the subcontract for the provision of the Deliverables.

8.04 **Account with Alberta Workers` Compensation Board**

The Supplier must maintain an account in good standing with the Worker's Compensation Board (Alberta) ("WCB") or other jurisdiction approved by The City lthroughout the Term unless indicated otherwise. The Supplier's account must include coverage for all individuals who may be involved in providing the Deliverables. The City may seek verification from the WCB at any time during the Supplier's performance of the Deliverables to confirm that the Proponent's account remains in good standing.

ARTICLE 9 – TERMINATION, EXPIRY, RENEWAL AND AUDIT RIGHTS

9.01 **Immediate Termination of Contract**

The City may immediately terminate the Contract upon giving notice to the Supplier where (a) The City in its sole and absolute discretion, determines the Supplier has engaged in conduct prohibited by the RFP; (b) The City's "Procurement Policy for a Party with a Dispute with The City applies to the Supplier; (c) the Supplier is insolvent, adjudged bankrupt, makes a general assignment for the benefit of its creditors or a receiver is appointed on account of the Supplier's insolvency; (d) the Supplier breaches any provision in Article 6 (Confidentiality and FOIP) of the Contract; (e) the Supplier breaches the Conflict of Interest paragraph in Article 3(Nature of Relationship Between The City and Supplier) of the Contract; (f) the Supplier, prior to or after executing the Contract, makes a material misrepresentation or omission or provides materially inaccurate information to The City; (g) the Supplier undergoes a change in control which adversely affects the Supplier's ability to satisfy some or all of its obligations under the Contract; (h) the Supplier subcontracts for the provision of part or all of the Deliverables or assigns the Contract without first obtaining the written approval of The City; (i) the Supplier's performance of the provision of the Deliverables during a Proof of Concept process fails to meet the performance requirements of The City; or (j) the Supplier's acts or omissions constitute a substantial failure of performance. The above rights of termination are in addition to all other rights of termination available at law, or events of termination by operation of law.

9.02 **Performance Improvement Notice**

Subject to the above paragraph, where the Supplier fails to comply with any of its obligations under the Contract, The City may issue a notice to the Supplier setting out the manner and time-frame for rectification.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1436 of 1566

Within five (5) Business Days of receipt of that notice, the Supplier will either: (a) comply with that notice; or (b) provide a rectification plan satisfactory to The City. If the Supplier fails to either comply with the notice or provide a satisfactory rectification plan, The City may immediately terminate the Contract. If the Supplier has been given a prior notice to improve its performance or comply with any of its obligations under the Contract by The City and the Supplier engages in a subsequent act of non-compliance of the same type or form as described in the prior notice, The City may immediately terminate the Contract.

9.03 **Termination on Notice**

The City reserves the right to terminate the Contract, without cause, upon thirty (30) calendar day's prior notice to the Supplier. If requested by The City under the notice of termination, the Supplier will suspend the provision of Deliverables under the Contract upon receipt of the notice of termination and take all necessary or appropriate steps to limit disbursements and minimize costs.

9.04 **Supplier's Obligations on Termination**

On termination of the Contract, the Supplier will, in addition to its other obligations under the Contract and at law (a) at the request of The City, provide The City with any completed or partially completed Deliverables; (b) provide The City with a report detailing: (i) the current state of the provision of Deliverables by the Supplier at the date of termination; and (ii) any other information requested by The City pertaining to the provision of the Deliverables and performance of the Contract; (c) execute such documentation as may be required by The City to give effect to the termination of the Contract; and (d) comply with any other instructions provided by The City, including but not limited to instructions for facilitating the transfer of its obligations to another Person. This paragraph will survive any termination of the Contract.

9.05 **Supplier's Payment Upon Termination**

On termination of the Contract, The City will only be responsible for the payment of the Deliverables provided under the Contract up to and including the effective date of any termination. Termination will not relieve the Supplier of its warranties and other responsibilities relating to the Deliverables performed or money paid. In addition to its other rights of hold back or set off, The City may hold back payment or set off against any payments owed if the Supplier fails to comply with its obligations on termination.

9.06 **Termination in Addition to Other Rights**

The express rights of termination in the Contract are in addition to and will in no way limit any rights or remedies of The City under the Contract, at law or in equity.

9.07 **Expiry of Contract**

The Contract will expire on the Expiry Date unless terminated earlier or renewed pursuant to its terms. The Term may be extended by agreement to bridge a gap between the Expiry Date or the end of any renewal and the commencement of an agreement to replace it.

9.08 **Right to Audit Supplier Accounts**

The City shall have the right to inspect, examine, make copies of and audit all Supplier's Accounts at all reasonable times, without prior notice, for the purpose of auditing and monitoring compliance with the Contract. During the term of the Contract and for a period of seven (7) years after termination or expiry of the Contract, the Supplier shall keep and maintain all Supplier Accounts in accordance with generally accepted accounting principles and International Financial Reporting Standards and all such Supplier Accounts shall be made available to The City at the Supplier's sole expense. The parties agree that:

(a) the Supplier Accounts shall be maintained in their original form without alteration, deletion or addition;

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1437 of 1566

(b) if any Supplier Accounts are kept in electronic form or in any other form that requires special equipment or specialized knowledge to convert the data into readily readable form, all assistance and facilities reasonably required for such purpose shall be provided by the Supplier at its sole expense;

(c) if the Supplier subcontracts all or a portion of its obligations under the Contract, the agreements formed between the Supplier and any subcontractors or supplier of goods or services shall expressly include provisions similar to the provisions contained in this section and shall require such subcontractors or suppliers of goods and services to extend the audit rights set out in these provisions to The City;

(d) The City's audit rights do not extend to the confidential or proprietary information, if any, of the Supplier or subcontractors;

(e) the costs of any audit conducted by The City under authority of this paragraph will be the responsibility of The City unless the audit identifies significant findings that would benefit The City; and

(f) in the event an audit identifies significant findings that would benefit The City, the Supplier shall reimburse The City for the total costs of the audit.

This paragraph shall not be interpreted to limit, revoke, or abridge any other rights, powers or obligations relating to audit that The City may have by Federal, Provincial or Municipal law, whether those rights, powers or obligations are express or implied. The provisions of this paragraph will survive any termination or expiry of the Contract.

9.09 **Proof of Compliance with SEEPP and Supplier Code of Conduct**

The Supplier will provide proof of compliance with any or all provisions of SEEPP or the Supplier Code of Conduct upon request from The City. The City will have the right to conduct reasonable inspections and audits to verify the Supplier`s compliance with SEEPP and the Supplier Code of Conduct and to obtain independent verification of same at the Supplier`s expense.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1438 of 1566

APPENDIX B – SUBMISSION FORM

1. Proponent Information

Please fill out the following form, and name one person to be the contact for your Proposal.	
Full Legal Name of Proponent:	**[**insert Full Legal Name of Proponent**]**
Any Other Relevant Name under Which the Proponent Carries on Business:	**[**Other Relevant Business Names Proponent owns**]**
Street Address:	**[**insert Street Address**]**
City, Province/State:	**[**insert City, Province/State**]**
Country:	**[**insert Country**]**
Postal Code:	**[**insert Postal Code**]**
Phone Number:	**[**insert Phone Number**]**
Company Website (If Any):	**[**insert Company Website**]**
Proponent Contact and Title:	**[**insert RFP Contact Person and Title**]**
Proponent Contact Phone:	**[**insert RFP Contact Phone Number**]**
Proponent Contact E-mail:	**[**insert RFP Contact E-mail**]** *The Proponent is solely responsible for ensuring that the Proponent Contact email account will accept all emails from The City.*

2. Acknowledgment of Non-binding Procurement Process

The Proponent acknowledges that the RFP process will be governed by the terms and conditions of this RFP, and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal legally binding bidding process, and that there will be no legal relationship or obligations created until The City and the Preferred Proponent have executed the Agreement.

3. Ability to Provide Deliverables

The Proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required under this RFP. The Proponent represents and warrants

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1439 of 1566

its ability to provide the Deliverables required under this RFP in accordance with the requirements of this RFP.

4. Non-binding Price Estimates

The Proponent has submitted its rates in accordance with the instructions in this RFP and in the Pricing Form (Appendix C). The Proponent confirms that the pricing information provided is accurate.

5. Addenda

The Proponent confirms that it has read and accepted all addenda issued by The City. The Proponent acknowledges that it is solely responsible for making any necessary amendments to its Proposal based on the Addenda.

6. No Prohibited Conduct

The Proponent declares that it has not engaged in any conduct prohibited by this RFP.

7. Conflict of Interest

For the purposes of this Section, the term "Conflict of Interest" is defined in the "Defined Terms" section at the beginning of this RFP.

If the box below is left blank, the Proponent will be deemed to declare that (a) there was no Conflict of Interest in preparing its Proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in this RFP.

Otherwise, if the statement below applies, check the box.

☐ The Proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its Proposal, and/or the Proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in this RFP.

If the Proponent declares an actual or potential Conflict of Interest by marking the box above, the Proponent must set out below details of the actual or potential Conflict of Interest:

[insert the details of the actual or potential Conflict of Interest, if not then N/A**]**

The following individuals, as employees, advisers, or in any other capacity participated in the preparation of our Proposal; **AND**:

(i) were employees of The City and have ceased that employment within twelve (12) months prior to the Submission Deadline; or

(ii) are current employees of The City; or

(iii) are a spouse of an individual identified in (ii) above.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1440 of 1566

Name of Individual: [insert Name of Individual**]**
Job Classification: [insert Job Classification**]**
Department: [insert Department**]**
Dates of Employment with The City (past or current): [Enter in a Date**]**
Name of Last or Current Supervisor: **[**insert Name of either Last or Current Supervisor**]**
Brief Description of Individual's Job Functions: **[**Brief description of the individuals job functions**]**
Brief Description of Nature of Individual's Participation in the Preparation of the Proposal: **[**Brief description of the individual's participation in the preparing Proposals**]**

(Repeat above for each identified individual)

The Proponent agrees that, upon request, the Proponent will provide The City with additional information about each individual identified above in the form prescribed by The City.

8. Supplier Code of Conduct Compliance

The Proponent acknowledges that it is a requirement that all suppliers of The City, and their subcontractors and suppliers, comply with the Supplier Code of Conduct.

The Proponent confirms that it has read and understood the Supplier Code of Conduct and declares that it is in full compliance with the Supplier Code of Conduct and agrees to maintain compliance throughout the duration of any Agreement.

9. Disclosure of Information

The Proponent hereby agrees that any information provided in this Proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal. The Proponent hereby consents to the disclosure, on a confidential basis, of this Proposal by The City to The City's advisers retained for the purpose of evaluating or participating in the evaluation of this Proposal.

10. Proponent Authorized Signature

On behalf of the Proponent, I ACKNOWLEDGE AND AGREE that:

(a) By signing this form, I confirm I have the full authority and capacity to represent the Proponent in all matters relating to the Proposal and I confirm that the Proponent agrees to be bound by all of the terms and conditions of this RFP and waives any and all rights to claim or argue that it was not aware of any provision of this RFP.

(b) I may sign this Submission Form by handwritten signature or Electronic Signature (as set out below) and either will be considered sufficient to bind the Proponent named in the Proposal; and

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1441 of 1566

(c) By submitting this Submission Form with an Electronic Signature, the Proponent is deemed to have consented to the use and acceptance of such Electronic Signature and acknowledges that such Electronic Signature has the same force and effect as a handwritten signature.

NOTE TO PROPONENTS: The Proponent must sign the Submission Form in a manner which legally binds the Proponent. For handwritten signature, you may adjust the number of signing lines as required or submit multiple signature pages as needed.

HANDWRITTEN SIGNATURE OF INDIVIDUAL AUTHORIZED TO BIND THE PROPONENT:	**OR**	**ELECTRONIC SIGNATURE OF PROPONENT:**
(Signature)		(Print or type full legal name of Proponent)
		Attention: I confirm that the above is the Electronic Signature of the Proponent. By clicking "Submit Bid" in MERX to upload this Appendix B – Submission Form and all other related documentation in the process of submitting a Proposal, I confirm that I have the authority to fulfil the Proponent's intentions to submit the Proposal and that the Proponent understands that it is bound by the terms of its Proposal.
(Print or type name of person signing)		(Print or type name of individual submitting Proposal on behalf of Proponent)

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1442 of 1566

APPENDIX C – PRICING FORM

***Instructions to Proponent:**

Provide price, in Canadian funds (Delivery Duty Paid DDP to location desired by The City), for all of the Deliverables, representing the full amount chargeable for the provision of all aspects of all of the Deliverables, including but not limited to: (a) all applicable duties and taxes (except applicable sales tax and the goods and services tax (GST) , which should be itemized separately, if indicated; (b) all labour and material costs; (c) all travel and carriage costs; (d) all insurance costs; and (e) all other overhead including any fees or other charges required by law or otherwise.

[*Insert Pricing Form table here.]**

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APPENDIX D – REFERENCE FORM

If stipulated in the Proposal Content in Appendix H, the Proponent should provide references indicated to be required in the Information Table under REFERENCES.

Reference #1

Company Name:	**[**insert Company Name**]**
Company Address:	**[**insert Company Address**]**
Contact Name:	**[**insert Contact Name**]**
Contact Telephone Number:	**[**insert Contact Telephone Number**]**
Date Work Undertaken:	**[**insert Date Work Undertaken**]**
Nature of Assignment:	**[**insert Nature of Assignment**]**

Reference #2

Company Name:	**[**insert Company Name**]**
Company Address:	**[**insert Company Address**]**
Contact Name:	**[**insert Contact Name**]**
Contact Telephone Number:	**[**insert Contact Telephone Number**]**
Date Work Undertaken:	**[**insert Date Work Undertaken**]**
Nature of Assignment:	**[**insert Nature of Assignment**]**

Reference #3

Company Name:	**[**insert Company Name**]**
Company Address:	**[**insert Company Address**]**
Contact Name:	**[**insert Contact Name**]**
Contact Telephone Number:	**[**insert Contact Telephone Number**]**
Date Work Undertaken:	**[**insert Date Work Undertaken**]**
Nature of Assignment:	**[**insert Nature of Assignment**]**

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1444 of 1566

APPENDIX E – MULTI-PARTY CONFIRMATION FORM

[THIS FORM TO BE COMPLETED ONLY IF THE PROPOSAL IS SUBMITTED BY A TEAM OF PROPONENTS, e.g. joint venture, partnership, or if two or more companies are providing the Deliverables. The form is not required by a Proponent intending to retain the services of subcontractors to provide the Deliverables.]

A. PROPONENT IS LEAD TEAM MEMBER

The Proponent, as identified on the Proposal Submission Form, must be a single legal entity and will be considered the "Lead Team Member" of the Multi-Party Team described in this form.

B. IDENTITY OF TEAM MEMBERS

In addition to the Lead Team Member, the following legal entities are members of the Multi-Party Team ("Team Members"):

[insert the name of the legal entities that are members of this Multi-Party Team, or insert N/A**]**

(Repeat above for each identified member)

C. CONFIRMATION OF LEAD TEAM MEMBER

[THIS SECTION TO BE COMPLETED AND SIGNED BY THE PROPONENT/LEAD TEAM MEMBER]

The Lead Team Member, with the agreement and authorization of all other Team Members and for the purpose of all matters related to the RFP and the Proposal, confirms that it will:

(a) enter into and execute the Agreement(s) for the provision of the Deliverables by the Multi-Party Team;

(b) be held responsible and liable for the provision of the Deliverables by the Multi-Party Team;

(c) accept payment for the provision of the Deliverables on behalf of all other members of the Multi-Party Team;

(d) receive instructions for and on behalf of the Multi-Party Team; and

(e) act as the single point of contact for The City, including, but not limited to, for any dispute resolution process and settlement of disputes associated with the RFP and/or Proposal and/or Agreement.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1445 of 1566

In witness whereof and as a legally authorized representative and signatory of the Lead Team Member, I/We execute this form as of the date indicated below.

Date (YYYY MMM DD)

Legal Name of Lead Team Member/ Proponent

Per: _____
Name

_____
Title

Per: _____
Name

_____
Title

I/We have authority to bind the Lead Team Member.

D. CONFIRMATION OF OTHER TEAM MEMBER(S)

[TO BE COMPLETED AND SIGNED BY EACH TEAM MEMBER OTHER THAN THE PROPONENT]

The Team Member, for the purpose of all matters related to the RFP and/or the Proponent's Proposal, confirms that it:

(a) consents to its inclusion as a member of the Multi-Party Team;

(b) confirms that the Proposal accurately reflects the qualifications of the Team Member;

(c) consents to The City performing reference checks in respect of the Team Member in accordance with the RFP;

(d) understands and agrees that any information included in the Proposal, even if it is identified as being supplied in confidence, may be disclosed by The City where required by law or by order of a court or tribunal;

(e) has examined the RFP and has a clear understanding of the Deliverables and performance requirements described in the RFP;

(f) grants authority to the Lead Team Member to do any or all of the following on its behalf:

(i) enter into or execute the Agreement for the provision of the Deliverables;
(ii) incur liability;
(iii) accept payment;
(iv) receive instructions;

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1446 of 1566

(v) act as the single point of contact for The City; and
(iv) participate in any dispute resolution process and settle disputes associated with the RFP and/or Proposal and/or the Agreement.

In witness whereof and as a legally authorized representative and signatory of the Team Member, I/We execute this form as of the date indicated below.

Date (YYYY MMM DD)

Legal Name of Team Member

Per: _____
Name

_____
Title

Per: _____
Name

_____
Title

I/We have authority to bind the Lead Team Member.

(Repeat the signature block above for each identified member)

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1447 of 1566

APPENDIX F – DELIVERABLES

[***Insert any additional defined terms here – delete if not applicable.]**

A. THE DELIVERABLES

[***Describe the Deliverables - provide an accurate description of the goods and services including anticipated quantities, PoC, etc.) – specific technical requirements should go into Appendix G: Specifications**]**

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1448 of 1566

APPENDIX G –SPECIFICATIONS

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APPENDIX H – EVALUATION

A. SUMMARY OF EVALUATION

The following is an overview of all the categories and weighting relevant to the evaluation of Proposals under this RFP.

Rated Criteria	Rating	Weight	Maximum Score
Project Understanding, Experience and Qualifications	0-10		
Technical, Functional and Business Features	0-10		
Standard SEEPP Sustainability Leadership Questionnaire	0-10		
Exceptions to terms and conditions in Appendix A			
[**Set out Additional Criteria and Weighting and Describe in more detail in the table below **]	0-10		
Pricing	**Rating**	**Weight**	**Maximum Score**
Total proposed price	**N/A**	**N/A**	
Presentation/Interview (Optional)	**N/A**	**N/A**	
Demonstration (Optional)	**N/A**	**N/A**	
MAXIMUM POSSIBLE TOTAL SCORE	**N/A**	**N/A**	**(add all max. scores from above and indicate as "x" points)**

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1450 of 1566

B. EVALUATION OF RATED CRITERIA

Each Proposal should include the information requested below under Proposal Content in respect of each of the Rated Criteria that The City will evaluate.

[*Complete the chart below by specifying the Proposal Content that will be evaluated in connection with each of the Rated Criteria. Ensure the criteria correspond with the Summary of Rated Criteria set out above and be sure to include any information required from the Proponents for the purposes of the evaluation. Shaded text below is provided as an example]**

RATED CRITERIA	PROPOSAL CONTENT
Project Understanding, Experience and Qualifications – [X points**]** Proponents demonstrating greater project understanding, higher qualifications and more recent relevant experience providing similar deliverables will be preferred.	• Provide a brief description of the personnel and other resources that are expected to be used to deliver the Deliverables. • Reference Form (Appendix D) • Describe the experience of the personnel and resources expected to be used to provide the Deliverables and their particular expertise, knowledge and skills relevant to providing the Deliverables.
Technical, Functional and Business Features - [X points**]**	•
Sustainability, Environment and Ethics [X points**]** **The City of Calgary's Supplier Code of Conduct (SCC) outlines the minimum standards for environmental and ethical performance of our suppliers in support of The City's Sustainable Environmental & Ethical Procurement Policy (SEEPP).The City will evaluate potential suppliers for their leadership and best practices in sustainability beyond the basic requirements in the SCC.**	• Complete and submit the Standard SEEPP Sustainability Leadership Questionnaire and any supporting documentation with Proposal. **[insert Standard SEEPP Sustainability Leadership Questionnaire (PS404) – V01 attachment]**
Exceptions to terms and conditions in Appendix A.	
[Rated Criteria] – [X points**]** **[additional criteria and detail can be included here]**	

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1451 of 1566

C. EVALUATION OF PRICING

The total proposed price provided by the Proponent in Appendix C – Pricing Form will be evaluated using the following pricing formula:

lowest total proposed price / Proponent's total proposed price	x	Maximum Score for Pricing	=	Proponent's Pricing Score

D. EVALUATION OF PRESENTATION OR INTERVIEW

(Insert presentation/interview evaluation criteria here.)

E. EVALUATION OF DEMONSTRATION

(Insert Demonstration requirements and demonstration evaluation criteria here.)

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APPENDIX I – ADDITIONAL TERMS AND CONDITIONS

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1453 of 1566

From: Candace Rumancik
Sent: Tuesday, January 22, 2019 12:59 PM
To: Ashley Gillies
Cc: Sarah Demko
Subject: RE: Social Studio Renewal 2018 - 2019

No problem, I will keep an eye for the documents 😊 Just bringing Sarah into the conversation, in case Lorie sends directly to her.

From: Ashley Gillies
Sent: Tuesday, January 22, 2019 12:54 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: FW: Social Studio Renewal 2018 - 2019

Hi,

Can you please make sure those docs get sent to Emma when lories sends them over.

Thanks!!!

From: Emma Poole
Sent: Tuesday, January 22, 2019 11:48 AM
To: Ashley Gillies <AGillies@calgarypolice.ca>
Subject: RE: Social Studio Renewal 2018 - 2019

Hey Ashley,

The electronic version is great and I'm happy to wait. Thanks again!

Cheers,
Emma

Emma Poole | Public Affairs/Media Relations Unit | Team Lead
T: 403.428.2074 | Media Line: 403.428.7979 | calgarypolice.ca

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---

From: Ashley Gillies
Sent: Tuesday, January 22, 2019 10:53 AM
To: Emma Poole <EPoole@calgarypolice.ca>; Mark Smith <MSmith2@calgarypolice.ca>; Jeremy Shaw <JShaw2@calgarypolice.ca>; Chris Martin <CMartin2@calgarypolice.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>
Subject: RE: Social Studio Renewal 2018 - 2019

Hi Emma,

I've been trying to get my hands on an electronic version of the contract documents. Our Buyer, Lorie is currently out of the office.
I do have Supply's hard copy file if you really want to peruse through it this week; otherwise Candace will send over the electronic version once we have it.

Thanks,

Ashley Gillies
IT Vendor Services Coordinator
Calgary Police Service
Mail code 620
5111 – 47 Street NE
Calgary AB, T3J 3R2
agillies@calgarypolice.ca
403-428-8522 | S. 25(1)(c)(i)

From: Michael Nunn
Sent: Thursday, January 10, 2019 5:22 PM
To: Ashley Gillies <AGillies@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>; Mark Smith <MSmith2@calgarypolice.ca>; Jeremy Shaw <JShaw2@calgarypolice.ca>; Chris Martin <CMartin2@calgarypolice.ca>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: RE: Social Studio Renewal 2018 - 2019

Wow – yes – that seems crazy high. I think that must have been for a certain term Non-Responsive Non-Responsive I would suggest we estimate it at $50k per year but I will have to try and get that from Simon!

Mike Nunn | Strategic Communications Section | Manager
T: 403.428.8192 | Media Line: 403.428.7979 | calgarypolice.ca

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---

From: Ashley Gillies
Sent: Thursday, January 10, 2019 5:15 PM
To: Emma Poole <EPoole@calgarypolice.ca>; Mark Smith <MSmith2@calgarypolice.ca>; Jeremy Shaw <JShaw2@calgarypolice.ca>; Chris Martin <CMartin2@calgarypolice.ca>
Cc: Michael Nunn <MNunn@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: RE: Social Studio Renewal 2018 - 2019

Hi,

The initial procurement request document had a $900K per year estimate which can't be right. I am wondering if it was actually

supposed to read $900K over the 7 year term?

When we awarded Hootsuite in 2016 the initial cost was just over $100K.
Currently the maintenance is an annual $24K.

Hope that helps.

I will send the contract documents early next week.

Thanks,

Ashley Gillies
IT Vendor Services Coordinator
Calgary Police Service
Mail code 620
5111 – 47 Street NE
Calgary AB, T3J 3R2
agillies@calgarypolice.ca
403-428-8522 | S. 25(1)(c)(i)

-----Original Appointment-----
From: Emma Poole
Sent: Tuesday, January 08, 2019 1:25 PM
To: Emma Poole; Ashley Gillies; Mark Smith; Jeremy Shaw; Chris Martin
Cc: Michael Nunn; Candace Rumancik
Subject: Social Studio Renewal 2018 - 2019
When: Thursday, January 10, 2019 1:00 PM-2:00 PM (UTC-07:00) Mountain Time (US & Canada).
Where: Strategic Communications - Public Affairs Boardroom (across from Chief's Office)

Sorry…can we move this to 1 p.m., so Mark can attend?

From: Kristina Braun
Sent: Thursday, July 23, 2020 1:39 PM
To: Candace Rumancik
Cc: Sarah Demko; Emma Poole
Subject: Social Studio Renewal

Hi Candace,

I hope you're doing well.

In regards to the Salesforce Social Studio program renewal, the Calgary Police Service uses this program for a number of purposes. Social Studio allows us to monitor comments and posts that the service or its members are involved or tagged in. It also identifies posts or comments of a concerning nature, or posts that should be followed up on for a variety of purposes (ie. investigative, public affairs, public safety). Further, we use Social Studio to schedule and publish posts outside of business hours.

Please advise if you require anything further. Thanks,

Kristy

Cst. K. Braun 3777 | Public Affairs/Media Relations Unit | Digital Communications Officer
Media Line: 403.428.7979 | Social: @CstBraun / @CalgaryPolice

From: Sarah Demko
Sent: Wednesday, October 30, 2019 12:46 PM
To: Candace Rumancik
Subject: Salesforce
Attachments: CPS - Draftv1 - Q-02969923.pdf

Good morning Candace,

Please create a direct PO to Salesforce for S.16(1) $14,112.00). We are not renewing the line for Social Studio – S.16(1) as the team has indicted that we do not use S.16(1) S.16(1) The period will be from Dec 1 , 2019 to Nov 30 2020 and will come from account 42380.

We will need to add this to our single source list for the NOI.

Thank you in advance, let me know if you have any questions.

Sarah Demko
Strategic Procurement & Asset Management, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522 S. 25(1)(c)(i)
E: sdemko@calgarypolice.ca

ISC: Protected B

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 11/30/2019
Proposed by:Adam O'Connor
Quote Number: Q-02969923

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 12/1/2019
Contract End Date*: 11/30/2020
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio S.16(1)	12/1/2019	11/30/2020	12	S.16(1)		
Social Studio S.16(1)	12/1/2019	11/30/2020	12	S.16(1)		
						Total: CAD 30,912.00

DRAFT

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio	S.16(1)	S.16(1)
Social Studio -	S.16(1)	S.16(1)
Social Studio	S.16(1)	S.16(1)

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02113709, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02113709, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1460 of 1566

Product Special Terms

Social Studio S.16(1)

S.16(1)

Social Studio Additional Mentions

S.16(1)

Social Studio - Post Boosting

S.16(1)

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

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Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1462 of 1566

From: Candace Rumancik
Sent: Tuesday, April 02, 2019 4:16 PM
To: Cowley, Lorie; Supply Change Requests
Cc: Sarah Demko
Subject: Requisition 23968 - Social Studio
Attachments: Calgary Police Service.pdf; CreditMemo.pdf; Invoice.pdf; RemittanceSlip.pdf

Hi Lorie,

I've created Requisition 23968 to Salesforce under 14-0044 for April 1, 2019 to November 30, 2019 as requested from Sarah below.

Please send the PO to us once completed.

Thanks,
Candace

From: Sarah Demko
Sent: Monday, April 01, 2019 9:25 AM
To: Candace Rumancik
Subject: Requisition - Social Studio

Good morning Candace,

Please create a requisition in the amount of $15,680.00 (excluding GST) or $16,464.00 to Salesforce for Social Studio from April 1, 2019 to Nov 30, 2019. Please note that this is a replacement of PO 44329, we would have made changes in this PO directly but it has already closed. CPS will still be conducting a RFP process for a similar software by the end of 2019.

Once the PO has been created please submit the attached credit memo and invoice to AP for processing immediately.

I have put the hardcopies of the attached on your desk.

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 3/31/2019
Proposed by:Pablo Otero
Quote Number: Q-02522135

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 4/1/2019
Contract End Date*: 11/30/2019
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio - S.16(1)	4/1/2019	11/30/2019	8	S.16(1)		
Social Studio S.16(1)	4/1/2019	11/30/2019	8	S.16(1)		
						Total: CAD 15,680.00

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Pricing Schedule

Product		Monthly/ Unit Price**	Quantity For
Social Studio	S.16(1)	S.16(1)	
Social Studio	S.16(1)	S.16(1)	
Social Studio	S.16(1)	S.16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02032889, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02032889, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

Product Special Terms

Social Studio S.16(1)

S.16(1)

Social Studio Additional Mentions

S.16(1)

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date. This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

Customer: Calgary Police Service

Signature

Name

Business Title

Date

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Salesforce.com Canada Corporation

Toronto ON M5J 2N8
Canada

CREDIT MEMO
Business Number: 853277671RT0001

Bill To:
Calgary Police Service
Attn: Sarah Demko
133 6 Ave SE
CALGARY AB T2G-4Z1
CA

Ship To:
CALGARY AB T2G-4Z1
CA

Credit Memo Number:	77116985
Credit Memo Date:	3/29/2019
Account Number:	4-441021
Contract Number:	02032889
Invoice Number:	13705335
Document Sequence:	391647
Credit Memo Amount	CAD -15,632.38

Tax Summary

Total Taxable:	CAD -14,887.98
Total GST @ 5%:	CAD -744.40
Exchange Rate to CAD:	1.0000000000

Credit Details

Vendor: Salesforce.com

	Service	Tax Rate	Tax	Total
1	Social Studio S.16(1) Service Dates: 4/1/2019 - 11/22/2019	5%	S. 16(1)	
2	Social Studio S.16(1) Service Dates: 4/1/2019 - 11/22/2019	5%	S. 16(1)	
				Subtotal: CAD -15,632.38

Salesforce.com Total Credits: CAD -15,632.38

Please note: Access to salesforce.com CRM subscription services is through remote Internet browser. This on-demand CRM service does not include the transfer of any software.

For more information regarding billing for your account, please view your account summary at: https://store.salesforce.com/apex/statementlist *

For answers to frequently asked billing questions, please visit our Billing FAQ at:http://www.salesforce.com/company/faq.jsp

To contact the Billing Department, please click here:https://help.salesforce.com/articleView?id=000044615&type=1

contact customer service at 415-901-8457 for any questions.

This credit memo was generated using Salesforce.

* Requires login access to Checkout(currently Checkout is only available for Service Cloud and Sales Cloud).

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

INVOICE
Business Number: 853277671RT0001

Bill To:
Calgary Police Service
Attn: Sarah Demko
133 6 Ave SE
CALGARY AB T2G 4Z1
CA

Ship To:
CALGARY AB T2G 4Z1
CA

Invoice Number:	14446172
Invoice Date:	3/29/2019
Invoice Due Date:	4/28/2019
Payment Terms:	Net 30
Payment Method:	Check
Account Number:	4-441021
Contract Number:	02113709
Document Sequence:	391702
Invoice Amount:	CAD 16,464.00

Remittance Information

Remit To:
SALESFORCE.COM CANADA CORP
C/O 914540
PO BOX 4090 STN A
TORONTO ON M5W 0E9
CANADA

Wire Transfer To:

Bank Name:	Bank of America, N.A., Canada Branch
A/C Name:	SALESFORCE.COM CANADA CORPORATION
Swift Code:	BOFACATT
A/C No:	7114-46464219

Please reference invoice number 14446172 with your payment.

Tax Summary

Total Taxable:	CAD 15,680.00
Total GST @ 5%:	CAD 784.00
Exchange Rate to CAD:	1.0000000000

Invoice Details

Vendor: Salesforce.com

Purchase Order #: NA

	Service	Quote #	Months	Qty	Unit Price+	Tax Rate	Tax	Total
1	Social Studio S.16(1) S.16(1) Service Dates: 4/1/2019 - 11/30/2019	Q-02522135	8.00	1	S. 16(1)	5%	S. 16(1)	
2	Social Studio S.16(1) S.16(1) Service Dates: 4/1/2019 - 11/30/2019	Q-02522135	8.00	1	S. 16(1)	5%	S. 16(1)	
								Subtotal: CAD 16,464.00

Salesforce.com Total Charges: CAD 16,464.00

+ The unit price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The total price for this invoice was calculated using the actual price, rather than the unit price displayed above, and is the true and binding total for this Invoice.

Please note: Access to salesforce.com CRM subscription services is through remote Internet browser. This on-demand CRM service does not include the transfer of any software.

For more information regarding billing for your account, please view your account summary at: https://store.salesforce.com/apex/statementlist *

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To contact the Billing Department, please click here:https://help.salesforce.com/articleView?id=000044615&type=1

contact customer service at 415-901-8457 for any questions.

This invoice was generated using Salesforce.

* Requires login access to Checkout(currently Checkout is only available for Service Cloud and Sales Cloud).

Toronto ON M5J 2N8
Canada

CALGARY POLICE SERVICE
ATTN: SARAH DEMKO
133 6 AVE SE
CALGARY AB T2G 4Z1
CA

Please return this portion with your payment and reference your invoice number on your check payment.

Please send payment to:
SALESFORCE.COM CANADA CORP
C/O 914540
PO BOX 4090 STN A
TORONTO ON M5W 0E9
CANADA

Account Name: Calgary Police Service
Account Number: 4-441021
Contract Number: 02113709

Invoice Number: 14446172
Invoice Date:3/29/2019
Invoice Due Date: 4/28/2019
Invoice Amount: CAD 16,464.00

Payment Amount: _____

Check Number: _____

From: Sarah Demko
Sent: Monday, April 01, 2019 9:25 AM
To: Candace Rumancik
Subject: Requisition - Social Studio
Attachments: Calgary Police Service.pdf; CreditMemo.pdf; Invoice.pdf; RemittanceSlip.pdf

Good morning Candace,

Please create a requisition in the amount of $15,680.00 (excluding GST) or $16,464.00 to Salesforce for Social Studio from April 1, 2019 to Nov 30, 2019. Please note that this is a replacement of PO 44329, we would have made changes in this PO directly but it has already closed. CPS will still be conducting a RFP process for a similar software by the end of 2019.

Once the PO has been created please submit the attached credit memo and invoice to AP for processing immediately.

I have put the hardcopies of the attached on your desk.

Please do not hesitate to contact me with any questions or concerns.

Regards

Sarah Demko
IT Vendor Services Coordinator, IT
Information Management & Technology Division
Calgary Police Service
P: 403.428.8522
E: sdemko@calgarypolice.ca

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 3/31/2019
Proposed by:Pablo Otero
Quote Number: Q-02522135

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 4/1/2019
Contract End Date*: 11/30/2019
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio S.16(1)	4/1/2019	11/30/2019	8	S.16(1)		
Social Studio S.16(1)	4/1/2019	11/30/2019	8	S.16(1)		
						Total: CAD 15,680.00

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

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Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
Social Studio S.16(1)	S.16(1)	
Social Studio S.16(1)	S.16(1)	
Social Studio S. 16(1)	S.16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 02032889, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 02032889, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired.

Product Special Terms

Social Studio S.16(1)

S.16(1)

Social Studio Additional Mentions

S.16(1)

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number:

PO Amount:

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date. This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

Customer: Calgary Police Service

Signature

Name

Business Title

Date

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Salesforce.com Canada Corporation

Toronto ON M5J 2N8
Canada

CREDIT MEMO
Business Number: 853277671RT0001

Bill To:
Calgary Police Service
Attn: Sarah Demko
133 6 Ave SE
CALGARY AB T2G-4Z1
CA

Ship To:
CALGARY AB T2G-4Z1
CA

Credit Memo Number:	77116985
Credit Memo Date:	3/29/2019
Account Number:	4-441021
Contract Number:	02032889
Invoice Number:	13705335
Document Sequence:	391647
Credit Memo Amount	CAD -15,632.38

Tax Summary

Total Taxable:	CAD -14,887.98
Total GST @ 5%:	CAD -744.40
Exchange Rate to CAD:	1.0000000000

Credit Details

Vendor: Salesforce.com

	Service	Tax Rate	Tax	Total
1	Social Studi S.16(1)	5%	S.16(1)	
	Service Dates: 4/1/2019 - 11/22/2019			
2	Social Studio S.16(1)	5%	S.16(1)	
	Service Dates: 4/1/2019 - 11/22/2019			
				Subtotal: CAD -15,632.38

Salesforce.com Total Credits: CAD -15,632.38

Please note: Access to salesforce.com CRM subscription services is through remote Internet browser. This on-demand CRM service does not include the transfer of any software.

For more information regarding billing for your account, please view your account summary at: https://store.salesforce.com/apex/statementlist *

For answers to frequently asked billing questions, please visit our Billing FAQ at:http://www.salesforce.com/company/faq.jsp

To contact the Billing Department, please click here:https://help.salesforce.com/articleView?id=000044615&type=1

contact customer service at 415-901-8457 for any questions.

This credit memo was generated using Salesforce.

* Requires login access to Checkout(currently Checkout is only available for Service Cloud and Sales Cloud).

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

INVOICE
Business Number: 853277671RT0001

Bill To:
Calgary Police Service
Attn: Sarah Demko
133 6 Ave SE
CALGARY AB T2G 4Z1
CA

Ship To:
CALGARY AB T2G 4Z1
CA

Invoice Number:	14446172
Invoice Date:	3/29/2019
Invoice Due Date:	4/28/2019
Payment Terms:	Net 30
Payment Method:	Check
Account Number:	4-441021
Contract Number:	02113709
Document Sequence:	391702
Invoice Amount:	CAD 16,464.00

Remittance Information

Remit To:
SALESFORCE.COM CANADA CORP
C/O 914540
PO BOX 4090 STN A
TORONTO ON M5W 0E9
CANADA

Wire Transfer To:

Bank Name:	Bank of America, N.A., Canada Branch
A/C Name:	SALESFORCE.COM CANADA CORPORATION
Swift Code:	BOFACATT
A/C No:	7114-46464219

Please reference invoice number 14446172 with your payment.

Tax Summary

Total Taxable:	CAD 15,680.00
Total GST @ 5%:	CAD 784.00
Exchange Rate to CAD:	1.0000000000

Invoice Details

Vendor: Salesforce.com

Purchase Order #: NA

	Service	Quote #	Months	Qty	Unit Price+	Tax Rate	Tax	Total
1	Social Studio S.16(1) S.16(1) Service Dates: 4/1/2019 - 11/30/2019	Q-02522135	8.00	1	S. 16(1)	5%	S. 16(1)	
2	Social Studio S.16(1) S.16(1) Service Dates: 4/1/2019 - 11/30/2019	Q-02522135	8.00	1	S. 16(1)	5%	S. 16(1)	
								Subtotal: CAD 16,464.00

Salesforce.com Total Charges: CAD 16,464.00

+ The unit price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The total price for this invoice was calculated using the actual price, rather than the unit price displayed above, and is the true and binding total for this Invoice.

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For more information regarding billing for your account, please view your account summary at: https://store.salesforce.com/apex/statementlist *

For answers to frequently asked billing questions, please visit our Billing FAQ at:http://www.salesforce.com/company/faq.jsp

To contact the Billing Department, please click here:https://help.salesforce.com/articleView?id=000044615&type=1

contact customer service at 415-901-8457 for any questions.

This invoice was generated using Salesforce.

* Requires login access to Checkout(currently Checkout is only available for Service Cloud and Sales Cloud).

Toronto ON M5J 2N8
Canada

CALGARY POLICE SERVICE
ATTN: SARAH DEMKO
133 6 AVE SE
CALGARY AB T2G 4Z1
CA

Please return this portion with your payment and reference your invoice number on your check payment.

Please send payment to:
SALESFORCE.COM CANADA CORP
C/O 914540
PO BOX 4090 STN A
TORONTO ON M5W 0E9
CANADA

Account Name: Calgary Police Service
Account Number: 4-441021
Contract Number: 02113709

Invoice Number: 14446172
Invoice Date:3/29/2019
Invoice Due Date: 4/28/2019
Invoice Amount: CAD 16,464.00

Payment Amount: _____

Check Number: _____

From: Eric Ivaniuc <Eric_Ivaniuc@SHI.com>
Sent: Wednesday, March 13, 2024 10:53 AM
To: Candace Rumancik; Rose Smith; TeamRose; Team_Canada_1
Cc: Alexia Elford; Violet Rudy
Subject: [EXTERNAL]RE: PO 50359 - Hootsuite Enterprise Plan S. 16(1)

You don't often get email from eric_ivaniuc@shi.com. Learn why this is important

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Candace,

Confirming that your order has been processed.

Let me know if you have any questions.

Thanks!

Eric Ivaniuc
Sr. Inside Account Manager - Canada
Office: +17325848868

Review SHI's privacy policy to manage communications.

From: Eric Ivaniuc <Eric_Ivaniuc@SHI.com>
Sent: Wednesday, March 13, 2024 12:14 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>; Rose Smith <Rose_Smith@SHI.com>; TeamRose <TeamRose@shi.com>; Team_Canada_1 <Team_Canada_1@SHI.com>
Cc: Alexia Elford <AElford@calgarypolice.ca>; Violet Rudy <VRudy@calgarypolice.ca>
Subject: RE: PO 50359 - Hootsuite Enterprise Plan S. 16(1)

Hi Candace,

I will get this processed asap.

Thanks!

Eric Ivaniuc
Sr. Inside Account Manager - Canada
Office: +17325848868

Review SHI's privacy policy to manage communications.

From: Candace Rumancik <CRumancik@calgarypolice.ca>
Sent: Wednesday, March 13, 2024 11:41 AM
To: Rose Smith <Rose_Smith@SHI.com>; TeamRose <TeamRose@shi.com>; Eric Ivaniuc <Eric_Ivaniuc@SHI.com>; Team_Canada_1 <Team_Canada_1@SHI.com>
Cc: Alexia Elford <AElford@calgarypolice.ca>; Violet Rudy <VRudy@calgarypolice.ca>
Subject: PO 50359 - Hootsuite Enterprise Plan S. 16(1)

External Sender: Use caution with links/attachments.

Good morning, Rose, Eric,

PO 50359 is attached to process the Hootsuite Enterprise for March 13-September 12, 2024 (6 months)

Thank-you for your prompt attention to this, as it expires today.

Thanks,

Candace Rumancik | IT Contract Administrator | Information & Technology Division |
5111 – 47 Street NE, Calgary, AB T3J 3R2 | Phone: 403.428.5853 | crumancik@calgarypolice.ca

ISC: Protected B

From: Sam Mathius <sam.mathius@hootsuite.com>
Sent: Wednesday, March 13, 2024 10:48 AM
To: Alexia Elford
Cc: Candace Rumancik; Violet Rudy
Subject: Re: [EXTERNAL]6-month Extension Contract
Attachments: image008.jpg

Hi Alexia,

No problem, we can hold the pricing for a few more days. I appreciate the update.

Thanks!
Sam

On Wed, Mar 13, 2024, 11:00 AM Alexia Elford <AElford@calgarypolice.ca> wrote:

ISC: Protected A

Good Morning Sam,
Apologies for the delay, we are in the process of having a PO released by our Supply Department under our reseller agreement with SHI.
Is there any way to hold the pricing for a few more days, as we have full intentions of moving forward to prevent interruptions. Thank you,
Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ETHOS_emailSig3

ISC: Protected A

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Wednesday, March 13, 2024 7:55 AM
To: Alexia Elford <AElford@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: FW: [EXTERNAL]6-month Extension Contract
Good morning ladies,
Hope you're having a great day, please see the email below from Hootsuite. What should I let him know?
Thanks so much,
Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) | Media Line: 403.428.7979 | calgarypolice.ca

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From: Sam Mathius <sam.mathius@hootsuite.com>

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To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: Re: [EXTERNAL]6-month Extension Contract
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> >
> > **From:** Sam Mathius <sam.mathius@hootsuite.com>
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> > **Subject:** [EXTERNAL]6-month Extension Contract

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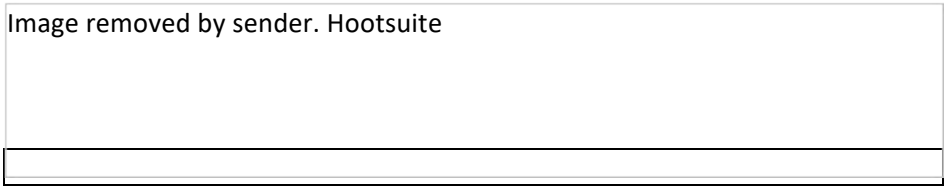
If you have any questions, please let me know.
Thanks!
Sam
--



Sam Mathius

Customer Account Manager

111 East 5th Avenue, 3rd Floor
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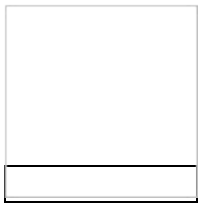

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From: Violet Rudy
Sent: Wednesday, March 13, 2024 9:17 AM
To: Alexia Elford
Subject: RE: [EXTERNAL]6-month Extension Contract

ISC: Protected A

Thank you so much Alexia!

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

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From: Alexia Elford
Sent: Wednesday, March 13, 2024 9:00 AM
To: Sam Mathius
Cc: Candace Rumancik ; Violet Rudy
Subject: RE: [EXTERNAL]6-month Extension Contract

ISC: Protected A

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Is there any way to hold the pricing for a few more days, as we have full intentions of moving forward to prevent interruptions. Thank you,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Wednesday, March 13, 2024 7:55 AM
To: Alexia Elford <AElford@calgarypolice.ca>; Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: FW: [EXTERNAL]6-month Extension Contract

Good morning ladies,

Hope you're having a great day, please see the email below from Hootsuite. What should I let him know?

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Thanks!
Sam

--

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Subject: Re: [EXTERNAL]6-month Extension Contract

Hi Violet,

That sounds good! Also, just as a heads up, I'm letting Talkwalker know today that CPS won't be renewing that portion of the contract for the 6-month extension so they might reach out. Totally up to you if you want to respond or jump on a call with them but figured I'd flag that in case they do follow up with you directly.

Thanks!
Sam

On Wed, Mar 6, 2024 at 2:23 PM Violet Rudy <VRudy@calgarypolice.ca> wrote:

> Hey Sam,
>
> I've sent this over to our procurement team, will let you know as soon as I hear back!
>
> **Violet Rudy** | Public Affairs | Media Relations Unit | Social Media Communications Strategist
> S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca
>
>
>
>
>
>
> **ISC: Protected A**
> **NOTICE -**
> This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation.
>
> **From:** Sam Mathius <sam.mathius@hootsuite.com>
> **Sent:** Wednesday, March 06, 2024 9:57 AM
> **To:** Violet Rudy <VRudy@calgarypolice.ca>
> **Subject:** [EXTERNAL]6-month Extension Contract
>
> ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.
>
> Hi Violet,
>
> I just wanted to follow up on the 6-month extension contract since we're just about a week away from the deadline on 3/12.

If you have any questions, please let me know.

Thanks!
Sam

--

Sam Mathius

Customer Account Manager

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

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Check out blog.hootsuite.com for the latest social media best practices, industry news, and Hootsuite Product updates.

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Sam Mathius

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From: Violet Rudy
Sent: Wednesday, March 06, 2024 10:07 AM
To: Alexia Elford
Subject: FW: [EXTERNAL]6-month Extension Contract

Good morning Alexia,

Here is an email from Hootsuite about the 6-month extension.

Hope you had a great time away!

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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Sam

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Hootsuite®

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Vancouver, BC Canada V5T 4L1

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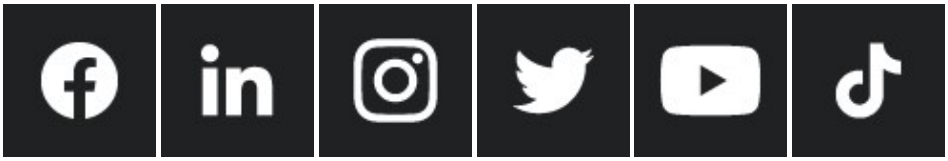

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From: Violet Rudy
Sent: Thursday, February 29, 2024 12:52 PM
To: Alexia Elford
Subject: RE: [EXTERNAL]RE: Hootsuite

Oh no we'll go ahead with Hootsuite.

Non-Responsive

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Alexia Elford
Sent: Thursday, February 29, 2024 12:50 PM
To: Violet Rudy
Subject: RE: [EXTERNAL]RE: Hootsuite

ISC: Protected A

Imn not sure, I will check with SHI.

Do you want to wait for a response before doing anything with the Hootsuite PO?

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Thursday, February 22, 2024 1:07 PM
To: Alexia Elford <AElford@calgarypolice.ca>
Subject: RE: [EXTERNAL]RE: Hootsuite

I also have another question for you.

For this SHI software. I know Brand watch is a partner of Hootsuite, as is Talkwalker.

Would Brand watch be something that SHI could provide? Non-Responsive
Non-Responsive

Thank you so much Alexia!

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
Non-Responsive Media Line: 403.428.7979 | calgarypolice.ca

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From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Friday, February 16, 2024 8:44 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: FW: [EXTERNAL]RE: Hootsuite

ISC: Protected A

Hi Violet,

SHI, our software reseller, has confirmed that they can provide Hootsuite for the quote you outlined to move forward with. This is great news, as we don't need a new agreement in place, but wanted to confirm where the funding was going to come from to continue.

If you can get me some account coding, I can have the new PO created for you. Thanks,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Eric Ivaniuc <Eric_Ivaniuc@SHI.com>
Sent: Friday, February 16, 2024 8:28 AM
To: Rose Smith <Rose_Smith@SHI.com>; Alexia Elford <AElford@calgarypolice.ca>; Team_Canada_1 <Team_Canada_1@SHI.com>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>; TeamRose <TeamRose@shi.com>

Subject: [EXTERNAL]RE: Hootsuite

> You don't often get email from eric_ivaniuc@shi.com. Learn why this is important

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Good Morning Alexia,

Attached is your SHI quote for Hootsuite.

Please let Rose or I know if you have any questions.

Have a great weekend,

SHI | Eric Ivaniuc
Sr. Inside Account Manager - Canada
Office: +17325848868
Review SHI's privacy policy to manage communications.

From: Rose Smith <Rose_Smith@SHI.com>
Sent: Wednesday, February 14, 2024 6:32 PM
To: Alexia Elford <AElford@calgarypolice.ca>; Eric Ivaniuc <Eric_Ivaniuc@SHI.com>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: RE: Hootsuite

Hi Alexa – we will work on it for you!

SHI | Rose Smith
Canada Enterprise Account Executive
Office: 403-241-7626 | Mobile: 403-830-9518
Review SHI's privacy policy to manage communications.

From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Wednesday, February 14, 2024 4:19 PM
To: Rose Smith <Rose_Smith@SHI.com>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: Hootsuite

> External Sender: Use caution with links/attachments.

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Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Violet Rudy
Sent: Tuesday, February 20, 2024 3:40 PM
To: Alexia Elford
Subject: FW: [EXTERNAL]RE: Hootsuite

Here is the account information for the new PO.

I know you mentioned that we don't need a new agreement. Does this mean we can just continue going forward with this software without having to do an RFP?

I'm meeting with The City tomorrow to go over the submissions to evaluate from the current RFP.

What happens with our current interim solution contract that we haven't cancelled with Hootsuite or Talkwalker.

Thank you,
V

Non-Responsive

Non-Responsive

From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Friday, February 16, 2024 8:44 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: FW: [EXTERNAL]RE: Hootsuite

ISC: Protected A

Hi Violet,

SHI, our software reseller, has confirmed that they can provide Hootsuite for the quote you outlined to move forward with. This is great news, as we don't need a new agreement in place, but wanted to confirm where the funding was going to come from to continue.

If you can get me some account coding, I can have the new PO created for you. Thanks,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) | Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

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Sent: Friday, February 16, 2024 8:28 AM
To: Rose Smith <Rose_Smith@SHI.com>; Alexia Elford <AElford@calgarypolice.ca>; Team_Canada_1 <Team_Canada_1@SHI.com>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>; TeamRose <TeamRose@shi.com>
Subject: [EXTERNAL]RE: Hootsuite

> You don't often get email from eric_ivaniuc@shi.com. Learn why this is important

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Good Morning Alexia,

Attached is your SHI quote for Hootsuite.

Please let Rose or I know if you have any questions.

Have a great weekend,

SHI
Eric Ivaniuc
Sr. Inside Account Manager - Canada
Office: +17325848868

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Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: RE: Hootsuite

Hi Alexa – we will work on it for you!

SHI
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Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Violet Rudy
Sent: Friday, February 16, 2024 9:11 AM
To: Alexia Elford
Subject: FW: [EXTERNAL]RE: Hootsuite

ISC: Protected A

This is incredible news!!!! Let's go ahead with this. Thank you so much Alexia.

Mike had another great idea. Is Fivecast available with SHI? https://www.fivecast.com/

Or other similar online investigative software?

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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From: Michael Nunn <MNunn@calgarypolice.ca>
Sent: Friday, February 16, 2024 9:03 AM
To: Violet Rudy <VRudy@calgarypolice.ca>; Emma Poole <EPoole@calgarypolice.ca>
Subject: Re: [EXTERNAL]RE: Hootsuite

ISC: Protected A

Awesome! Do SHI supply your preferred product too? If not already, I wonder if they are able to enter into an agreement with them?

Get Outlook for iOS

From: Violet Rudy <VRudy@calgarypolice.ca>
Sent: Friday, February 16, 2024 8:46:03 AM
To: Emma Poole <EPoole@calgarypolice.ca>; Michael Nunn <MNunn@calgarypolice.ca>
Subject: FW: [EXTERNAL]RE: Hootsuite

😀

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

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Have a great weekend,

Eric Ivaniuc
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Office: +17325848868

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Sent: Friday, February 16, 2024 8:28 AM
To: Rose Smith; Alexia Elford; Team_Canada_1
Cc: Candace Rumancik; TeamRose
Subject: [EXTERNAL]RE: Hootsuite
Attachments: SHI Quote-24506961.pdf

Follow Up Flag: Flag for follow up
Flag Status: Flagged

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ISC: Protected A

Pricing Proposal
Quotation #: 24506961
Created On: 2024-02-16
Valid Until: 2024-03-15

CALGARY POLICE SERVICE

Alexia Elford
5111-47 Street NE
ATTN: Candace Mantai
ICTS MAIL CODE 620
Calgary
AB
T3J 3R2
Canada
Phone: 4034285777
Fax:
Email: aelford@calgarypolice.ca

SHI Canada ULC

Eric Ivaniuc - Sr. Inside Account Manager - Canada
325 Front Street W
Toronto, Ontario
M5V 2Y1, Canada
Phone: +1-732-584-8868
Fax:
Email: eric_ivaniuc@shi.com

All Prices are in Canadian Dollar (CAD)

	Product	Qty	Your Price	Total
1	Hootsuite Enterprise Plan includes: - Hootsuite Enterprise Platform S. 16(1) S. 16(1) HootSuite Media - Part#: HS_ENT_PKG_SVC Coverage Term: 2024-03-13 – 2024-09-12 **Note:** Software, ESD	1		$24,375.37
			Total	$24,375.37

Additional Comments

Please note: There will be a 2.5% fee applied if this quote is purchased via a credit card.

The Products offered under this proposal are resold in accordance with the SHI Online Customer Resale Terms and Conditions, unless a separate resale agreement exists between SHI and the Customer.

From: Zack Ferralasco <Zack.Ferralasco@Carahsoft.com>
Sent: Thursday, February 15, 2024 9:39 AM
To: Alexia Elford
Subject: [EXTERNAL]Hootsuite for Calgary State Police

You don't often get email from zack.ferralasco@carahsoft.com. Learn why this is important

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Good morning Alexia,

I had you information sent to me regarding a potential opportunity for the Calgary State Police utilizing Hootsuite. I just wanted to follow up and confirm that we are working with SHI to get this opportunity set up for your agency! A quote has been sent over to SHI addressing Violet Rudy as the main POC.

I'd be more than happy to connect with you if any questions or concerns arise!

Kindest regards,

ZACHARY FERRALASCO
ACCOUNT REPRESENTATIVE

carahsoft.

CARAHSOFT TECHNOLOGY CORP.
11493 SUNSET HILLS ROAD | SUITE 100 | RESTON, VA 20190
T: 571.662.3038 | 888.66.CARAH | F: 703.871.8505
ZACK.FERRALASCO@CARAHSOFT.COM | WWW.CARAHSOFT.COM | CARAH.IO/ZACKFERRALASCOZOOM

FOLLOW US ON FACEBOOK | TWITTER | LINKEDIN

From: Rose Smith <Rose_Smith@SHI.com>
Sent: Wednesday, February 14, 2024 4:32 PM
To: Alexia Elford; Eric Ivaniuc
Cc: Candace Rumancik
Subject: [EXTERNAL]RE: Hootsuite

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Alexa – we will work on it for you!

SHI | Rose Smith
Canada Enterprise Account Executive
Office: 403-241-7626 | Mobile: 403-830-9518
Review SHI's privacy policy to manage communications.

From: Alexia Elford <AElford@calgarypolice.ca>
Sent: Wednesday, February 14, 2024 4:19 PM
To: Rose Smith <Rose_Smith@SHI.com>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: Hootsuite

External Sender: Use caution with links/attachments.

ISC: Protected A

Hi Rose,

Is the attached something we can obtain through SHI? If so, can you provide a quote so we can use as needed. thank you,

Alexia Elford, SCMP | Leader – Strategic Procurement and Asset Management | IT Operations Section
S. 25(1)(c)(i) Phone: 403.428.5777 | aelford@calgarypolice.ca

ISC: Protected A

From: Violet Rudy
Sent: Thursday, February 01, 2024 8:33 AM
To: Alexia Elford
Subject: FW: [EXTERNAL]Hootsuite Extension Paperwork
Attachments: Calgary Police Service - 2024 Extension (Hootsuite & Talkwalker).pdf; Calgary Police Service - 2024 Extension (Hootsuite(.pdf; Calgary Police Service - 2024 Extension (Hootsuite & Insights) .pdf

Good morning Alexia,

Here are a few quotes from Hootsuite for an extension to align with The City's deadline.

There have been quite a few questions that have come in that required response. One of them asked if the RFP could get a two-week extension for the deadline, I will find out if that is what The City wants to do.

Please let me know what the process is for this, thank you,

Violet Rudy | Public Affairs | Media Relations Unit | Social Media Communications Strategist
S. 25(1)(c)(i) Media Line: 403.428.7979 | calgarypolice.ca

ISC: Protected A

NOTICE -
This communication is intended **ONLY** for the use of the person or entity named above and may contain information that is confidential or legally privileged. If you are not the intended recipient named above or a person responsible for delivering messages or communications to the intended recipient, YOU ARE HEREBY NOTIFIED that any use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and then destroy or delete this communication, or return it to us by mail if requested by us. The Calgary Police Service thanks you for your attention and co-operation.

From: Sam Mathius <sam.mathius@hootsuite.com>
Sent: Wednesday, January 31, 2024 8:20 AM
To: Violet Rudy <VRudy@calgarypolice.ca>
Subject: [EXTERNAL]Hootsuite Extension Paperwork

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Violet,

I have some good news. We are able to provide a 6-month extension for the Talkwalker portion of your package as well. Below, I've attached three quotes for the extension period:

- **Hootsuite Only**
- **Hootsuite + Talkwalker**
- **Hootsuite + Insights** (Insights is our internal social listening tool built directly in the platform in case you wanted to use these six months as a trial run of that tool.)

If you have any questions, please let me know.

Thanks!
Sam

--

Sam Mathius
Customer Account Manager

111 East 5th Avenue, 3rd Floor
Vancouver, BC Canada V5T 4L1

Get social with us

Check out blog.hootsuite.com for the latest social media best practices, industry news, and Hootsuite Product updates.

This email is being sent on behalf of Hootsuite Inc.
If this is a commercial electronic message and you are no longer interested in receiving these types of emails from Hootsuite, please unsubscribe here.

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4L1

Authorization Form Prepared For:
Calgary Police Service
5111 47 St. N.E.
Calgary, AB T3J 3R2
Canada

Quote #: Q-415961-1
Date: 31-JAN-2024
Expires 12-MAR-2024
Prices quoted in CAD
Account Executive: Sam Mathius
Email: sam.mathius@hootsuite.com

Item	Total Price
S.16(1)	CAD 33,920.25

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Customer:	Calgary Police Service	**Billing Schedule:**	Annually
Contact Name:	Violet Rudy	**Payment Terms:**	Payments are due within 30 days of invoice date
Phone:	S. 25(1)(c)(i)		
Customer Billing Address:	5111 47 St. N.E. Calgary, AB T3J 3R2 Canada	**Start of Initial Term:** **End of Initial Term:**	13-MAR-2024 12-SEP-2024

Primary Contact Email: violet.rudy@calgarypolice.ca
Billing Contact Name: Violet Rudy
Billing Contact Phone: S. 25(1)(c)(i)
Billing Contact Email: violet.rudy@calgarypolice.ca

Additional Terms:
This Authorization Form supersedes the Authorization Form Q-376232-1 issued by Hootsuite and executed by Customer on 10-MAR-2023.

By signing this Authorization Form, you agree to: (a) purchase the products and services pursuant to the terms and fees set forth herein; (b) pay the Total Price (and applicable sales and use taxes) and authorize Hootsuite to submit invoices for such payment; and (c) be bound by the terms and conditions published at https://hootsuite.com/enterpriseterms (the "Terms"). This Authorization Form will renew as set forth in the Terms, unless expressly stated otherwise herein.

Name _____ **Signature** _____

Title _____ **Date of Signature** _____

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4L1

Authorization Form Prepared For:
Calgary Police Service
5111 47 St. N.E.
Calgary, AB T3J 3R2
Canada

Quote #: Q-415962-1
Date: 31-JAN-2024
Expires 12-MAR-2024
Prices quoted in CAD
Account Executive: Sam Mathius
Email: sam.mathius@hootsuite.com

Item	Total Price
S. 16(1)	CAD 19,492.87

Customer:	Calgary Police Service	**Billing Schedule:**	Annually
Contact Name:	Violet Rudy	**Payment Terms:**	Payments are due within 30 days of invoice date
Phone:	S. 25(1)(c)(i)		
Customer Billing Address:	5111 47 St. N.E. Calgary, AB T3J 3R2 Canada	**Start of Initial Term:** **End of Initial Term:**	13-MAR-2024 12-SEP-2024

Primary Contact Email: violet.rudy@calgarypolice.ca
Billing Contact Name: Violet Rudy
Billing Contact Phone: S. 25(1)(c)(i)
Billing Contact Email: violet.rudy@calgarypolice.ca

Additional Terms:
This Authorization Form supersedes the Authorization Form Q-376232-1 issued by Hootsuite and executed by Customer on 10-MAR-2023.

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Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Name	**Signature**
Title	**Date of Signature**

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

Authorization Form Prepared For:
Calgary Police Service
5111 47 St. N.E.
Calgary, AB T3J 3R2
Canada

Quote #: Q-415966-1
Date: 31-JAN-2024
Expires 12-MAR-2024
Prices quoted in CAD
Account Executive: Sam Mathius
Email: sam.mathius@hootsuite.com

Item	Total Price
S. 16(1)	CAD 24,375.37

Customer:	Calgary Police Service	**Billing Schedule:**	Annually
Contact Name:	Violet Rudy	**Payment Terms:**	Payments are due within 30 days of invoice date
Phone:	S. 25(1)(c)(i)		
Customer Billing Address:	5111 47 St. N.E. Calgary, AB T3J 3R2 Canada	**Start of Initial Term:**	13-MAR-2024
		End of Initial Term:	12-SEP-2024

Primary Contact Email: violet.rudy@calgarypolice.ca
Billing Contact Name: Violet Rudy
Billing Contact Phone S. 25(1)(c)(i)
Billing Contact Email: violet.rudy@calgarypolice.ca

Additional Terms:
This Authorization Form supersedes the Authorization Form Q-376232-1 issued by Hootsuite and executed by Customer on 10-MAR-2023.

For greater clarity, Customer acknowledges that "Hootsuite Insights powered by Brandwatch" is a Third-Party Service as defined in the Terms, and expressly agrees to the Brandwatch Terms and Conditions published at

Hootsuite Inc.
111 East 5th Avenue
Vancouver, BC
Canada, V5T 4LI

https://www.brandwatch.com/terms-and-conditions/ and the Brandwatch User Privacy Policy published at https://www.brandwatch.com/legal/user-privacy-policy/.

By signing this Authorization Form, you agree to: (a) purchase the products and services pursuant to the terms and fees set forth herein; (b) pay the Total Price (and applicable sales and use taxes) and authorize Hootsuite to submit invoices for such payment; and (c) be bound by the terms and conditions published at https://hootsuite.com/enterpriseterms (the "Terms"). This Authorization Form will renew as set forth in the Terms, unless expressly stated otherwise herein.

Name	**Signature**
Title	**Date of Signature**

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1529 of 1566

1. Before you start your Procurement Plan

1.1 If you haven't already done so, please read through The City's *Procurement Policy*, *Procurement Practices*, and *Procurement Governance Framework*. Together, these documents provide context for all persons covered by the Procurement Policy relative to procurement decision making and activities, accountabilities and responsibilities, and overall navigation of procurement at The City.

1.2 With specific reference to planning for procurement, the Procurement Policy offers a few key messages that you should keep in mind:

- All persons covered by the Procurement Policy must plan for Procurement (regardless of the value) to establish the overall Procurement Strategy prior to procuring.
- All relevant Enabling Services and Internal Service Providers must be engaged to obtain service or approval of the Procurement Strategy.
- Following The City's *Procurement Governance Framework* is mandatory for procurements at or above Trade Agreement Thresholds; that is, a total procurement valuation of:
    - **$75,000** or greater for goods and services, consulting, information technology; and
    - **$200,000** or greater for construction.

1.3 Supply Management is available to advise on your Procurement Plan at any time by submitting to SupplyNewRequests@calgary.ca.

1.4 If your total procurement valuation is ***less than*** **Trade Agreement Thresholds**, and you feel comfortable managing the procurement on your own, feel free to do so in accordance with The City's *Procurement Practices*. Supply Management is also available to advise you if you require.

1.5 If your total procurement valuation is **at or *above* Trade Agreement Thresholds,** when you feel that you are ready to move forward to Procurement Gate 1, submit to SupplyNewRequests@calgary.ca your:

- Procurement Plan,
- Procurement Valuation Tool,
- scope of work and specifications,
- any additional terms and conditions, and
- evaluation criteria.

A Supply Management Buyer will be assigned to validate your Procurement Plan and attachments for completion and compliance.

1.6 Your completed Procurement Plan should address each section of this document unless it is for a non-competitive procurement. Then only certain sections apply.

1.7 If you are unsure of any sections, just leave them blank and further discuss with a Supply Management Buyer.

2. What is your contact information?

2.1 Provide your contact information below.

Name	Sarah Demko (for Ashley Gillies)
Position	Director of IT Operations (SPAM Leader)
Business Unit or Other Entity	Calgary Police Service

2.2 Are you purchasing on behalf of another City business unit(s) other than your own?

☐ Yes	Which business unit(s)? List below.	
	1.	
	2.	
	3.	
☒ No		

3. What is the value of your procurement?

3.1 Have you completed your procurement valuation using the *Procurement Valuation Tool*? This is important, as it:

- will determine if your procurement is subject to trade agreement requirements; and
- documents **Finance's acknowledgement** for your procurement budget.

☒ Yes	Attached as a separate document with my Procurement Plan.

4. Working with others

4.1 Have you engaged all relevant Enabling Services and Internal Service Providers within The City to obtain service or approval of your Procurement Strategy?

☐ Yes	Which Enabling Services or **Internal Service Providers** did you contact? List below.	
	1.	
	2.	
	3.	
☒ N/A	Enabling Services or Internal Service Providers cannot provide what I need.	

4.2 Are you leveraging an existing Contract to fulfill your procurement needs? It may help to visit the *myCity Contract Search* tool to see what Contracts are already in place.

☐ Yes	If yes, what is the Contract or RFx number?	
	Contract or RFx #	e.g. 18-1733
☒ No		

4.3 Have you given any thought to a collaborative or shared procurement (i.e., working with other business units, institutions, or jurisdictions that may have a similar need)?

☐ Yes	List the names of any other business units, institutions, or jurisdictions that may benefit to participate in this procurement?	
	1.	
	2.	
	3.	
☒ No	This does not apply to my procurement.	

5. What are you looking to procure?

5.1 What general category would you say best describes your procurement? Check all boxes that apply.

☐ Goods & Services
☐ Consulting or Professional Services
☒ Information Technology
☐ Construction

5.1.1 Will any items procured need to be inventoried or warehoused by Supply Management?

☐ Yes	If yes, have you spoken with Supply Management's Inventory Leader or Planner to discuss a plan to inventory or warehouse your purchase? *	
	☐ Yes	
☒ No		

***Remember:** Any handling, management, and storage of inventory comes at a cost to the Procuring Entity, so it's good to have this conversation as soon as possible.

5.2 Provide a project title (if applicable) and brief description of what it is that you are looking to procure? If there are multiple procurements associated with this plan or this is a multi-stage Procurement Strategy, capture that information here.

Project title	Media Intelligence Services
Description	CPS is looking for a comprehensive media intelligence service. This service should include media monitoring, tracking, searching, archiving, translating and reporting. The need for analysis and reporting tools to assist CPS in the management of public relations and communications. An important consideration is real time analysis that could be useful during operational events.

5.3 Have you completed your detailed scope of work, scope of requirements, or detailed specifications for this procurement?

☒ Yes	Attached as a separate document(s) with my Procurement Plan.

5.4 Have you incorporated sustainability and resilience in to your specifications?

	If yes, provide a brief description as to how it is incorporated.
☐ Yes	e.g., The Potential Supplier must minimize packaging with all shipments to reduce environmental impact.
☒ No	

5.5 Would you consider the procurement to be high risk, potentially controversial, something never been done before, or subject to a high level of public interest or scrutiny?

	Provide a brief description below as to why you believe so.
☐ Yes	
☒ No	

5.6 Are there any actual, perceived, or potential conflicts of interest that may affect your procurement?

	If yes, provide a brief description.
☐ Yes	e.g., A City prequalified Engineering firm provided the original preliminary design 5 years ago. If we pursue the same prequalified Suppliers to complete detailed design, they may have a competitive advantage.
☒ No	

*__Remember:__ any actual, potential, or perceived conflict of interest should be discussed with Supply Management. Decisions made will be based on the facts at the time and will be documented to the procurement file.

5.7 Is your procurement time-sensitive based on an imposed constraint?

	Provide a brief statement to add context.
☐ Yes	e.g. This procurement is attached to provincial funding and must be spent by the end of next year.
☒ No	

6. What is your Procurement Strategy?

6.1 Are you looking to competitively bid or non-competitively award your procurement?

☐ Competitively Bid	**Note:** If selected, skip to 6.2.
☒ Non-competitive award*	**Note:** If selected, only sections 6.1, 6.2, 6.3, 10 & 11 of the remaining document need to be filled out.
☐ N/A	Provide a brief description if selected. e.g. • I am leveraging an existing Contract that doesn't require a second-stage competitive bid process. • I am only issuing a Request for Information (RFI) to market at this point; there will be no awarded work.

***Remember:** There are very few exceptions that allow The City to non-competitively award work at or above Trade Agreement Thresholds.

6.1.1 If a non-competitive Procurement Strategy is selected, it helps to add a bit more context. Fill out **Appendix A** as part of your Procurement Plan.

☒ Yes	Attached as part of this Procurement Plan.

6.1.2 If a non-competitive Procurement Strategy is selected, will you be issuing a Notice of Intent (NOI) to market prior to awarding this non-competitive procurement?

☒ Yes	
☐ No	If selected, provide a brief description as to why an NOI is not required.

6.1.3 If issuing an NOI, have you completed the scope or supporting content for the NOI?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.

6.2 Is this a one-time procurement or do you have an on-going need for this good or service?

☐ One-time procurement	
☒ I have an on-going need for this good or service	If selected, how many years do you anticipate having this Contract in place for?* 5 years

***Remember:** There may be trade agreement obligations that limit the duration of a Contract.

6.3 Do you want to Contract with a single Supplier or do you need multiple Suppliers to fulfill your need?

☒ Single Supplier	☐ Multiple Suppliers

6.4 Is your procurement opportunity going to be made available to the open market or are you leveraging an existing prequalified list of Potential Suppliers?

☐ Open Market		
Prequalified list	☐ Construction Prime Contractor Click here for information about the list of prequalified Construction Prime Contractors.	
	☐ Engineering and Architectural Services Click here for information about the list of prequalified Engineering and Architectural consultants.	
	☐ Project specific prequalified list	What is the Request for Prequalification (RFPQ) Procurement Document number? e.g. 20-0453

6.4.1 If you selected ***Open Market***, are there any Potential Suppliers that should be made aware of this procurement opportunity? If so, list them below.

Potential Suppliers	1.	Company Name	e.g. ABC Company	
		Contact Info.	Name	e.g. Jane Smith
			Email	e.g. j.smith@ABC.com
	2.	Company Name		
		Contact Info.	Email	
			Name	
	3.	Company Name		
		Contact Info.	Email	
			Name	
☐ N/A				

(Add additional rows if needed)

6.4.2 If you selected either ***Construction Prime Contractor*** or ***Engineering and Architectural Services***, identify the prequalified construction category or consulting discipline you believe would best fulfill your procurement needs. There could be more than one, so list all that apply.

Category or Discipline	1.	e.g. Streetlight Construction (C70000500)
	2.	e.g. Bridges – New Construction (C7300101)
	3.	
	4.	
	5.	
☐ N/A		

6.5 Are you looking to issue a Request for Prequalification (RFPQ) as part of a two-stage Procurement Strategy?

☐ Yes	Scope of work, specifications and evaluation criteria are attached as a separate document(s) with my Procurement Plan.
☐ No	

6.6 Do you require any additional market research or advance market notice as part of your Procurement Strategy? Select all that may apply.

☐ Request for Information (RFI) Used to source technical or commercial data from the open market to inform a follow-up procurement document.	
☐ Expression of Interest (EOI) Used to identify potential suppliers who may be interested in bidding on a project or requirement.	
☐ Notice of Proposed Procurement (NPP) Used to advise Potential Suppliers of an upcoming procurement opportunity in advance of the procurement.	
☐ N/A	

6.6.1 Have you completed your scope, specifications, or supporting content for your RFI, EOI, or NPP?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.
☐ N/A	

7. Procurement Document

7.1 What is the Procurement Document type that you feel will get you the best outcome for your procurement need?

☐ Request for Proposal (RFP)	If selected, will your RFP be one of the following?	
	☐ Design Build	
	☐ Construction Management	
	☐ N/A	
☐ Request for Quote (RFQ) or Request for Tender (RFT)		
☐ Request for Standing Offer (RFSO)		
☐ Service Level Agreement (SLA) - (only applicable when leveraging an existing RFSO)		
☐ Other	If selected, provide a brief description below.	
	e.g. looking to explore an integrated project delivery method.	

7.2 Are there any additional terms or conditions ("special conditions") that need to be included in your Procurement Document?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.
☐ No	

*__Remember:__ Additional terms and conditions should not conflict or duplicate The City's standard terms and conditions and may be subject to legal review prior a Procurement Document being posted to market.

8. How are you going to Evaluate?

8.1 What type of evaluation criteria will give you the best procurement outcome?

☐ Price only
☐ Price and other rated criteria
☐ Rated criteria only (for Engineering & Architectural Procurement only)

8.1.1 Have you completed your pricing structure and/or rated evaluation criteria?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.

8.2 Are sustainability and resiliency evaluation criteria applicable to your procurement?

☐ Yes	If yes, provide a brief description of how sustainability and resiliency is incorporated in your evaluation criteria? E.g. Sustainable Environmental Economic Procurement Policy (SEEPP) and Benefit Driven Procurement checklists will be included as part of the evaluation criteria.
☐ No	

8.3 Will product testing, demonstrations, presentations, or interviews be part of your evaluation? Check all the boxes that apply.

☐ Product testing	☐ Presentation	☐ N/A
☐ Interview	☐ Demonstration	

8.3.1 Have you completed your evaluation criteria for the product testing, demonstrations, presentations, or interviews?

☐ Yes	Attached as a separate document(s) with my Procurement Plan.
☐ N/A	

8.3.2 Will a Proof of Concept be required as part of your Procurement Strategy (i.e., proving the good or service after Contract award before full-scale implementation)?

☐ Yes	
☐ No	

8.4 Who will be on your evaluation team?*

Evaluation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
Evaluation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
Evaluation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
☐ N/A	Price is the only evaluation criteria.	

(Add additional rows if needed)

***Remember:** a minimum of 3 evaluators is required.

8.5 Who will be on your negotiations team, if applicable and different from your evaluation team?

Negotiation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
Negotiation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
Negotiation team member	Name:	
	Business Unit or Other Entity:	
	Email:	
☐ N/A		

(Add additional rows if needed)

9. What is your procurement timeline?

9.1 Provide a high-level timeline for your procurement. If there are multiple procurements associated with this plan or this is a multi-stage Procurement Strategy, add additional rows as needed.

Activity Name	Description	Target Date
e.g. Road Repair Procurement	When do you anticipate going to market?	Click or tap to enter a date.
	Target effective date (contract award date)	Click or tap to enter a date.

(Add additional rows if needed)

10. Managing the Supplier and the Contract

10.1 Who from your team will be managing the Supplier and resulting Contract?

Name:	Ashley Gillies/Sarah Demko	Position	Strategic Procurement and Asset Management Leader/ Director IT Operations
Business Unit:	CPS	Email	Agillies@calgarypolice.ca/sdemko@calgarypolice.ca

10.2 Who from your team will be completing the Supplier performance evaluations over the life of the Contract?

Name:	Emma Poole	Position	Manager Public Affairs/Media Relations
Business Unit:	CPS	Email	epoole@calgarypolice.ca

10.3 At what interval(s) will Supplier performance evaluations will be held? Check all boxes that apply.

Supplier performance evaluation interval	☐ Contract Renewal & Close (Mandatory)	☐ Based on milestones or deliverables
	☒ Annually	☐ Other (provide brief description below
	☐ Semi-annually	e.g. Monthly, then less as the Contract moves forward.
	☐ Quarterly	

11. Approvals

11.1 The below parties agree that the Procurement Plan is complete and compliant and may proceed to the Procurement stage.

Enabling Services or Internal Service Providers

Enabling Service or Internal Services Provider – Director or Delegate **(Procurement Strategy Approval)**			
Name:		Position:	
Business Unit:	CPS	Date:	
Signature:			
☒ N/A			

(Add additional signature blocks if more than one Enabling Service or Internal Service Providers approval is required)

Procuring Entity

Procuring Entity **(Based on Procurement Delegation of Authority)**		Valuation	Procurement Plan - Approver
		> = $5MM	Director, Procuring Entity
		< $5MM	Manager, Procuring Entity
Procurement Plan – Creator			
Name:	Ashley Gillies	Position:	Leader Strategic Procurement and Asset Management
Business Unit:	CPS	Date:	Click or tap to enter a date.
Signature:			
Procurement Plan – Approver (Manager or Director)			
Name:	Sarah Demko	Position:	Director IT Operations
Business Unit:	CPS	Date:	5/25/2022
Signature:			

Supply Management Gate 1 – Validation

Supply Management		Procurement Strategy	Procurement Plan Validation
		Competitive	Buyer, Supply Management
		Non-competitive	Director, Supply Management
Name:		Date:	Click or tap to enter a date.
Signature:			

APPENDIX A: Non-Competitive Procurement

1. Supplier Contact Information

Provide the name and contact information of the recommended Supplier.

Legal Name of Supplier	Meltwater
Supplier contact name	Eric Farmer
Supplier phone number	514-243-3542
Supplier email address	eric.farmer@meltwater.com

2. Trade Agreement Exception

Identify the New West Partnership Trade Agreement (NWPTA) exception(s) that best reflects the rationale for this non-competitive procurement. See **Appendix B** for NWPTA Exceptions.

NWPTA Exception(s)	(g)	where it can be demonstrated that only one supplier is able to meet the requirements of a procurement;

3. Background

Describe or attach relevant background information supporting this non-competitive procurement (i.e., What is the history or existing situation that lead to the need for this non-competitive procurement?).

In 2015 CPS issued RFP 15-1705 for Social Media Monitoring Software. An award was made to Hootsuite in July 2016. Hootsuite software was installed and used for a short period at which time it was determined the software was not suitable and did not perform as proposed. City Law and Supply rescinded the contract 2016 October 18. CPS and Supply agreed on continued use of Salesforce software to bridge the needs for the service. At this time, Salesforce is not meeting the needs of a social media monitoring software and CPS hopes to decommission this solution. We would like to replace with a solution for Media Intelligence Services. Currently, CPS has asked for funding in the upcoming 2023-2026 budget cycle to go to market for a comprehensive solution. Until funds are allocated, CPS can only allocate up to $40,000 annually for the Social intelligence solution.

4. Rationale for Non-competitive Procurement

As competitive methods of procurement should be used whenever possible, describe, or provide the rationale for this non-competitive procurement, the expected benefits, and supporting evidence where available.

Meltwater has provided a Sole Sourcing Letter indicating that they are the exclusive electronic distributor of Postmedia Network, Glacier Media, and TC Limited Partnership sources of media content. (See Meltwater – Exclusive Sources.pdf). As this data is critical to the management of Social intelligence to CPS it is critical that we have access to those sources. Other unique features that would support an NOI include: S.16(1)

5. Contractual Documentation

5.1 Whose terms and conditions will govern the resulting Contract?

☐ City terms and conditions
☒ Supplier terms and conditions*
☐ Unsure at this time as the Supplier is yet to be engaged.

***Remember:** There is additional risk to The City when accepting a Supplier's contractual terms and conditions. The Procuring Entity is accountable for this risk.

5.1.1 If the Supplier terms and conditions govern, has the Law department or other relevant Enabling Services or Internal Service Providers been engaged to review them prior to acceptance?

☐ Yes	Confirmation attached as a separate document(s) with my Procurement Plan.
☐ No	If selected, provide a brief description. e.g. Same contractual terms and conditions apply that have already been reviewed by the Law Department and accepted by the Business Unit.
☒ N/A	Not applicable at this time, as the Supplier is yet to be engaged.

APPENDIX B

New West Partnership Trade Agreement (NWPTA) Exceptions

The following are the allowable exceptions to the competitive bidding process under the NWPTA. www.newwestpartnershiptrade.ca

Part V "EXCEPTIONS TO THE AGREEMENT"

Government Procurement

2. Procurements:

(a) from philanthropic institutions, prison labour or persons with disabilities;

(b) from a public body or a non-profit organization;

(c) of goods purchased for representational or promotional purposes, and services or construction purchased for representational or promotional purposes outside the territory of a Party;

(d) of health services and social services;

(e) on behalf of an entity not covered by Article 14;

(f) by entities which operate sporting or convention facilities, in order to respect a commercial agreement containing provisions incompatible with Article 3, 4 or 14;

(g) where it can be demonstrated that only one supplier is able to meet the requirements of a procurement;

(h) where an unforeseeable situation of urgency exists and the goods, services or construction could not be obtained in time by means of open procurement procedures;

(i) when the acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest;

(j) of services provided by lawyers and notaries;

(k) of goods intended for resale to the public; or

(l) in the absence of a receipt of any bids in response to a call for tenders.

Supply Management

Procurement Valuation Tool

Procuring Entity Contact

Name	Ashley Gillies/Sarah Demko
Position	Leader, SPAM/ Director IT Operations
Business Unit	CPS
Date Valuation Completed (YYYY-MM-DD)	2022-05-25

Project Title (if known)	Social Media Monitoring System

Procurement Valuation

Items*	Initial or One-time Cost	Year 1	Year 2	Year 3	Year 4	Year 5+	Total
Meltwater Explore Incldiung S. 16(1) S. 16(1)	$0.00	$40,000.00	$40,000.00	$40,000.00	$40,000.00	$40,000.00	$200,000.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Cash Allowance	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Contingency	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Disbursements **(only applicable for Engineering & Architectural Consulting)**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Freight (including duties or other shipping charges)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Total Procurement Valuation	$0.00	$40,000.00	$40,000.00	$40,000.00	$40,000.00	$40,000.00	$200,000.00
GST (@ 5%)	$0.00	$2,000.00	$2,000.00	$2,000.00	$2,000.00	$2,000.00	$10,000.00
Total Procurement Valuation (including GST)**	$0.00	$42,000.00	$42,000.00	$42,000.00	$42,000.00	$42,000.00	**$210,000.00**

*Other items that may be applicable: additional scope or phases of work, additional Contract renewal terms, licence, maintenance and support fees, permit fees, or the potential Procurement needs of multiple City business units.

** If your Total Procurement Valuation (including GST) is equal to or greater than the respective Trade Agreement Thresholds ($75,000 or greater for consulting, goods and services, and information technology, and $200,000 or greater for Construction), The City's *Procurement Governance Framework* applies.

(This section is to be completed by the Procuring Entity and Finance)

Approved Budget (from all sources)

Initial or One-time Cost	Year 1	Year 2	Year 3	Year 4	Year 5+
$0.00	$42,000.00	$42,000.00	$42,000.00	$42,000.00	$42,000.00

Comments:
Budget is available for all 5 years.

Account Coding

GL Business Unit	Account	Fund	Dept ID	Activity	Reference	Project ID	Task
	42380	20	10189				

(add additional rows if needed)

DEPT ID Owner Acknowledgement

Date (YYYY-MM-DD)	2022-05-25
Name	Sarah Demko for Ashley Gillies
Signature	

Finance Leader or Delegate Acknowledgement

Date (YYYY-MM-DD)	
Name	
Signature	

(add additional signature blocks if multiple Finance Leader (or delegate) signatures are required)

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

REQUEST FOR A SOLE OR SINGLE SOURCE CONTRACT

Sole or single source business cases must be in accordance with Administration Policy FA-036; Procurement using a Sole or Single Source Vendor, and the New West Partnership Trade Agreement (NWPTA).

Sole-sourcing

Sole-sourcing is the use of one source when that source is the only available firm possessing the ability to fulfill the purchasing firm's needs.

Single-sourcing

Single-sourcing is the practice of deliberately concentrating purchases of a particular item or service with one source in preference over others in a competitive marketplace. In other words, there are a number of vendors able to provide a good or service but the same vendor is consistently chosen without providing others the opportunity to compete.

☑ Single Sourced ☐ Sole Sourced

Indicate the corresponding NWPTA exemption alpha letter that applies:

NWPTA exemption alpha letter *(refer to APPENDIX A for listing)*	h

Contract Information

Project Title	Social Media & Engagement Software
Type of Procurement (Goods, Services, Consulting or Construction)	Goods and service
Name of Recommended Vendor	Salesforce.com Canada Corporation
Vendor Contact Name	Sarah Leon
Vendor Phone Number	647-462-1221
Vendor Email Address	sleon@salesfroce.com

General Information

Business Unit & Department	CPS
Prepared by (Print name)	Ashley Gillies
Position	IT Vendor Services Coordinator
Phone Number	403-428-8522
Email Address	agillies@calgarypolice.ca
Date of Request	2018/10/17

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

Background *(Field expandable: attach other documents if required)*

In 2015 CPS issues RFP 15-1705 for a new social media monitoring software. An award was made to Hootsuite in July 2016. Hootsuite software was installed and used for a short period at which time it was determined the software was not suitable and did not perform as proposed. City Law and Supply rescinded the contract 2016 October 18.

Scope *(Field expandable: attach other documents if required)*

In order to allow time to return to RFP and not disrupt day to day service- CPS requests a one year extension to use Radian 6 software.

Other Documentation *(Field expandable: attach other documents if required)*

Quote attached.

Recommendation *(Field expandable: attach other documents if required)*

CPS recommends continuing to use Salesforce until there are resources to go back to market for a new solution.

Total cost for term 2018 November 23 2018 to 2019 November 22 is $17,974.80 USD excluding GST.

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

Funding *(Field expandable: attach other documents if required)*

Program Number	
Total Program Budget	
Budget for this Procurement	17,974.80 USD
Quote/Proposal Value from Vendor (all inclusive)	17,974.80 USD

Distribution Coding	GL Unit	Fund	Account	Dept ID	Activity	Reference
	CPSCC	20	42380	10189		

Provide further details as applicable, including breakdowns, etc.

THE CITY OF CALGARY

Business Case for Sole or Single Sourced Contracts

REQUIRED SIGNATURE APPROVALS

Project Manager

Michael Nunn

Name *(print)*

S. 17(1)

Signature

Oct. 17, 2018

Date

Dept ID Owner

Ashley Gillies

Name *(print)*

S. 17(1)

Signature

2018/10/17

Date

Director

Brent Dyer

Name *(print)*

Signature

Date

Chief Technology Officer

Simon Bennett

Name *(print)*

S. 17(1)

Signature

17-10-18

Date

*Supply Management reserves the right to request additional levels of approval when necessary.

For additional information refer to:

Supply Management Buyer

Click here for Supply Contact Information

The City of Calgary Supply Chain Governance and Procurement Policies

Click here for Administration Policy Library

The Supply Management intranet site:

Click here for Supply Management website information

APPENDIX A

New West Partnership Trade Agreement (NWPTA) Exceptions

The following are the allowable exceptions to the competitive bidding process under the NWPTA. If your method of selection is ***sole or single sourced*** you are required to select the criteria from below which allow you to do so. The corresponding alpha letter is to be inserted on page 1 of the business case. The full NWPTA agreement can be viewed at www.newwestpartnershiptrade.ca

Part V "EXCEPTIONS TO THE AGREEMENT"

Government Procurement

2. Procurements:

(a) from philanthropic institutions, prison labour or persons with disabilities;

(b) from a public body or a non-profit organization;

(c) of goods purchased for representational or promotional purposes, and services or construction purchased for representational or promotional purposes outside the territory of a Party;

(d) of health services and social services;

(e) on behalf of an entity not covered by Article 14;

(f) by entities which operate sporting or convention facilities, in order to respect a commercial agreement containing provisions incompatible with Article 3, 4 or 14;

(g) where it can be demonstrated that only one supplier is able to meet the requirements of a procurement;

(h) where an unforeseeable situation of urgency exists and the goods, services or construction could not be obtained in time by means of open procurement procedures;

(i) when the acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest;

(j) of services provided by lawyers and notaries;

(k) of goods intended for resale to the public; or

(l) in the absence of a receipt of any bids in response to a call for tenders.

Requisition

Ship To: Calgary Police Service
Information Communication Technology
Westwinds Campus/East Bldg
5111 47 St N.E.
CALGARY AB T3J 3R2
Canada

Business Unit:	CPSPO	
Req ID: 0000023422	Date 10/10/2018	Page 1
Requisition Name: 0000023422		
Requester Rumancik,Candace D		Currency CAD
Requester Signature		

Line-Schd	Item	Description	Mfg ID	Quantity	UOM	Price	Extended Amt	Due Date
1-1		November 23, 2018 to November 22, 2019 extension for Salesforce - Social Media as per Quote Number Q-02081457 for Social Studio - S.16(1) S.16(1) and Social Studio - S.16(1)		1.0000	LS	23,112.00	23,112.00	11/30/2018

Buyer: Sourcing 1
Supplier: 2000006874 SALESFORCE.COM CANADA CORPORATION
Attn:

Line Total: 23,112.00

Total Requisition Amount: 23,112.00

Term: November 23, 2018 to November 22, 2019
Previous PO was PO42769

14-0044

IT Contact is Ashley Gillies

Please send invoices to apinvoices@calgary.ca

The above prices are Goods & Services Tax applicable. Please invoice with Goods and Services Tax listed as a separate total amount and include your GST registration number. The City of Calgary GST registration number is 119457869. If the above product is to be shipped from a foreign country the vendor will be responsible for all custom related charges.

42380-20-10189

Approval Signature	Approval Signature	Approval Signature

Salesforce.com Canada Corporation
Toronto ON M5J 2N8
Canada

ORDER FORM for Calgary Police Service
Offer Valid Through: 11/30/2018
Proposed by:Anthony Fernicola
Quote Number: Q-02081457

REQ # 23422

42380-20-10189

ORDER FORM

Address Information

Bill To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Ship To:
133 6 Ave SE
CALGARY
AB, T2G 4Z1
CA - Canada

Billing Company Name: Calgary Police Service
Billing Contact Name: Sarah Demko
Billing Email Address: sdemko@calgarypolice.ca

Billing Phone: (403) 269-2466
Billing Fax:
Billing Language: English

Terms and Conditions

Contract Start Date*: 11/23/2018
Contract End Date*: 11/22/2019
Billing Frequency: Annual

Payment Method: Check
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Social Studio S.16(1)	11/23/2018	11/22/2019	12	S.16(1)		
Social Studio S.16(1)	11/23/2018	11/22/2019	12	S.16(1)		
						Total: CAD 23,112.00

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1551 of 1566

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the ""Ship To"" location provided by Customer on this Order Form.

Pricing Schedule

Product		Monthly/ Unit Price**	Quantity For
Social Studio	S.16(1)	S.16(1)	
Social Studio	S.16(1)	S.16(1)	

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

In the event this Order Form reflects an early renewal of Customer's existing subscriptions purchased under applicable Order Forms under Contract No(s). 01793397, (as referenced in the corresponding invoice(s)), this Order Form shall replace such previous Customer's Order Form(s) which is/are hereby terminated. Any credits applicable to fees paid in relation to such terminated Order Form(s) will be applied to this Order Form. In the event this Order Form reflects an on-time renewal of applicable Order Forms under Contract No(s). 01793397, the previous sentence about credits does not apply, and Order Forms related to such existing subscriptions shall be considered expired

Calgary Police Service Access & Privacy Section 2024-G-1830 Page 1552 of 1566

Product Special Terms

Social Studic S.16(1)

S.16(1)

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[ ] No

[ ] Yes - Please complete below

PO Number: _____

PO Amount: _____

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at https://www.salesforce.com/company/msa.jsp, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

Customer: Calgary Police Service

Signature _____

Name _____

Business Title _____

Date _____

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Candace Rumancik

From: Adam O'Connor <adam.oconnor@salesforce.com>
Sent: Thursday, September 20, 2018 8:48 AM
To: Candace Rumancik
Cc: Sarah Leon
Subject: Re: [EXTERNAL]Re: FW: Quote Request - Salesforce Marketing Cloud Renewal
Attachments: Calgary Police - Approved - Q-02081457.pdf

Good Morning Candace,

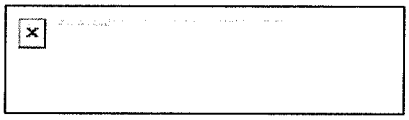
I hope this message finds you well. My apologies for the delay in getting this in your hands.

Attached is your executable quote for your 2018-2019 Social platform. As standard practice, we have included the required 7% price uplift in your quote. Please review and advise if you have any questions.

Thank you!

Regards,

Adam O'Connor
Senior Renewal Manager | Salesforce
Office: 317.275.1163



On Wed, Sep 19, 2018 at 5:59 PM, Candace Rumancik <CRumancik@calgarypolice.ca> wrote:

Thanks, look forward to receiving the quote from Adam.

From: Sarah Leon <sleon@salesforce.com>
Sent: Wednesday, September 19, 2018 3:57 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Adam O'Connor <adam.oconnor@salesforce.com>
Subject: [EXTERNAL]Re: FW: Quote Request - Salesforce Marketing Cloud Renewal

ATTENTION: This message came from a sender that is outside the CPS. Please try to avoid opening links or attachments from external senders unless you are absolutely sure it is safe to do so. BE CAREFUL - if you are unsure please phone the IT Service Centre.

Hi Candace - Disregard below. Adam can send over the renewal. Thanks!

Sarah Leon

Principal Renewal Manager

M. 647-462-1221

Stay Connected

Event Calendar Resources How are we doing?

On Wed, Sep 19, 2018 at 5:55 PM, Sarah Leon <sleon@salesforce.com> wrote:

> Hi Candace,
>
> My apologies! This renewal is managed via Carahsoft. I will reach out to them again. Also, your new Renewal Manager is Adam O'Connor, copied.
>
> Thanks
>
> Sarah Leon
>
> Principal Renewal Manager

Stay Connected

Event Calendar Resources How are we doing?

On Wed, Sep 19, 2018 at 5:44 PM, Candace Rumancik <CRumancik@calgarypolice.ca> wrote:

Hi Sarah,

Just following up on this renewal.

Thanks

Candace

From: Candace Rumancik
Sent: Tuesday, September 11, 2018 3:30 PM
To: sleon@salesforce.com
Subject: Quote Request - Salesforce Marketing Cloud Renewal
Importance: High

Hi Sarah,

Can you please provide me with a new quote on this? Last year was PO 42769 and it expires November 22, 2018.

Thanks,
Candace

From: Sarah Demko
Sent: Thursday, October 26, 2017 3:50 PM
To: 'Sarah Leon' <sleon@salesforce.com>
Cc: Candace Rumancik <CRumancik@calgarypolice.ca>
Subject: RE: PO 42769 - Salesforce Marketing Cloud Renewal

Good afternoon Sarah,

Please find attached a signed version of the quote. Please ensure all invoices reference PO 42769.

Regards

Sarah Demko

IT Vendor Services Coordinator

Calgary Police Service

Mail code 620

5111 – 47 Street NE

Calgary AB, T3J 3R2

sdemko@calgarypolice.ca

(403) 428-8522

From: Sarah Leon [mailto:sleon@salesforce.com]
Sent: Thursday, October 26, 2017 3:34 PM
To: Candace Rumancik <CRumancik@calgarypolice.ca>
Cc: Sarah Demko <SDemko@calgarypolice.ca>
Subject: Re: PO 42769 - Salesforce Marketing Cloud Renewal

INTERNET INVESTIGATIONS AND CRIMINAL INTELLIGENCE

Table of Contents

1. Statement of Principle 1
2. Purpose 2
3. Scope 2
4. Authority 2
5. Investigative Levels 3
6. Definitions 4
7. Guidelines 4
8. Training Requirements 6
9. Covert Operations and Identities 7
Appendix A 8

1. Statement of Principle

1. The internet is a valuable investigative tool that may be used by investigators during criminal investigations to gather information, evidence, identify persons of interest, or witnesses and facilitate arrest.

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2. Members must be aware of the potential risks posed by the use of the internet for investigative purposes, including privacy interests and the need to adhere to current legislation.

Back to Table of Contents

2. Purpose

1. This policy defines the terminology, training and limitations for CPS members who use the internet for investigations and criminal intelligence.

Back to Table of Contents

3. Scope

1. This policy applies to CPS sworn and civilian who are trained and authorized to do online investigations and gather online criminal intelligence.

Back to Table of Contents

4. Authority

1. The authority of CPS members to conduct online investigations is derived from and limited by the following:
   a. Canada Evidence Act;
   b. Canadian Charter of Rights and Freedoms;
   c. Criminal Code s. 25.1 and s. 358; and
   d. Section 34(1)(g) of the Freedom of Information and Protection of Privacy Act permits the collection of personal information from a source other than directly from the individual the information pertains to for the purpose of law enforcement.
      i) Law enforcement is broadly defined and includes criminal intelligence operations.
      ii) Information gathered may be used for purposes consistent with the purpose for which it was collected.

Back to Table of Contents

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5. Investigative Levels

1. The CPS recognizes three levels of internet facilitated investigations: Overt, Discreet, and Covert (see Table 1 on page 3).
2. All three levels of internet facilitated investigations will be subject to monitoring and auditing.
3. Also see Figure 1 in Appendix A.

Level 1	Level 2	Level 3
Overt	**Discreet**	**Covert**
CPS members present themselves online in an official and open manner. Members who possess limited internet knowledge or training can conduct online searches using a CPS device on the corporate network in order to seek information that is publicly available and non-sensitive in nature.	CPS members operate in a manner where their identity is not overtly apparent. This level of activity is used when Discreet Online Identities may be necessary. The goal is to increase knowledge, to confirm facts, reaffirm results, solve new or existing problems, support theories and develop new ones. For example, open source information gathering. This level does not permit engagement, communicating, friending, direct messaging, poking, posting or actively soliciting information from subjects.	CPS members conceal their true identities by using covert identities with covert equipment and networks. The goal is to increase knowledge, to confirm facts, reaffirm results, solve new or existing problems, support theories, develop new ones and most importantly provide a more thorough investigative support response. For example, online covert operations and online undercover operations conducted by the Cybercrime Team and the Integrated Child Exploitation Unit.

Table 1

Back to Table of Contents

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6. Definitions

1. Covert Online Identities (COI): online identities that are designed for Level 3 functions only and used by members who have received training approved by the CCLC in conjunction with the Technical Operations Section. Approved Level 3 practitioners can use a COI for online covert / undercover operations from a covert network.
2. Discreet Online Identities (DOI): online identities that are designed for Level 2 functions only and used by CPS members who have received training approved by the CCLC in conjunction with the Technical Operations Section. Approved Level 2 practitioners can use a DOI for online monitoring and the passive collection of open source information from a discreet network.
3. Open Source Information: also known as open source data, is unclassified, raw material that is derived from a primary source. For this policy, the primary source is the internet and can include any type of media in any format. The information is obtained lawfully, and observed from 'open' or 'publicly available' sources such as websites, blogs, social networks, and online databases.
4. Open Source Intelligence: the systematic and passive collection of data, analysis, and timely dissemination of relevant and publicly available information to respond to specific intelligence or investigative requirements.

Back to Table of Contents

7. Guidelines

1. When conducting Level 1 or Level 2 investigations:
   a. it is acceptable to collect information from social media websites such as Facebook, Twitter, YouTube, blogs, wikis and approved third party social network aggregates, software or tools as long as the information is open source and viewable by anyone with an internet connection; and
   b. the research and the collection must be passive and based on a specific investigative purpose where information stems from:
      i) criminal intelligence that needs to be corroborated or discredited;

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ii) threat-related information; or

iii) traditional investigative leads relating to a person, place, or event.

2. When conducting Level 1 or Level 2 online activities:

a. it is prohibited to engage, directly communicate, friend, post text, photos or media, or actively solicit information from subjects;

b. understand the investigative level of activity required and ensure that the equipment, software, hardware and connectivity is consistent with that level of investigation;

c. be aware that you may be asked for the complete account information, including but not limited to:

i) the name or identity used; or

ii) the information on the profile or account page.

d. be aware that you may be required to disclose or testify regarding your computer experience, technical knowledge, ability and training;

e. be aware that you may be required to testify regarding the legal requirements or terms of use policies and privacy rights of individuals who post information on social networks where such information may or may not be protected under Canadian law;

f. ensure approved methods are used to collect all information for the purpose of retention, note taking, evidence, and prosecution; and

g. do not use your personal device, hardware, software, or equipment. Refer to the Information Technology policy guidelines.

3. Online Stolen Property Investigations (Level 2)

a. The following sworn members are exempt from the guidelines described in s. 6.2:

i) District Operations Teams (DOTs);

ii) Break and Enter Teams; and

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iii) investigators assigned to the Online Stolen Property portfolio within the District Support Unit who have been trained by the Cyber / Forensic Unit in communicating with sellers on online sales sites.

b. Approved investigators may communicate with sellers of publicly listed property through email to gather information about possible stolen goods. If required, they may also schedule meetings between a seller and a trained undercover operator (refer to the Covert Operations policy).

c. Communication between approved investigators and sellers of stolen property is restricted to communication portals embedded within the online sales platforms and email. Communication through other online sites or mediums is prohibited.

d. Members who want to communicate covertly through other online sites or mediums must contact the Sergeant, Cybercrime Team or the Staff Sergeant, Cyber / Forensics Unit for approval on a case-by-case basis.

4. Members conducting Level 3 activities will follow their work area's standard operating procedures. For example, this would include members from the Cybercrime Team and the Integrated Child Exploitation (ICE) Unit.

Back to Table of Contents

8. Training Requirements

1. Level 1 (Overt): no specialized training required, however a good understanding of how the internet works is an asset. For example, Level 100: Basic Online Investigations would be beneficial.

2. Level 2 (Discreet): requires specialized training. Any CPS members engaging in these activities must successfully complete:

   a. Level 100: Basic Online Investigations eLearning course; and

   b. Level 200: Online Investigations or equivalent as approved by the CCLC in conjunction with the Technical Operations Section.

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3. Level 3 (Covert): requires specialized training including all of the Level 2 requirements or equivalent plus advanced online covert training as approved by the CCLC in conjunction with the Staff Sergeant, Cyber / Forensics Unit. This training includes:

   a. Level 300: Covert Online Operator's Course or equivalent.

4. The Chief Crowfoot Learning Centre (CCLC), the Cybercrime Team, and ICE will be responsible to create, maintain and deliver internal training for Level 200 and more advanced online investigations.

Back to Table of Contents

9. Covert Operations and Identities

1. Officers wishing to investigate via an online covert operation or online undercover operation must submit an Operations Plan as per the Covert Operations policy. Level 3 Covert Online Activities are only conducted by trained Level 3 operators with covert identities, covert equipment and covert networks.

2. Covert Online Identities (COI) and Discrete Online Identities (DOI) are authorized by the Staff Sergeant, Cyber / Forensics Unit.

Back to Table of Contents

Related Policies
Covert Operations

Information Technology

Records and Information Management

Social Media

Review Responsibility	Criminal Operations Technical Support Division
Last Updated	2019/03/07
Change Summary	Reviewed, added s. 3
Approved by	Deputy Chief S. Parhar
Next Review Date	2022/03/07

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Appendix A

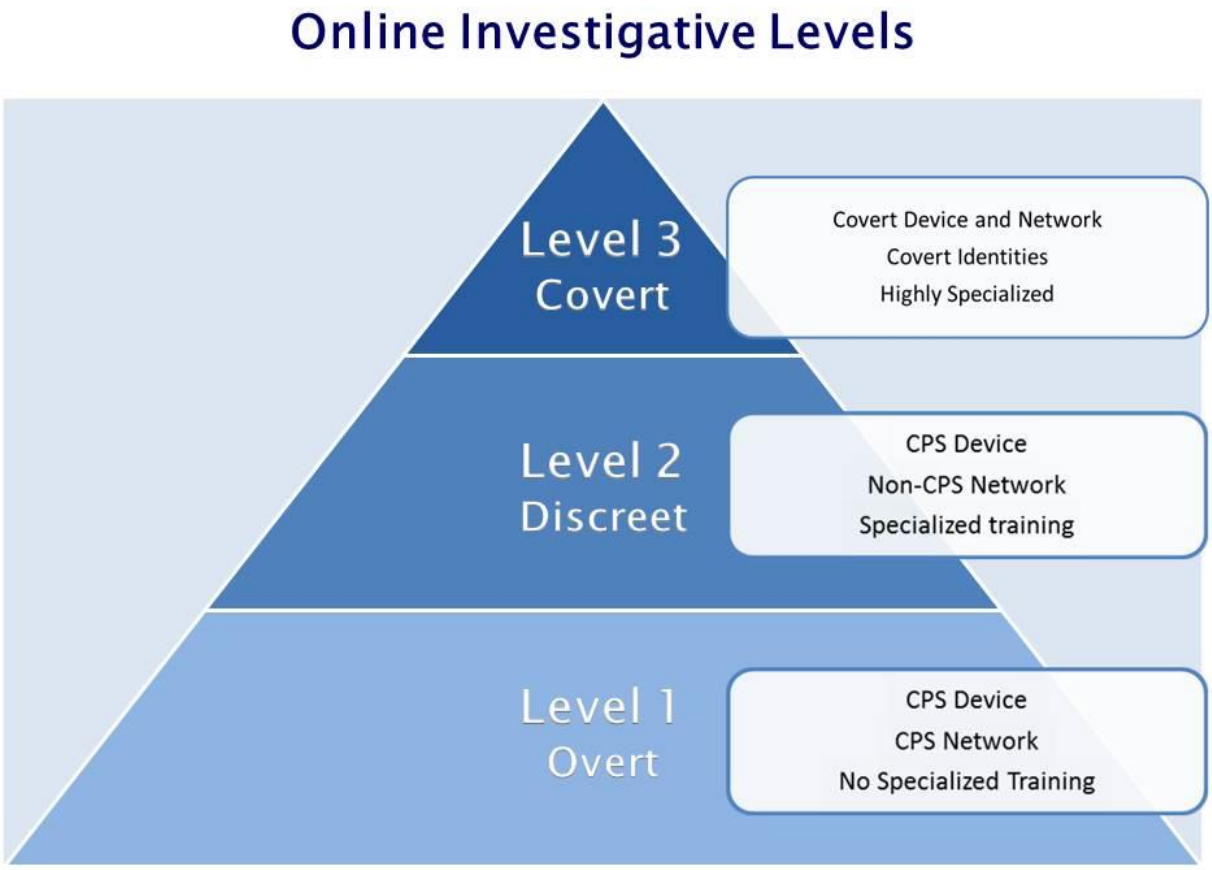

Figure 1

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