

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**
11 Laurier St. / 11, rue Laurier
Place du Portage , Phase III
Core 0A1 / Noyau 0A1
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

**Proposal To: Public Works and Government
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

This requirement contains a security requirement.

Title - Sujet Card Acceptance Services	
Solicitation No. - N° de l'invitation EN891-121555/B	Date 2013-11-18
Client Reference No. - N° de référence du client 20121555	
GETS Reference No. - N° de référence de SEAG PW-\$\$ZG-405-26587	
File No. - N° de dossier 405zg.EN891-121555	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-01-14	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Loignon, Brigitte	Buyer Id - Id de l'acheteur 405zg
Telephone No. - N° de téléphone (819) 956-1651 ()	FAX No. - N° de FAX (819) 956-2675
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: See Herein	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Business Management and Consulting Services Division /
Division des services de gestion des affaires et de
consultation
11 Laurier St. / 11, rue Laurier
10C1, Place du Portage
Gatineau, Québec K1A 0S5

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Solicitation No. - N° de l'invitation

EN891-121555/B

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

405zg

Client Ref. No. - N° de réf. du client

20121555

File No. - N° du dossier

405zgEN891-121555

CCC No./N° CCC - FMS No/ N° VME

Voir la DP suivante.

REQUEST FOR PROPOSAL (RFP)

**CARD ACCEPTANCE SERVICES
(Electronic Draft Capture Service)**

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Notice to the Bidder: If the selected Bidder provided in accordance with the article 3 of Part 2 information on its status with respect to being a Former Public Servant in receipt of a Public Service Superannuation Act (PSSA) pension, the full text of SACC Manual clause A3025C (2013-03-21), Proactive Disclosure of Contracts with Former Public Servants, will form part of the resulting Contract as article 6, and the articles below will be renumbered accordingly.

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PART 1 - GENERAL INFORMATION

1. Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation ;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, if applicable, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Attachments include: Pricing Schedule, Technical Criteria and, Certifications Precedent to Contract Award.

The Annexes include the Statement of Work, Basis of Payment, Security and Privacy, Security Requirements Check List and, Task Authorization Form.

2. Summary

2.1 The Department of Public Works and Government Services Canada (PWGSC) requires services for all federal departments across Canada including the acceptance, processing and settlement of Visa, MasterCard, Interac, Interac Online transactions and the acceptance of AMEX cards payable to the Receiver General for Canada.

These period of the Contract is five (5) years commencing from date of Contract with an irrevocable option on the part of Canada to extend the period of any resulting Contract by up to two (2) additional one (1) year periods and one (1) additional one (1) year transition period.

There is a security requirement associated with this requirement. For additional information, consult Part 3, Bid Preparation Instructions, Part 4, Evaluation Procedures and Basis of Selection, Part 6, Security and Privacy Requirements, Financial and Other Requirements, Part 7, Resulting Contract Clauses, Annex C, Security and Privacy and Annex D, Security Requirements Checklist and its associated attachments.

Bidders should consult the document "Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html>) on the Departmental Standard Procurement Documents Web site.

Bidders are hereby informed that the amount of time to obtain required security clearance levels may be lengthy and is contingent upon the specific clearance levels required. Bidders are solely responsible for obtaining such clearances.

Bidders who currently do not meet the facility security clearance requirements and (or) personnel security clearance are advised to initiate the security clearance process immediately by requesting sponsorship from the Contracting Authority.

The following is an overview of the services required:

- a. accept, process and settle (acquire) Visa, MasterCard, (and other brands, such as AMEX, if requested, and available) and Debit Card (Interac, Interac Online and other brands, if requested, and available) transactions payable to the Receiver General for Canada, including sales, authorizations, and refunds;
- b. accept and process (convey) AMEX (and other brands if possible and requested) transactions payable to the Receiver General for Canada, including sales, authorizations, and refunds;
- c. ensure ease of transition from the previous and to any subsequent card acceptance service provider with no break in service. The phase-in will be within eighteen (18) months from the date of Contract award, unless otherwise agreed by Canada and the phase-out will not exceed twelve (12) months;
- d. for the implementation phase, have a project management approach by providing within one week of contract award a team leader and, within three (3) weeks of Contract award, a project plan including a comprehensive work breakdown structure, a project schedule, level of required effort and resources, project risk tracking and weekly progress reports identifying any issues together with corrective actions;
- e. provide ongoing account management including the maintenance of an issue log and monthly review sessions with the project authority throughout the term of the Contract;
- f. provide services to departmental offices including point-of-sale (POS) workstations and/or POS software rental, installation advice, on-site networking, inspection and installation, and help desk support;
- g. open an Account at an LVTS-participating Financial Institution and, each banking day, post a total of all net payments per merchant per card type;
- h. provide daily departmental office, departmental headquarters and Receiver General for Canada access to transaction reporting as well as daily electronic bank statement reporting to the RG;
- i. meet specified service levels including planned outages, availability, help desk response,

- hardware/software setups or replacement;
- j. have a formal contingency and disaster recovery plan;
- k. provide services, as required, in both official languages of Canada;
- l. provide innovative approaches to technologies and services throughout the Contract term to improve customer service and/or decrease costs to Canada;
- m. upon the Receiver General's request, interface with and settle to another account used by the Receiver General (rather than post the funds to the Account);
- n. provide online card acceptance services (the Receiver General Buy Button (RBBB) Solution);
- o. provide "industry standard" levels of data and processing security and integrity of debit and credit card processing, including complying with security and privacy requirements as may be specified from time-to-time by the financial services industry and by the card associations. This includes, but is not limited to Payment Card Industry (PCI) Data Security Standards (DSS).
- p. provide system security procedures and measures in accordance with Annex C - Security and Privacy Requirements and Annex D - Security Requirements Checklist.

3. Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2013-06-01), Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: two Hundred and forty (240) calendar days.

1.1 SACC Manual Clause

A7035T(2007-05-25), List of Proposed Subcontractors

2. Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation. Bids transmitted to PWGSC by electronic mail will not be accepted.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

3. Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below before contract award.

Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the Financial Administration Act, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a) an individual;
- b) an individual who has incorporated;
- c) a partnership made of former public servants; or
- d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the Public Service. The lump sum payment period does not include the

period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the Public Service Superannuation Act (PSSA) , R.S., 1985, c. P-36, and any increases paid pursuant to the Supplementary Retirement Benefits Act, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the Canadian Forces Superannuation Act, R.S., 1985, c. C-17, the Defence Services Pension Continuation Act, 1970, c. D-3, the Royal Canadian Mounted Police Continuation Act , 1970, c. R-10, and the Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c. R-11, the Members of Parliament Retiring Allowances Act, R.S., 1985, c. M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? Yes () No ()

If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

- a) name of former public servant;
- b) date of termination of employment or retirement from the Public Service.

If the answer to the question and, as applicable, the information are not submitted in or with the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive Yes () No ()

If so, the Bidder must provide the following information:

- a) name of former public servant;
- b) conditions of the lump sum payment incentive;
- c) date of termination of employment;
- d) amount of lump sum payment;
- e) rate of pay on which lump sum payment is based;
- f) period of lump sum payment including start date, end date and number of weeks; and
- g) number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

If the answer to the question and, as applicable, the information are not submitted in or with the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

4. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than fifteen (15) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

5. Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

6. Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favor a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least fifteen (15) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

7. Bidders' Conference (optional)

Upon request and depending on potential bidders' interest, a bidders' conference may be held in Gatineau, Quebec, Canada, approximately twenty (20) calendar days after the issuance of the solicitation. The scope of the requirement outlined in the bid solicitation would be reviewed during the conference and questions would be answered.

Any bidders' conference request must be submitted in writing to the Contracting Authority as soon as possible and no later than ten (10) calendar days after the issuance of the solicitation. Bidders' conference request received after that time may not be considered.

The exact date and registration procedures of any eventual bidders' conference will be communicated via a Request for Proposal amendment through the Government Electronic Tendering Service (GETS) and Bidders will be requested to communicate with the Contracting Authority before the conference to confirm attendance. Bidders who do not attend will not be precluded from submitting a bid.

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (4 hard copies);
Section II: Financial Bid (2 hard copies);
Section III: Certifications (2 hard copies); and
Section IV: Additional Information (4 hard copies).

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper; and
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders are encouraged to :

- 1) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Part 4, Evaluation Procedures, contains additional instructions that bidders should consider when preparing their technical bid.

Section II: Financial Bid

1.1 Bidders must submit their financial bid in Canadian funds and in accordance with the pricing schedule detailed in Attachment 1 to Part 3. The total amount of Applicable Taxes must be shown separately.

1.2 Bidders must submit their prices and rates FOB destination; Canadian customs duties and excise taxes included, as applicable; and Applicable Taxes excluded.

1.3 When preparing their financial bid, bidders should review the basis of payment in Annex B and

clause 1.2, Financial Evaluation, of Part 4.

1.4 Bidders should include the following information in their financial bid:

1. Their legal name;
2. Their Procurement Business Number (PBN); and
3. The name of the contact person (including this person's mailing address, phone and facsimile numbers and email address) authorized by the Bidder to enter into communications with Canada with regards to:
 - a. their bid; and
 - b. any contract that may result from their bid.

1.5 SACC Manual Clauses

C3011T(2010-01-11), Exchange Rate Fluctuation

Section III: Certifications

In Section III of their bid, Bidders should include the certifications required under Part 5 and, as applicable, any related documentation.

Section IV: Additional Information

In Section IV of their bid, Bidders should provide:

A) For Part 2, article 3, Former Public Servant: the required answer to each question and, as applicable, the required information.

B) For Part 6, article 1, Security and Privacy Requirements:

- a completed Annex C - Security and Privacy Requirements, including Sections 1 and 2 by: (1) indicating (by use of a checkmark next to the corresponding requirement in the validation column) each requirement it satisfies; and (2) providing evidence (e.g. refer to comparable internal/corporate/industry standard/policies) to support each satisfied requirement or a compensating safeguard (e.g. refer to comparable internal/corporate/industry safeguards) to support each unsatisfied requirement;
- a Document Safeguarding Plan (Annex C, Section 2);
- a Security Plan (Annex C, Section 1.2, PL-02); and,
- a security Concept of Operations (CONOPS) (Annex C, Section 1.2, PL-02-01)

to demonstrate how it will meet the privacy and security requirements of the solicitation.

Notice to bidder

The Annex C, Security and Privacy Requirements, the Document Safeguarding Plan (Annex C, Section 2), the Security Plan (Annex C, Section 1.2, PL-02) and the security Concept of Operations (CONOPS) (Annex C, Section 1.2, PL-02-01), should be completed and submitted with the bid but, may be submitted afterwards at the request of the Contracting Authority, as per the process set out in Part 4, Evaluation Procedures and Basis of Selection, clause 1.2 Security and Privacy Evaluation.

ATTACHMENT 1 to PART 3 PRICING SCHEDULE

This attachment can be found after Annex E Task Authorization Form of Part 7, Resulting Contract Clauses.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

Refer to Attachment 1 to Part 4.

1.1.2 Point Rated Technical Criteria

Refer to Attachment 1 to Part 4. Point-rated technical criteria not addressed will be given a score of zero.

1.2 Security and Privacy Evaluation

1.2.1 The security related documents (completed Annex C, Security and Privacy Requirements, the Document Safeguarding Plan (Annex C, Section 2), the Security Plan (Annex C, Section 1.2, PL-022) and the security Concept of Operations (CONOPS) (Annex C, Section 1.2, PL-02-01)) may be provided in the bid or submitted afterwards. When not provided in the bid, the security related documents will be requested by the Contracting Authority from all Bidders complying with the requirements of the bid solicitation, meeting the mandatory evaluation criteria and meeting the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria as requested. The Contracting Authority will so inform the Bidder and provide the Bidder with a time frame of not less than a week within which to submit the documents. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive

1.2.2 The security related documents, referred to in article 1.2.1 above, may be provided in the bid. When this is the case, Bidder complying with the requirements of the bid solicitation, meeting the mandatory evaluation criteria and meeting the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria, will be requested by the Contracting Authority to confirm that the documents are still valid. The Bidder will be provided with a time frame of not less than a week within which to provide confirmation or to submit new documents. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

1.2.3 Bids and security related documents (completed Annex C, Security and Privacy Requirements, the Document Safeguarding Plan (Annex C, Section 2), the Security Plan (Annex C, Section 1.2, PL-022) and the security Concept of Operations (CONOPS) (Annex C, Section 1.2, PL-02-01)) will be assessed in accordance with the security and privacy requirements of the bid solicitation.

1.3 Financial Evaluation

1.3.1 The volumetric data included in the pricing schedule detailed in Attachment 1 to Part 3 are provided for bid evaluated price determination purposes only. They are not to be considered as a contract guarantee.

1.3.2 For bid evaluation and contractor(s) selection purposes only, the evaluated price of a bid will be

determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

2. *Basis of Selection*

2.1 Basis of Selection - Lowest Evaluated Price Per Point

1. To be declared responsive, a bid must:
 - (a) comply with all the requirements of the bid solicitation;
 - (b) meet all the mandatory evaluation criteria;
 - (c) obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria; and:
 - (d) comply with the security and privacy requirements of the bid solicitation.
2. Bids not meeting (a) or (b) or (c) or (d) will be declared non-responsive. Neither the responsive bid obtaining the highest number of points nor the one with the lowest evaluated price will necessarily be accepted.
3. The evaluated price per point of a responsive bid will be determined by dividing its evaluated price by the overall score it obtained for all the point rated technical criteria detailed in Attachment 1 to Part 4.
4. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract. In the event two or more responsive bids have the same lowest evaluated price per point, the responsive bid that obtained the highest overall score for all the point rated technical criteria detailed in Attachment 1 to Part 4 will be recommended for award of a contract.

ATTACHMENT 1 to PART 4 TECHNICAL CRITERIA

This attachment can be found after Part 7, Resulting Contract Clauses, Annex E Task Authorization Form.

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and documentation to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default, if any certification made by the Bidder is found to be untrue whether during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with this request will also render the bid non-responsive or will constitute a default under the Contract.

1. Certifications Precedent to Contract Award

1.1 Code of Conduct and Certifications - Related Documentation

By submitting a bid, the Bidder certifies that the Bidder and its affiliates are in compliance with the provisions as stated in Section 01 Code of Conduct and Certifications - Bid of Standard Instructions 2003. The related documentation therein required will assist Canada in confirming that the certifications are true.

1.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list (http://publiservice.gc.ca/services/fcp-pcf/index_f.htm) available from Human Resources and Skills Development Canada (HRSDC) - Labour's website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" , list during the period of the Contract.

Before contract award, the Bidder must provide the Contracting Authority with the certification relative to the Federal Contractors Program for employment equity included in Attachment 1 to Part 5, Certifications Precedent to Contract Award, completed in accordance with the instructions provided.

1.3 Attachment 1 to Part 5, Certifications Precedent to Contract Award

The certifications included in Attachment 1 to Part 5, Certifications Precedent to Contract Award, should be completed and submitted with the bid, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

ATTACHMENT 1 to PART 5 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD

1. Federal Contractors Program For Employment Equity - Certification

Insert the date: Date: _____ (YYYY/MM/DD) If left blank, the date will be deemed to be the bid solicitation closing date.

The Bidder must complete A and B.

A. The Bidder must include in the certification one of the following statements:

A1. The Bidder is not a Joint Venture.

or

A2. The Bidder is a Joint venture.

B. The Bidder must include in the certification: "I, the Bidder, submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated above. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with such request by Canada will also render the bid non-responsive or will constitute a default under the Contract."

For A1, the Bidder must include in the certification: " The Bidder:" followed by the applicable statement among the statements B.1 to B.5 appearing below.

For A2: the Bidder must include in the certification for each member of the Joint Venture: 1) " I, [insert the name of the member of the Joint Venture], member of the Joint Venture: " followed by the applicable statement among the statements B.1 to B.5 appearing below.

Choose only one of the following statements:

B1. certifies having no work force in Canada.

B2. certifies being a public sector employer.

B3. certifies being a federally regulated employer being subject to the Employment Equity Act.

B4. certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).

B5. certifies having a combined workforce in Canada of 100 or more employees; and

B5.1. certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with HRSDC-Labour.

or

B5.2. certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to HRSDC-Labour. As this is a condition precedent to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to HRSDC-Labour.

For further information on the Federal Contractors Program for Employment Equity visit HRSDC-Labour's

website.

2 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability.

3 Education and Experience

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

1. Security and Privacy Requirements

- (a) Before award of a Contract, the following conditions must be met:

For Canadian Suppliers:

- (i) The Bidders must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses, 3(A) Security Requirement for Canadian Suppliers, Clause 1.
- (ii) The Bidders must provide the names of all individuals who will require access to PROTECTED information, assets or sensitive work site(s) and must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses, 3(A) Security Requirement for Canadian Suppliers, clause 2.

For Foreign Suppliers:

- (i) The Bidders must provide proof that they are incorporated or authorized to do business in their jurisdiction as indicated in Part 7 - Resulting Contract Clauses, 3(B) Security Requirement for International Suppliers.
- (ii) The Bidders must be registered with the appropriate government administered supervisory authority responsible for Personal Information in the country (ies) in which it is incorporated or authorized to do business as indicated in Part 7 - Resulting Contract Clauses, 3(B) Security Requirement for International Suppliers, clause 1.
- (iii) The Bidders must provide the names of all individuals who will require access to Personal Information, assets or sensitive work site(s) and must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses, 3(B) Security Requirement for International Suppliers, clause 3 and Annex C - Security and Privacy Requirements - Personnel Security (PS-03).

For Canadian and Foreign Suppliers:

- (i) The Bidders must provide:
 - a completed Annex C - Security and Privacy Requirements, including Sections 1 and 2 by: (1) indicating (by use of a checkmark next to the corresponding requirement in the validation column) each requirement it satisfies; and (2) providing evidence (e.g. refer to comparable internal/corporate/industry standard/policies) to support each satisfied requirement or a compensating safeguard (e.g. refer to comparable internal/corporate/industry safeguards) to support each unsatisfied requirement;
 - a Document Safeguarding Plan (Annex C, Section 2);
 - a Security Plan (Annex C, Section 1.2, PL-02); and,
 - a security Concept of Operations (CONOPS) (Annex C, Section 1.2, PL-02-01)to demonstrate how it will meet the privacy and security requirements of the solicitation.
- (b) The Bid must clearly indicate the Work which the Bidder plans to subcontract. All subcontracting arrangements which provide the subcontractor with access to any Personal Information are subject to approval by Canada. The description of subcontracting arrangements should demonstrate how the Bidder will ensure that all requirements, terms, conditions, and clauses of the Contract are met.

- (c) (i) The Bidder's proposed location of work performance and document safeguarding must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses.

(ii) The Bidder must provide the address(es) of proposed location(s) of work performance and document safeguarding.
- (d) Bidders are reminded to obtain the required security clearance promptly as the Work must not be started without the requisite security clearances. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
- (e) For additional information on security requirements, Bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions to Bidders" document (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) on the Departmental Standard Procurement Documents Website.
- (f) In the case of a joint venture Bidder, each member of the joint venture must meet the security and privacy requirements.
- (g) The Bidder must locate the database(s) containing Personal Information in Canada, the United States (US), the European Union (EU) or in the following additional countries with which Canada has a Bilateral and Multinational Memorandum of Understanding and Industrial Security Arrangement: Australia, Israel, New Zealand, Norway, and Switzerland.

Canada has the right to reject any request to electronically access, process, produce, transmit or store Personal Information related to the Work in any other country if there is any reason to be concerned about the security, privacy, or integrity of the information.

2. Financial Capability

SACC Manual clause A9033T(2012-07-16), Financial Capability

PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

1. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work in Annex A.

Destination of Services

Public Works and Government Services Canada
11 Laurier Street, Phase III
Place du Portage
Gatineau, Quebec K1A 0S5

1.1 Optional Goods or Services, or both

The Contractor grants to Canada the irrevocable option to acquire the goods, services or both described at Annex A of the Contract under the same conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment.

The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

1.2 Task Authorization

1.2.1 Work described at Annex A, Statement of Work, Appendix 12, Receiver General Buy Button, sections 2.4.3 Change Management Process, 2.4.6 Training, 3.1 Ease of Transition and section 3.2 RGBB Project Management Approach and Attachment 2, Implementation Project Milestones will be performed under the Contract on an “as and when requested basis”.

1.2.2 With respect to the Work mentioned under paragraph 1.2.1 of this clause,

1.2.2a) an obligation will come into force only when the Contractor receives a Task Authorization (TA), inclusive of any revisions, authorized and issued in accordance with this clause, and only to the extent designated in the authorized TA;

1.2.2b) the TA Authority and limit will be determined in accordance with paragraph 1.2.3 of this clause;

1.2.2c) the Contractor must not commence work until a TA, inclusive of any revisions, has been authorized and issued in accordance with the Contract. The Contractor acknowledges that work performed before a TA, inclusive of any revisions, has been authorized and issued in accordance with the Contract will be done at the Contractor’s own risk and expense;

1.2.2d) the task description, inclusive of any revisions, included in an authorized TA must fall within the scope of the Statement of Work, in Annex A; and

1.2.2e) the TA, inclusive of any revisions, will be authorized under the Contract through the use of Annex E, Task Authorization Form. An authorized TA is a completed Annex E signed by the TA Authority.

1.2.3 TA Authority and Limit

1.2.3.1 The Project Authority may authorize individual TAs, inclusive of any revisions, the sole applicable

basis of payment of which is Limitation of Expenditure up to a limit of \$100,000.00, Applicable Taxes extra. Any TA the total value of which would exceed that limit or any revision to a previously authorized TA that would increase the TA total value above that limit, or any revisions to any previously authorized TA the applicable basis of payment of which is firm lot price or ceiling price must be authorized by the Contracting Authority before issuance to the Contractor.

1.2.3.2 The authority specified under paragraph 1.2.3.1 of this clause is granted subject to the sum specified in the Contract under clause 6.2.1 "Limitation of Expenditure - Portion of the Work - Cumulative Total of all Authorized TAs excluding Authorized TAs for Work described in Attachment 2, Implementation Project Milestones of the Appendix 12, RGBB Receiver General Buy Button, of the Statement of Work in Annex A" and the Ceiling Price specified in the Contract under clause 6.1.3 "Ceiling Price", not being exceeded.

1.2.4 TA Process

1.2.4.1 For each task or revision of a previously authorized task, the Project Authority will provide the Contractor with a request to perform a task prepared using Annex E, Task Authorization Form, containing as a minimum:

1. the task or revised task description of the Work required, including:
 - i. the details of the activities or revised activities to be performed;
 - ii. a description of the deliverables or revised deliverables to be submitted; and
 - iii. a schedule or revised schedule indicating completion dates for the major activities or submission dates for the deliverables, or both, as applicable;
2. the Contract security requirements applicable to the task or revised task;
3. the Contract basis (bases) of payment applicable to the task or revised task; and
4. the Contract method(s) of payment applicable to the task or revised task and, as applicable, the associated schedule of milestones.

1.2.4.2 Within 5 calendar days of its receipt of the request, the Contractor must provide the Project Authority with a signed and dated response prepared and submitted using the TA form received from the Project Authority, containing as a minimum:

1. the total estimated cost proposed for performing the task or, as applicable, revised task;
2. a breakdown of that cost in accordance with Annex B.
3. and; for each resource proposed by the Contractor for the performance of the Work required:
 - a. the name of the proposed resource;
 - b. the resume of the proposed resource; and
 - c. a demonstration that the proposed resource meets :
 - i. the Contract security requirements (1.2.4.1.2 above);
 - ii. the qualifications described at Annex A, Statement of Work.

1.2.4.3 TA Authorization

1.2.4.3.1 The TA Authority will authorize the TA based on:

1. the request submitted to the Contractor pursuant to paragraph 1.2.4.1 above;
2. the Contractor's response received, submitted pursuant to paragraph 1.2.4.2 above; and
3. the agreed total estimated cost for performing the task or, as applicable, revised task.

1.2.4.3.2 The TA Authority will authorize the TA provided each resource proposed by the Contractor for the performance of the Work required meets all the requirements specified under paragraph 1.2.4.2.3 above.

1.2.4.4 The authorized TA will be issued to the Contractor by email (as an email attachment in PDF format).

1.2.5 Periodic Usage Reports - Contracts with TAs

1.2.5.1 The Contractor must compile and maintain detailed and current data on its performance of Work required and requested under TAs (inclusive of any revisions) authorized and issued under the Contract.

1.2.5.2 No later than 15 calendar days after the end of each of the reporting periods below, the Contractor must submit to the Contracting Authority and Project Authority a periodic usage report containing, in an electronic spreadsheet (such as MSOffice Excel), the data elements specified in paragraphs 1.2.5.3 and 1.2.5.4 below in the order they are presented. Where at the end of a reporting period, no changes are required to be made to the data contained in the periodic usage report submitted for the previous period, the Contractor must submit a "NIL" report to the Contracting Authority and Project Authority.

The reporting periods are defined as follows:

1st quarter: April 1 to June 30;
2nd quarter: July 1 to September 30;
3rd quarter: October 1 to December 31; and
4th quarter: January 1 to March 31.

1.2.5.3 For each TA authorized and issued under the Contract, the data must contain the following data elements in the order presented:

- the TA number appearing on the TA form;
- the date the task was authorized appearing on the TA form;
- the total estimated cost of the task (Applicable Taxes extra) before any revisions appearing on the TA form;
- the following information appearing on the TA form must be included for each authorized revision, starting with revision 1, than 2, etc:
 - the TA revision number;
 - the date the revision to the task was authorized;
 - the authorized increase or decrease (Applicable Taxes extra);
 - the total estimated cost of the task (Applicable Taxes extra) after authorization of the revision;
- the total cost incurred for the task (as last revised, as applicable), Applicable Taxes extra;
- the total cost incurred and invoiced for the task (as last revised,as applicable), Applicable Taxes extra;
- the Applicable Taxes total amount invoiced;
- the total amount paid, Applicable Taxes included;
- the start and completion date of the task (as last revised, as applicable); and
- the active status (i.e., the percentage of the work completed) of the task (as last revised, as applicable) with an explanation (as applicable).

1.2.5.4 For all TAs authorized and issued under the Contract, the data must contain the following data elements in the order presented:

- the sum (Applicable Taxes extra) specified in clause 6.2.1 "Limitation of Expenditure - Portion of the Work - Cumulative Total of all Authorized TAs excluding Authorized TAs for Work described in

Attachment 2, Implementation Project Milestones of the Appendix 12, RGBB Receiver General Buy Button, of the Statement of Work in Annex A” of the Contract (as last amended);

- the total cost incurred for all tasks authorized under clause 6.2.1 of the Contract inclusive of any revisions, Applicable Taxes extra;
- the total cost incurred and invoiced for all tasks authorized under clause 6.2.1 of the Contract inclusive of any revisions, Applicable Taxes extra;
- the Applicable Taxes total amount invoiced for all tasks authorized under clause 6.2.1 of the Contract inclusive of any revisions; and
- the total amount paid for all tasks authorized under clause 6.2.1 of the Contract inclusive of any revisions, Applicable Taxes extra.
- the ceiling price (Applicable Taxes extra) specified in clause 6.1.3 “Ceiling Price” of the Contract (as last amended);
- the total cost incurred for all tasks authorized under clause 6.1.3 of the Contract inclusive of any revisions, Applicable Taxes extra;
- the total cost incurred and invoiced for all tasks authorized under clause 6.1.3 inclusive of any revisions, Applicable Taxes extra;
- the Applicable Taxes total amount invoiced for all tasks authorized under clause 6.1.3 inclusive of any revisions; and
- the total amount paid for all tasks authorized under clause 6.1.3 inclusive of any revisions, Applicable Taxes extra.

2. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

2.1 General Conditions

2035 (2013-06-27), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

The work must be exclusively performed by the Contractor or by the Subcontractors.

SACC 2035 06 Subcontracts, (2013-06-27) General Conditions - Higher Complexity - Services is amended to include the following:

2(d) Notwithstanding subsection (b) above, the Contractor must not subcontract, including with a parent, subsidiary or affiliate any function that involves providing a subcontractor with management of, control over, or access to, any Personal Information (as defined in the Contract) including the storage of Personal Information or the operation or maintenance of any system or facility, unless the Contracting Authority (in collaboration with the Canadian DSA) first consents in writing.

SACC 2035 06 Subcontracts, (2013-06-27) General Conditions - Higher Complexity - Services, is amended to include the following:

Without limiting the generality of the foregoing, the Contractor must ensure that any subcontractor is bound by and complies with, any requirements relating to privacy, security and Personal Information.

SACC 2035 20 Copyright, (2013-06-27) General Conditions - Higher Complexity - Services, is deleted.

2.2 Supplemental General Conditions

The following supplemental general conditions apply to and form part of the Contract.

4001 (2013-01-28), Hardware Purchase, Lease and Maintenance

4002 (2010-08-16), Software Development or Modification Services
4003 (2010-08-16), Licensed Software
4004 (2013-04-25), Maintenance and Support Services for Licensed Software
4006 (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground Information

2.3 Card Brands terms and conditions

Canada recognizes that the Contractor may be required to comply with processes, and terms and conditions imposed by Card Brands (including but not limited to Visa, Mastercard, American Express). Therefore, the Contractor may notify Canada, in writing, of any situations where the Contractor believes that Canada has processes in place that are not compatible with terms and conditions imposed on the Contractor by the Card Brands. Canada will consider whether it can make any changes to its own processes so they can be compatible with the processes, and terms and conditions imposed by Card Brands on the Contractor. If Canada decides not to make changes to its own processes, the parties will consider whether they are interested in terminating the contract by mutual consent.

3. Security and Privacy Requirements

3 (A) Security Requirements for Canadian Suppliers:

These security clauses apply to the Contractor and/or any and all subcontractors delivering the services (referred to in Annex C - Security and Privacy) and performing the Work listed and described in Annex A - SOW. These security requirements are in addition to those requirements already identified in Part 7 - Resulting Contract Clauses, section 3(C) Protection and Security of Data Stored in Databases, section 17 - Privacy and Personal Information, and Annex C - Security and Privacy Requirements. Should any changes occur during the performance of the Contract, or at the request of the Contracting Authority, the Contractor must provide an updated completed Annex C, Security and Privacy Requirements, Document Safeguarding Plan (Annex C, Section 2), Security Plan (Annex C, Section 1.2, PL-022) and Security Concept of Operations (CONOPS) (Annex C, Section 1.2, PL-02-01).

1. The Contractor and/or any and all subcontractor(s) must, at all times during the performance of the Contract and/or subcontract, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of PROTECTED A, issued by the Canadian Industrial Security Directorate, Public Works and Government Services Canada (CISD/PWGSC).
2. The personnel of the Contractor and/or any and all the personnel of the subcontractors requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS granted or approved by CISD/PWGSC.
3. The Contractor and/or any and all subcontractors MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted, these tasks may be performed at the level of PROTECTED A including an IT Link at the level of PROTECTED A.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor and/or any and all subcontractors must comply with the provisions of the:
 - (a) Security Requirements Check List, attached at Annex D;
 - (b) Industrial Security Manual - Latest Edition (see <http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/msi-ism-eng.html>).
6. The Contractor and/or any and all subcontractors MUST, at all times, comply with the Payment Card Industry (PCI) Data Security Standards (DSS), and upon request, provide a statement verifying that its services are in compliance with PCI DSS.

7. The Contractor and/or any and all subcontractors must NOT share or disclose PROTECTED information or data with any entity in Canada that does not conform with applicable privacy legislation (provincial or federal as the case may be) and industry standards (i.e. PCI Data Security Standards (DSS)) respecting the protection of information and data.
8. The Contractor and/or any and all subcontractors must NOT share or disclose PROTECTED information or data with an entity outside of Canada that does not conform with the applicable privacy legislation of the country in which it is domiciled and industry standards (i.e. PCI Data Security Standards (DSS)) respecting the protection of information and data.
9. Canada has the right to reject any request to electronically access, process, produce, transmit or store Personal Information related to the Work in any other country if there is any reason to be concerned about the security, privacy, or integrity of the information.
10. Any and/or all foreign subcontractors must immediately report to its respective national DPA and the Contracting Authority (in collaboration with the Canadian DSA) all cases in which it is known or there is reason to suspect that any Personal Information provided or generated pursuant to this Contract and/or subcontract have been lost, or in contravention of these security requirements, used or disclosed.
11. Any and/or all foreign subcontractors must contact their national DPA for further information regarding the safeguarding, management, cross-border transfer and protection of personal data.
12. Any and/or all foreign subcontractors must ensure that the appropriate security clauses, as determined by the Canadian DSA, are inserted in all subcontracts that involve access to Personal Information provided to or generated under this Contract and/or subcontract and must ensure that the conditions placed on a subcontractor are no less favourable to Canada than the conditions set out in these security requirements.
13. Any/and or all foreign subcontractors visiting Canadian Government or industrial sites must submit a Request for Visit (RFV) form to the Canadian DSA, through their respective CSO. Further information on the responsibilities of a CSO and instructions on completing the form can be found at: <http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch1/intro-eng.html#ch1-104>.
14. Upon first time visit to Canadian Government or industrial sites, any and/or all foreign subcontractors must bring proof of a police record check (criminal record check) or recognized equivalent to be provided at time of visit.

3 (B) Security Requirements for Foreign Suppliers:

The Canadian Designated Security Authority (Canadian DSA) for industrial matters in Canada is the Industrial Security Sector (ISS), Public Works and Government Services Canada (PWGSC), administered by International Industrial Security Directorate (IISD), PWGSC. The Canadian DSA is the authority for confirming Contractor and/or subcontractor compliance with the security requirements for foreign suppliers. The following security clauses apply to the Contractor and/or any and all subcontractors incorporated or authorized to do business in a jurisdiction other than Canada and performing outside Canada the Work listed and described in Annex A - SOW of the contract. These security requirements are in addition to those requirements already identified in Part 7 - Resulting Contract Clauses, section 3(C) Protection and Security of Data Stored in Databases, section 17 - Privacy and Personal Information, and Annex C - Security and Privacy Requirements. Should any changes occur during the performance of the Contract, or at the request of the Contracting Authority, the Contractor must provide an updated completed Annex C, Security and Privacy Requirements, Document Safeguarding Plan (Annex C, Section 2), Security Plan (Annex C, Section 1.2, PL-02) and Security Concept of Operations (CONOPS) (Annex C, Section 1.2, PL-02-01). Notwithstanding the provisions of SACC 2035 (06), in the event the Contractor seeks to subcontract respecting the Work, such subcontracts are not to be awarded or used

without the prior written consent of the Canadian DSA and must meet the following terms.

1. The Contractor and/or any and all subcontractors must at all times during the performance of the Contract be registered with the appropriate government administered supervisory authority responsible for Personal Information in the country(ies) in which it is incorporated or authorized to do business. If the Contractor and/or any and all subcontractors is incorporated or operating and authorized to do business in the United States of America, it must be registered in the Safe Harbour Program.
2. The Contractor and/or any and all subcontractors must provide proof of its registration with the applicable supervisory authority to the Contracting Authority and identify the relevant national Privacy Authority. For European Contractors, this will be the national Data Protection Authority (DPA);
3. The Contractor and/or any and all subcontractors must comply with the provisions of the Security Requirements Check List, attached at Annex D.
4. Any and/or all Canadian subcontractors must at all times during the performance of the Contract and/or subcontract, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of PROTECTED A, issued by CISD/PWGSC.
5. Any and/or all Canadian subcontractor personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS granted or approved by CISD/PWGSC.
6. Any and/or all Canadian subcontractors MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED A including an IT Link at the level of PROTECTED A.
7. The Contractor and/or any and all subcontractors must at all times protect the privacy of any Personal Information, as defined in Part 7 - Resulting Contract Clauses, section 17 - Privacy and Personal Information, and as understood in Canadian Law, specifically the Privacy Act (1985) and the Personal Information Protection and Electronic Documents Act (2000) and must, at a minimum, restrict access to the Personal Information to Contractor personnel who:
 - (a) have successfully passed a criminal records check during the employment screening process with that organization; and
 - (b) have a demonstrated "need-to-know" and require access to the Personal Information to perform the Contract.
8. The Contractor and/or any and all subcontractors acknowledges and agrees that its obligations to safeguard, manage, and protect all Personal Information under the Contract are in addition to any obligations it has under national privacy legislation of the country(ies) in which it is incorporated or operates.
9. All Personal Information, provided to the Contractor and/or any and all subcontractors or produced by the Contractor and/or any and all subcontractors, must:
 - (a) not be disclosed to another government, person or firm, or representative thereof not directly related to the performance of the Contract, without the prior written consent of the Government of Canada. Such consent must be sought from its national DPA and the Contracting Authority (in collaboration with the Canadian DSA).
 - (b) not be used for any purpose other than for the performance of the Contract without the prior written approval of the Government of Canada. This approval must be obtained by contacting its national DPA and the Contracting Authority (in collaboration with the

Canadian DSA).

10. The Contractor and/or any and all subcontractors must immediately report to its respective national DPA and the Contracting Authority (in collaboration with the Canadian DSA) all cases in which it is known or there is reason to suspect that any Personal Information provided or generated pursuant to this Contract and/or subcontract have been lost, or in contravention of these security requirements, used or disclosed.
11. The Contractor and/or any and all subcontractors must contact their national DPA for further information regarding the safeguarding, management, cross-border transfer and protection of personal data.
12. The Contractor and/or any and all subcontractors must ensure that the appropriate security clauses, as determined by the Canadian DSA, are inserted in all subcontracts that involve access to Personal Information provided to or generated under this Contract and/or subcontract and must ensure that the conditions placed on a subcontractor are no less favourable to Canada than the conditions set out in these security requirements.
13. Canada has the right to reject any request to electronically access, process, produce, transmit or store Personal Information related to the Work in any other country if there is any reason to be concerned about the security, privacy, or integrity of the information.
14. The Contractor and/or any and all subcontractors visiting Canadian Government or industrial sites must submit a Request for Visit (RFV) form to the Canadian DSA, through their respective CSO. Further information on the responsibilities of a CSO and instructions on completing the form can be found at: <http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch1/intro-eng.html#ch1-104>.
15. Upon first time visit to Canadian Government or industrial sites, the Contractor and/or any and all subcontractors must bring proof of a police record check (criminal record check) or recognized equivalent to be provided at time of visit.

3 (C) Protection and Security of Data Stored in Databases for Canadian and Foreign Suppliers:

1. The Contractor and/or any and all subcontractors must ensure that all the databases used by organizations to provide the services described in Annex A - SOW containing any Personal Information, related to the Work, are located in Canada, the United States (US), the European Union (EU) or in the following additional countries with which Canada has a Bilateral and Multinational Memorandum of Understanding and Industrial Security Arrangement: Australia, Israel, New Zealand, Norway, and Switzerland.
2. The Contractor and/or any and all subcontractors must control access to all databases, referred to in subsection 1, on which any Personal Information related to the Work is stored so that only individuals with the appropriate security clearance are able to access the database, either by using a password or other form of access control.
3. The Contractor must ensure that all databases on which any data relating to the Contract is stored are physically and logically independent (meaning there is no direct or indirect connection of any kind) from all other databases, unless those databases are located in Canada (or in another country approved by the Contracting Authority ((in collaboration with the Canadian DSA) under subsection 1) and otherwise meet the requirements of this article.
4. The Contractor must ensure that all data relating to the Contract is processed only in Canada or in another country approved by the Contracting Authority (in collaboration with the Canadian DSA) under subsection 1.
5. Despite any section of the General Conditions relating to subcontracting, the Contractor and/or

any and all subcontractors must not subcontract (including to a parent, subsidiary or affiliate) any function, relating to the provision of services described in Annex A - SOW, that involves providing a subcontractor with access to any Personal Information related to the Work unless the Contracting Authority (in collaboration with the Canadian DSA) first consents in writing.

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is five (5) years commencing from date of Contract. The Contractor must not start providing the services until a written authorization is received from the Project Authority.

4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional one (1) year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

4.3 Option to Extend - Transition Period

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor agrees that Canada may, at its discretion, extend the Contract by a period of twelve (12) months under the same conditions to ensure the required transition. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

The Contracting Authority will advise the Contractor of the extension by sending a written notice to the Contractor at least thirty (30) calendar days before the contract expiry date. The extension will be evidenced for administrative purposes only, through a contract amendment.

4.4 Termination on Thirty Days Notice

1. Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.
2. In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Brigitte Loignon
Contracting Authority
Public Works and Government Services Canada
Acquisitions Branch

Professional Services Procurement Directorate
Place du Portage, Phase III, 10C1, 11 Laurier Street
Gatineau, Québec, K1A 0S5
Telephone: 819-956-1651
Facsimile: 819-956-2675
E-mail address: brigitte.loignon@tpsgc-pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

5.2 Project Authority

The Project Authority for the Contract is:

To be determined at Contract Award.

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

5.3 Contractor's Representative

To be determined at Contract Award.

Notice to the Bidder: If the selected Bidder provided (in accordance with the article 3 of Part 2) information on its status with respect to being a Former Public Servant in receipt of a Public Service Superannuation Act (PSSA) pension, the full text of SACC Manual clause A3025C (2013-03-21), Proactive Disclosure of Contracts with Former Public Servants, will form part of the Contract as article 6, and the articles below will be renumbered accordingly.

6. Payment

6.1 Basis of Payment

6.1.1 Firm Unit Price

For the Work described in the Statement of Work in Annex A, excluding sections 2.4.3 Change Management Process, 2.4.6 Training, 3.1 Ease of Transition, 3.2 RGBB Project Management Approach and Attachment 2, Implementation Project Milestones, of Appendix 12, Receiver General Buy Button, in consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid the firm all-inclusive unit prices as specified in Annex B, Basis of Payment. Customs duties are excluded and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

6.1.2 Authorized TA

(a) Firm Lot Price TA

When the applicable basis of payment specified in a TA authorized and issued under the Contract is firm

lot price, in consideration of the Contractor satisfactorily completing all of its obligations under the authorized TA, the Contractor will be paid the firm lot price stipulated in the authorized TA, as determined in accordance with the basis of payment cost elements in Annex B. Customs duties are excluded and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work specified in the authorized TA, unless they have been authorized, in writing, by the Contracting Authority before their incorporation into the Work specified in the authorized TA.

(b) TA subject to a Ceiling Price

When the basis of payment specified in a TA authorized and issued under the Contract is ceiling price, the Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in the authorized TA, as determined in accordance with the basis of payment cost elements, in Annex B, to the ceiling price specified in the authorized TA.

The ceiling price is subject to downward adjustment so as not to exceed the actual costs reasonably incurred in the performance of the Work and computed in accordance with the Basis of Payment in Annex B. Customs duties are excluded and Applicable Taxes extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

(c) TA subject to a Limitation of Expenditure

When the basis of payment specified in a TA authorized and issued under the Contract is limitation of expenditure, the Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in the authorized TA, as determined in accordance with the basis of payment cost elements, in Annex B, to the limitation of expenditure specified in the authorized TA.

Canada's total liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Customs duties are excluded and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized TA resulting from any design changes, modifications or interpretations of the Work specified in the authorized TA will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the TA Authority before their incorporation into the Work specified in the authorized TA. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written authorization of the TA Authority. The Contractor must notify the TA Authority in writing as to the adequacy of this sum:

- (a) when it is 75 percent committed, or
- (b) four (4) months before the final delivery date specified in the authorized TA, or
- (c) as soon as the Contractor considers that the authorized TA funds are inadequate for the completion of the Work specified in the authorized TA,

whichever comes first.

If the notification is for inadequate authorized TA funds, the Contractor must provide to the TA Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.1.3 Ceiling Price (Implementation Project Milestones)

For the Work described in Attachment 2, Implementation Project Milestones of the Appendix 12, RGBB Receiver General Buy Button, of the Statement of Work in Annex A:

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Annex B to a ceiling price of \$_____ (to be inserted at contract award). Customs duty are excluded and Applicable Taxes are extra.

The ceiling price is subject to downward adjustment so as not to exceed the actual costs reasonably incurred in the performance of the Work and computed in accordance with the Basis of Payment.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

6.1.4 Ceiling Price (Additional Services)

For the Work described in section 2.4, Additional Services, of the Statement of Work in Annex A:

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Annex B and to the ceiling price specified in section 7.0, Additional Services, of the Annex B. Customs duty are excluded and Applicable Taxes are extra.

The ceiling price is subject to downward adjustment so as not to exceed the actual costs reasonably incurred in the performance of the Work and computed in accordance with the Basis of Payment.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

6.2 Canada's Total Liability

6.2.1 Limitation of Expenditure - Portion of the Work - Cumulative Total of all Authorized TAs excluding Authorized TAs for Work described in Attachment 2, Implementation Project Milestones of the Appendix 12, RGBB Receiver General Buy Button, of the Statement of Work in Annex A.

1. With respect to the portion of the Work that is to be performed under the Contract on an "as and when requested basis", Canada's total liability to the Contractor under the Contract for all authorized TAs, excluding Authorized TAs for Work described in Attachment 2, Implementation Project Milestones of the Appendix 12, RGBB Receiver General Buy Button, of the Statement of Work in Annex A, inclusive of any revisions, must not exceed the sum of \$_____ (to be inserted at contract award) Customs duties are excluded and Applicable Taxes are extra.
2. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
3. The Contractor must notify the Contracting Authority, in writing, as to the adequacy of this sum:
 - (a) when it is 75 percent committed, or
 - (b) four (4) months before the Contract expiry date, or
 - (c) as soon as the Contractor considers that the sum is inadequate for the completion of the Work required and requested in all authorized TAs, excluding Authorized TAs for Work

described in Attachment 2, Implementation Project Milestones of the Appendix 12, RGBB Receiver General Buy Button, of the Statement of Work in Annex A, inclusive of any revisions, the applicable basis of payment of which is limitation of expenditure (contract clause 6.1.2 Authorized TA, (c) TA subject to a Limitation of Expenditure),

whichever comes first.

4. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.3 Method of Payment

6.3.1 Method of Payment - Monthly Payment

For the Work described in the Statement of Work in Annex A, excluding sections 2.4.3 Change Management Process, 2.4.6 Training, 3.1 Ease of Transition, 3.2 RGBB Project Management Approach and Attachment 2, Implementation Project Milestones, of Appendix 12, Receiver General Buy Button, Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.

6.3.2 Methods of Payment - Authorized TA

One, several or all of the following methods of payment will form part of the authorized TA:

6.3.2.1 For the Work specified in an authorized firm lot price TA

(a) Single Payment

Canada will pay the Contractor upon completion and delivery of the Work in accordance with the payment provisions of the Contract if:

- i. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- ii. all such documents have been verified by Canada;
- iii. the Work delivered has been accepted by Canada.

or

(b) Milestone Payments

Canada will make milestone payments in accordance with the Schedule of Milestones detailed in the Contract and the payment provisions of the Contract if:

- i. an accurate and complete claim for payment using PWGSC-TPSGC 1111, Claim for Progress Payment, and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- ii. all the certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives;
- iii. all work associated with the milestone and as applicable any deliverable required has been completed

and accepted by Canada.

6.3.2.2 For the Work specified in an authorized ceiling price TA:

(a) Single Payment

Canada will pay the Contractor upon completion and delivery of the Work in accordance with the payment provisions of the Contract if:

- i. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- ii. all such documents have been verified by Canada;
- iii. the Work delivered has been accepted by Canada.

or

(b) Monthly Payments

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- i. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- ii. all such documents have been verified by Canada;
- iii. the Work performed has been accepted by Canada.

6.3.2.3 For the Work specified in an authorized TA subject to a limitation of expenditure:

(a) Single Payment

Canada will pay the Contractor upon completion and delivery of the Work in accordance with the payment provisions of the Contract if:

- i. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- ii. all such documents have been verified by Canada;
- iii. the Work delivered has been accepted by Canada.

or

(b) Monthly Payments

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- i. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- ii. all such documents have been verified by Canada;
- iii. the Work performed has been accepted by Canada.

6.3.3 Methods of Payment - Suspense Account

Canada normally makes payment of invoice(s) by cheque. However, for this requirement only, Canada will allow the Contractor to open and operate a suspense account in the Contractor's name, with a Canadian financial institution that is a member of the Canadian Payment Association (CPA), if deemed necessary by the Contractor, to which the Contractor may debit the amount of charges invoiced to Canada. On approval of the monthly invoice(s), Canada would subsequently deposit the applicable dollar value for the invoice(s) submitted, less any agreed adjustments, to the suspense account. All aspects of the opening and operation of any suspense account will be the responsibility of the Contractor, including

any bank charges levied by the financial institution, such as overdraft and interest charges. It is understood that this suspense account must not be used for any other purpose than payments under this contract.

The Contractor will have to deliver to the financial institution such agreements as may be necessary to establish the suspense account and related banking facility and to provide such information, directions and instructions as may be necessary for the operation of the account and the facility.

The Receiver General will issue payments on a monthly basis equal to the invoice(s) submitted, less any agreed adjustments. For the transfer of funds, the Contractor will have to provide to the Project Authority the following information:

Name of financial institution : _____

Branch number: _____

Address: _____

Account number: _____

Canada will consider payment frequency changes, other than the 30 day payment period, when discounts are offered and it is more advantageous for the government.

6.4 SACC Manual Clauses

A9117C (2007-11-30), T1204 - Direct Request by Customer Department

C2000C (2007-11-30), Taxes - Foreign-based Contractor

C0305C (2008-05-12), Cost Submission

6.5 Discretionary Audit

C0705C (2010-01-11), Discretionary Audit

7. Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Invoices must show:

- (a) the date;
- (b) the name and address of the client department;
- (c) item/reference number, deliverable and/or description of work;
- (d) contract number and financial codes;
- (e) the amount invoiced (exclusive of Applicable Taxes);
- (f) Applicable Taxes must be specified on all invoices as a separate item. All items that are zero-rated, exempt or to which the Taxes does not apply, must be identified as such on all invoices.
- (g) Client Reference Number (CRN);
- (h) Procurement Business Number (PBN); and
- (i) the information requested in below.

Part A

- Contractor markup rate and fee for each card type (Annex B, section 1.0);
- If applicable, the annual adjustment for transaction volumes (Annex B, section 6.0);
- Interchange rates and fees (Annex B, section 2.1.1.1);
- Other rates and fees (Annex B, section 2.1.1.2);
- Debit pass-through rates and fees (Annex B, section 2.2);
- Chargebacks rates and fees (Annex B, section 2.1.2);
- Interest Fees (Annex B, section 4.0);
- Float Interest credit (in situations where the concentrator date did not equal the presentation date);
- RGBB Online Credit Card Transaction rates and fees (Annex B, section 5.2.1);

- RGBB Online Debit (Interac Online) Card Transaction rates and fees (Annex B, section 5.2.2);
- Total.

Part B

- RGBB Client Setup Fees per applicable RGBB merchant number (Annex B, section 5.2.3.1);
- RGBB Monthly Maintenance Fees per RGBB merchant number (Annex B, section 5.2.3.2);
- RGBB Client 3D Secure Fees per applicable RGBB merchant number (Annex B, section 5.2.3.3);
- If applicable, RGBB Client Flow-through Costs (Annex B, section 5.2.3.4);
- Equipment, Software, and Application Rental fees per equipment, software, or application type and per merchant number (Annex B, section 3.0). If required, a subtotal by departmental office and / or department doit also be made available.

The Contractor must submit a separate invoice for each TA authorized and issued under the Contract.

The Invoices must show:

- the information specified in Part A above;
- the TA number and the TA revision number, if applicable;
- the resource names and categories, all inclusive daily rates, level of effort;
- the total amount invoiced (exclusive of Applicable Taxes) and the Applicable Taxes cumulative amount shown separately;
- the cumulative amount invoiced to date (exclusive of Applicable Taxes) with respect to clause 6.2.1 "Limitation of Expenditure - Portion of the Work - Cumulative Total of all Authorized Tas excluding Authorized Tas for Work described in Attachment 2, Implementation Project Milestones of the Appendix 12, RGBB Receiver General Buy Button, of the Statement of Work in Annex A" of the Contract and the Applicable Taxes cumulative amount shown separately;
- the cumulative amount invoiced to date (exclusive of Applicable Taxes) with respect to clause 6.1.3 "Ceiling Price" of the Contract and the Applicable Taxes cumulative amount show separately.

Each invoice must be supported by:

- a.a copy of time sheets to support the time claimed;
- b.a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses, as applicable;
- c.a copy of the monthly progress report.

2. Invoices must be distributed as follows:

a. The original and one (1) paper copy and one (1) electronic copy in MS Excel format, must be forwarded to the following address for certification and payment.

Public Works and Government Services Canada
11 Laurier Street, Phase III
Place du Portage
Gatineau, Quebec K1A 0S5

b. One (1) paper copy and one (1) electronic copy in MS Excel format, must be forwarded to the Project Authority and to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

7.1 Invoicing Instructions - Milestone Payment Claim

1. In the case of a milestone payment, the Contractor must submit a claim for payment using form [PWGSC-TPSGC 1111](#), Claim for progress payment. Each claim must show:

- a. all information required on form PWGSC-TPSGC 1111;
- b. all applicable information detailed under the section entitled "Invoice Submission" of the general conditions;
- c. a list of all expenses;

- d. expenditures profit or fee;
- e. the description and value of the milestone claimed as detailed in the Contract .

Each claim must be supported by:

- i. a copy of time sheets to support the time claimed;
- ii. a copy of the invoices, receipts, vouchers for all direct expenses, travel and living expenses;
- iii. a copy of the monthly progress report.

2. Applicable Taxes must be calculated on the total amount of the claim before the holdback is applied. At the time the holdback is claimed, there will be no Applicable Taxes payable as it was claimed and payable under the previous claims for progress payments.

3. The Contractor must prepare and certify one original and two (2) copies of the claim on form PWGSC-TPSGC 1111, and forward it to the Project Authority identified under the section entitled "Authorities" of the Contract for appropriate certification after inspection and acceptance of the Work takes place.

The Project Authority will then forward the original and two (2) copies of the claim to the Contracting Authority for certification and onward submission to the Payment Office for the remaining certification and payment action.

4. The Contractor must not submit claims until all work identified in the claim is completed.

8. Certifications

8.1 Compliance

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

8.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and HRSDC-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by HRSDC will constitute the Contractor in default as per the terms of the Contract.

9. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in ____ (to be included).

10. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the supplemental general conditions 4001 (2013-01-28), Hardware Purchase, Lease and Maintenance;
- (c) the supplemental general conditions 4002 (2010-08-16), Software Development or Modification

Services;

- (d) the supplemental general conditions 4003 (2010-08-16), Licensed Software;
- (e) the supplemental general conditions 4004 (2013-04-25), Maintenance and Support Services for Licensed Software;
- (f) the supplemental general conditions 4006 (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground Information;
- (g) the general conditions 2035 (2013-06-27), General Conditions - Higher Complexity - Services, as amended;
- (h) Annex A, Statement of Work;
- (i) Annex B, Basis of Payment;
- (j) Annex C, Security and Privacy Requirements;
- (k) Annex D, Security Requirements Check List;
- (l) the signed Task Authorizations (including all of its annexes, if any); and
- (m) the Contractor's bid dated _____, as clarified on _____ and, as amended on _____.

11. Foreign Nationals

- 11.1** SACC Manual clause A2001C (2006-06-16), Foreign Nationals (Foreign Contractor)
- 11.2** SACC Manual clause A2000C (2006-06-16), Foreign Nationals (Canadian Contractor)

12. Insurance Requirements

SACC Manual clause G1005C (2008-05-12), Insurance

13. Government Site Regulations

A9068C (2010-01-11), Government Site Regulations

14. Privacy and Personal Information

14.1 Interpretation

- 1. In the Contract, unless the context otherwise requires,

"General Conditions" means the general conditions that form part of the Contract

"Personal Information" means information about an individual, including the types of information specifically described in section 3 of the Privacy Act, R.S. 1985, c. P-21;

"Record" means any hard copy document or any data in a machine-readable format containing Personal Information;

- 2. Words and expressions defined in the General Conditions and used in this Article have the meanings given to them in the General Conditions.

- 3. If there is any inconsistency between the General Conditions and these privacy articles, the applicable provision of these privacy articles will prevail.

14.2 Ownership of Personal Information and Records

To perform the Work, the Contractor will be provided with and/or will be collecting Personal Information from third parties. The Contractor acknowledges that it has no rights in the Personal Information or the Records. On request, the Contractor must make all the Personal Information and Records available to Canada immediately in a format acceptable to Canada.

14.3 Use of Personal Information

The Contractor agrees to create, collect, receive, manage, access, use, retain, disclose and dispose of

the Personal Information and the records only to perform the Work in accordance with the Contract and must do so in accordance with this Contract, including Annex C.

14.4 Collection of Personal Information

1. The Contractor is only authorized to collect Personal Information listed in the Security Requirements Checklist (SRCL), Attachment 1. In the event the Contractor is required to collect additional Personal Information to perform the Work under the Contract, the Contractor must seek and receive written approval from the Project Authority before collecting additional elements of Personal Information.
2. If the Contractor must collect Personal Information from a third party to perform the Work, the Contractor must only collect Personal Information that is required to perform the Work. The Contractor must collect the Personal Information from the individual to whom it relates and the Contractor must inform that individual (at or before the time when it collects the Personal Information) of the following:
 - (a) that the Personal Information is being collected on behalf of, and will be provided to, Canada;
 - (b) the ways the Personal Information will be used;
 - (c) that the disclosure of the Personal Information is voluntary or, if there is a legal requirement to disclose the Personal Information, the basis of that legal requirement;
 - (d) the consequences, if any, of refusing to provide the information;
 - (e) that the individual has a right to access and correct his or her own Personal Information; and
 - (f) that the Personal Information will form part of a specific personal information bank (within the meaning of the Privacy Act), and also provide the individual with information about which government institution controls that personal information bank, if the Contracting Authority has provided this information to the Contractor.
3. The Contractor, its subcontractors, and their respective employees must identify themselves to the individuals from whom they are collecting Personal Information and must provide those individuals with a way to verify that they are authorized to collect the Personal Information under a Contract with Canada.
4. If requested by the Contracting Authority, the Contractor must develop a request for consent form to be used when collecting Personal Information, or a script for collecting the Personal Information by telephone. The Contractor must not begin using a form or script unless the Contracting Authority first approves it in writing. The Contractor must also obtain the Contracting Authority's approval before making any changes to a form or script.
5. At the time it requests Personal Information from any individual, if the Contractor doubts that the individual has the capacity to provide consent to the disclosure and use of his or her Personal Information, the Contractor must ask the Contracting Authority for instructions.

14.5 Maintaining the Accuracy, Privacy and Integrity of Personal Information

The Contractor must ensure that the Personal Information is as accurate, complete, and up to date as possible. The Contractor must protect the privacy of the Personal Information. To do so at a minimum, the Contractor must:

- (a) not use any personal identifiers (e.g., social insurance number, passport number, unique client identifiers) to link multiple databases containing Personal Information;
- (b) segregate all Records from the Contractor's own information and Records;
- (c) restrict access to the Personal Information and the Records to people who require access to perform the Work (for example, by using passwords or biometric access controls);
- (d) provide training to anyone to whom the Contractor will provide access to the Personal Information regarding the obligation to keep it confidential and use it only to perform the Work. The Contractor must provide this training before giving an individual access to any Personal Information and the Contractor

- must keep a record of the training and make it available to the Contracting Authority if requested;
- (e) if requested by the Contracting Authority, before providing anyone with access to the Personal Information, require anyone to whom the Contractor provides access to the Personal Information to acknowledge in writing (in a form approved by the Contracting Authority) their responsibilities to maintain the privacy of the Personal Information;
 - (f) keep a record of all requests made by an individual to review his or her Personal Information, and any requests to correct errors or omissions in the Personal Information (whether those requests are made directly by an individual or by Canada on behalf of an individual);
 - (g) include a notation on any Record(s) that an individual has requested be corrected if the Contractor has decided not to make the correction for any reason. Whenever this occurs, the Contractor must immediately advise the Contracting Authority of the details of the requested correction and the reasons for the Contractor's decision not to make it. If directed by the Contracting Authority to make the correction, the Contractor must do so;
 - (h) keep a record of the date and source of the last update to each Record;
 - (i) maintain an audit log that electronically records all instances of and attempts to access Records stored electronically. The audit log must be in a format that can be reviewed by the Contractor and Canada at any time; and
 - (j) secure and control access to any Personal Information.

14.6 Safeguarding Personal Information

The Contractor must safeguard the Personal Information at all times by taking all measures reasonably necessary to secure it and protect its integrity and confidentiality. In doing so, the Contractor must implement administrative, physical and technical security and safeguarding measures and solutions to preserve the confidentiality, security and integrity of premises, Personal Information and systems. These measures and solutions must satisfy all requirements described in the Contract, including Annex C and the Statement of Work including compliance with principles of privacy laws referred to herein and any relevant Government of Canada directives, standards, guidelines, protocols and policies. These measures and solutions must also comply with industry standards or best practices whichever offers greater protection. Canada reserves the right to request implementation of additional reasonable measures and solutions from time to time. To do so, at a minimum, the Contractor must:

- (a) store the Personal Information electronically so that a password (or a similar access control mechanism) is required to access the system or database in which the Personal Information is stored;
- (b) ensure that passwords or other access controls are provided only to individuals who require access to the Personal Information to perform the Work;
- (c) not outsource the electronic storage of Personal Information to a third party (including an affiliate) unless the Contracting Authority has first consented in writing;
- (d) safeguard any database or computer system on which the Personal Information is stored from external access in order to protect highly secure or sensitive information;
- (e) maintain a secure back-up copy of all Records, updated at least weekly;
- (f) implement any reasonable security or protection measures requested by Canada from time to time; and
- (g) notify the Contracting Authority immediately of any suspected or confirmed security breaches; for example, including but not limited to: unauthorized access, use, disclosure of Personal Information; or an incident that may jeopardize the security or integrity of Records; or the systems or facilities where Personal Information is held. In the event of any security breach, the Contractor and/or any and all subcontractors shall immediately take all reasonable steps to limit or contain scope of the breach, resolve the problem and prevent its recurrence. Canada may direct the Contractor to take specified steps to resolve and prevent a recurrence, and in addition may rely upon the provisions of this Contract relating to suspension or termination for default.

14.7 Appointment of Privacy Officer

The Contractor must appoint someone to be its privacy officer and to act as its representative for all matters related to the Personal Information and the Records. The Contractor must provide that person's name to the Contracting Authority within ten (10) working days of the award of the Contract.

14.8 Quarterly Reporting Obligations

Within thirty (30) calendar days of the end of each quarter (January-March; April-June; July-September; October-December), the Contractor must submit the following to the Contracting Authority:

- (a) a description of any new measures taken by the Contractor to protect the Personal Information (for example, new software or access controls being used by the Contractor);
- (b) a list of any corrections made to Personal Information at the request of an individual (including the name of the individual, the date of the request, and the correction made);
- (c) details of any complaints received from individuals about the way in which their Personal Information is being collected or handled by the Contractor; and
- (d) a complete copy (in an electronic format agreed to by the Contracting Authority and the Contractor) of all the Personal Information stored electronically by the Contractor.

14.9 Threat and Risk Assessment

Within ninety (90) calendar days of the award of the Contract and, if the Contract lasts longer than one year, within thirty (30) calendar days of each anniversary date of the Contract, the Contractor must submit to the Contracting Authority a threat and risk assessment, which must include:

- (a) a copy of the current version of any request for consent form or script being used by the Contractor to collect Personal Information;
- (b) a list of the types of Personal Information used by the Contractor in connection with the Work;
- (c) a list of all locations where hard copies of Personal Information are stored;
- (d) a list of all locations where Personal Information in machine-readable format is stored (for example, the location where any server housing a database including any Personal Information is located), including back-ups;
- (e) a list of every person to whom the Contractor has granted access to the Personal Information or the Records;
- (f) a list of all measures being taken by the Contractor to protect the Personal Information and the Records;
- (g) a detailed explanation of any potential or actual threats to the Personal Information or any Record, together with an assessment of the risks created by these threats and the adequacy of existing safeguards to prevent these risks; and
- (h) an explanation of any new measures the Contractor intends to implement to safeguard the Personal Information and the Records.

14.10 Audit

Canada may audit the Contractor's compliance with these privacy articles at any time. If requested by the Contracting Authority, the Contractor must provide Canada (or Canada's authorized representative) with access to its premises or that of a subcontractor and to the Personal Information and Records at all reasonable times. If Canada identifies any deficiencies during an audit, the Contractor must immediately correct the deficiencies at its own expense.

14.11 Statutory Obligations

1. The Contractor acknowledges that Canada is required to handle the Personal Information and the Records in accordance with the provisions of Canada's Privacy Act, Access to Information Act, R.S. 1985, c. A-1, and Library and Archives of Canada Act, S.C. 2004, c. 11. The Contractor agrees to comply with any requirement established by the Contracting Authority that is reasonably required to ensure that Canada meets its obligations under these acts and any other legislation in effect from time to time.
2. The Contractor acknowledges that its obligations under the Contract are in addition to any obligations it has under the Personal Information Protection and Electronic Documents Act, S.C. 2000, c. 5, or similar legislation in effect from time to time in any province or territory of Canada. If the Contractor

believes that any obligations in the Contract prevent it from meeting its obligations under any of these laws, the Contractor must immediately notify the Contracting Authority of the specific provision of the Contract and the specific obligation under the law with which the Contractor believes it conflicts.

14.12 Disposing of Records and Returning Records to Canada

The Contractor must not dispose of any Record, except as instructed by the Contracting Authority. On request by the Contracting Authority, or once the Work involving the Personal Information is complete, the Contract is complete, or the Contract is terminated, whichever of these comes first, the Contractor must return any remaining Records (including all copies) to the Contracting Authority.

14.13 Legal Requirement to Disclose Personal Information

Before disclosing any of the Personal Information pursuant to any applicable legislation, regulation, or an order of any court, tribunal or administrative body with jurisdiction, the Contractor must immediately notify the Contracting Authority, in order to provide the Contracting Authority with an opportunity to participate in any relevant proceedings.

14.14 Complaints

Canada and the Contractor each agree to notify the other immediately if a complaint is received under the Access to Information Act or the Privacy Act or other relevant legislation regarding the Personal Information. Each Party agrees to provide any necessary information to the other to assist in responding to the complaint and to inform the other immediately of the outcome of that complaint.

14.15 Exception

The obligations set out in these privacy articles do not apply to any Personal Information that is already in the public domain, as long as it did not become part of the public domain as a result of any act or omission of the Contractor or any of its subcontractors, agents, or representatives, or any of their employees.

ANNEX “A”

STATEMENT OF WORK

**Card Acceptance Services
(Electronic Draft Capture Service)**

PWGSC FILE NO. EN891-121555

STATEMENT OF WORK
CARD ACCEPTANCE SERVICES

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1.0 Card Acceptance Overview

The Canadian federal government is responsible for serving the needs of Canadians. Many of the goods and services offered by federal departments are being provided on a cost-recovery basis. Examples of goods and services currently sold in this fashion range from campsites in national parks, to fuel, to budget papers and radio licenses. These goods and services are purchased by the general public, companies and corporations, other federal departments, and other levels of government. Depending on the location's needs, transactions are accepted either in person, by telephone, over the Internet, through unstaffed stations, or through some combination of these options. While some operations are available twenty-four (24) hours a day, seven (7) days a week, others are only available during normal business hours, or on a seasonal basis. The services offered by departments are changing for a number of reasons, including customer demand, legislative requirements, and to improve efficiency.

Openness, accessibility, and cost-effectiveness are key objectives of Canada. This means that the points of sale (POS) must be located, either physically or virtually, where customers want to pay, and where the selling departments can accept payment through the purchaser's mechanism of choice, provided that the appropriate security is in place and that the method of payment is cost-effective. The government aims to provide the best possible service at the lowest possible cost to the taxpayer.

Payments to the Government of Canada can be made for goods and services in a variety of ways, including:

- cash,
- cheque,
- pre-authorized debit,
- direct deposit,
- wires, and
- credit and debit cards.

Currently, thirty-eight (38) federal government departments and agencies accept credit and debit cards at different locations across Canada. Card payments for the period between April 1, 2011 and March 31, 2012, amounted to approximately \$2.2 billion. The average value of each credit card transaction was \$262.06. The dollar value of credit and debit card payments is increasing approximately ten percent (10%) year over year. There is potential for growth in e-commerce and large value card transactions if the cost to the government is reasonable.

The departments and agencies that accept credit and / or debit cards as a form of payment are responsible for the programs under which the goods and services are produced and sold. They are also responsible for providing the services to purchasers and accounting for the revenues and related expenditures, in both their departmental financial systems and to the Accounts of Canada. Departments reconcile the transaction detail information to their internal records and to the deposit details, provided to them by Public Works and Government Services Canada (PWGSC). PWGSC, on behalf of the Receiver General for Canada (RG), is responsible for putting in place the necessary contractual arrangements to collect the revenues resulting from these transactions.

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PWGSC is also responsible for reconciling revenue received at the financial institutions (FI) with deposits made at the Bank of Canada, balancing accounting and banking records, and compensating participating financial service organizations for fees. PWGSC also provides daily deposit details to departments based on information received from the financial service organizations. As with other government departments, PWGSC needs to accomplish these tasks as efficiently as possible and to receive data in a format structured to facilitate reconciliation and payment for banking services rendered.

From a business perspective, the process works as follows. The purchaser obtains the goods or services from the department, offering payment by credit or debit card. The department obtains electronic authorization for the card transaction, enters the sale into its departmental financial system electronically or by data capture and completes the sale. At end of day, the department's card transactions of that day are deposited electronically. The card acceptance Contractor posts the electronic deposit to the Receiver General's account opened at a financial institution chosen by the Contractor, which in turn transfers the account balance to the Bank of Canada, provides PWGSC with electronic bank statements of the account activity and provides departments with reporting on all card transactions. PWGSC obtains payment information from the Bank of Canada and reconciles that data with the electronic bank statements received from the FI. Once the Bank of Canada reconciliation is complete, PWGSC releases the deposit details obtained from the electronic bank statement to the appropriate department. Upon receipt of the deposit details, the department reconciles that data to what is recorded in its departmental financial system with the assistance of the card transaction reports received from the Contractor.

The technological capability and the sophistication of card acceptance service requirements of departments vary depending on factors such as transaction volumes, business requirements and the cost. Although the majority of card transactions are processed using point-of-sale (POS) terminals, some departments require alternative means of acceptance. The most common of these being the Receiver General Buy Button (RBB), an electronic payment acceptance service, which enables departments to integrate with the Contractor for card authorization and / or settlement of transactions made through their departmental Web Sites or over the phone or through the mail. The RBB forms an integral part of the overall card acceptance service, as Federal Government Departments move toward self serve, ecommerce solutions. This requirement is described in more detail within Annex A, Appendix 12 – Receiver General Buy Button. For low volume departments, Touch Tone Capture has made card acceptance possible, by providing a cost-effective alternative to other more expensive methods. Some higher volume departments have adopted Interactive Voice Response (IVR) systems to accept card-not-present transactions by telephone, with minimal departmental involvement. Lastly, a handful of departments, on an exception basis, accept transactions through integrated electronic card acceptance solutions, in which personal computer (PC) cash registers or unstaffed parking terminals serve as workstations.

Strategically, PWGSC has chosen to rely on the infrastructure of the financial services industry operating in Canada for the financial services it requires. As the products and services offered by the financial services industry have evolved, Canada has made every effort to take advantage of these technological innovations. For example, the RG has successfully transitioned all of its

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POS terminals to EMV chip-enabled devices. Over the lifetime of this contract, the RG expects to see continuing evolution of payment technology and thus needs to ensure that the services provided by and to Canada keep pace. It is crucial that the performance of systems and the overall quality of card acceptance services continue to provide a positive experience for the government and its customers.

Acceptance of credit and debit cards is important to government departments and their customers, and there is significant potential to increase acceptance of cards as a method of payment in both physical locations and on-line. The government is always open to consider ways of reducing its costs to accept credit and debit card payments and thus facilitate additional applications and efficiencies.

1.1 Overview of the Requirement

The following is an overview of the services that must be provided by the Contractor:

Please note that the terms used within this document are defined in Annex A, Appendix 1 - Definitions.

- a. accept, process and settle (acquire) Visa, MasterCard (and other brands, such as AMEX, if requested, and available) and Debit Card, including Interac and Interac Online (and other brands, if requested, and available) transactions payable to the Receiver General for Canada, including sales, authorizations, and refunds;
- b. accept and process (convey) AMEX (and other brands if available and requested) transactions payable to the Receiver General for Canada, including sales, authorizations, and refunds;
- c. ensure ease of transition from the previous and to any subsequent card acceptance service provider with no break in service. The phase-in will be within eighteen (18) months from the date of contract issuance, unless otherwise agreed by Canada and the phase-out must not exceed twelve (12) months;
- d. for the implementation phase, have a project management approach by providing within one week of contract award a team leader and, within three (3) weeks of contract award, a project plan including a comprehensive work breakdown structure, a project schedule, level of required effort and resources, project risk tracking and weekly progress reports identifying any issues together with corrective actions;
- e. provide ongoing account management including the maintenance of an issue log and monthly review sessions with the project authority throughout the term of the contract;
- f. provide services to departmental offices including point-of-sale (POS) workstations and/or POS software rental, installation advice, on-site networking (including inspections and installations), and help desk support;

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- g. open an Account at an LVTS-participating Financial Institution (FI) and, each banking day, post a net total of all payments per merchant per card type;
- h. provide daily departmental office, departmental headquarters, the RG access to transaction reporting as well as daily electronic bank statement reporting to the RG;
- i. meet specified service levels including planned outages, availability, help desk response, hardware/software setups or replacement;
- j. have a formal contingency and disaster recovery plan;
- k. provide services, as required, in both official languages of Canada;
- l. provide innovative approaches to technologies and services throughout the contract term to improve customer service and/or decrease costs to Canada;
- m. upon the Receiver General's request, interface with and settle to another account used by the Receiver General (rather than post the funds to the Account);
- n. provide online card acceptance services in accordance with Annex A, Appendix 12 – Receiver General Buy Button; and,
- o. provide “industry standard” levels of data and processing security and integrity of debit and credit card processing, including complying with security and privacy requirements as may be specified from time-to-time by the financial services industry and by the card associations. This includes, but is not limited to Payment Card Industry (PCI) Data Security Standards (DSS).
- p. provide system security procedures and measures in accordance with Annex C - Security and Privacy Requirements.

2.0 Contractor Requirements

2.1 General Requirements

2.1.1 Locations

The Contractor must deliver card acceptance services at all locations requested by government departments across Canada. The current sites listing are available, in Annex A, Appendix 11 – Current Locations, with additional details on customized sites in Annex A, Appendix 5 – Narrative Description of Customized Services in Departmental Offices.

2.1.2 Card Processing Functionality

The Contractor must provide stand-alone point-of-sale, integrated, and online through the

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Receiver General Buy Button (RGG) credit and debit card acceptance and processing, as per Annex A, Appendix 12 – Receiver General Buy Button.

2.1.3 Security and Integrity

- a. The Contractor must ensure compliance with the Information Technology Security Requirements identified in Annex C – Security and Privacy Requirements.
- b. The Contractor must, at all times, comply with the Payment Card Industry (PCI) Data Security Standards (DSS), and upon request, provide a statement verifying that its services are in compliance with PCI DSS.
- c. The Contractor must support (by providing documentation, certifications or other relevant information regarding its processes) any PCI advisors, Qualified Security Assessors (QSAs), and Authorized Scanning Vendors (ASVs) hired by the Receiver General, in their efforts to assist the RG with PCI DSS governance and compliance.

2.1.4 Language

The Contractor must be capable of providing services in both official languages of Canada, English and French. Personnel providing training and the Help Desk must provide bilingual, English and French services; however, documentation such as input to Terms of Engagements, rules, regulations, promotional material, must be provided in English and when available, in French.

Where the Project Authority finds the French versions of any materials listed in to be unacceptable, Canada reserves the right to have its respective English versions re-translated at its own expense solely for client departments' use.

2.1.5 Documentation

- a. The Contractor must be able to, upon request, provide bilingual documentation (including but not limited to industry-standard operator manuals and promotional material) that will enable departmental offices to effectively use each of the card acceptance methods.
- b. The Contractor must provide assistance/documentation for the ongoing maintenance of the “Federal Government Card Acceptance Services Terms of Engagement”, “Receiver General Buy Button Terms of Engagement” and any required subsequent amendments to the Project Authority’s satisfaction. See Annex A, Appendix 10 – Overview of the Federal Government Card Acceptance Departmental Terms of Engagement and Annex A, Appendix 12, Attachment 3 – Overview of the Receiver General Buy Button Terms of Engagement.
- c. The Contractor must provide official documentation, from the applicable card brands, validating the most current card acceptance fees, such as interchanges, assessments, etc., prior to invoicing.

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2.1.6 Interface for Conveyed Transactions

The Contractor must, accept and process (convey) AMEX (and other brands if available and requested) card transactions in accordance with Annex A, Appendix 6 – Interface for Conveyed Transactions. The Contractor is responsible for maintaining a good working relationship with AMEX (and other brands if applicable), which will ensure there is no disruption in the quality of service received by Canada. The Contractor will be responsible for all interaction with Canada for all card services. The only exceptions are the interactions, which Canada will have with the card brand for the signing of a contract, monthly invoicing transaction authorization and settlement, monthly payment for services rendered, chargebacks notification and where Canada requests otherwise. The Contractor accepts and processes (conveys) the card brand's transactions, but is not responsible for authorization risks as the card brand is directly responsible for its own authorizations.

2.1.7 Government Banking System Interface

In executing its Receiver General responsibilities, PWGSC uses the Government Banking System (GBS) to help manage the Receiver General inflows, reconcile accounts held at financial institutions and the Bank of Canada, report inflows to departments and central agencies and calculate fees and float interest for banking services rendered.

The GBS's current protocol and mappings for acceptance of electronic bank statements from the Contractor are enclosed in Annex A, Appendix 7 – Current Protocol for Electronic Reporting of Bank Statements, Appendix 8 – Envelope Specifications, and Appendix 9 – 821 Mapping.

2.1.8 Convenience Fee Model Interface

2.1.9 Despite the convenience it provides to customers, credit card acceptance remains cost prohibitive for some federal government departments and agencies. This is mainly due to the interchange fees imposed on merchants. As future alternatives are explored, it is conceivable that a model, which complies with industry regulations, could be developed, whereby a department that accepts credit card payments passes on those fees to the customer instead of absorbing them itself. Should that happen, the Receiver General reserves the right to either tender this requirement separately or negotiate solely with the holder of this Contract ("the Contractor"). Regardless of the option taken, the Contractor must, upon three (3) months notice, interface with the convenience fee service provider in order to authorize and settle Government of Canada transactions, given that the convenience fee service provider meets the Contractor's certification requirements. **Other Interfaces**

Upon the Receiver General's request, the Contractor must interface and / or settle with another service provider used by the Receiver General (rather than post the funds to the Account). In such cases, the Contractor must settle with the account used by the other service provider.

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2.1.10 Applicable Documents

The Treasury Board of Canada Secretariat (TBS) policies and publications pertaining to the applicable service requirement described herein and relating to the Official Languages Act, access to information and privacy, regulations, policies and principles can be viewed by accessing the following web site:

<http://www.tbs-sct.gc.ca/pol/index-eng.aspx>

2.2 Departmental Requirements

2.2.1 Scope

- a. Upon departmental office request, the Contractor must provide any combination of the following card acceptance services:
 - i. Credit card acceptance of Visa, MasterCard and AMEX (and other brands, if requested, and available);
 - ii. Debit card acceptance of Interac (and other brands, if requested, and available); and,
 - iii. Interac Online (and other brands, if requested, and available) acceptance (via the RGBB).
- b. The Contractor must provide card acceptance services for the full range of card acceptance methods required by Canada. These currently include:
 - i. Staffed / fixed stand alone POS workstations (with dial-up / Internet Protocol (IP) connectivity);
 - ii. POS pinpads;
 - iii. Wireless/mobile POS workstations (short/long range);
 - iv. POS workstations that support contactless functionality;
 - v. POS workstations that support both magnetic stripe and EMV chip functionality;
 - vi. POS workstations with manual entry functionality;
 - vii. Touch Tone Capture or an equivalent telephone card acceptance tool;
 - viii. PC software - stand alone or integrated (middleware);
 - ix. Receiver General Buy Button (RGBB) – the Contractor must provide the Receiver General's online payment application in accordance with Annex A, Appendix 12 – Receiver General Buy Button.
- c. The card acceptance methods must be at the discretion of departmental offices that decide which methods have best value and is the most effective for their needs and will be within the range of methods that are acceptable in the marketplace and that a processor can support.
- d. The Contractor must, on an ongoing basis, work proactively with departmental offices to determine and propose the most efficient processing methods currently available, or that will become available, that are suited to the individual circumstances and requirements of the departmental offices.

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- e. The Contractor must keep the Receiver General adequately and timely informed of all relevant card industry changes and provide guidance for implementing best practicing to its client departments

2.2.2 Flexibility

Some departments (notably Parks Canada) operate on a seasonal basis. The Contractor must adjust the level of card acceptance services to correspond with the demand.

2.2.3 Card Acceptance Facility

For departmental offices requesting POS workstations and/or POS software the Contractor must provide the following services as requested:

- a. Installation advice;
- b. POS workstations on a rental basis;
- c. PC software (Middleware), providing troubleshooting and upgrades as they become available; PC software refers to the component that processes payments on a PC without using POS terminals. It can be stand-alone or integrated.
- d. Hardware and software troubleshooting and/or replacement (as necessary) upon notification by departmental offices;
- e. Stand alone functionality;
- f. Bilingual labels / screens and operations;
- g. Capability to limit access to authorized users;
- h. Capability for separation of functions (e.g. refunds and / or refunds to a different card require supervisor authorization; batch close outs must be performed by supervisor).
- i. A cross-reference for each card transaction between the Contractor's system/reports and internal system of the departmental office (e.g. invoice prompt with seven (7) digits or more);
- j. Manual batch closing is required. Manual closing is used where many shifts exist and multiple closings are needed in between, or when an early closing is required to ensure deposits are made. Batch close out capability, at the end of each day, as follows:
 - Manual batch close out to be initiated at each workstation;
 - Automatic batch close out, within a mutually agreed upon timeframe;
 - End of day must be midnight (local) time to facilitate reconciliation or within a mutually agreed upon timeframe.
- k. Specifications to enable departmental offices to "bridge" their systems to the POS software so that interested departmental offices can achieve one time data capture

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resulting in error reduction and improved reconciliation.

- l. Availability of a test environment for customized locations.
- m. Departmental offices will be responsible for their own printer supplies (paper rolls and ribbon cartridges). However, the Contractor may wish to offer this service directly to departmental offices.

2.2.4 Card Transaction Processing

The Contractor must:

- a. Upon departmental office request, provide, in accordance with federal government and card regulations, as a minimum, the means for:
 - Processing real-time card transactions, including sales, pre-authorizations, authorizations, pre-authorized completions, completions, voids, and full and / or partial refunds (up to a maximum of the original sale amount);
 - Toll-free, twenty-four (24) hour per day, three-hundred sixty-five (365) days per year authorization of all card transactions in situations where electronic authorization cannot be obtained;
 - Batch authorization option for credit card transactions processed through the RGBB; and,
 - Chargeback of credit card transactions.
- b. Ensure that authorizations remain valid for a period of three (3) to five (5) banking days as per the industry's standard.
- c. Provide batch settlement of all card transactions in accordance with Annex A, section 2.3.1 – Settlement;
- d. Provide advice as to the most efficient means to submit transactions for authorization / settlement, such that transactions will qualify at the lowest rates;
- e. Provide a toll free twenty-four (24) hour per day, three-hundred sixty-five (365) days per year, bilingual help desk, which departmental offices may utilize across Canada in situations where assistance is required;
- f. Provide tracing of all card transactions, batches, files, chargebacks, etc., within one week of request.
- g. As required, obtain copies of Visa and MasterCard (and AMEX and / or other brands if applicable) credit card transaction receipts or charge records from the departmental offices up to, but no later, than one (1) year from the transaction date.

2.2.5 Departmental Reporting

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Upon request, the Contractor must, as a minimum, deliver or make available the following:

- a. POS workstation and / or POS software reporting, including:
 - industry-standard paper sales receipts for the cardholder and for the departmental office (for Internet transactions customers must be able to print their own sales receipts); and,
 - detailed paper transaction listings of open/closed batches.
- b. Departmental office and departmental headquarters online reporting, including:
 - daily closed batch summary reporting, showing previous day's card transactions in each batch, card type totals for each batch, and totals which match to the Account deposit postings; and,
 - reporting of batches, that have not been closed, within a mutually agreed upon frequency.
- c. Within (4) months of RG request, and in a mutually agreeable format, SFTP for all reporting details, specified above in (b).
- d. Credit Card Chargeback reporting that provides departmental offices with supporting documentation for each chargeback, including the credit card number and transaction number, within five (5) banking days of the date it is processed to the Account.

2.2.6 Customized Services in Departmental Offices

- a. Narrative and quantitative descriptions of the current customized departmental offices are contained in Annex A, Appendix 5 – Narrative Description of Customized Services in Departmental Offices. The Contractor must provide card acceptance services at these sites either as they currently exist or in an alternative manner acceptable to the departmental offices.
- b. The Contractor must provide advice and assistance as a member of a customization work group in situations where a customization solution is required by the departmental office. Such solutions may involve other third parties.

2.2.7 Protection of Cardholder Data

The protection of customer account information from misuse or fraudulent activity is of utmost concern for the Government of Canada. For all services provided under this contract, the Contractor must employ methods to protect the data in accordance with industry standards and must meet requirements for suppressing / truncating / masking account numbers and other cardholder and card information, as specified by Visa, MasterCard, AMEX, Interac (and other brands, if requested, and available) , and as stated in the Payment Card Industry Data Security Standard (PCI DSS), regarding protection of stored cardholder data, such as data encryption and masking account numbers when displayed.

2.3 Receiver General Requirements

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2.3.1 Settlement

The Contractor must:

- a. Establish an account (the Account) in the name of the Receiver General for Canada - Card Acceptance at an LVTS-participating, CPA member, FI designated by the Contractor. All fees for services rendered under this contract must be invoiced and never posted to the Account or deducted from deposits.
- b. Post to the Account, each banking day, a total per Merchant Number, per card type. Basically, there will be up to four (4) deposits for each Merchant Number - one for each card type: Visa, MasterCard, AMEX and Interac (additional deposits will be required if other card types are accepted). All deposits for all departmental offices (Merchant Numbers) will be posted to the one bank account only (the Account). Each card type is coded to be recognized as such, refer to Annex A, Appendix 9 - 821 Mapping. The merchant number associated with the transaction card type must be reported in the electronic bank statement for each account posting. A unique reference number, which is on the corresponding departmental office report, must also be reported in the electronic bank statement for each account posting. Deposits must be posted with a concentrator date equal to the presentation date (if a banking day, or if not, next banking day). If, for reasons such as system outages, deposits are not posted to the Account with a concentrator date equal to the presentation date (if a banking day, or if not, next banking day) then that month's invoice must be reduced for float interest at the rate used by Canada and the banking industry for float, which is currently calculated at the bank rate (as per the Bank of Canada) less one quarter of one percent (0.25%). The contractor is exempt from posting the funds to the Account in situations where the Contractor is directed by the Receiver General to settle with another Receiver General account.
- c. Post chargeback amounts separately to the Account ensuring that the merchant number and invoice or masked credit card numbers appear on the corresponding electronic Bank Statement.
- d. Each Banking Day, determine the net balance of the Account for the current Banking Day, as of the daily cut-off time of not earlier than 1400h Ottawa time. On the current Banking Day, the FI, where the Account is held, must transfer the value via the Large Value Transfer System (LVTS) to the Receiver General's account at the Ottawa agency of the Bank of Canada, before 1500h Ottawa time.
- e. Each Banking Day, determine the previous day late balance in the Account. On the current Banking Day, the FI must transfer this value via LVTS to the Receiver General's account at the Ottawa agency of the Bank of Canada before 1500h Ottawa time.
- f. Accept responsibility for float interest at the rate used by Canada and the banking industry for float, which is currently calculated at the bank rate (as per the Bank of Canada) less one quarter of one percent (0.25%), on any funds where the settlement date is later than the

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concentrator date.

- g. If applicable, invoice the Receiver General for interest at the interest rate established in the Contract. The invoice must show the following information separately:
 - i. One banking day's interest on all Amex credit card transactions (net of chargebacks), if applicable;
 - ii. Interest in situations where the Contractor did not recover the funds from Amex on the file delivery date (where cut-off times and reconciliation requirements as stated in Annex A, section 2.3 – Receiver General Requirements, and Annex A, Appendix 6 – Interface for Conveyed Transactions were met) or the chargeback delivery date. In these situations the Contractor must provide supporting documentation.
- h. NOT invoice the Receiver General for any interest, in situations where the Contractor did not meet the cut-off times and reconciliation requirements.
- i. In the event exceptional situations occur, which cause a negative float impact to the Contractor or to Canada beyond the interest rate used by Canada and the banking industry for float, and if mutually agreed to by the RG, a higher rate of interest may be paid up to, but not exceeding the actual financial impairment incurred.

2.3.2 Receiver General Reporting

The Contractor must, as a minimum, deliver/make available:

- a. Daily electronic bank statements of the Account, from the FI where the Account is held, showing all postings to The Account, no later than 08:00 Ottawa time on the first banking day following the concentrator date, unless otherwise mutually agreed to by the Contractor and the RG. The current protocol and mappings for electronic reporting of Bank Statements is provided in Annex A, Appendix 7 – Current Protocol for Electronic Reporting of Bank Statements, Appendix 8 – Envelope Specifications, and Appendix 9 – 821 Mapping.
- b. Upon request, a log of all trouble calls and service requests. The log must show, as a minimum, the date and time the call was received from the departmental office, the identity and location (department, site) of the person reporting the problem, the nature of the problem, the action taken to resolve the problem, and the date/time that the problem was successfully resolved.
- c. Monthly (unless otherwise mutually agreed), a complete inventory log. This log must be in a CSV format (or other mutually agreed format). The log must include but not be limited to:
 - Merchant Number
 - Department Name
 - Departmental location
 - Type and quantity of hardware/software on site (terminal, printer, pinpad, etc.);
 - Communication method used (dial-up, IP, etc.)
 - Functionality provided to the users (automatic or manual batch close, etc.);
 - Additional information on customized configurations (integrated, internet, software used,

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etc.) as required by the Project Authority.

- d. In support of the Monthly invoice, and in a format deemed acceptable by the Project Authority, and as required, reports (can be incorporated into the main invoice) containing transaction details (either in full or refined by a factor such as amount, card type, etc.) with, but not limited to, the following data fields for a specified time period:
- Amount
 - Merchant identifier
 - Merchant name
 - Masked Primary Account Number (PAN)
 - Card brand
 - Transaction/batch date
 - Transaction type
 - Transaction fee
 - Processing method (swipe, manual, chip, ecommerce, contactless, etc)
 - Transaction fee category as per the card brand, specified using a Fee Program Indicator (FPI), Interchange Rate Descriptor (IRD), program fee descriptors, etc.
- e. A monthly electronic (unless otherwise mutually agreed) report of all transactions over five-thousand dollars (\$5,000) in a CSV format (or other mutually agreed format). The report must include as a minimum columns for transaction date, card type, masked card number, fee descriptor (such as an FPI or IRD), invoice number, transaction amount with subtotals by merchant number and departmental headquarters and grand totals. The report must be provided no later than the Contractor's monthly invoice.
- f. Monthly (unless otherwise mutually agreed) an inventory of any merchants closed in the month and any accounts that have been inactive for the previous six (6) months no later than the Contractor's monthly invoice.
- g. Monthly (unless otherwise mutually agreed), statistical reports of actual service levels addressed in Annex A, section 2.7 – Service Levels, including:
- Network services/components
 - Authorization performance
 - Help desk performance
 - Planned telecom outages
 - Unplanned telecom outages
- h. Problem reporting of all incidents causing interruption to customer service or timely and accurate settlement. The Contractor must notify the Project Authority of all such incidents, no later than thirty (30) minutes following their occurrences. The Contractor must also provide details of the problem within two (2) banking days of the incident. Details must include a description of the problem, the root cause, dates and times of occurrence, current and planned actions for remediation, and, when feasible, metrics on transactions affected.

2.4 Additional Services

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Where Canada exercises an option in accordance with article 1.1 Optional Goods or Services or Both, the Contractor must also be responsible for delivering services similar to those described above or otherwise required for card acceptance services, particularly services to accept and process credit cards and debit card sales payable to the Receiver General of Canada as described in Annex A – Statement of Work. The services include the following:

- Services to acquire or convey additional types of card acceptance and/or other methods of electronic payments for sales payable to the Receiver General for Canada;
- Services to give to Canada access to new technologies for card-based services as well as new methods of transaction capture, authorization and processing;
- Services to standardize processes among federal departments or make POS changes that will reduce Canada's costs, improve efficiency of Canada's card acceptance services and/or quality of services provided to Canada.

The Contractor is required to list all additional services not described in Annex A, section 2.4 – Additional Services, particularly in the three areas listed above. The Contractor is also required to include any associated fees in the financial proposal.

2.5 Ease of Transition

2.5.1 Continuity of Services during Transition

a. Transition upon contract award (Phase-in)

The Contractor must:

- i. Ensure a smooth transition from the previous card acceptance services to the full implementation of the services in Annex A – Statement of Work, with no break in service, and minimal disruption to government processes and operations.
- ii. The Contractor must allow Canada access to inspect the location at any time, including a site inspection, one week prior to processing the first Government of Canada transactions, to ensure operational readiness. The Contractor must ensure that all deficiencies, identified in writing by a site inspection, are corrected within the timeframe, specified by the Project Authority, in a site inspection report.
- iii. Within two weeks of contract award, review the setup forms and identify what additional information the Contractor requires on the form.
- iv. Adopt, develop and follow a viable transition plan, which will be part of the Contractor's overall work plan and schedule (see Annex A, section 2.6 – Project Management Requirements).
- v. Be operational (ready to begin processing payments) for card services under the new contract within a maximum of six (6) months from the date of contract as required by Canada, unless otherwise agreed in writing to by Canada.
- vi. Be fully implemented within a maximum of eighteen (18) months from the date of contract as required by Canada, unless otherwise agree to by Canada.

b. Transitions during the contract

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The Contractor must:

- i. Ensure that all transitions during the term of the contract are smooth with no break in service, and minimal disruption to the government processes and operations. These transitions will include but not be limited to changes in transaction processing methodologies, introduction of new card services and introduction of other new innovations. Transitions may affect one, many or all of the departmental offices.
- ii. Prepare and follow a viable transition plan, which is acceptable to the parties affected.
- iii. Advise Canada five (5) days in advance in the event a service disruption becomes unavoidable, and provide a plan for how communications will be handled with all departments / organizations that may be impacted.

c. Transition at contract end (Phase-out)

A smooth transition from the Contractor to any subsequent contractor(s) with no break in service, and minimal disruption to government processes and operations, are important to the government.

The Contractor must, upon completion of the contract, including any exercised option periods, if required, continue to provide the same level of services beyond the completion date on a reduced-volume basis, at the same prices and rates as contained in the last option year of the contract and subject to the same adjustment provisions. This transition period will be for twelve (12) months.

d. Transition Assistance

The Contractor must provide expert change management assistance upon request by the Project Authority to assist the government during the transition to the Contractor's proposed solution, and during any subsequent transitions in transaction processing methodology during the term of the contract.

2.5.2 Training

- a. The Contractor must provide training for new equipment and procedures to the extent needed to enable users in departmental offices to achieve full operational status with respect to card transaction processing.
- b. The Contractor must prepare and follow an approved training plan, which will be part of the Contractor's overall work plan and schedule.

2.6 Project Management Requirements

2.6.1 Project Management Approach

The requirement for effective project management will be most intense during the implementation phase. The Contractor must utilize management procedures that will ensure the

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efficient and timely delivery of the required services and outputs, taking into account the requirements contained in the following articles.

2.6.2 Contractor-Supplied Resources

The Contractor, as a minimum, must supply the resources below. It may also supply other resources as required.

Contractor-Supplied Relationship Manager:

Within one (1) week of contract award, the Contractor must provide an experienced and qualified Relationship Manager that will act as the point of contact for all matters concerning this project. In his / her absence and alternate contact must be provided. The Relationship Manager must:

- a. Manage all day-to-day activities including, but not limited to invoicing, reporting and contracting aspects;
- b. Provide administrative and technical support as required to the Project Authority;
- c. Participate in scheduled meetings to discuss matters related to the card acceptance service;
- d. Provide advice to the Project Authority on card related matters;
- e. Address ad hoc inquiries posed by the Project Authority;
- f. Ensure that all services required as per Annex A – Statement of Work are provided, and within the timeframe stipulated by the defined service levels;
- g. Assist in maintaining project documentation and records;
- h. Work with the Project Authority to identify and implement improvements to the existing card acceptance service;
- i. Work with the Project Authority to provide alternative processing methodologies, as they are made available, in order to improve services delivered and / or to minimize costs; and,
- j. Work with all necessary stakeholders to ensure the highest level of support for the Government of Canada on all matters including software, hardware, and policy problems.

The relationship manager must meet the following qualifications:

- a. Bachelors degree in business administration, accounting, marketing or other related fields; and,
- b. twenty-four (24) months of demonstrated relationship management experience, within the last sixty (60) months.

Contractor-Supplied Project Manager:

Within one (1) week of contract award, the Contractor must provide an experienced and qualified project manager that will oversee the initial implementation and all other major transitions over the course of the contract. The project manager must:

- a. Plan and organize the work to be carried out by the Contractor and any other involved

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- contractors;
- b. Participate in scheduled progress meetings and other meetings with departmental managers (These are expected to be frequent during the months leading up to implementation);
 - c. Prepare and maintain work plans and schedules;
 - d. Provide regular and ad-hoc reports to the RG; and,
 - e. Provide an adequate level of quality control over all work and all deliverables.

The project manager must meet the following qualifications:

- a. twenty-four (24) months of demonstrated project management experience, within the last sixty (60) months
-OR-
having successfully completed the equivalent of six months of full time Project Management Training at a provincially accredited Project Management Training Institution or evidence of Project Management Institute accreditation -and- twelve (12) months of demonstrated project management experience, within the last thirty-six (36) months;
- b. Experience planning and managing organizational transformation projects with responsibilities for staffing, budgeting, scheduling, managing, monitoring and reporting;
- c. Experience identifying risks associated with changes in human resource management policies, practices, tools and support and recommending risk mitigation that may be relevant to the risks associated with classification reform program; and,
- d. Experience using automated project management tools.

2.6.3 Project Management Deliverables

In addition to personnel resources the Contractor must provide the following:

- a. Contractor Work Plans and Schedules for implementation:
 - i. Within three (3) weeks of contract award, the Contractor must provide a comprehensive work breakdown structure for the implementation phase. The work breakdown structure must be revised as required by the Project Authority, and must constitute the reference framework for planning, approval, execution, and reporting of all work done.
 - ii. The Contractor must maintain a comprehensive project schedule, showing activities (based on the approved work breakdown structure by the Project Authority), milestones, and critical path. This schedule must be brought up to date at least weekly until implementation is complete. Copies of schedule information must be provided to the Project Authority in a format compatible with Banking and Cash Management Sector's software (currently MS Project 2003) or a mutually agreeable format.
 - iii. The contractor must track project risk, using as a basis the risk analysis provided as part of the Bid.
- b. Progress Meetings:
 - i. The Contractor must meet weekly (unless otherwise mutually agreed) with the Project Authority, prior to full implementation to provide status updates and to discuss issues

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- as they arise.
 - ii. The Contractor must maintain a log of all issues for review at each meeting.
- c. Contractor Reports:
- i. Progress reports: The Contractor team leader must present progress reports weekly until implementation is complete, on electronic, mutually agreeable format compatible with the RG software (currently MS Project 2003, and MS Office 2007 standard) consisting of:
 - An updated copy of the implementation schedule;
 - A brief summary of progress, including explanations for any delays in reaching milestones or in producing deliverables;
 - A brief report on current issues; and
 - An updated assessment of risks.
 - ii. Final project report: The Contractor must prepare a final project report within three (3) months of full implementation summarizing project activities, assessing overall performance and results achieved and identifying key lessons learned.

2.6.4 RG-Supplied Resources

The RG will provide a Project Authority, who will act as the primary point of contact for all matters concerning this project.

2.7 Service Levels

The Contractor must provide as a minimum the following service levels.

- a. Card acceptance network services must be available twenty-four (24) hours per day, three-hundred sixty-five (365) days (unless otherwise agreed) per year with a monthly service level in excess of ninety-nine and five tenths percent (99.5%) in the overall service components provided either directly or indirectly by the Contractor.
- b. Authorizations must be available (measured from and to the POS workstation) with a service level in excess of:
 - i. Twenty (20) second response time ninety-seven percent (97%) of the time for dial up service.
 - ii. Eight (8) second response time ninety-seven percent (97%) of the time for IP service.
- c. Help Desk
 - i. Available twenty-four (24) hours per had, three-hundred, sixty-five (365) days per year.
 - ii. Ninety percent (90%) of calls must be answered on the first attempt.
 - iii. Average queue wait time must not exceed sixty (60) seconds for seventy-five percent (75%) of calls;
 - iv. The wait time for technical callbacks (where problem causes interruption in customer

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- service) must not exceed thirty (30) minutes.
- v. Other callbacks must not exceed thirty (30) minutes.
- d. Outages
 - i. Five (5) days notice must be provided for all planned outages.
 - ii. Planned outages must not exceed one percent (1%) of the host and gateway availability.
 - iii. Unplanned outages must not exceed one percent (1%) of the host and gateway availability.
- e. Floor limit for authorizations during planned and unplanned outages must be one-hundred dollars (\$100) or more.
- f. The replacement of inoperable or malfunctioning hardware / software must not exceed:
 - i. Twenty-four (24) hours of a request for departmental offices located within four (4) hours of any large Canadian urban centre (population of one-hundred thousand (100,000) or more).
 - ii. Forty-eight (48) hours of a request for departmental offices located more than four (4) hours of any Canadian urban centre (population of one-hundred thousand (100,000) or more)
- g. Within five (5) banking days of the receipt of a completed departmental setup request form (including the RG Corporate Request form, the RG Card Acceptance Setup Request form, and the RGBB Request form), and as required, the Contractor must, provide or amend card acceptance accounts, merchant numbers, user access to production / test environments, necessary software and licenses, user access to transaction reporting, and POS terminals and accompanying resources. (For new card acceptance accounts the Contractor must provide merchant numbers and any information required by the AMEX contractor)
- h. Within five (5) banking days of request by the RG the Contractor must provide promotional material to departmental offices.
- i. Credit Card Chargeback reporting as per Annex A, section 2.2.5 – Departmental Reporting within five (5) banking days of the date it is processed to the Account.
- j. As per Annex A, section 2.3.2 – Receiver General Reporting, the Contractor must notify the Project Authority of all incidents, no later than thirty (30) minutes following their occurrences, with details of the problem (formal incident report) within two (2) banking days of the incident.
- k. Responses to RG inquiries must be:
 - i. Provided within four (4) hours for real time transactions inquiries; and
 - ii. Acknowledged within twenty-four (24) hours along with a mutually acceptable response timeframe for general inquiries.

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APPENDIX 1:

Definitions

Most of the technical terms in Annex A – Statement of Work are commonly used by financial institutions and by the Canadian Payments Association. Definitions appearing below are either not common to these institutions, or common terms for which the government wishes to impose a specific meaning for purposes of this contract.

“The Account”: The account in the name of “The Receiver General for Canada Card Acceptance” established specifically for the deposit of funds remitted through the acceptance of cards.

“Acquire”: The acceptance, processing, authorization and settlement of card transactions.

“Administrative Interface”: The Administrative Web Interface component of the RGBB Solution.

“ADS”: Architecture Design Specification

“Application Interface”: The online payment acceptance application component of the Solution.

“Banking Day”: Any day other than a Saturday or Sunday or legal holiday on which the Ottawa Agency of the Bank of Canada is open for business.

“Basic Installation”: When departmental offices request POS workstation, the Contractor must provide installation advice. The Contractor will define as to how installation will be provided.

“Basic Training”: When departmental offices request new equipment, the Contractor must provide training. The Contractor will define as to how training will be provided.

“Card Transactions”: Credit and debit card transactions including sales, authorizations, pre-authorizations, completions, voids, refunds, and chargebacks.

“Credit Card Transactions”: All Visa, MasterCard, American Express (AMEX) (and other credit card brands, if requested, and available) transactions including sales, authorizations, pre-authorizations, pre-authorized completions, completions, voids, refunds, and chargebacks.

“Concentrator Date”: The date the Receiver General receives value in the Account.

“Contractor”: The Contractor must be a legal entity and the prime point of contact for the government. It will provide Canada with a full range of card services such as POS terminals / software, card transaction authorization, card transaction processing, provide value for all card transactions, reporting, etc. The Contractor may utilize sub-contractors.

“Convey”: The acceptance and transmission of transactions on behalf of a card brand, with

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which Canada has negotiated a separate arrangement for authorization and settlement.

“Debit Card Transactions”: All Interac and Interac Online (and other brands if requested and available) transactions, including sales, refunds, and chargebacks where applicable.

“Departmental Headquarters”: Federal government central departmental authorities that correspond to corporate contacts.

“Departmental offices”: Federal government departmental offices (including entities acting on behalf of departments) that have been authorized and set up by the Receiver General to accept cards as an acceptable form of remittance. These correspond to “merchants”.

“Downtime”: Time during which the Solution and / or the RGBB Solution are not available to accept, process, and / or settle card transactions. This definition is only applicable to the infrastructure components enabling the Solution and the RGBB Solution functionality and excludes payment authorization processing and internet service environments.

“EODC”: Daily process at midnight or later to close for settlement each RGBB Client’s batch of captured card transactions.

“Financial Institution (FI)”: The LVTS-participating, Canadian financial institution where the Account is held.

“FPI”: Fee Program Indicator

“GC”: Government of Canada

“Gateway”: The payment option gateway interface component of the Solution.

“Integrated”: no terminals are needed. A direct link will bridge our system to the contractor's to pass information. The information is captured directly in the system.

“Internet software”: Card acceptance software that runs on a departmental office’s web site and enabling card acceptance.

“IOP”: Interac Online

“IRD”: Interchange Rate Descriptor

“Merchant Number”: The number(s) assigned by the contractor to identify a departmental office which cannot exceed 20 digits.

“Outage”: Time during which the Solution and / or the RGBB Solution are not available to accept, process, and / or settle card transactions. It can be either full or partial. This definition is only applicable to the infrastructure components enabling the Solution and the RGBB Solution functionality and excludes payment authorization processing and internet service environments.

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“PAN”: Primary Account Number.

“PC software”: Contractor-provided or approved card acceptance software that runs on departmental office workstations and communicates with the Contractor’s systems. Departments may process card transactions by interacting directly with the card acceptance software, or alternatively departments may bridge their internal systems to the card acceptance software.

“PCI”: Payment Card Industry

“PCI DSS”: Payment Card Industry Data Security Standards

“POS software”: PC Point-of-Sale (POS) Terminal and Internet software.

“POS workstation”: Contractor provided or approved hardware (such as terminals with keypad, display and card reader functions, printers, pin pads, stands, etc.) that is used at the point of sale to record, obtain authorizations, and transmit approved transactions for the purpose of settling card transactions and creating deposit data.

“Presentation Date”: The date and time prior to which a file of card transactions must be submitted to the Contractor for same day value purposes. If a file (batch) is presented (closed) after this date and time, the presentation date defaults to the next banking day.

“PWGSC”: Public Works and Government Services Canada

“PSP”: Payment Service Provider

“Related Transaction”: A transaction that voids or refunds a sale capture or completes an authorization.

“RG”: The Receiver General for Canada.

“RGBB”: Receiver General Buy Button online payment service

“RGBB Client”: Federal government department authorized by the RG to use the RGBB.

“RGBB administrator”: Person designated by an RGBB Client to perform profile and user management functions for a merchant account using the RGBB Solution’s Administrative Interface.

“RGBB Solution”: A proven, online payment acceptance solution consisting of suite of Gateway Interfaces, an Administrative Interface, and all associated support services.

“Sale”: Authorization and completion.

“Same Day Value”: The concentrator date is the same as the presentation date.

“SLO”: Service level objective(s)

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“Settlement Date”: The date the Receiver General receives value at the Bank of Canada.

“SOW”: Statement of work

“Storefront”: Web-based virtual place of business operated by a RGBB Client.

“UAT”: User acceptance testing

“Unique Reference Number”: Transaction identifier (tag) assigned by the Application to uniquely identify each transaction (max 7 characters).

“VPOS”: Online virtual point-of-sale terminal application software.

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APPENDIX 2:

Current Set-Ups and Configurations of Current Card Acceptance Sites

Number of Departments	38
Number of Physical Locations (approx.)	1478
Setups	
Staffed/fixed basic POS workstations (i5310, vx510, vx570)	1824
Unstaffed POS workstations (middleware)	4
Wireless/mobile Terminals (mobile – NBS5600 (long range), i7780 (short range))	292
Touch Tone Capture (TTC - accessible by merchants)	160
Receiver General Buy Button	35
Third Party Connection	6
Total connections:	2318

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APPENDIX 3:

Historical Values and Volumes

Card Summary 2007-2013

Card Type	Total POS			Total RGBB		
	Value	Trans	Average Ticket	Value	Trans	Average Ticket
Visa	\$2,495,057,251.71	15,947,470	\$156.45	\$489,044,357.74	2,475,817	\$197.53
MasterCard	\$1,047,283,706.98	8,627,261	\$121.39	\$214,602,624.04	1,072,118	\$200.17
Amex	\$440,547,949.70	1,688,364	\$260.93	\$84,337,373.40	336,038	\$250.98
Interac / Interac Online	\$1,435,656,039.68	12,082,511	\$118.82	\$1,642,943,204.55	1,246,599	\$1,317.94

Visa 2007/2008

Month	Total			>\$5K	<\$5K
	Value	Trans	Average Ticket	Value	Value
April 07	\$36,404,535.05	186,866	\$194.82	\$9,405,690.80	\$26,998,844.25
May	\$41,167,678.77	229,133	\$179.67	\$11,550,969.31	\$29,616,709.46
June	\$40,506,832.48	247,028	\$163.98	\$10,110,885.94	\$30,395,946.54
July	\$41,646,062.25	279,513	\$149.00	\$10,265,596.25	\$31,380,466.00
August	\$41,748,560.37	304,032	\$137.32	\$8,591,107.72	\$33,157,452.65
September	\$39,070,818.21	240,487	\$162.47	\$9,072,915.58	\$29,997,902.63
October	\$46,403,220.33	236,491	\$196.22	\$10,900,726.17	\$35,502,494.16
November	\$48,314,808.65	253,357	\$190.70	\$9,336,374.48	\$38,978,434.17
December	\$40,253,864.90	191,959	\$209.70	\$10,769,785.71	\$29,484,079.19
January 08	\$39,422,232.38	214,067	\$184.16	\$8,492,448.18	\$30,929,784.20
February	\$37,358,915.17	209,113	\$178.65	\$8,362,157.61	\$28,996,757.56
March	\$40,182,740.68	202,152	\$198.77	\$9,312,112.43	\$30,870,628.25
Totals	\$492,480,269.24	2,794,198	\$176.25	\$116,170,770.18	\$376,309,499.06

MasterCard 2007/2008

Month	Total			>\$5K	<\$5K
	Value	Trans	Average Ticket	Value	Value
April 07	\$14,981,109.46	96,295	\$155.58	\$1,206,622.82	\$13,774,486.64
May	\$15,688,939.63	117,997	\$132.96	\$1,224,466.27	\$14,464,473.36
June	\$15,485,916.12	129,667	\$119.43	\$1,238,088.77	\$14,247,827.35
July	\$17,627,670.14	153,599	\$114.76	\$1,039,657.89	\$16,588,012.25
August	\$18,101,454.77	164,890	\$109.78	\$1,003,640.70	\$17,097,814.07
September	\$14,859,446.16	127,529	\$116.52	\$920,170.34	\$13,939,275.82
October	\$20,330,169.92	123,418	\$164.73	\$1,274,791.41	\$19,055,378.51
November	\$20,976,784.15	135,568	\$154.73	\$1,087,430.82	\$19,889,353.33
December	\$16,218,338.85	103,546	\$156.63	\$1,175,679.67	\$15,042,659.18
January 08	\$16,480,487.39	113,196	\$145.59	\$738,618.56	\$15,741,868.83
February	\$15,589,796.85	110,807	\$140.69	\$721,733.84	\$14,868,063.01
March	\$16,827,352.98	107,205	\$156.96	\$1,181,126.71	\$15,646,226.27
Totals	\$203,167,466.42	1,483,717	\$136.93	\$12,812,027.80	\$190,355,438.62

Amex 2007/2008

**STATEMENT OF WORK
CARD ACCEPTANCE SERVICES**

Month	Total			>\$5K	<\$5K
	Value	Trans	Average Ticket	Value	Value
April 07	\$4,798,616.85	21,915	\$218.96	\$1,307,161.62	\$3,491,455.23
May	\$5,089,595.40	25,429	\$200.15	\$1,539,688.10	\$3,549,907.30
June	\$5,609,694.67	27,076	\$207.18	\$1,521,040.78	\$4,088,653.89
July	\$6,109,381.36	30,092	\$203.02	\$1,792,529.15	\$4,316,852.21
August	\$5,960,773.13	32,173	\$185.27	\$1,734,216.01	\$4,226,557.12
September	\$5,594,393.04	26,907	\$207.92	\$1,808,397.72	\$3,785,995.32
October	\$6,295,274.17	26,308	\$239.29	\$1,880,377.82	\$4,414,896.35
November	\$6,768,542.24	27,548	\$245.70	\$2,296,838.73	\$4,471,703.51
December	\$5,898,450.50	20,623	\$286.01	\$1,727,300.40	\$4,171,150.10
January 08	\$5,791,075.36	23,626	\$245.11	\$1,919,183.91	\$3,871,891.45
February	\$5,830,039.63	23,784	\$245.12	\$1,643,363.83	\$4,186,675.80
March	\$4,207,340.12	22,140	\$190.03	\$1,616,800.53	\$2,590,539.59
Totals	\$67,953,176.47	307,621	\$220.90	\$20,786,898.60	\$47,166,277.87

Debit 2007/2008

Month	POS		
	Value	Trans	Average Ticket
April 07	\$14,722,882.87	104,957	\$140.28
May	\$16,731,101.87	121,087	\$138.17
June	\$16,213,854.24	124,843	\$129.87
July	\$15,146,207.37	138,217	\$109.58
August	\$16,994,904.18	155,101	\$109.57
September	\$16,297,423.97	129,017	\$126.32
October	\$17,893,720.42	141,543	\$126.42
November	\$20,528,858.36	178,218	\$115.19
December	\$16,296,430.26	136,919	\$119.02
January 08	\$17,608,990.30	140,332	\$125.48
February	\$15,981,506.85	125,937	\$126.90
March	\$16,257,612.87	129,429	\$125.61
Total	\$200,673,493.56	1,625,600	\$124.37

Visa 2008/2009

Month	Total			>\$5K	<\$5K & >\$20	<\$20	
	Value	Trans	Average Ticket	Value	Value	Value	Trans
April 08	\$49,921,701.67	230,929	\$216.18	\$12,292,834.49	\$37,291,699.18	\$337,168.00	23,422
May	\$46,514,959.38	228,022	\$203.99	\$11,829,332.67	\$34,258,274.00	\$427,352.71	29,421
June	\$41,379,147.21	232,327	\$178.11	\$10,002,691.65	\$30,840,046.62	\$536,408.94	36,675
July	\$43,471,063.24	289,604	\$150.11	\$9,567,130.92	\$33,132,743.58	\$771,188.74	51,236
August	\$39,951,445.92	289,982	\$137.77	\$7,491,553.40	\$31,650,568.52	\$809,324.00	54,007
September	\$34,441,175.34	227,158	\$151.62	\$6,821,937.66	\$27,094,994.68	\$524,243.00	36,307
October	\$36,122,461.68	212,521	\$169.97	\$8,344,894.89	\$27,515,591.12	\$261,975.67	20,456
November	\$30,848,810.61	187,876	\$164.20	\$6,116,824.69	\$24,551,179.04	\$180,806.88	14,439
December	\$28,050,631.96	166,100	\$168.88	\$6,175,130.64	\$21,718,283.09	\$157,218.23	12,270
January 09	\$31,580,036.71	198,931	\$158.75	\$5,969,042.53	\$25,455,630.73	\$155,363.45	12,533
February	\$30,003,123.91	191,067	\$157.03	\$5,581,055.77	\$24,268,782.69	\$153,285.45	12,278
March	\$34,812,592.90	210,004	\$165.77	\$6,439,771.50	\$28,192,672.98	\$180,148.42	14,856
Totals	\$447,097,150.53	2,664,521	\$167.80	\$96,632,200.81	\$345,970,466.23	\$4,494,483.49	317,900

STATEMENT OF WORK
CARD ACCEPTANCE SERVICES

MasterCard 2008/2009

Month	Total			>\$5K	<\$5K & >\$20	<\$20	
	Value	Trans	Average Ticket	Value	Value	Value	Trans
April 08	\$20,620,565.97	123,214	\$155.58	\$1,665,586.25	\$18,790,019.72	\$164,960.00	11,733
May	\$18,793,052.51	120,872	\$132.96	\$1,518,203.94	\$17,054,870.84	\$219,977.73	15,305
June	\$17,369,606.83	125,765	\$119.43	\$1,413,368.58	\$15,736,260.52	\$219,977.73	15,305
July	\$18,729,732.24	162,483	\$114.76	\$905,118.35	\$17,386,350.27	\$438,263.62	29,241
August	\$17,670,294.00	164,267	\$109.78	\$756,293.52	\$16,438,289.48	\$475,711.00	31,553
September	\$14,772,386.15	124,756	\$116.52	\$622,629.31	\$13,866,337.84	\$283,419.00	19,714
October	\$14,693,416.94	113,013	\$164.73	\$670,566.64	\$13,873,543.83	\$149,306.47	11,462
November	\$12,850,202.64	99,462	\$154.73	\$672,648.01	\$12,080,213.43	\$97,341.20	7,633
December	\$11,030,937.81	87,719	\$156.63	\$551,581.28	\$10,396,098.04	\$83,258.49	6,437
January 09	\$12,884,620.61	103,913	\$145.59	\$463,338.90	\$12,341,370.52	\$79,911.19	6,385
February	\$12,797,227.22	101,302	\$140.69	\$641,919.77	\$12,075,746.28	\$79,561.17	6,333
March	\$14,794,790.02	111,678	\$156.96	\$635,363.74	\$14,067,275.52	\$92,150.76	7,413
Totals	\$187,006,832.94	1,438,444	\$136.93	\$10,516,618.29	\$174,106,376.29	\$2,383,838.36	168,514

Amex 2008/2009

Month	Total			>\$5K	<\$5K
	Value	Trans	Average Ticket	Value	Value
April 08	\$5,301,479.56	26,072	\$203.34	\$2,698,347.77	\$2,603,131.79
May	\$6,277,338.72	25,621	\$245.01	\$2,052,913.56	\$4,224,425.16
June	\$6,455,793.85	26,339	\$245.10	\$2,238,849.81	\$4,216,944.04
July	\$6,870,529.65	32,330	\$212.51	\$2,364,616.42	\$4,505,913.23
August	\$6,475,656.78	31,621	\$204.79	\$2,213,123.33	\$4,262,533.45
September	\$5,985,026.00	25,797	\$232.00	\$2,244,925.88	\$3,740,100.12
October	\$6,446,263.00	23,986	\$268.75	\$2,643,974.54	\$3,802,288.46
November	\$5,810,347.00	21,660	\$268.25	\$2,096,459.36	\$3,713,887.64
December	\$5,098,898.00	18,923	\$269.46	\$1,813,541.08	\$3,285,356.92
January 09	\$6,062,573.00	22,860	\$265.20	\$1,908,250.65	\$4,154,322.35
February	\$5,008,291.00	22,383	\$223.75	\$1,516,104.24	\$3,492,186.76
March	\$6,011,751.00	23,328	\$257.71	\$1,944,551.53	\$4,067,199.47
Totals	\$71,803,947.56	300,920	\$238.61	\$25,735,658.17	\$46,068,289.39

Debit 2008/2009

Month	POS		
	Value	Trans	Average Ticket
April 08	\$20,057,866.70	138,669	\$144.65
May	\$19,185,282.66	139,232	\$137.79
June	\$16,610,661.74	132,749	\$125.13
July	\$17,922,768.27	162,359	\$110.39
August	\$17,632,214.39	169,852	\$103.81
September	\$14,975,945.72	126,274	\$118.60
October	\$16,128,750.32	131,552	\$122.60
November	\$15,321,880.28	133,295	\$114.95
December	\$13,005,979.06	114,027	\$114.06
January 09	\$15,896,468.15	135,499	\$117.32
February	\$14,213,274.37	127,136	\$111.80
March	\$15,731,621.63	134,495	\$116.97

STATEMENT OF WORK
CARD ACCEPTANCE SERVICES

Total	\$196,682,713.29	1,645,139	\$119.84
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Visa 2009/2010

Month	Total			>\$5K	<\$5K & >\$20	<\$20	
	Value	Trans	Average Ticket	Value	Value	Value	Trans
April 09	\$38,168,289.73	220,231	\$173.31	\$7,194,978.70	\$30,768,449.66	\$204,861.37	16,680
May	\$38,277,603.72	242,773	\$157.67	\$7,156,590.34	\$30,842,229.37	\$278,784.01	21,666
June	\$38,589,415.05	265,727	\$145.22	\$7,003,401.86	\$31,212,278.74	\$373,734.45	28,260
July	\$41,197,985.58	312,703	\$131.75	\$7,702,551.01	\$32,872,158.56	\$623,276.01	44,672
August	\$36,963,498.20	295,996	\$124.88	\$6,254,341.48	\$30,002,663.45	\$706,493.27	49,828
September	\$33,634,173.41	241,612	\$139.21	\$5,736,914.36	\$27,454,080.45	\$443,178.60	33,376
October	\$34,890,424.45	205,869	\$169.48	\$7,719,292.71	\$26,931,679.56	\$239,452.18	19,012
November	\$32,638,724.95	195,853	\$166.65	\$6,039,538.27	\$26,431,308.70	\$167,877.98	13,876
December	\$31,560,666.52	185,944	\$169.73	\$6,163,869.79	\$25,217,518.90	\$179,277.83	14,383
January 10	\$34,497,474.86	204,475	\$168.71	\$6,446,079.48	\$27,883,217.71	\$168,177.67	13,831
February	\$32,540,002.55	192,757	\$168.81	\$5,558,939.52	\$26,815,321.32	\$165,741.71	13,240
March	\$40,181,911.73	224,228	\$179.20	\$6,775,316.37	\$33,208,751.67	\$197,843.69	16,252
Totals	\$433,140,170.75	2,788,168	\$155.35	\$79,751,813.89	\$349,639,658.09	\$3,748,698.77	285,076

MasterCard 2009/2010

Month	Total			>\$5K	<\$5K & >\$20	<\$20	
	Value	Trans	Average Ticket	Value	Value	Value	Trans
April 09	\$16,351,715.68	119,141	\$137.25	\$843,669.66	\$15,405,577.01	\$102,469.01	8,085
May	\$16,083,557.05	131,258	\$122.53	\$774,933.05	\$15,160,891.17	\$147,732.83	11,307
June	\$17,241,520.66	144,829	\$119.05	\$1,269,168.53	\$15,768,416.54	\$203,935.59	15,172
July	\$18,214,418.78	172,885	\$105.36	\$967,918.10	\$16,888,757.78	\$357,742.90	24,805
August	\$16,350,369.94	162,683	\$100.50	\$749,755.69	\$15,207,731.45	\$392,882.80	26,891
September	\$14,359,933.43	129,062	\$111.26	\$600,644.09	\$13,512,202.94	\$247,086.40	18,129
October	\$13,843,662.16	106,732	\$129.70	\$672,699.47	\$13,041,300.40	\$129,662.29	10,207
November	\$13,409,569.29	100,629	\$133.26	\$645,599.34	\$12,672,250.25	\$91,719.70	7,507
December	\$13,087,564.39	96,047	\$136.26	\$734,897.42	\$12,258,003.91	\$94,663.06	7,467
January 10	\$14,396,204.45	104,302	\$138.02	\$626,063.06	\$13,680,927.41	\$89,213.98	7,290
February	\$13,934,153.96	98,553	\$141.39	\$659,878.00	\$13,108,534.25	\$165,741.71	13,240
March	\$17,036,199.73	113,964	\$149.49	\$867,030.81	\$16,069,011.52	\$100,157.40	8,006
Totals	\$184,308,869.52	1,480,085	\$124.53	\$9,412,257.22	\$172,773,604.63	\$2,123,007.67	158,106

Amex 2009/2010

Month	Total			>\$5K	<\$5K
	Value	Trans	Average Ticket	Value	Value
April 09	\$5,990,483.00	24,561	\$243.90	\$1,679,869.07	\$4,310,613.93
May	\$6,718,358.00	26,649	\$252.11	\$2,136,695.19	\$4,581,662.81
June	\$7,274,445.00	29,102	\$249.96	\$2,612,632.02	\$4,661,812.98
July	\$7,657,615.00	33,627	\$227.72	\$2,689,184.20	\$4,968,430.80
August	\$6,425,374.00	31,281	\$205.41	\$2,011,633.38	\$4,413,740.62
September	\$6,768,774.00	26,399	\$256.40	\$2,074,711.97	\$4,694,062.03
October	\$6,843,125.00	23,219	\$294.72	\$2,649,802.19	\$4,193,322.81
November	\$6,277,668.00	22,491	\$279.12	\$2,175,532.69	\$4,102,135.31
December	\$6,185,000.00	21,259	\$290.94	\$2,185,224.73	\$3,999,775.27
January 10	\$7,350,917.00	22,832	\$321.96	\$3,066,953.91	\$4,283,963.09

STATEMENT OF WORK
CARD ACCEPTANCE SERVICES

February	\$6,262,926.00	21,672	\$288.99	\$2,261,898.57	\$4,001,027.43
March	\$7,555,032.00	25,089	\$301.13	\$2,686,686.00	\$4,868,346.00
Totals	\$81,309,717.00	308,181	\$263.84	\$28,230,823.92	\$53,078,893.08

Debit 2009/2010

Month	POS		
	Value	Trans	Average Ticket
April 09	\$18,943,459.29	141,008	\$134.34
May	\$20,186,378.17	161,783	\$124.77
June	\$19,381,780.77	166,289	\$116.55
July	\$20,588,867.78	198,889	\$103.52
August	\$17,917,451.51	187,935	\$95.34
September	\$16,184,239.81	146,269	\$110.65
October	\$20,681,827.79	149,572	\$138.27
November	\$21,429,219.63	160,237	\$133.73
December	\$24,895,773.24	154,905	\$160.72
January 10	\$31,423,005.20	163,080	\$192.68
February	\$30,948,113.50	152,937	\$202.36
March	\$43,058,511.30	155,167	\$277.50
Total	\$285,638,627.99	1,938,071	\$149.20

Visa 2010/2011

Month	Total			>\$5K	<\$5K & >\$20	<\$20	
	Value	Trans	Average Ticket	Value	Value	Value	Trans
April 10	\$46,450,165.24	232,009	\$200.21	\$8,958,191.77	\$36,248,592.95	\$1,243,380.52	20,593
May	\$42,595,823.32	239,500	\$177.85	\$7,982,927.12	\$34,424,627.29	\$188,268.91	16,383
June	\$41,015,188.87	265,428	\$154.52	\$7,249,302.42	\$33,335,714.44	\$430,172.01	35,231
July	\$42,864,375.24	323,904	\$132.34	\$7,055,782.28	\$35,103,647.13	\$704,945.83	53,238
August	\$39,751,336.34	308,982	\$128.65	\$6,154,054.59	\$32,822,286.75	\$774,995.00	57,474
September	\$35,944,197.27	251,436	\$142.96	\$5,782,470.25	\$29,726,193.72	\$435,533.30	35,161
October	\$35,687,987.87	223,589	\$159.61	\$6,407,395.00	\$28,983,935.97	\$296,656.90	24,878
November	\$35,051,891.74	213,586	\$164.11	\$6,441,514.14	\$28,394,823.00	\$215,554.60	19,459
December	\$34,234,629.47	204,761	\$167.19	\$7,016,635.50	\$27,005,019.27	\$212,974.70	18,846
January 11	\$33,348,878.30	208,228	\$160.16	\$5,607,787.67	\$27,557,243.23	\$183,847.40	16,499
February	\$34,069,069.81	219,793	\$155.01	\$5,970,691.68	\$27,907,092.73	\$191,285.40	17,373
March	\$44,331,660.27	259,764	\$170.66	\$7,902,630.48	\$36,188,291.39	\$240,738.40	21,909
Totals	\$465,345,203.74	2,950,980	\$157.69	\$82,529,382.90	\$377,697,467.87	\$5,118,352.97	337,044

MasterCard 2010/2011

Month	Total			>\$5K	<\$5K & >\$20	<\$20	
	Value	Trans	Average Ticket	Value	Value	Value	Trans
April 10	\$18,992,948.93	119,354	\$159.13	\$1,390,266.54	\$17,475,448.06	\$127,234.33	10,595
May	\$17,931,638.08	121,773	\$147.25	\$1,476,482.06	\$16,277,954.09	\$177,201.93	14,589
June	\$17,215,516.37	137,683	\$125.04	\$1,049,277.55	\$15,938,919.46	\$227,319.36	18,222
July	\$19,094,005.39	173,469	\$22.00	\$1,144,245.81	\$18,519,962.26	\$400,574.13	29,489
August	\$17,524,170.19	165,865	\$105.65	\$664,680.42	\$16,421,305.07	\$438,184.70	31,850
September	\$15,058,590.00	129,544	\$116.24	\$644,664.81	\$14,172,896.29	\$241,028.90	18,963
October	\$14,672,268.54	113,122	\$129.70	\$804,976.52	\$13,712,029.02	\$155,263.00	12,873
November	\$14,225,254.72	108,135	\$131.55	\$515,617.83	\$13,600,536.89	\$109,100.00	9,544

**STATEMENT OF WORK
CARD ACCEPTANCE SERVICES**

December	\$13,395,800.59	102,998	\$130.06	\$680,741.36	\$12,604,491.43	\$110,567.80	9,481
January 11	\$13,456,249.92	103,332	\$130.22	\$456,105.11	\$12,908,939.36	\$91,205.45	8,061
February	\$14,445,029.04	110,367	\$130.88	\$854,806.82	\$13,493,504.59	\$96,717.63	8,606
March	\$18,307,052.19	131,079	\$139.66	\$883,116.73	\$17,302,791.36	\$121,144.10	10,709
Totals	\$179,041,464.70	1,516,721	\$118.05	\$10,564,981.56	\$166,180,941.81	\$2,295,541.33	182,982

Amex 2010/2011

Month	Total			>\$5K	<\$5K
	Value	Trans	Average Ticket	Value	Value
April 10	\$8,051,761.00	26,144	\$307.98	\$2,824,753.46	\$5,227,007.54
May	\$7,274,679.00	25,979	\$280.02	\$2,433,485.82	\$4,841,193.18
June	\$8,579,721.00	29,610	\$289.76	\$3,439,227.53	\$5,140,493.47
July	\$8,830,099.00	35,021	\$252.14	\$3,267,847.00	\$5,562,252.00
August	\$7,207,280.00	33,278	\$216.58	\$1,978,857.62	\$5,228,422.38
September	\$7,395,615.90	28,679	\$257.88	\$2,665,189.53	\$4,730,426.37
October	\$8,102,353.00	25,746	\$314.70	\$3,217,849.98	\$4,884,503.02
November	\$6,980,411.00	24,871	\$280.66	\$2,711,310.48	\$4,269,100.52
December	\$7,023,679.00	23,893	\$293.96	\$2,744,377.48	\$4,279,301.52
January 10	\$6,978,770.00	24,105	\$289.52	\$2,504,066.90	\$4,474,703.10
February	\$7,288,086.00	25,246	\$288.68	\$2,823,403.88	\$4,464,682.12
March	\$8,195,920.00	29,591	\$276.97	\$2,927,870.38	\$5,268,049.62
Totals	\$91,908,374.90	332,163	\$276.70	\$33,538,240.06	\$58,370,134.84

Debit 2010/2011

Month	POS			IOP		
	Value	Trans	Average Ticket	Value	Trans	Average Ticket
April 10	\$20,373,297.80	156,291	\$130.35	\$49,446,553.63	58,948	\$838.82
May	\$19,552,852.72	158,822	\$123.11	\$41,389,699.93	46,184	\$896.19
June	\$19,467,903.30	166,170	\$117.16	\$34,520,812.29	35,270	\$978.76
July	\$21,232,726.00	210,305	\$100.96	\$37,859,505.08	36,779	\$1,029.38
August	\$19,389,978.45	207,837	\$93.29	\$34,571,963.39	32,735	\$1,056.12
September	\$17,555,589.50	161,479	\$108.72	\$39,302,042.44	34,941	\$1,124.81
October	\$18,205,374.37	159,704	\$113.99	\$49,934,006.82	43,401	\$1,150.53
November	\$18,680,447.93	177,863	\$105.03	\$43,838,022.53	38,713	\$1,132.39
December	\$17,862,324.88	167,153	\$106.86	\$49,269,684.42	41,215	\$1,195.43
January 11	\$18,545,007.24	165,094	\$112.33	\$60,977,012.41	50,826	\$1,199.72
February	\$17,723,830.28	157,537	\$112.51	\$54,236,340.21	47,902	\$1,132.24
March	\$21,203,884.19	183,625	\$115.47	\$69,353,906.23	62,917	\$1,102.31
Total	\$229,793,216.66	2,071,880	\$111.65	\$564,699,549.38	529,831	\$1,069.72

Visa 2011/2012

Month	Total			>\$5K	<\$5K & >\$20	<\$20	
	Value	Trans	Average Ticket	Value	Value	Value	Trans
April 11	\$45,333,039.39	249,721	\$181.53	\$7,648,252.16	\$37,428,166.95	\$256,620.28	22,417
May	\$43,470,803.86	253,376	\$171.57	\$8,381,645.47	\$34,753,437.34	\$335,721.05	28,125
June	\$43,054,992.02	281,656	\$152.86	\$7,176,712.13	\$35,420,258.64	\$458,021.25	37,488
July	\$44,169,554.33	332,012	\$133.04	\$7,665,267.48	\$35,771,950.83	\$732,336.02	54,428
August	\$41,819,898.84	344,521	\$121.39	\$6,970,545.96	\$34,023,329.49	\$826,023.39	61,739
September	\$38,361,635.23	269,601	\$142.29	\$7,392,221.95	\$30,466,030.05	\$503,383.23	39,735
October	\$36,851,896.23	238,665	\$154.41	\$7,192,083.70	\$29,357,388.13	\$302,424.40	25,803

STATEMENT OF WORK
CARD ACCEPTANCE SERVICES

November	\$38,953,447.22	238,756	\$163.15	\$7,655,083.58	\$31,093,641.74	\$204,721.90	18,780
December	\$36,461,858.71	231,733	\$157.34	\$6,101,297.37	\$30,109,108.30	\$251,453.04	21,999
January 12	\$38,827,334.64	240,540	\$161.42	\$6,069,070.82	\$32,544,184.25	\$214,079.57	19,246
February	\$41,871,183.70	255,383	\$163.95	\$6,853,483.50	\$34,796,303.05	\$221,397.15	19,954
March	\$53,927,855.01	280,493	\$192.26	\$8,892,602.84	\$44,765,856.99	\$269,395.18	24,164
Totals	\$503,103,499.18	3,216,457	\$156.42	\$87,998,266.96	\$410,529,655.76	\$4,575,576.46	373,878

MasterCard 2011/2012

Month	Total			>\$5K	<\$5K & >\$20	<\$20	
	Value	Trans	Average Ticket	Value	Value	Value	Trans
April 11	\$19,396,669.59	128,388	\$151.08	\$1,093,939.57	\$18,166,036.03	\$136,693.99	11,621
May	\$18,254,912.63	130,452	\$139.94	\$1,042,828.08	\$17,036,305.47	\$175,779.08	14,281
June	\$18,705,411.26	147,246	\$127.04	\$1,106,765.48	\$17,350,536.94	\$248,108.84	19,850
July	\$19,117,788.40	176,926	\$108.06	\$901,911.16	\$17,808,055.51	\$407,821.73	30,335
August	\$19,329,345.25	185,908	\$103.97	\$867,634.32	\$17,338,245.99	\$1,123,464.94	34,715
September	\$16,155,381.82	141,015	\$114.56	\$827,011.64	\$15,049,493.62	\$278,876.56	21,536
October	\$16,310,083.23	124,295	\$131.22	\$1,101,382.40	\$14,633,493.68	\$575,207.15	13,726
November	\$16,242,774.00	124,571	\$130.39	\$654,356.07	\$15,481,971.83	\$106,446.10	9,504
December	\$15,935,151.89	121,498	\$131.16	\$634,623.90	\$15,167,169.10	\$133,358.89	11,346
January 12	\$17,916,033.68	123,716	\$144.82	\$1,034,001.21	\$16,772,242.30	\$109,790.17	9,375
February	\$19,501,382.55	134,370	\$145.13	\$1,398,859.32	\$17,990,344.36	\$112,178.87	9,703
March	\$21,126,327.17	146,420	\$144.29	\$1,233,704.07	\$19,756,774.77	\$135,848.33	11,891
Totals	\$217,991,261.47	1,684,805	\$129.39	\$11,897,017.22	\$202,550,669.60	\$3,543,574.65	197,883

Amex 2011/2012

Month	Total			>\$5K	<\$5K
	Value	Trans	Average Ticket	Value	Value
April 11	\$7,885,926.00	27,750	\$284.18	\$2,728,423.08	\$5,157,502.92
May	\$7,919,357.00	28,663	\$276.29	\$2,734,966.25	\$5,184,390.75
June	\$8,427,570.00	31,101	\$270.97	\$3,184,922.45	\$5,242,647.55
July	\$8,794,304.00	32,486	\$270.71	\$3,544,465.98	\$5,249,838.02
August	\$7,537,745.00	35,698	\$211.15	\$5,000,647.68	\$2,537,097.32
September	\$8,081,989.00	29,946	\$269.89	\$3,281,662.00	\$4,800,327.00
October	\$7,380,284.00	26,550	\$277.98	\$2,780,564.95	\$4,599,719.05
November	\$7,759,799.00	26,420	\$293.71	\$2,961,249.39	\$4,798,549.61
December	\$8,008,031.00	25,235	\$317.34	\$3,476,762.40	\$4,531,268.60
January 12	\$7,866,533.02	26,083	\$301.60	\$3,130,490.53	\$4,736,042.49
February	\$8,496,341.02	27,415	\$309.92	\$3,296,240.52	\$5,200,100.50
March	\$8,988,790.53	29,250	\$307.31	\$3,610,991.50	\$5,377,799.03
Totals	\$97,146,669.57	346,597	\$280.29	\$39,731,386.73	\$57,415,282.84

Debit 2011/2012

Month	POS			IOP		
	Value	Trans	Average Ticket	Value	Trans	Average Ticket
April 11	\$23,098,970.89	175,654	\$131.50	\$120,202,729.15	114,060	\$1,053.86
May	\$21,381,776.35	181,906	\$117.54	\$97,179,035.71	91,095	\$1,066.79
June	\$21,770,382.32	119,463	\$182.24	\$82,741,773.17	69,508	\$1,190.39
July	\$23,264,400.93	231,149	\$100.65	\$96,282,769.02	75,238	\$1,279.71
August	\$27,126,537.85	229,345	\$118.28	\$78,306,980.05	63,598	\$1,231.28
September	\$19,020,947.17	179,906	\$105.73	\$81,473,852.98	63,602	\$1,281.00

STATEMENT OF WORK
CARD ACCEPTANCE SERVICES

October	\$19,065,377.61	247,960	\$76.89	\$96,479,556.49	72,296	\$1,334.51
November	\$21,012,924.00	198,785	\$105.71	\$89,626,950.56	70,299	\$1,274.94
December	\$17,263,623.88	199,217	\$86.66	\$95,947,907.96	75,383	\$1,272.81
January 12	\$20,635,546.23	187,226	\$110.22	\$104,107,462.27	79,486	\$1,309.76
February	\$20,604,145.98	188,136	\$109.52	\$95,577,278.99	77,045	\$1,240.54
March	\$34,935,759.91	208,423	\$167.62	\$112,448,693.30	92,551	\$1,214.99
Total	\$269,180,393.12	2,347,170	\$117.71	\$1,150,374,989.65	944,161	\$1,229.21

Visa 2012/2013

Month	Total			>\$5K	<\$5K & >\$20	<\$20	
	Value	Trans	Average Ticket	Value	Value	Value	Trans
Apr-12	\$45,717,551	255,594	\$178.87	\$7,791,058	\$37,658,112	\$268,381	22,799
May	\$49,679,031	301,084	\$165.00	\$9,352,578	\$39,968,064	\$358,389	30,540
June	\$47,147,836	312,891	\$150.68	\$7,667,127	\$39,012,562	\$468,148	38,219
July	\$45,652,333	357,984	\$127.53	\$7,806,830	\$37,089,625	\$755,877	56,167
August	\$46,400,549	361,170	\$128.47	\$7,824,916	\$37,716,169	\$859,464	63,844
September	\$41,709,577	293,048	\$142.33	\$7,425,014	\$33,752,473	\$532,090	41,794
October	\$45,628,849	277,981	\$164.14	\$8,875,806	\$36,426,111	\$326,931	28,403
November	\$41,522,289	259,737	\$159.86	\$7,613,124	\$33,690,564	\$218,601	19,936
December	\$37,561,987	226,561	\$165.79	\$7,730,964	\$29,594,021	\$237,002	20,276
Jan-13	\$43,150,066	276,775	\$155.90	\$7,478,459	\$35,452,327	\$219,280	19,509
February	\$40,932,790	254,913	\$160.58	\$6,620,249	\$34,080,264	\$232,277	20,855
March	\$52,466,111	292,480	\$179.38	\$10,825,064	\$41,360,795	\$280,253	24,925
Totals	\$537,568,968	3,470,218	\$154.91	\$97,011,189	\$435,801,086	\$4,756,692	387,267

MasterCard 2012/2013

Month	Total			>\$5K	<\$5K & >\$20	<\$20	
	Value	Trans	Average Ticket	Value	Value	Value	Trans
Apr-12	\$20,324,198	135,412	\$150.09	\$1,229,642	\$18,949,672	\$144,883.87	11,950
May	\$22,769,156	157,861	\$144.24	\$1,969,071	\$20,608,083	\$192,001.81	15,763
June	\$21,240,296	166,256	\$127.76	\$1,361,024	\$19,627,853	\$251,419.48	20,007
July	\$20,743,132	195,900	\$105.89	\$1,115,776	\$19,191,698	\$435,658.33	31,385
August	\$21,335,605	201,333	\$105.97	\$1,464,017	\$19,376,310	\$495,277.97	35,845
September	\$18,577,039	158,062	\$117.53	\$914,835	\$17,359,240	\$302,963.41	23,122
October	\$20,331,572	148,606	\$136.82	\$1,273,196	\$18,879,826	\$178,550.42	14,890
November	\$18,611,151	138,460	\$134.42	\$1,089,829	\$17,407,171	\$114,151.30	10,067
December	\$16,463,050	122,737	\$134.13	\$1,050,983	\$15,288,355	\$123,712.23	10,179
Jan-13	\$19,598,903	149,629	\$130.98	\$1,223,834	\$18,259,575	\$115,493.27	9,961
February	\$18,669,861	135,704	\$137.58	\$906,001	\$17,639,065	\$124,794.61	10,773
March	\$22,324,643	154,010	\$144.96	\$1,357,800	\$20,820,289	\$146,553.32	12,449
Totals	\$240,988,605	1,863,970	\$129.29	\$14,956,008	\$223,407,137	\$2,625,460.02	206,391

Amex 2012/2013

Month	Total			>\$5K	<\$5K
	Value	Trans	Average Ticket	Value	Value
Apr-12	\$7,271,390.24	26,847	\$270.85	\$2,313,987.91	\$4,957,402.33
May	\$9,447,207.29	31,790	\$297.18	\$3,715,608.83	\$5,731,598.46
June	\$8,650,887.94	32,346	\$267.45	\$3,176,577.70	\$5,474,310.24
July	\$8,043,610.96	35,781	\$224.80	\$2,863,682.79	\$5,179,928.17

STATEMENT OF WORK
CARD ACCEPTANCE SERVICES

August	\$8,315,992.79	36,508	\$227.79	\$2,896,514.06	\$5,419,478.73
September	\$7,040,999.47	29,778	\$236.45	\$2,297,129.21	\$4,743,870.26
October	\$8,252,004.94	28,040	\$294.29	\$3,211,275.32	\$5,040,729.62
November	\$7,583,175.60	26,765	\$283.32	\$2,864,145.94	\$4,719,029.66
December	\$6,719,138.33	23,747	\$282.95	\$2,373,772.73	\$4,345,365.60
Jan-13	\$8,701,040.38	29,553	\$294.42	\$3,378,718.31	\$5,322,322.07
February	\$7,375,002.25	26,256	\$280.89	\$2,566,104.75	\$4,808,897.50
March	\$8,923,060.70	30,311	\$294.38	\$3,194,090.25	\$5,728,970.45
Totals	\$96,323,510.89	357,722	\$269.27	\$34,851,607.80	\$61,471,903.09

Debit 2012/2013

Month	POS			IOP		
	Value	Trans	Average Ticket	Value	Trans	Average Ticket
Apr-12	\$22,931,346.89	187,224	\$122.48	\$172,391,537.48	154,951	\$1,112.56
May	\$25,124,210.22	212,790	\$118.07	\$151,140,382.36	130,196	\$1,160.87
June	\$23,515,973.78	212,834	\$110.49	\$125,471,359.44	98,948	\$1,268.05
July	\$22,967,909.88	241,013	\$95.30	\$132,525,510.47	97,941	\$1,353.12
August	\$23,410,690.06	251,550	\$93.07	\$118,513,687.72	89,107	\$1,330.02
September	\$20,042,492.49	194,554	\$103.02	\$117,094,790.82	83,760	\$1,397.98
October	\$18,754,797.31	183,934	\$101.96	\$138,206,557.04	97,858	\$1,412.32
November	\$19,480,229.41	198,118	\$98.33	\$125,650,285.09	91,085	\$1,379.48
December	\$18,041,239.62	192,054	\$93.94	\$126,083,170.00	87,749	\$1,436.86
Jan-13	\$20,859,824.15	203,383	\$102.56	\$150,785,634.48	104,884	\$1,437.64
February	\$18,102,787.73	177,526	\$101.97	\$129,277,392.93	93,974	\$1,375.67
March	\$20,456,093.52	199,671	\$102.45	\$155,802,896.72	116,146	\$1,341.44
Total	\$253,687,595.06	2,454,651	\$103.64	\$1,642,943,204.55	1,246,599	\$1,333.83

STATEMENT OF WORK
CARD ACCEPTANCE SERVICES

APPENDIX 4:
Projected Sales and Transactions

Visa						
Fiscal Year	Total			>\$5K	<\$5K & >\$20	<\$20
	Value	Trans	Average Ticket	Value	Value	Trans
2014/15*	\$44,340,340.36	267,049	\$166.04	\$8,164,152.88	\$215,567.62	27,305
2015/16	\$663,203,125.73	4,535,202	\$146.23	\$122,112,091.72	\$3,660,908.76	463,703
2016/17	\$698,009,931.85	4,839,160	\$144.24	\$128,520,885.25	\$3,906,269.12	494,781
2017/18	\$735,284,518.64	5,165,861	\$142.34	\$135,384,058.22	\$4,169,989.13	528,185
2018/19	\$775,233,042.39	5,517,149	\$140.51	\$142,739,569.08	\$4,453,556.57	564,102
2019/20	\$818,080,906.83	5,895,026	\$138.77	\$150,628,920.24	\$4,758,586.28	602,739
2020/21	\$787,028,065.60	5,823,423	\$135.15	\$144,911,324.46	\$4,700,787.14	595,418
2021/22	\$44,340,340.36	267,049	\$166.04	\$8,164,152.88	\$215,567.62	27,305
2022/23**	\$166,380,304.17	1,296,984	\$128.28	\$30,634,727.39	\$1,046,952.38	132,611

MasterCard						
Fiscal Year	Total			>\$5K	<\$5K & >\$20	<\$20
	Value	Trans	Average Ticket	Value	Value	Trans
2014/15*	\$20,053,573.87	144,509	\$138.77	\$1,024,092.85	\$135,464.58	15,437
2015/16	\$263,126,811.62	1,966,471	\$133.81	\$13,437,319.85	\$1,843,396.28	210,062
2016/17	\$369,502,470.11	2,740,225	\$134.84	\$18,869,695.74	\$2,568,724.02	292,716
2017/18	\$410,891,561.73	3,012,758	\$136.38	\$20,983,347.55	\$2,824,199.57	321,828
2018/19	\$457,111,857.15	3,313,089	\$137.97	\$23,343,718.54	\$3,105,733.95	353,910
2019/20	\$508,748,297.87	3,644,122	\$139.61	\$25,980,680.41	\$3,416,048.84	389,272
2020/21	\$566,459,039.69	4,009,070	\$141.29	\$28,927,843.76	\$3,758,156.37	428,256
2021/22	\$592,478,617.32	4,135,806	\$143.26	\$30,256,607.58	\$3,876,960.07	441,794
2022/23**	\$139,964,609.84	992,682	\$141.00	\$7,147,691.33	\$930,553.54	106,040

AMEX					
Fiscal Year	Total			>\$5K	<\$5K
	Value	Trans	Average Ticket	Value	Value
2014/15*	\$44,529,666.47	144,498	\$308.17	\$16,249,298.77	\$28,280,367.70
2015/16	\$121,159,666.84	406,235	\$298.25	\$44,212,314.66	\$76,947,352.18
2016/17	\$135,930,048.80	432,995	\$313.93	\$49,602,167.51	\$86,327,881.30
2017/18	\$152,534,862.45	461,579	\$330.46	\$55,661,421.92	\$96,873,440.53
2018/19	\$171,205,963.65	492,117	\$347.90	\$62,474,684.31	\$108,731,279.34
2019/20	\$192,204,992.34	524,747	\$366.28	\$70,137,429.58	\$122,067,562.76
2020/21	\$215,827,255.53	559,614	\$385.67	\$78,757,418.07	\$137,069,837.46
2021/22	\$223,311,238.90	561,057	\$398.02	\$81,488,394.77	\$141,822,844.13
2022/23**	\$51,712,954.23	139,526	\$370.63	\$18,870,548.79	\$32,842,405.44

STATEMENT OF WORK
CARD ACCEPTANCE SERVICES

Fiscal Year	Debit					
	POS			IOP		
	Value	Trans	Average Ticket	Value	Trans	Average Ticket
2014/15*	\$23,250,468.74	189,442	\$122.73	\$132,537,144.60	94,348	\$1,404.77
2015/16	\$265,726,318.81	2,563,615	\$103.65	\$1,522,277,692.12	1,098,625	\$1,385.62
2016/17	\$374,081,509.33	3,628,797	\$103.09	\$2,028,024,323.16	1,481,006	\$1,369.36
2017/18	\$415,865,704.58	4,000,907	\$103.94	\$2,132,297,199.63	1,542,263	\$1,382.58
2018/19	\$464,791,867.45	4,414,601	\$105.29	\$2,241,931,369.18	1,606,055	\$1,395.92
2019/20	\$522,433,638.85	4,874,861	\$107.17	\$2,357,202,487.99	1,672,485	\$1,409.40
2020/21	\$590,768,064.66	5,387,303	\$109.66	\$2,478,400,385.39	1,741,662	\$1,423.01
2021/22	\$579,635,885.46	5,621,791	\$103.11	\$2,417,569,100.95	1,688,403	\$1,431.87
2022/23**	\$123,563,827.83	1,631,328	\$75.74	\$554,744,559.71	413,750	\$1,340.77

* fiscal 2014/15 does not take into account a full contract year. Instead, it covers the fiscal period from Nov. 18, 2014 to Mar. 31, 2015.

** fiscal 2022/23 does not take into account a full contract year. Instead, it covers the fiscal period Apr. 1, 2022 to Nov. 17, 2023.

Please note that the above volumes and values are estimates and the RG does guarantee that these figures will materialize.

STATEMENT OF WORK
CARD ACCEPTANCE SERVICES

APPENDIX 5:

**Narrative Description of Customized Services in Departmental
Offices**

The Contractor is required to integrate with current solutions. However, a case-by-case review will be conducted during implementation. The Contractor must also be prepared to offer customized services to additional departments, during the course of the Contract, as the needs arise.

Subsequent to contract award, meeting(s) / telephone call(s) will be held to discuss each of the following customized service requirements in order to establish a feasible solution including Government of Canada (GOC) and Departmental security requirements. In addition, we recognize that if any configurations, systems, etc. in customized sites are not compliant to card regulations, they may need to be replaced.

a. Dept. 34 - Transport Canada

The following RG authorization number operates using integrated solution. Connect to the Contractor via middleware provided by the contractor.

TRANSCAN A/P DE SEPT ILES C.P. 2001, BUREAU 212	RG Auth # 03422126
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b. Dept. 102 - National Battlefield Commission

The following RG authorization numbers operate using integrated solution. Connect to the Contractor via middleware provided by the contractor.

STATIONNEMENT MONTCALM 390 AVENUE DE BERNIERES	RG Auth # 10222701
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STATIONNEMENT LAURIER 390 AVENUE BERNIERES	RG Auth # 10222702
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STATIONNEMENT MDLD 390 AVE DE BERNIERES	RG Auth # 10222703
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c. Dept. 35 – National Research Council

The following RG authorization number operates using an integrated solution, provided by the third-party, Paymetric. This arrangement enables NRC to integrate card reporting and reconciliation with its financial system, SAP.

STATEMENT OF WORK
CARD ACCEPTANCE SERVICES

FINANCE BRANCH
1200 MONTREAL ROAD

RG Auth # 03518729

d. Dept. 124 – Parks Canada

The following RG authorization numbers operate using integrated solutions, provided by the third-party, Ventek- First Choice Group Canada. This arrangement enables Parks Canada to integrate automated permit machines with the card processors for processing.

NP PRINCE ALBERT PN
969 LAKEVIEW DRIVE
PO BOX 100

RG Auth # 12422873

NP ELK ISLAND PN SOUTH GATE
SITE 4, RR 1

RG Auth # 12422868

PN ELK ISLAND NP – NG
SITE 4 RR# 1

RG Auth # 12422872

PN ELK ISLAND NP – WG
SITE 4, R.R.1

RG Auth # 12422871

LHNC CANAL CHAMBLY NHSC-PARKING
1899, BOULEVARD DE PÉRIGNY

RG Auth # 12422628

e. Dept. 127 – PWGSC

The following RG authorization number is using integrated parking solutions provided by Cale Systems.

PROPERTY AND FACILITY MANAGER
455 BOUL. DE LA CARRIERE

RG Auth # 12723258

STATEMENT OF WORK
CARD ACCEPTANCE SERVICES

APPENDIX 6:

Interface for Conveyed Transactions

The Contractor must provide acceptance and processing services in accordance to its own arrangements with card brands, for which it does not acquire (e.g. AMEX). In case no arrangements exist, the Contractor must accept and process such transactions as per Annex A, Appendix 6 – Interface for Conveyed Transactions. Canada's separate contracts with card brands, such as AMEX, will ensure that in addition to the card brand being responsible for the authorization and settlement of its own transactions, it will be responsible for maintaining a good working relationship with the Contractor.

1. Upon request by the card brand, the Contractor must provide test files of the card brand's credit card transactions to satisfaction of the card brand.
2. The Receiver General may request input from the card brand on its credit card transaction processing for inclusion in a Terms of Engagement.
3. As required, the Contractor must forward departmental office and departmental headquarters set-up request forms to the card brand for completion (including set-up information such as merchant numbers) and return within two (2) banking days. As the card brand is on a separate contract, the Contractor will have to collect the card brands merchant numbers and assign Visa/MC numbers and return everything to the RG in five (5) days.
4. The Contractor must forward the card brand's credit card transactions to the card brand for transaction authorization. Such authorizations must remain valid for a period specified by the card brand. For AMEX, such authorizations must remain valid for a period of three (3) to five (5) banking days, as per AMEX standards.
5. The Contractor (where applicable), for card present Point of Sale hardware, must be able to support EMV Chip and PIN card acceptance, as required by the card brand.
6. The Contractor (where applicable, for card present contactless point-of-sale hardware / readers) must be able to support contactless acceptance, as required by the card brand.
7. As early as possible, but no later than 6:00 a.m., Ottawa time on the banking day following each presentation date, the Contractor must deliver to the card brand:
 - a. A separate file of the card brand's Canadian federal government credit card transactions (covered by Annex A – Statement of Work). The file must conform to the card brand's standard file format layout (e.g. For AMEX, the file must conform to American Express Card Acceptance and Processing Network [CAPN] format).
 - b. A formatted electronic summary report containing the number of transactions, dollar value, Julian date and file reference number associated with the file.

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8. Each file delivered to the card brand by the Contractor must pass initial reconciliation steps as set out by the card brand. If the file fails to pass such steps, upon the card brand's request, the Contractor must provide a replacement or re-created file for that day's transactions.
9. If required, the card brand will request back-up, or replacement or re-created files from the Contractor. The Contractor must not charge the card brand for additional files requested within two (2) banking days of the originally scheduled exchange.
10. The card brand will interact directly with departmental offices to obtain supporting documentation for each chargeback and to obtain signed copies of the card brand's credit card transaction receipts or charge records.
11. The Contractor must recover funds from the card brand for its credit card transactions as follows:
 - a. The Contractor must provide the card brand with a bank account to which financial settlement will be made.
 - b. The card brand will make a settlement to the designated Contractor account on the file delivery date (where the 6:00 a.m., Ottawa time delivery time and reconciliation requirements were met) or the chargeback delivery date.
12. The Contractor may request the assistance of the card brand in tracing the card brand's card transactions, batches, files, chargebacks, etc.

Procedures in Annex A, Appendix 6 – Interface for Conveyed Transactions may be altered at any time if mutually agreed in writing between the card brand, the Contractor and the Project Authority. The Contractor is not responsible for the card brand's transaction authorization risks.

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APPENDIX 7:

Current Protocol for Electronic Reporting of Bank Statements

The current protocol for electronic reporting of bank statements is via EDI ANSI X12 standard formats, as follows:

1. Transaction Sets

The following EDI Transaction Sets are exchanged between the parties:

- a. ANSI X12 Envelope Specifications (hereinafter called “Envelop”);
- b. ANSI X12 821 Financial Information Reporting (hereinafter called “821”); and
- c. ANSI X12 997 Functional Acknowledgement (hereinafter called “997”).

The Envelope and 821 mappings are attached as Annex A, Appendix 8 – Envelope Specifications and Appendix 9 – 821 Mapping.

2. Data Elements for 821s

821s currently must include the following data elements:

- a. Financial Institution’s Number as assigned by the Canadian Payments Association;
- b. Transit Number of the branch where the Account is located;
- c. The Account number being reported on;
- d. Transaction Code (Type):
 - i. As a minimum, separate codes are required for **authorized transactions** as follows:
 - electronic card deposits;
 - bank initiated adjustments associated with electronic card deposits;
 - returned items associated with electronic card deposits; and
 - transactions associated with transfers to the Bank of Canada.
 - ii. Unauthorized Postings:

Action must be taken to stop unauthorized postings. Although the following transaction types are unauthorized for card services, should they occur, as a

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minimum separate transaction codes are required for:

- manual over the counter deposits;
 - bank initiated adjustments associated with manual over the counter deposits;
 - returned items associated with manual over the counter deposits;
 - EDI 820/823 initiated deposits;
 - bank initiated adjustments associated with EDI 820/823 initiated deposits;
 - when appropriate (finality of payment is not requested and electronic chargebacks are requested by the departmental office), returned items associated with EDI 820/823 initiated deposits;
 - preauthorized debit (PAD) deposits;
 - bank initiated adjustments associated with PAD deposits; and
 - returned items associated with PAD deposit.
- e. Transaction concentrator date; Transaction amount; and
- f. RR, ZZ, PQ, IT, IX, VR, PB Reference Numbers as specified in Annex A, Appendix 9.

3. Configuration and Test Period

Currently the Receiver General requires contractors to:

- a. Provide at least six (6) weeks prior to the Implementation Date, all mailbox and other pertinent information for system configuration.
- b. Provide at least six (6) weeks prior to the Implementation Date, the list of mnemonic codes (along with their meanings) to be used as transaction codes (types).
- c. Provide to the Receiver General's test mailbox, a transmission of:
 - i. General 821 test data (which has been fabricated, and agreed to with the Receiver General) at least four (4) weeks prior to the Implementation Date and as requested by the Receiver General thereafter; and
 - ii. Real (\$0) 821 data for the Account on a daily basis, starting at least three (3) weeks prior to the Implementation Date and as requested by the Receiver General thereafter.

4. Reporting process upon Implementation

Currently, the Receiver General requires contractors to:

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- a. Adhere to the Receiver General Test Plan and Release Procedures unless otherwise mutually agreed. The Receiver General Test Plans and Release Procedures will be provided upon request.
- b. Forward each banking day, in clear text, an 821 of the Account to the Receiver General's electronic production mailbox by no later than 8:00 a.m. Ottawa time, on the first banking day following the concentrator date.
- c. Accept either a positive or negative 997 from the Receiver General in response to each 821 transmitted by the contractor, taking follow-up action should the contractor not receive a 997 following each transmission. Follow-up action must take place by 10:00 a.m. Ottawa time, on the same day of each 821 transmission. Follow-up action must consist of a telephone call to the Receiver General.
- d. Upon receipt (ISA09 and ISA10 of the ANSI X12 envelope) of a negative 997, correct the 821 and retransmit within 2 hours from the time of such receipt.
- e. In the event of inability to report as above, upon request by the Receiver General, provide, in lieu of an 821, either a hard copy or alternate electronic form of the data elements listed in Annex A, Appendix 9, section 2. The foregoing medium must be mutually agreed.
- f. Forward each banking day to the Receiver General a copy of supporting documentation for any postings to the Account not covered by Annex A – Statement of Work, to be received the same day as the 821.

5. Sender Pays Transmission Costs

The Receiver General requires contractors to pay all costs associated with the transmission of 821s. This includes sending to the Receiver General Mailbox, and receiving from the Receiver General Mailbox.

APPENDIX 8:
Envelope Specifications

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VERSION 003010

Receiver General

Release 3.02

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Receiver General Envelope Specifications

Interchange Control Version Number 00200

SEG.ID	Name	Required	Loop
ISA	Interchange Control Header	M	1
GS	Functional Group Header	M	GS 1 > 1
GE	Functional Group Trailer	M	GE 1 > 1
IEA	Interchange Control Trailer	M	1

Note: Segments GS01 and GS08 have been significantly changed in this release 3.01.

ISA

Interchange Control Header

Indicates the beginning of an interchange

ISA	ISA01 I01 Authorization Info. Qualifier M ID 2/2	ISA02 I02 Authorization Information M AN 10/10	ISA03 I03 Security Info Qualifier M ID 2/2	ISA04 I04 Security Information M AN 10/10	ISA05 I05 Interchang e ID Qualifier M ID 2/2
*	*	*	*	*	*

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<p>ISA06 I06</p> <p>Interchange Sender ID</p> <p>M ID 15/15</p>	<p>ISA07 I05</p> <p>Interchange ID Qualifier</p> <p>M ID 2/2</p>	<p>ISA08 I07</p> <p>Interchange Receiver ID</p> <p>M ID 15/15</p>	<p>ISA09 I08</p> <p>Interchange Date</p> <p>M DT 6/6</p>	<p>ISA10 I09</p> <p>Interchange Time</p> <p>M TM 4/4</p>
<p>ISA11 I10</p> <p>Interchange Control Standards ID</p> <p>M ID 1/1</p>	<p>ISA12 I11</p> <p>Interchange Control Version #</p> <p>M ID 5/5</p>	<p>ISA13 I12</p> <p>Interchange Control Number</p> <p>M N0 9/9</p>	<p>ISA14 I13</p> <p>Acknowl. Requested</p> <p>M ID 1/1</p>	<p>ISA15 I14</p> <p>Test Indicator</p> <p>M ID 1/1</p>
<p>ISA16 I15</p> <p>Sub- Element Separator</p> <p>M AN 1/1</p>	<p>N / L</p>			

ISA01 Authorization Information Qualifier
Code identifying the type of information in ISA02. Use “00” to indicate no authorization information is present.

ISA02 Authorization Information
Used for additional identification or authorization of the sender or data contained

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in the interchange. Not used

- ISA03 Security Information Qualifier
Code identifying the type of information in ISA04. Use “00” to indicate no security information is present.
- ISA04 Security Information
Identifies security information about the sender or data in the interchange.
Not used.
- ISA05 Interchange ID Qualifier
Designates the code structure used to identify the sender. Defined by the sender.
For example, use “12” for Phone Number or “01” for DUNS.
- ISA06 Interchange Sender ID
Published identification of the sender. Defined by the sender.
- ISA07 Interchange ID Qualifier
Designates the code structure used to identify the receiver.
For example, use “12” for Phone Number or “01” for DUNS.
- ISA08 Interchange Receiver ID
To be provided by the Receiver General (RG) in accordance with the Receiver General Test Plan and Release Procedures.
- ISA09 Interchange Date
Date the interchange was created. Format must be “YYMMDD”.
- ISA10 Interchange Time
Time the interchange was created. Format must be “HHMM”.
- ISA11 Interchange Control Standards ID
Code designating the standards body. Use “U”.
- ISA12 Interchange Control Version Number
Version number of the interchange control segments. Use “00200”.
- ISA13 Interchange Control Number
Unique identifier for the interchange. Created by the sender and must be the same as IEA02.
- ISA14 Acknowledgment Requested
Code indicating whether or not an acknowledgment is requested by the sender.
Receiver General will disregard.
- ISA15 Test Indicator

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Code indicating whether the interchange contains test or production data.
Use either **“P” for production or “T” for test.**

ISA16 Sub-element Separator
Separating character for data element subgroups.
Receiver General will disregard.

GS

Functional Group Header

Indicates the beginning of a functional group of documents

GS	GS01 479 Functional ID Code M ID 2/2	GS02 142 Application Sender's Code M AN 2/12	GS03 124 Application Recv's Code M AN 2/12	GS04 29 Group Date M DT 6/6	GS05 30 Group Time M TM 4/4
----	---	--	---	--	--

*	GS06 28 Group Control Number M N0 1/9	GS07 455 Responsible Agency Code M ID 1/2	GS08 480 Version/Release IND. ID Cd. M ID 1/12	N / L
---	---	---	---	-------

GS01 Functional ID Code
Code identifying a group of application related transaction sets. Transaction

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sets and codes acceptable to the RG include:

Transaction Set	Code
821	FR
152	GR
820	RA
823	LB

- GS02 Application Sender's Code
Code identifying the sender of the functional group.
- GS03 Application Receiver's Code
Code identifying the receiver of the functional group. Use "**RECGEN**".
- GS04 Group Date
Date the group was created. Format must be "**YYMMDD**".
- GS05 Group Time
Time the group was created. Format must be "**HHMM**".
- GS06 Group Control Number
Unique identifier of the group. Created by the sender and must be the same value as GE02.
- GS07 Responsible Agency Code
Code identifying the standards agency used for this group. Value should be "**X**".
- GS08 Version /Release /Industry Identifier Code
Receiver General's standard versions. Later versions may be supported if mutually agreed with the industry.

Transaction Set	Version
821, 820	"003010"
152, 823, 820	"003030"

GE

Functional Group Trailer

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Indicates the end of a functional group of documents

GE	GE01	97	GE02	
	28			N
*	Number of	*		/
	Incl. Sets		Group	L
			Control	
	M N0		Number	
	1/6			
			M N0	
			1/9	

GE01 Number of Transaction Sets
Value must equal the number of transaction sets included in this functional group.

GE02 Group Control Number
must be the same value as GS06.

IEA
Interchange Control Trailer

Indicates the end of an interchange

IEA	IEA01	IEA02	
	I16	I12	N
*		*	/
	Number of	Interchange	L
	Incl. F.	Control #	
	Groups		
	M N0	M N0	
	1/5	9/9	

IEA01 Number of Included Functional Groups
Value must equal the number of functional groups contained in the

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interchange.

IEA02 Interchange Control Number
 Unique identifier for the interchange. must be the same as ISA1

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APPENDIX 9:

821 Mapping

VERSION 003010

(Receiver General Financial Information Reporting)

Release 2.12

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821 Financial Information Reporting (X.12 version 3010)
Receiver General for Canada (release 2.12)

Upon mutual agreement with the industry, the Receiver General (RG) will support and supply mapping documents for versions above 3010.

Table 1

SEG. ID	Name	ANSI Req.	Max	R.G. Req	Min	Max	Loop
ST	Transaction set header	M	1	M	1	1	
BGN	Beginning segment	M	1	M	1	1	
N1	Name (forwarder of info)	M	1	M	1	1	N1/1
PER	Admin Comm. Contact	O	>1	O		>1	
N1	Name (Receiver of info)	M	1	M	1	1	N1/>1
PER	Admin Comm. Contact	O	>1	O		>1	
ACT	Account Identification	O	1	M	1	1	ACT/1
CUR	Currency	O	1	O		1	
BAL	Balance details	O	>1	M	1	>1	
FIR	Financial information	O	1	O	1	1	FIR/>1
REF	Reference numbers	O	>1	C	0	2	

SE Transaction set trailer M 1 M 1 1
(M = mandatory; O = optional; C = conditional)

Notes:

1. N1 (preferred first occurrence) is the forwarder of the 821
2. N1 (preferred second occurrence) is the receiver of the 821 (the Receiver General)

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Segments and data elements

ST

Transaction set header

Indicates the beginning of the transaction set

ST	ST01 143	ST02 329	
	Trans Set	Trans Set	N
*	ID Code	Control No.	/
			L
	M ID 3/3	M AN 4/9	

ST01 - Transaction set identifier code
Mandatory element with the value of "821"

ST02 - Transaction set control number
This control number is used to uniquely identify each document sent between trading partners. It is suggested that this number be incremented by one greater than the previous transaction.

BGN

Beginning segment

To indicate the beginning of a transaction set.

BGN	BGN01 353	BGN02 127	BGN03 373	BGN04 337	
	Trans Set	Reference	Date	Time	
*	Purpose	Number			*
	Code				
	M ID 2/2	M AN 1/30	M DT 6/6	O TM 4/4	

BGN05 623	
Time Zone	N
Qualifier	/
	L

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O	ID	2/2
---	----	-----

- BGN01 - Code identifying purpose of transaction set.
Mandatory element with the value of "00" indicating income tax withholdings, installments or arrears or "22" indicating all other financial reporting.
Mandatory element for EDI standard but not used by RG.
- BGN02 - Uniquely identifies the transaction set.
This number will be comprised of two components:
1. Four digit CPA Financial Institution (FI) ID indicating the originating FI
2. A combination of up to 26 digits, letters and or spaces that uniquely identifies the transaction.
- BGN03 - Identifies the Banking Day when the account balance was noted.
(YYMMDD).
- BGN04 - BGN05
Not used.

N1
NAME (preferred the 1st occurrence)

The first occurrence of the N1 segment identifies the Forwarder of the financial information.

N1	N101	98	N102	93	N103	66	N104	67	N105	68
	*	Entity ID Code.	*	Name	*	ID Code. Qualifier	*	ID Code	*	ID Code
	M	ID 2/2	M	AN 1/35	C	ID 1/2	C	ID 2/17	C	ID 2/17

- N101 - Entity ID code
Mandatory element with the value "FW" indicating the Forwarder.
- N102 - Name
Name of the FI that is forwarding the information.
- N103 - N104
Not used.

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N1

NAME (preferred the 2nd occurrence)

The second occurrence of the N1 segment identifies the Receiver of the financial information.

N1	N101 98	N102 93	N103 66	N104 67	N
	* Entity ID	* Name	* ID Code.	* ID Code	/
	Code.		Qualifier		L
	M ID 2/2	M AN 1/35	C ID 1/2	C ID 2/17	

N101 - Entity ID code
Mandatory element with the value "AQ" indicating the "account of (destination party)".

N102 - Name

"REC GEN"	Deposit Facilities transactions, CRA electronic remittances.
"Receiver General for Canada"	
"205 REC GEN"	For all other remittances such as Bill Payment System (BPS).

N103 - N104
Not used.

PER

Administrative Communications Contact

To identify a person or office to whom administrative communications should be directed. *RG* will disregard any data sent within this segment.

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ACT

Account identification

To specify account information.

ACT	<div> <div>ACT01 508</div> <div>Account Number</div> <div>M AN 10/21</div> </div>	*	<div> <div>ACT02 93</div> <div>Name</div> <div>O AN 1/35</div> </div>	*	<div> <div>ACT03 66</div> <div>ID Code Qualifier</div> <div>C ID 1/2</div> </div>	*	<div> <div>ACT04 67</div> <div>ID Code</div> <div>C ID 2/17</div> </div>
*	<div> <div>ACT05 569</div> <div>Account # Qualifier</div> <div>C ID 1/3</div> </div>	*	<div> <div>ACT06 508</div> <div>Account Number</div> <div>C AN 1/35</div> </div>	*	<div> <div>ACT07 3</div> <div>Free Form Message</div> <div>O AN 1/60</div> </div>	N / L	

ACT01 - Account number

Identifies the FI, transit and account number for which the balance *is reported*.
The field is broken down as follows:

- CPA FI ID number char 1 - 4
- CPA Transit Number char 5 - 9
- Account Number char 10 - 21

Note: FI, transit and account number must be zero padded and right justified.

e.g.: CPA FI ID number 0001
CPA Transit Number 9999
RG's Account Number 1234

ACT01 = **000109999000000001234**

ACT02 - ACT07
Not used.

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CUR

Currency

To specify the currency used in a transaction. *RG* will disregard any data sent within this segment.

BAL

Balance details

To identify the specific monetary balances associated with a particular account.

BAL	BAL01 951	BAL02 522	BAL03 782	N
	* Balance	* Amt. Qual.	* Monetary	/
	Type Code	Code	Amount	L
	M ID 1/2	M ID 1/2	M R2 1/15	

BAL01 - Balance type code
"Y" for "Year-to-date" to identify up-to-date/ current balance.

BAL02 - Qualifies the amount listed in BAL03
"IB" for "Investable Balance" (ie. available balance) or "NL" Negative Ledger Balance.

BAL03 - Qualified by the code in BAL02
Monetary balance of the account.

FIR

Financial information

To summarize a number of credit or debit transactions for a given account.

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FIR	FIR01 702	FIR02 782	FIR03 380	FIR04 380
	* Fin Trans Code	* Monetary Amount	* Quantity	* Quantity
	M ID 6/6	M R2 1/15	M R 1/10	M R 1/10
	FIR05 703	FIR06 478	FIR07 373	FIR08 337
	* Fin Info Type	* CR/DR Flag Code	* Date	* Time
	M ID 1/1	M ID 1/1	O DT 6/6	O TM 4/4
	FIR09 623	FIR10 100		
	* Time Code	* Currency Code	N / L	
	O ID 2/2	O ID 3/3		

FIR01 - Identifies the type of transaction. A List of codes and definitions must be provided. Separate codes must be provided for:

- Manual over the Counter Deposits
- Bank Initiated Adjustments Associated with Manual over the Counter Deposits
- Returned Items Associated with Manual over the Counter Deposits
- Electronic Card Deposits
- Bank Initiated Adjustments Associated with Electronic Card Deposits
- Returned Credit Card Items Associated with Electronic Card Deposits
- EDI 820/823 Initiated Deposits
- Bank Initiated Adjustments Associated with EDI 820/823 Initiated Deposits
- Returned Items Associated with EDI 820/823 Initiated Deposits (where permitted)
- Transactions Associated with Transfers to the Bank of Canada
- Large Value Transfer System (LVTS) Deposits
- Bank Initiated Adjustments Associated with LVTS Deposits
- Wire Transfers
- Bank Initiated Adjustments Associated with Wire Transfers
- Direct Deposits
- Bank Initiated Adjustments Associated with Direct Deposits

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- FIR02 - Amount of the transaction
must always be positive; FIR06 will flag credit or debit.
- FIR03 - Quantity
Number of transactions included in the FIR02 account posting amount (deposit, etc.).
- FIR04 Recommend use "1".
- FIR05 - Identifies whether it is a detail or summary level of financial information.
must equal "1" indicating "detail".
- FIR06 - Identifies whether FIR02 was a credit or debit to the account.
"C" for Credit, D for Debit.
- FIR07 - Value date of transaction (YYMMDD).
- FIR08 -FIR09
Not used.
- FIR10 - Currency code
Code for country in whose currency the charges are specified.

REF
Reference numbers

REF	REF01 128	REF02 127	REF03 352	N
*	Reference #	*	Reference	*
	Qualifier		Number	
			Description	/
				L
	M ID 2/2	M AN 1/30	C AN 1/80	

The RG reconciles deposit information based on the contents of the REF segment and it is conditional on the type of data being transmitted. The only instance in which an REF segment is not required is for Transfers to the Bank of Canada. The following is a table of the requirements of each data type.

Type of Financial	M	REF01 1st	REF02 1st	M	REF01	REF02 2nd
--------------------------	----------	------------------	------------------	----------	--------------	------------------

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Information Reporting (821)	or O	Occurrence	Occurrence	or O	2nd Occurrence	Occurrence
H6 compliant 820's or 823s where BGN = "22" (deposits, bank initiated adjustments reversing a deposit)	M	RR or ZZ	Unique cross reference tracer number also on the 820/823. May be variable in length.	M	PQ	8 digit CPA assigned "CCIN"
(returned items where permitted, bank initiated adjustments reversing a returned item)	O	IX	Unique tracer that may be variable in length (e.g.. Customer client number)	M	PQ	8 digit CPA assigned "CCIN"
820's or 823s, other than above, where BGN01 = "00" / "22" (deposits, bank initiated adjustments reversing a deposit)	M	RR or ZZ	Unique cross reference tracer number also on the 820/823. May be variable in length.	M	IT	8 digit RG authorization number
(returned items where permitted, bank initiated adjustments reversing a returned item)	O	IX	Unique tracer that may be variable in	M	IT	8 digit RG authorization number

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			length (e.g.. Customer client number)			
Electronic Card Transactions where BGN01 = “22” (deposits, bank initiated adjustments reversing a deposit)	M*	IX	Unique tracer that may be variable in length (e.g. batch closure number)	M	VR	Merchant Number associated with transaction card type (may be variable in length)
(returned items, bank initiated adjustments reversing a returned item)	M	IX	Unique tracer that may be variable in length (e.g. Customer client number)	M	VR	Merchant Number associated with transaction card type (may be variable in length)
Deposit Facilities where BGN01 = “22” (deposits, bank initiated adjustments reversing a deposit)	M	PB	5 digit Transit Number from Originating Branch	M	IT	8 digit RG authorization number
(returned items, bank initiated adjustments reversing a returned item)	M	PB	5 digit Transit Number from Originating Branch	M	IT	8 digit RG authorization number

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Transfer to the BOC	O					
Wire transfer / <i>LVTS</i> (deposits, bank initiated adjustments)	O	IX	Unique tracer that may be variable in length (e.g. SWIFT #)	M	IT	8 digit RG authorization number
Direct Deposits (deposits, bank initiated adjustments)	O	IX	Unique tracer that may be variable in length (i.e. Direct Deposit file #)	M	IT	8 digit RG authorization number

Tracer numbers

- RR A unique tracer number cross referencing an 820/823 deposit to the reporting 821.
RR indicates that the FI is capable of supplying a financial institution routing number that is unique among Canadian FIs.
- ZZ A unique tracer number cross referencing an 820/823 deposit to the reporting 821.
ZZ indicates a mutually agreed tracer number unique within one FI only. Length is defined by the FI.
- IX A unique tracer number to be used by departments for reconciliation of remittance data.

Authorization, Merchant, Transit and Corporate Creditor Identification Numbers

- Adjustments associated with the following element values must include the Tracer Number of the original deposit entry.
- IT Provides the RG with their 8 digit authorization number identifying the departmental office which must be notified of the transaction. This reference is supplied to the FI by the transaction originator. NOTE: adjustments and returned item must include the 8 digit RG authorization number of the original deposit entry.
- VR For use with Electronic Card transactions only. Provides the RG with the merchant number identifying the departmental office, which must be notified of the transaction.
NOTE: all transactions, adjustments and returned items for Electronic Card transactions must include this merchant number.

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PQ For use with H6 compliant arrangements only. Provides the RG with the 8 digit CPA assigned Corporate Creditor Identification Number (CCIN). NOTE: all transactions, adjustments and returned items for H6 compliant arrangements must include this 8 digit CCIN.

PB Provides the RG with the transit number of the branch at which the transaction was originated. must be 5 characters in length.

NOTE: REF03 - Description for Card Acceptance Services.
On the 1st occurrence: If REF01 equals to "IX" then REF03 is blank.
On the 2nd occurrence: If REF01 equals to "VR" then REF03 must be card type "VISA", "M/C", "AMEX" or "DCARD".
For other services - not used.

SE

Transaction set trailer

Indicates the end of the transaction set.

SE	SE01 96	SE02 329	N
	* Number of	* Trans Set	/
	Incl. Seg.	Control No.	L
	M NO 1/6	M AN 4/9	

SE01 - Number of included segments
The value must equal the number of segments in the transaction set.

SE02 - Transaction set control number
Sender defined but it **MUST** equal the transaction set control number on the ST.

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APPENDIX 10:

Overview of the Federal Government Card Acceptance Terms of Engagement

The Contractor will be asked to only provide assistance and documentation for the ongoing card operations. This can be done by providing existing procedures, pamphlets, card regulations or referral to information on its website that merchants can use. This documentation will be incorporated into the Federal Government Card Acceptance Terms of Engagement – a document maintained by the RG to provide information to Federal Government Departments on the card acceptance service. Below is the table of contents for the Federal Government Card Acceptance Terms of engagement. The Contractor main input will be in appendices I, J, K, L, M, N and O of this document.

1.0 INTRODUCTION

- 1.1 Purpose and scope*
- 1.2 Authority*
- 1.3 Related documents*
- 1.4 Application*
- 1.5 Privacy*
- 1.6 Security*
 - 1.6.1 Government Security Requirements*
 - 1.6.2 Payment Card Industry Data Security Standard (PCI DSS)*
 - 1.6.2.1 What is the PCI DSS?*
 - 1.6.2.2 How to become PCI DSS compliant*
 - 1.6.2.3 QSAs and the audit process*
 - 1.6.2.4 PCI DSS requirements: overview*
 - 1.6.2.5 Links to the PCI DSS*
 - 1.6.2.6 Receiver General for Canada PCI Data Security Standards Compliancy Plan*

2.0 PARTICIPANTS AND RESPONSIBILITIES

- 2.1 Banking and Cash Management Sector (BCMS) on behalf of the Receiver General for Canada (RG)*
- 2.2 Departments*
- 2.3 PSP (Paymentech)*
- 2.4 Amex Bank of Canada (Amex)*
- 2.5 Bank of Canada (BoC)*

3.0 CARD ACCEPTANCE (CA) OVERVIEW

- 3.1 Transaction Capture and Authorization*

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- 3.2 *Batch Closure, Deposit and Settlement*
 - 3.2.1 *Batch Closure*
 - 3.2.2 *Deposit*
 - 3.2.3 *Settlement*
- 3.3 *Transmission of Bank Account Activity to BCMS*
- 3.4 *RG Reporting to Department Headquarters*

4.0 ADMINISTRATIVE PROCEDURES

- 4.1 *Benefits*
- 4.2 *Costs*
- 4.3 *RG Card Acceptance Chain Head Request Form*
- 4.4 *Departmental Office Request for Card Acceptance Services*

5.0 CARD ACCEPTANCE PRODUCTS/SOLUTIONS

- 5.1 *Chase Paymentech Stand-alone Solutions*
- 5.2 *Integrated Solutions*
- 5.3 *Receiver General Buy Button (RGBB)*

6.0 INSTALLATION OF STAND-ALONE SOLUTIONS

- 6.1 *Establishment of a departmental office contact*
- 6.2 *Site inspection (for High Speed Multi-Workstation Installations)*
- 6.3 *Communication lines*
- 6.4 *Installation process*
- 6.5 *Operator manuals and training*
 - 6.5.1 *Operator Manuals*
 - 6.5.2 *Training*
 - 6.5.2.1 *Basic Training*
 - 6.5.2.2 *Special Training*

7.0 TRANSACTION PROCESSING

- 7.1 *Debit Cards*
- 7.2 *Credit Cards*
- 7.3 *Departmental Office Restrictions*
 - 7.3.1 *RG Payment Service Providers Restrictions*
 - 7.3.2 *RG Restrictions*
- 7.4 *Unclaimed Credit or Debit Card*
- 7.5 *Refunds*
- 7.6 *Chargebacks*
 - 7.6.1 *Debit Card Transactions*
 - 7.6.2 *Credit Card Transactions*
- 7.7 *Fallback procedures*

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8.0 REPORTS

9.0 RECONCILIATION

- 9.1 Closed Batches*
- 9.2 Reconciling to BCMS Deposit Detail Files*
- 9.3 Tracing Transactions, Chargebacks and Batches*

10.0 ONGOING OPERATIONS AND SUPPORT FOR THE PSPS PRODUCTS/SOLUTIONS

- 10.1 Ongoing operational and 24/7 Help Desk Support*
- 10.2 POS hardware support*
 - 10.2.1 PSP Products/Solutions Functionality*
 - 10.2.2 Operational Instructions*
 - 10.2.3 LAN Services*

11.0 PAYMENTS FOR SERVICES RENDERED

- 11.1 RG Costs*
- 11.2 Department Costs*
 - 11.2.1 Payment Service Provider's Products/Solutions*
 - 11.2.2 Communication Lines*
 - 11.2.3 Wiring*
 - 11.2.4 Integration*

12.0 OTHER ITEMS

- 12.1 Seasonal Requirements*
- 12.2 Removal of the PSP Equipment*
- 12.3 Departmental Office Renovations or Moves*

APPENDICIES

- A. Receiver General (RG) Contact List
- B. PSP Contact List
- C. Amex Bank Contact List
- D. Receiver General Card Acceptance Corporate Request Form
- E. Receiver General Card Acceptance Setup Request Form
- F. Acronyms and Definitions
- G. Agreement of Confidentiality and Non-Disclosure
- H. Card Acceptance Costs
- I. Questions and Answers
- J. Steps to proceed with Interactive Voice Response (IVR))
- K. Quick Reference Card for the Touch Tone Capture

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- L. Stand-Alone Products/Solutions
- M. Resource Online – VTM
- N. Resource Online - Recon Solution
- O. Helping to protect your PIN entry devices and business from fraud

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APPENDIX 11:
Current Locations
(as of February 21, 2013)

See electronic attachment.

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APPENDIX 12:

**Receiver General Buy Button
(Online Card Acceptance Services)**

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1.0 Introduction

1.1 Background

The Receiver General Buy Button (RBBB) is an online payment service used by federal departments and agencies, for the electronic acceptance of payments and secure storage of related payment information. Departments can integrate their virtual web storefronts with the RBBB to offer their customers convenient, reliable, and secure options to pay for goods and services sold online by the Government of Canada (GC).

The RBBB was first implemented in April 2002 by the Receiver General for Canada (RG) to support GC online service delivery. The current RBBB uses an online credit and debit card acceptance application provided, hosted, and supported by the RG's Contractor. Presently, the RBBB collects one-million, eight-hundred thousand (1.8 million) payments valuing over \$1.3 billion annually in revenue for the Government of Canada.

The primary objectives of the RBBB are to:

- insulate departments from changes to interfaces and contractual agreements with payment service providers;
- eliminate the need for each department to develop and maintain its own secure storage of payment information;
- provide departments and their customers with access to new payment methods as they become available; and,
- provide departments with a tailored Commercial of the Shelf (COTS) solution that meets the evolving federal security and privacy policies.

1.2 Overview of Requirement

The Contractor must provide a proven, online payment acceptance solution ("the RBBB Solution") suite, consisting of the following gateway interfaces:

- a Hosted Payment Page interface,
- an Application Programming Interface (API),
- a Virtual Point-of-Sale (VPOS) interface; and,
- a batch processing interface.

In addition, the Contractor must provide all associated support services for each of the aforementioned gateway interfaces, as well as Administrative Interface, in accordance with the scope and requirements detailed in Annex A, Appendix 12, section 2.0 – RBBB Requirements. The RBBB solution must use the Contractor's card processing platform provided for POS and as such, it must adhere to the terms set out in Annex A.

The Contractor's proposed solution, referred to as the RBBB Solution, will be mandatory for the majority of federal departments, using integrated, card payment solutions. It will be an integral component of the RG's online payment service, facilitating the processing of online credit and

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debit card transactions and potentially other types of online payments. In addition, support for the RGBB Solution will be integrated into the RGBB support model. The Contractor must assist the RG with the transition to and the seamless integration of its proposed RGBB Solution, and interact efficiently with other RG service providers with respect to operations management, help desk support, development, testing, implementation, and delivery of the overall RGBB online payment service.

1.3 Initial Participants

There are currently thirty-five (35) RGBB Clients, each with a separate merchant numbers, from seventeen (17) federal departments, using this service in production. The thirty-five (35) RGBB Clients will be migrated to the RGBB Solution by a client implementation team led by the Project Authority and including the RGBB Product Manager assigned by the RG, and a Project Manager assigned by the Contractor.

2.0 RGBB Requirements

The Contractor must provide an RGBB Solution used to transmit and process transactions entered using each Gateway Interface, and to redirect customers to the Interac Online service portal when applicable. The RGBB Solution must also communicate results of transaction processing, back to RGBB Clients, complete with authorization numbers and payment status codes, as described in Annex A, Appendix 12, Attachment 4 – RGBB Design Specifications.

The Contractor must provide an RGBB Solution that:

- a. conforms to the data exchange specifications and communication protocols and current RGBB Messaging (see section Annex A, Appendix 12, Attachment 4 – RGBB Design Specifications);
- b. enables processing of real-time card transactions, including sales, pre-authorizations, authorizations, pre-authorized completions, completions, voids, and full and / or partial refunds (to a maximum of the original sale amount);
- c. transmits the RGBB Client reference number;
- d. uses field edits to validate the RGBB Client messaging prior to proceeding with payment authorization;
- e. uses Transport Layer Security (TLS) version one (1) or higher certificates;
- f. authenticates via TLS , mutual ‘handshakes’, all communications between the gateway and RGBB Clients, to maintain data integrity and confidentiality;
- g. uses SHA-256 cryptographic algorithm (TLS Cipher) (or, if mutually agreed, another cryptographic algorithm approved by Communications Security Establishment Canada) to capture and transmit sensitive cardholder information designated “Personal ” or “PROTECTED”;
- h. offers velocity controls and duplicate checking;
- i. provides credit card, fraud detection tools, including address verification service (AVS) and Card Verification Value (CVV / CVV2);

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- j. provides zero dollar authorization functionality in support of AVS transactions;
- k. offers fraud prevention tools, such as Three Domain Secure (MasterCard SecureCode, Verified by Visa, AMEX SafeKey, etc) for the hosted payment page and API interfaces;
- l. converts all existing RGBB transaction response and error codes, as per Annex A, Appendix 12, Attachment 4 – RGBB Design Specifications, to Contractor's RGBB Solution; and,
- m. converts and upload all historical RGBB transaction data into the RGBB Solution database.

2.1 Interfaces

The RGBB consists of various system interfaces required to support the collection and exchange of transaction information for payment authorization, to initiate settlement, and to conduct post-transaction administration.

2.1.1 Gateway Interfaces

The Gateway Interfaces refer to the different means required within the RGBB for collecting payments. The Contractor's Solution must include each of the Gateway Interfaces specified below. The Gateway Interface selected by each RGBB Client will depend on its business requirements. Each RGBB Client will have the option of selecting one (1) or several of the following interfaces.

2.1.1.1 Hosted Payment Page Interface

The hosted payment interface provides a web-based mode for accepting and processing payment transactions initiated by RGBB Client's customers online. It is recommended that a widely used industry standard development framework such as JAVA or .NET be used for this interface, for example the .NET services such as Authorize.net Server Integration Method (SIM) protocol could be used to allow RGBB Clients to easily integrate with this interface to their web storefronts for payment processing.

The expected operation for payment processing will involve redirection of customers from the RGBB Client's web storefront to a secure server hosted by the Contractor, in order to proceed with payment processing. This eliminates an RGBB Client's exposure to cardholder data.

The two online payment methods offered by the RGBB will be credit and debit card (Interac Online and other brands, if available and requested). The hosted payment page interface will display available payment options to the customers that have been re-directed from the RGBB Client storefronts.

The Contractor must provide a hosted payment page interface that contains the following attributes:

- a. Browser independence to ensure proper functioning regardless of operating system / web browser combination used by customers.
- b. Application of business rules to display only the payment options available according to each storefront's merchant profile.

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- c. Payment pages presented in both official languages of Canada.
- d. Capture and transmission of last language used by customers to ensure the next web page is displayed in the same language.
- e. Payment pages compliant with the Government of Canada standards established by the Treasury Board, that include the Standard of Web Accessibility, the Standard on Web Usability, the Standard on Web Interoperability, the Standard on Email and the Standard on Optimizing Websites and Applications for Mobile Devices (<http://www.tbs-sct.gc.ca/ws-nw/index-eng.asp>). In addition, the payment pages must comply with the standards and guidelines developed by PWGSC. Such standards and guidelines are available at PWGSC's Web Standards Centre of Expertise.
- f. User-friendly error / warning messages and/or pages displayed to customers when an error is made or a problem occurs.
- g. "Help" function to explain the purpose and operation of each webpage.
- h. Important Notices hyperlink describing GC privacy and security policies.
- i. A "Cancel" button that, when chosen, results in the termination of the payment session and the re-direction of the customer's browser back to the storefront in the language last used by the customer.
- j. Unique, timed RGBB user session ID / URLs to prevent manipulation of the Customer Web Interfaces for fraudulent purposes.
- k. Instructions to RGBB Clients' customers on how to enable JavaScript and non-persistent cookies when required by the Customer Web Interfaces.
- l. Error messages to inform RGBB Clients' customers when their payment session expires (times out) or data input is invalid or their web browser does not support TLS.

2.1.1.1.1 Customer Web Interfaces

When customers choose to initiate a payment, their browsers will be re-directed from the RGBB Client storefront to the RGBB hosted payment page interface to continue with the sale and collect cardholder information. Here the available payment options will be presented to the customer. If either credit or Interac Online serve as the only payment option, the customer will instead be transferred directly to the hosted payment page interface, or the commercial Interac Online service portal respectively.

When customers choose the Interac Online payment method from the Hosted Payment Page Interface, their browsers will be redirected temporarily to the commercial Interac Online service portal and then their financial institution to enter the necessary payment information. Once the payment is complete the contractor will receive confirmation and the customer is returned to the hosted payment page interface. If successful, and as requested by the RGBB Client, a printable transaction record (receipt) must be displayed, indicating the results of the processed payment. RGBB Client storefronts must be notified of results obtained from the Interac Online web portal.

Upon selection of a credit card payment from the hosted payment page interface, the customer must be prompted to enter the necessary payment information. Once complete, a printable transaction record (receipt) must be displayed, indicating results of the processed payment.

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The Contractor must provide Customer Web Interfaces with the same attributes as required for the Gateway Interfaces above, along with the following additional specifications:

a. Credit Card Information Capture

The Contractor must ensure the Customer Web interface page:

- i. displays the Merchant Name, Transaction Amount with designated currency, and RGBB Client storefront reference number;
- ii. prevents duplicate payment authorization requests for the same transaction;
- iii. prevents re-display of payment information entered by the customer upon exit from the Customer Web Interface (i.e. when the browser's "Back" button is used); and
- iv. enables a "Cancel" button prior to credit card payment processing that, when chosen, results in the re-direction of the customer's browser back to the Gateway Interface in the language last used by the customer.

b. Authorization Results Presentation

The Contractor must ensure the transaction record (receipt) Customer Web Interface page displayed to customers:

- i. conforms to Payment Card Industry Data Security Standards (PCI DSS), that is, displays all required information (list available from RG) and none that is prohibited;
- ii. includes the RGBB Client reference number, Merchant Account name and address and associated terminal;
- iii. can be easily printed by and / or emailed to the customer;
- iv. provides the customer with a "Continue" button that, when chosen, results in the re-direction of the customer's browser back to the RGBB Client storefront in the language last used by the customer; and
- v. displays a "Retry" button to allow a fixed number of retries, specified by the RGBB Client, to be made by customers, when a payment authorization request is declined by a card issuer or the process remains incomplete prior to session termination.

2.1.1.2 Application Programming Interface (API)

The contractor must provide an application programming interface that:

- a. enables RGBB Clients to integrate with any server environment with access to a Simple Object Access Protocol (SOAP) or Representative State Transfer (REST) interface, that:
 - a. uses the XML Digital Signature to sign SOAP 1.1 messages, or
 - b. uses security tokens to prevent Cross-Site Request Forgery (CSRF) attacks for REST service Uniform Resource Identifier (URI);
- b. utilizes Hypertext Transfer Protocol Secure (HTTPS) as the Transfer Protocol;
- c. is offered in various programming languages;
- d. uses existing RGBB messages to exchange data with the RGBB Client as described in Annex A, Appendix 12, Attachment 4 – RGBB Design Specifications; and
- e. provides tagging to allow RGBB Clients to process transaction activities, such as completion of pre-authorizations and refunds, without having to store a customer's credit card number.

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The API will most often be used to integrate credit card POS functionality into e-commerce and other integrated solutions.

2.1.1.3 Virtual Point-of-Sale (VPOS) Interface

The Contractor must provide a Virtual Point-of-Sale (VPOS) Interface, enabling authorized RGBB Client users to manually create, in real-time, new, card-not-present credit card sales and authorizations, typically for Mail Orders/Telephone Orders (MOTO), with the option of printing a transaction record (receipt). Every VPOS transaction must be automatically assigned a Unique Reference Number, and capture, store, and display the RGBB Client reference number on all transaction records, receipts, and reports. Every VPOS session must be secured using the TLS with Communications Security Establishment Canada (CSEC) approved encryption. The VPOS Interface must use existing RGBB messages to exchange data with the RGBB Client as described in Annex A, Appendix 12, Attachment 4 – RGBB Design Specifications.

2.1.1.4 Batch Processing Interface

The Contractor must provide a Batch Processing Interface, enabling RGBB clients to submit batches using a straightforward web interface. The Batch Processing Interface must allow RGBB Clients to upload their transaction batch files, or create new ones online from scratch. If transactions need to be added, changed, or cancelled, this can be done at the user's discretion. Batch files are uploaded to Batch Processing Interface and transferred for processing using HTTPS. The Batch Processing Interface must use existing RGBB messages to exchange data with the RGBB Client as described in Annex A, Appendix 12, Attachment 4 – RGBB Design Specifications.

Please note that the Batch Processing and VPOS Interfaces can be integrated within the Administrative Interface, so long as the same functionality, specified above, is maintained.

2.1.2 Administrative Interface

The Contractor must provide an Administrative Interface for every RGBB Client, available in both official languages that is browser independent and that provides online “Help” instructions to explain the purpose and operation of each function required to:

- a. correct or delete at anytime via refund or void of up to and including the original transaction amount, any previous credit or debit card sale or authorization completed by the particular merchant;
- b. create related transactions such as refunds, pre-authorized completions and voids without requiring the re-input of credit card information by retrieving from secure storage the encrypted cardholder information contained in the original transaction;
- c. create full or partial refunds only against previously completed sales (up to a maximum of the original sale amount);
- d. allow refunds created in (b) or (c) above to be credited to a different credit card number than was charged originally;

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- e. initiate automatic daily settlement and funds deposit as described hereafter;
- f. securely store transaction data as described hereafter;
- g. maintain privacy of all cardholder information as described hereafter; and
- h. perform administrative functions such as executing queries, producing reports, and profile maintenance, as described hereafter.

2.1.2.1 Settlement Initiation

RGBB Clients reconcile their records to deposit reports made available by the Contractor. To ensure ease of reconciliation by authorized RGBB Client users, the RGBB Solution must:

- a. execute an end-of-day closure (EODC) process that does not jeopardize the same-day value received by the RG; and
- b. generate deposit reports via the Administrative Interface that accurately reflect the transactions and balances deposited to the RG each day.

2.1.2.2 Secure Storage

The Contractor must provide secure storage in accordance with and Annex C – Security and Privacy Requirements and Annex D – Security Requirements Checklist.

2.1.2.3 Report Generation

The Administrative Interface must generate deposit reports that accurately reflect the transactions and balances deposited to the RG each day.

The Contractor must provide an Administrative Interface capable of producing three (3) types of reports as a minimum, on transactions processed through and stored by the RGBB, as described in Annex A, Appendix 12, Attachment 1 – RGBB Reporting Requirements.

2.1.2.4 Protection of Cardholder Information

The protection of customer account information from misuse or fraudulent activity is of utmost concern to the GC. For the RGBB provided under this contract, the Contractor must ensure that cardholder information is masked or suppressed from all receipts, reports, logs, terminals, software, and communications in the following manner:

- a. Card account number: Masked except for the first two (2) and last four (4) digits to match current reporting format, unless otherwise specified by PCI DSS.
- b. Expiry date: Suppressed on all receipts only.

2.1.2.5 Query

The Contractor must provide an Administrative Interface that allows authorized RGBB users to:

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- a. perform ad-hoc queries of the RGBB transaction database using various search criteria including but not limited to the RGBB Client reference number, the merchant number, transaction type, date range, amount, payment method type, credit card type, and full credit card number;
- b. display query results meeting the search criteria as a list containing sortable columns containing at least the transaction date, time and amount, payment method type, RGBB Client reference number, and final processing status;
- c. display complete transaction details upon drilldown from the query results list containing all the information in (b) above, plus transaction type, credit card type, masked credit card number, credit card expiry date; and
- d. automatically display details of all transactions related to each transaction displayed in (c) above.

2.1.2.6 Profile Management

The Contractor must provide an Administrative Interface that:

- a. restricts access based on permissions granted to RGBB users according to configurable profile criteria; and
- b. enables RGBB Clients to provide administrative access to users.

2.2 Transaction Identification and Traceability

Every transaction initiated through the RGBB Solution must be identified and traceable for audit and reconciliation purposes as described hereafter.

The Contractor's RGBB Solution must:

- a. return a tag (token) for all transactions processed, which will serve as a unique pointer to the transaction and the PAN used in the transaction;
- b. assign a Unique Reference Number (Transaction Identifier) to each and every individual transaction initiated;
- c. cross-reference all related transactions with the Unique Reference Number assigned to the original transaction;
- d. include the RGBB Client reference number on all receipts, reports, and communications;
- e. link all related transactions together with their original transaction details (including approved authorization amounts) for a complete transaction history during online query; and
- f. maintain and display to authorized RGBB users complete transaction logs for tracing, tuning, debugging, and audit purposes.

2.2.1 Tagged Transactions

The RGBB Solution must return a tag (token) for all transactions processed that will serve as a unique pointer to the transaction and its corresponding PAN. This tag must enable RGBB Clients

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to perform subsequent recurring Sales, Refunds and Pre-Authorized Completions, without having to re-enter the card information. This will eliminate the need for RGBB Clients to store credit card numbers to process ongoing transactions.

2.3 Receipting

A Receipt or Customer Transaction Record must be made available for all transactions in real-time and bilingual (French and English) or in the customer's preferred official language. For VPOS transactions, if the receipt is not bilingual, the RGBB Client must have the option to manually select the language of the receipt. Card Association Rules and the Government of Canada mandate that a proper receipt is displayed to the customer after each Transaction attempt. The receipt must be printable and contain the following information:

- Payment Type
- Card Type
- Amount and Currency of Transaction
- A RGBB Client Reference Number
- An Authorization number for approved transactions
- The date and Time of the Transaction
- The final Approval Status of the Transaction along with bank Response codes

The Contractor must offer the following receipting methods:

- a. Receipt link, whereby a standard receipt is displayed to the customer.
- b. Silent Post, whereby the Contractor sends the transaction results to the RGBB Client and display a standard receipt page to the customer.
- c. Relay Response, whereby the RGBB Client receives transaction results directly from the Contractor, and upon response from the RGBB Client, the Contractor displays the transaction results to the customer.

2.4 Solution Support

The Contractor must provide support for its RGBB Solution and operating environments that are integrated with the overall RGBB support model. The Contractor must Interact efficiently with the RG and RGBB Clients with respect to operations management, help desk support, development, testing, implementation, documentation, training, and delivery of the overall RGBB online payment service.

2.4.1 Operations Management

The Contractor must be responsible for the day-to-day operational activities required to support effective management of the RGBB Solution and the production environment in which it operates. These activities include, but are not limited to, system availability and performance, problem management, incident management, change management, communication and escalation procedures, and regular management reporting.

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The Contractor must:

- a. employ documented tools and processes to provide the necessary support for its RGBB Solution, particularly in the following areas:
 - incident and problem management
 - change management
 - communication and escalation procedures
- b. manage TLS certificates to ensure they do not expire and disrupt online service;
- c. not schedule more than one regular maintenance period per week and the maintenance period must be non-intrusive to the production environment unless advance notice of four (4) weeks is provided; and
- d. prior to moving to full operations, provide the RG with documented
 - i. service level objectives (SLOs), guarantees, and remedies addressing the Solution availability in both production and User Acceptance Testing (UAT) environments, the RGBB Solution performance in production, client care delivery, and mean time for problem resolution; and
 - ii. secure data migration, mapping, and conversion process ensuring the privacy, integrity, validity, and completeness of any RGBB data transferred from its current application database and to any subsequent application.

2.4.2 Help Desk

In support of the RGBB Solution and operating environments, the Contractor must provide the RG, and RGBB Clients with Help Desk resources to resolve incidents and problems. The Contractor's Help Desk will not be contacted directly by customers of RGBB Clients. Prior to achieving full operation, the Contractor's Help Desk must:

- a. provide bilingual service in English and French; and
- b. employ a ticketing system to log all incidents and problems.

2.4.3 Change Management Process

The Contractor, on an as and when-requested basis, must be responsible for the development, testing, and implementation of changes or improvements to the RGBB Solution, during the contract period and any exercised option years.

The RGBB is a COTS solution offered to RGBB clients in a dedicated environment. In order to take advantage of system upgrades to the Contractor's COTS solution all changes made to the Contractor's COTS solution must be reflected in the RGBB environment. Upon request by the Project Authority, the Contractor must also perform custom upgrades to the COTS solution, which must be reflected in the RGBB environment to meet the requirements of the RG.

Due to its integration with other critical GC financial systems and processes, all major alterations to the Contractor's RGBB Solution, whether or not requested by the Project Authority, must

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follow the RG Change Management Process described below, unless otherwise mutually agreed by the Contractor and the Project Authority in writing.

- a. To improve stability and to allow RGBB Clients an option to test system changes, the RGBB will use a quarterly release schedule for all new development, unless otherwise mutually agreed. System updates to the RGBB will be incorporated into change sets, which will be migrated as follows:
 - i. Annual release schedule will be established based on the input of both the Contractor and the RG, and communicated to RGBB Clients by the RG.
 - ii. The Project Authority will submit a Task Authorization to the Contractor.
 - iii. The Contractor will choose the Release Candidate from a selected change set version currently in production on the COTS product.
 - iv. The Release Candidate will be migrated to the RGBB UAT environment and tested by the Contractor. The Contractor will inform the RG when the migration process is about to begin.
 - v. Upon completion of successful testing, the Contractor must inform the RG that a testable candidate is available for RGBB Client testing.
 - vi. The day of formal deployment will be determined by the RG, based on the status of known problems and their resolution.
- b. Throughout the Contract period, the Project Authority may submit Task Authorizations to the Contractor including high-level business requirements and any essential delivery dates for custom changes necessary for the RGBB Solution including, but not limited to:
 - i. any development required to modify the Contractor's commercial off-the-shelf product to meet the requirements described in Annex A, Appendix 12, section 2.0, except section 2.4, and implement the modified RGBB Solution in production for thirteen (13) existing RGBB Clients before agreed upon end date;
 - ii. acquisition and integration of any particular hardware, software or peripherals required to satisfy government security policy or certification and accreditation requirements in order to implement the RGBB Solution in production; and,
 - iii. development of any new RGBB custom requirements.
- c. The Contractor must submit to the Project Authority detailed Functional Design Specifications of all proposed changes to the RGBB Solution required to meet the business requirements stipulated in the Task Authorization.
- d. If any problems are reported by the RG, the Contractor must revise the Functional Design Specifications and resubmit them to the Project Authority for approval within a mutually agreed timeframe.

If the Project Authority concludes that the revised Functional Design Specifications do not meet the business requirements or essential delivery dates stipulated in the Task Authorization, Canada reserves the right to order the Contractor to cease custom work, and may terminate the Task Authorization and pay the Contractor for applicable costs incurred up to such time.

- e. The Contractor must obtain written consent from the Project Authority prior to carrying out any custom modifications to the RGBB Solution.

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- f. Upon completion of any development, the Contractor must perform quality assurance testing on all RGBB Solution modifications. The Contractor must provide the RG and all RGBB clients with access to all major changes in a UAT environment to perform business acceptance or regression testing. The Project Authority will report problems with the modified Solution as either minor or major defects.
 - i. Minor defect: A problem with the tested RGBB Solution that the Project Authority will temporarily allow in production provided that it is corrected at a mutually agreeable time in the future.
 - ii. Major defect: A problem with the tested Solution that the Project Authority deems too severe and unacceptable in production.

If a major defect is reported, the Contractor must propose a remedy, provide the Project Authority with a new timeline for testing and implementation, and repeat steps (f) and (g).

If the Project Authority concludes that the revised, tested Solution modifications do not meet the approved Functional Design Specifications or the business requirements or essential delivery dates stipulated in the Task Authorization, Canada reserves the right to order the Contractor to cease custom work, and may terminate the Task Authorization and pay the Contractor for applicable costs incurred up to such time.

- g. The Contractor must obtain written consent from the Project Authority prior to implementing any custom modification or major alteration to the RGBB Solution in production.

2.4.4 UAT Environment

A test environment will be used by the RG for acceptance testing and/or by RGBB Clients on a continuous, non-scheduled basis to support on-going testing of their storefronts and applications. The Contractor must provide a UAT environment exclusive to the RG and RGBB Clients, accessible via the Internet and meeting the specifications described hereafter.

- a. Functionality: maintained with production-like code at all times, and updated with current storefront merchant configurations during testing sessions scheduled with the Contractor to initiate settlement and run reports.
- b. Availability: twenty-four (24) hours per day, seven (7) days per week, except for any regularly scheduled maintenance window, and reductions imposed by the Contractor to debug problems during initial RG user acceptance testing.
- c. Support: from 8:00 to 17:00 EST, Monday to Friday, excluding statutory holidays.
- d. Incident and Problem Management: priority-based response to UAT environment incidents during normal business hours. If an incident is not resolved by 17:00 EST on a given day or occurs outside of normal support hours, problem resolution is to continue at 8:00 EST on the next business day.
- e. Maintenance: not more than one (1) regular maintenance period per week that is non-intrusive to the UAT environment unless four (4) week's notice is provided to all RGBB Clients.
- f. Service Levels: documented service levels including problem severity definitions and mean time of resolution to be provided to the RG prior to full operation of the RGBB Solution.

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2.4.5 RGBB Client Setup Support

The Contractor must assist the RG to implement all RGBB Client accounts in both the UAT and production environments of the RGBB Solution as follows:

- a. Participate in initial meetings or conference calls with RGBB Clients to identify all Solution options available to the particular RGBB Client's operations and advise on Solution implementation timelines.
- b. Once an RGBB Client has completed eighty percent (80%) of its necessary development (such as the creation of a new storefront or coding for an API solution), participate in an RGBB Client Implementation Team (RCIT) kick-off meeting to provide and discuss merchant implementation documentation, timeline, and assist with set-up of merchant profiles and payment acceptance options.
- c. Upon receipt of merchant profile data from the RG, in a format defined by the RG, set-up new merchant account within RGBB hierarchy in a test environment and provide the RG and RGBB Client personnel access to it.
- d. Upon consent via e-mail by the Project Authority, set up new RGBB merchants in the production environment.
- e. Upon written consent via an RGBB setup form by the Project Authority, the RGBB Client, the Project Authority, and the Contractor, will coordinate the commencement of the RGBB service in production.

2.4.6 Training

The Contractor, on an as and when-requested basis, must:

- a. prepare and follow a training plan approved by the RG, which will be part of the Contractor's overall work plan and schedule; and
- b. provide training to the RG and RGBB Client personnel, covering all functionality of the RGBB Solution.

2.4.7 Documentation

All of the documentation pertaining to the RGBB Solution must be incorporated into Annex A, Appendix 12, Attachment 3 - Receiver General Buy Button Terms of Engagement, as self-contained appendices or electronic hyperlinks. The Contractor must provide, electronically and in a mutually agreeable format, and agree to the use and distribution of, the following information and all subsequent updates thereto:

- a. application user guide and training material explaining, in detail, all components of the proposed RGBB Solution including end-to-end transaction flow diagrams for each payment method accepted via the Gateway;
- b. Gateway Interface specifications and technical details (FAQ) for use by RGBB Clients;
- c. merchant implementation guide and toolkit explaining all activities required to setup a new merchant account, connect a storefront and application, and implement the RGBB containing, but not limited to:

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- i. Profile information forms
- ii. TLS certification and key exchange process
- iii. detailed work breakdown structure
- iv. quick reference preparation checklist
- v. activity flow/timeline diagram
- d. helpdesk support guide explaining the Contractor's error handling and problem management process.

2.4.8 Management Reporting

The Contractor must provide via email to the RG, a report in a CSV, or otherwise mutually agreeable format that breaks down by each RGBB Client merchant number's actual usage and the total monthly fees billed for the RGBB Solution.

2.4.9 Service Level Objectives

The RGBB Solution, its interfaces, and support must not jeopardize current performance and service levels for the overall RGBB online payment service. RGBB performance criteria are defined in three dimensions: throughput volume (the number of payment transactions that can be processed in a given interval of time), throughput delay (incremental time required to complete a transaction excluding card acquirer processing), and throughput error rate (the number of transactions containing/resulting in errors).

2.4.9.1 RGBB Solution Performance

The Contractor's RGBB Solution must maintain a:

- a. minimum throughput volume of two-thousand (2000) transactions per minute;
- b. maximum throughput delay of five (5) seconds added to transaction authorization process ninety percent (90%) of the time;
- c. maximum throughput error rate of three tenths of one percent (0.3%) end-to-end at peak load;
- d. maximum permissible downtime of four (4) consecutive hours outside of the scheduled maintenance period with notification via an incident management process; and,
- e. minimum monthly service availability of ninety-nine point seven percent (99.7%) for the RGBB Solution and the production environment in which it operates, outside of regularly scheduled maintenance periods.

The Contractor must also:

- a. ensure that no undetected or unrecoverable loss of data accuracy and completeness occurs during data transfer; and
- b. provide enhanced system monitoring during the peak load period.

2.4.9.2 RGBB Client Care

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During normal production, the Contractor's Help Desk specified in Annex A, Appendix 12, section 2.4.2 must:

- a. be available twenty-four (24) hours per day, seven (7) days per week, three-hundred sixty-five (365) days per year;
- b. answer ninety percent (90%) of calls must on the first attempt;
- c. maintain an average queue wait time does not exceed sixty (60) seconds for seventy-five (75%) of calls;
- d. ensure that technical callbacks (where problem causes interruption in customer service) do not exceed twenty (20) minutes; and
- e. ensure that other callbacks do not exceed thirty (30) minutes.

2.4.9.3 Operational Support

The contractor must:

- a. ensure that all RG inquiries are acknowledged within one (1) business day and addressed within a mutually acceptable timeframe;
- b. adhere to a five (5) business day turnaround time for the approval of all Task Authorizations;
- c. not schedule more than one regular maintenance period per week and the maintenance period must be non-intrusive to the production environment unless advance notice of ten (10) business days is provided; and,
- d. Within ten (10) business days following every calendar month-end, provide all necessary management reporting as per Annex A, Appendix 12, section 2.4.8 - Management Reporting, to Project Authority.

3.0 General Requirements

3.1 Ease of Transition

3.1.1 RGBB Client and Data Migration

3.1.1.1 Transition – Phase in

The Contractor must:

- a. ensure a smooth transition including any required conversion of existing historical transaction databases from the existing RGBB to the Contractor's RGBB Solution described in this Annex A, Appendix 12 – Receiver General Buy Button, with no break in service, and minimal disruption to government processes and operations;
- b. participate in the RG's end-to-end acceptance testing of the RGBB Solution modifications and data migration process prior to moving to full production mode;
- c. prepare and follow a viable transition plan as described under Annex A, Appendix 12, Attachment 2 – Implementation Project Milestones, with six (6) groups of RGBB Client migrations to the RGBB Solution into production occurring over seven (7) consecutive

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weekends during the scheduled RGBB maintenance period, with a one week correction period after the first migration (whether or not successful) to resolve any unforeseen problems, or as otherwise mutually agreed to by the Contractor and the Project Authority; and,

- d. have its RGBB Solution fully operational and integrated within the overall RGBB online payment service, including data migration, within twelve (12) months of Contract award.

3.1.1.2 Transitions During the Period of Service

The Contractor, on an as and when-requested basis, must:

- a. Ensure that all transitions during the term of the Contract are smooth with no break in service and minimal disruption to government processes and operations. Such transitions will include but are not limited to changes in transaction processing methodologies, introduction of new online payment services, and introduction of other innovations. Transitions may affect one, many or all of the RGBB Clients.
- b. Prepare and follow a viable transition plan that is acceptable to all affected parties and forms part of the RG's overall RGBB Client setup and implementation plan.
- c. Advise the RG in advance when a service disruption becomes unavoidable, and provide a written plan for how and when communications will be handled with all RGBB clients and organizations that may be impacted.

3.1.1.3 Transition – Phase out

When a new contract is awarded, the Contractor, on an as and when-requested basis, must facilitate the new contractor with the transition to the new solution. This includes, but is not limited to, the migration of all RGBB data to the RG's new RGBB solution. The Contractor is also required to provide the RG with the specifications and code definitions necessary to map the existing RGBB data to the RG's new RGBB solution. The RG has to be able to include this information in its request for proposal to retender the RGBB.

See section Annex A, section 2.5 - Ease of Transition for additional requirements.

3.1.2 Transition Assistance

Upon request by the Project Authority on an as and when-requested basis, the Contractor must provide expert change management assistance during transition to and throughout operation of the RGBB Solution, and during any subsequent implementation of any new online payment acceptance methodology during the term of the Contract.

3.2 RGBB Project Management Approach

The requirement for effective project management will be most intense during the implementation phase. The Contractor must utilize project management procedures to ensure the

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efficient and timely delivery of the required RGBB Solution and deliverables, taking into account the following requirements.

3.2.1 Contractor-Supplied Resources

Contractor-Supplied Senior Programmer

On an as and when-requested basis, the Contractor must provide an experienced and qualified Senior Programmer responsible for tasks including, but not limited to:

- a. Creating and modifying code and software;
- b. Creating and modifying screens and reports;
- c. Gathering and analyzing data for the conduct of studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications;
- d. Designing methods and procedures for small computer systems, and sub-system of larger systems;
- e. Developing, testing and implementing small computer systems, and sub-systems of larger systems; and
- f. Producing forms, manuals, programs, data files, and procedures for systems and/or applications.

Contractor-Supplied Intermediate Programmer

On an as and when-requested basis, the Contractor must provide an experienced and qualified Intermediate Programmer that will support the Senior Programmer in order to ensure deliverables are provided in a timely manner.

Contractor-Supplied Database and Systems Analyst

On an as and when-requested basis, the Contractor must provide an experienced and qualified Database and Systems Analyst responsible for tasks including, but limited to:

- a. Defining new database structures;
- b. Defining data conversion strategy;
- c. Defining database conversion specifications;
- d. Customizing database conversion routines;
- e. Finalizing Conversion Strategy;
- f. Working closely with the users in order to maintain and safeguard the database;
- g. Identifying requirements for improvements to existing databases by determining users' information requirements and system performance and functional requirements.
- h. Advising programmers, analysts, and users about the efficient use of data;
- i. Maintaining configuration control of the database;
- j. Performing and / or coordinate updates to the database design;
- k. Translating business requirements into systems design and specifications;

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- l. Developing technical specifications for systems development, design and implementation;
- m. Controlling and coordinate changes to the database, including the deletion of records, changes to the existing records, additions to the database; and,
- n. Developing and coordinate back-up, disaster recovery and virus protection procedures.

Testing Officer

On an as and when-requested basis, the Contractor must provide an experienced and qualified Testing Officer responsible for tasks including, but not limited to:

- a. Testing planning and coordination;
- b. Supervision of testing in accordance with the plan;
- c. Managing and monitor the test plans for all levels of testing;
- d. Managing walkthrough and review related to testing and implementation readiness;
- e. Managing status reporting;
- f. Developing test scenarios and test scripts;
- g. Establishing and maintain source and object code libraries for a multi-platform, multi-operating system environment;
- h. Establishing software testing procedures for unit test, integration testing and regression testing with emphasis on automating the testing procedures;
- i. Establishing and operating "interoperability" testing procedures to ensure that the interaction and co-existence of various software elements, which are proposed to be distributed on the common infrastructure, conform to appropriate departmental standards (e.g. For performance, compatibility, etc.) and have no unforeseen detrimental effects on the shared infrastructure; and,
- j. Establishing a validation and verification capability which assumes functional and performance compliance.

Security Officer

On an as and when-requested basis, the Contractor must provide an experienced and qualified Security Officer responsible for tasks including, but not limited to:

- a. Developing IT security policies, standards, guidelines and procedures;
- b. Reviewing existing security policies, standards, guidelines and procedures and providing advice as to their appropriateness and effectiveness;
- c. Conducting compliance audits of IT operations, application systems and infrastructure;
- d. Conducting security threat and risk assessments of IT facilities, application systems and communications;
- e. Conducting reviews of backup and recovery plans;
- f. Investigating security incidents and reporting cause and related weaknesses and recommending remedies;
- g. Designing the security framework and implementing the security components of IT infrastructure required to protect assets and to support application systems;
- h. Providing advice on the security aspects of application systems under development; and

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- i. Developing and delivering IT Security awareness and training programs.

Contractor-Supplied Technical Writing Officer

On an as and when-requested basis, the Contractor must provide an experienced and qualified Technical Writing / User Experience Officer responsible for tasks including, but not limited to:

- a. Analyzing material, such as specifications, notes, drawings, writing manuals, terms of engagements and other documents to explain the requirement clearly and concisely;
- b. Modifying validating and compiling documents such as technical publications in general, specifications, equipment and system data lists, drawings etc.;
- c. Gathering information, analyzing the subject and the audience, and producing clear documentation;
- d. Creating accurate, complete and concise documentation to communicate the needs of the requirement;
- e. Assimilating and conveying technical material in a concise, effective manner;
- f. Following governmental publishing guidelines; and
- g. Reviewing documents, drawings and associated data for conformance to established standards.

Contractor-Supplied RGBB Project Manager:

Within one (1) week of contract award, the Contractor must provide an experienced and qualified project manager. The project manager, on an as and when-requested basis, must:

- a. Plan and organize the work to be carried out by the Contractor and any other involved contractors.
- b. Participate in scheduled progress meetings and other meetings with departmental managers. These are expected to be frequent during the months leading up to implementation.
- c. Prepare and maintain work plans and schedules.
- d. Provide regular and ad-hoc reports to the RG and,
- e. Provide an adequate level of quality control over all work and all deliverables.

The project manager must meet the following qualifications:

- a. twenty-four (24) months of demonstrated project management experience, within the last sixty (60) months
-OR-
having successfully completed the equivalent of six months of full time Project Management Training at a provincially accredited Project Management Training Institution or evidence of Project Management Institute accreditation -and- twelve (12) months of demonstrated project management experience, within the last thirty-six (36) months;
- b. Experience planning and managing organizational transformation projects with responsibilities for staffing, budgeting, scheduling, managing, monitoring and reporting;
- c. Experience identifying risks associated with changes in human resource management

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- policies, practices, tools and support and recommending risk mitigation that may be relevant to the risks associated with classification reform program; and,
- d. Experience using automated project management tools.

3.2.2 RG-Supplied Resources

The Project Authority will assign an RG-Supplied RGBB Project Manager to act as the RG point of contact for all matters concerning the initial implementation of the RGBB Solution and to handle on-going operations and problem escalation.

3.2.3 RGBB Client-Supplied Resources

Each RGBB Client will provide a single point of contact for matters concerning the implementation and maintenance of its RGBB account. In his/her absence an alternate contact will be provided.

3.2.4 Project Deliverables

In support of the RGBB Solution implementation, the Contractor must provide work plans, schedules, presentations, and reports as follows:

- a. an implementation project organization chart containing the name, position, and reporting relationship of each project team member;
- b. a comprehensive work breakdown structure and project schedule approved by the RG-Supplied RGBB Project Manager, in MS Project 2003 or another mutually agreeable format, to serve as the reference framework for planning, authorization, execution, and reporting of all work required to implement the RGBB Solution;
- c. a slide, video or online presentation to demonstrate the RGBB Solution to all existing RGBB clients, including a detailed summary of changes required by and options available to them;
- d. detailed functional design specifications of all proposed modifications to the RGBB Solution;
- e. UAT suite consisting of a general plan, dedicated test environment and technical contacts, defect reporting log, and test cases covering all Solution modifications including expected results;
- f. historical RGBB transaction data migration testing suite consisting of a general plan, detailed conversion process in test and production environments, error handling with contingency measures if mass data or RGBB Client migration is aborted in production, and validation results proving accuracy and completeness of RGBB data transferred to the Solution;
- g. all RGBB Solution documentation as specified in section 2.4.7 above;
- h. weekly progress reports until implementation of the RGBB Solution is complete, in MS Office 2007 or other mutually agreeable formats, consisting of:
 - i. a brief summary of progress, including explanations for any delays in reaching milestones or producing deliverables;
 - ii. a synopsis of current issues;
 - iii. an updated assessment of negative project risks; and

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- iv. an updated implementation schedule showing activities, milestones, and critical path of the work breakdown structure; and
- i. within three (3) months of full implementation, a final project report summarizing project activities, assessing overall performance and results, and identifying key lessons learned.

3.3 Participation of Sub-contractors

If the Contractor utilizes sub-contractors or enters into a partnership with another service provider(s) for the execution of the RGBB services, the Contractor must provide within two (2) weeks of contract award, a concise description of each sub-contractor/partner, including the nature and location of the business and extent of its participation.

3.4 Policy on Government Security

For information on the Policy on Government Security, refer to the following Treasury Board Secretariat webpage:

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578>

For information about cryptographic algorithms, refer to the following Communications Security Establishment Canada webpage:

<http://www.cse-cst.gc.ca/its-sti/services/crypto-services-crypto/ca-ac-eng.html>

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ATTACHMENT 1:
RGBB Reporting Requirements

1.0 Report Types

1.1 RGBB Solution Activity

As a minimum, the RGBB Solution provided by the Contractor must provide the following three (3) types of reports for each RGBB Client:

- a. Deposit reports that accurately reflect the transactions and balances deposited to the RG each day, containing three (3) levels of transaction information:
 - i. summary of all transactions included in each day's closed batches, with total transaction counts and dollar values segregated by card type showing subtotals for sales, refunds, and net deposits;
 - ii. detailed list of all transactions drilled down from the deposit summary subtotals, sorted by date and time processed; and
 - iii. transaction details drilled down from each transaction in the deposit detail list, including a detailed list of all transactions related to the one displayed.
- b. Activity reports that accurately reflect all transactions processed through the Application each day containing three (3) levels of transaction information:
 - i. summary of all daily transactions regardless of type or status, with total transaction counts segregated by card type when known;
 - ii. detailed list of all transactions drilled down from the activity summary subtotals, sorted by date and time processed; and
 - iii. transaction details drilled down from each transaction in the activity detail list, including a detailed list of all transactions related to the one displayed.
- c. Outstanding credit card payment authorization reports that accurately reflect all credit card authorization transactions processed through the RGBB still pending sale capture and not yet expired.

As a minimum, the transaction details, incorporated in the aforementioned deposit and activity reports, must include the following elements for each transaction reported:

- RGBB Client / Account Name
- Reference Number
- Customer Reference Number
- Reference 3
- Date & Time
- Transaction Status
- Transaction Tag
- Transaction Code / Type
- Card Type
- Masked Card Number

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- Merchant ID
- Terminal ID
- Gateway ID
- Authorization Number
- Card Expiry Date

1.2 RGBB Solution Availability

Within ten (10) business days following every calendar month-end, RGBB Solution Availability statistics for the month just ended and each of the previous twelve (12) months.

The RGBB Solution Availability SLO metric for the RGBB online payment service is calculated using the following formula and terms:

$$\frac{(\text{Planned service availability} - \text{scheduled outage time}) - \text{Outage time}}{(\text{Planned service availability} - \text{scheduled outage time})} \times 100\%$$

Availability is based on 7 days per week, 24 hours per day, measured over a calendar month period and compared to the SLO standards for both the production and UAT environments documented by the Contractor prior to RGBB Solution implementation. This SLO is only applicable to the infrastructure components enabling the RGBB functionality and excludes payment authorization processing and internet service environments.

1.3 RGBB Solution Performance

1.3.1 Performance Report

The Performance Report must contain statistical information on the performance of the RGBB Solution each month as compared to the required SLOs identified in Annex A, Appendix 12, section 2.4.9 – Service Level Objectives:

- a. Throughput Volume - The actual peak number of payment transactions processed by the RGBB Solution in one hour experienced during the reporting period (including the date and time of the occurrence).
- b. Throughput Delay - The actual maximum time added by the RGBB Solution to payment authorization processing experienced during the reporting period (including the date and time of the occurrence).
- c. Throughput Error Rate - The throughput error rate experienced during the reporting period.

1.3.2 Transactions Report

A monthly Transactions Report in CSV format (or other mutually agreed format) containing business intelligence information on the number and value of transactions processed via the RGBB Solution:

- a. For the month just ended (billed):
 - i. Total number of transactions processed per RGBB storefront merchant
 - ii. Total number of transactions settled for deposit per RGBB Client merchant number

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- iii. Net dollar value of settled transactions in (ii) above
- iv. Average net dollar value of settled transactions in (iii) above
 - v. Percentage of total number of transactions processed that are settled for deposit (i.e. ratio of (ii) to (i) above
- vi. Number of RGBB Clients (merchants numbers) in production during month reported
- vii. Sum totals of all RGBB Clients (merchant numbers) values in (i) through (iii) above
- viii. Average dollar value of all settled RGBB transactions during month reported
- ix. Percentage of all RGBB transactions processed during month reported that are settled for deposit
- x. Percentage of all RGBB transactions processed during month reported per card type and method of payment
- xi. Percentage of all RGBB transactions processed during month reported that are settled for deposit per card type
- xii. Peak number of all RGBB transactions processed on a business and non-business day during month reported (including the date of each occurrence)
- xiii. Average number of all RGBB transactions processed per business and non-business days during month reported
- xiv. Average number of transactions processed during each hourly interval per business and non-business days during month reported;
- b. For the previous twelve months including one just ended (billed):
 - i. Annual sum totals of (a)(vii) values above
 - ii. Annual average of (a)(viii) values above
 - iii. Annual percentage of (a)(ix) values above; and
- c. For the period billed since implementation of the RGBB Solution:
 - i. The month and year each RGBB Client (merchant number) first processed transactions in production (i.e. went live)
 - ii. Sum totals of (a)(ii) and (a)(iii) values above
 - iii. Grand totals of (a)(vii) values above
 - iv. Overall average of (a)(viii) values above.

1.4 Client Care Service Delivery

1.4.1 Incident/Ticket Summary Report

An Incident/Ticket Summary Report containing statistical information on the number and type of problems experienced by the Contractor's RGBB Solution as a whole, within ten (10) business days of request by the RG:

- a. By severity type, the number of tickets opened during the reporting period.
- b. By severity type, the average time required to resolve and close the tickets opened during the reporting period (Mean Time to Restore).
- c. By severity type, a summary description of each ticket opened during the reporting period.
- d. By severity type, the number of tickets opened during each of the preceding twelve (12) months.

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1.4.2 Help Desk Response

Operational Support metrics for the Contractor's RGBB Solution as a whole within ten (10) business days of request via e-mail by the RG:

- a. Average RGBB Solution Help Desk Queue Call Answer Time
- b. Longest RGBB Solution Help Desk Queue Call Answer Time
- c. Average time for RGBB client notification of Severity 1 outages

1.4.3 Audit Report

Within five (5) business days of a request by the RG, the Contractor must produce an audit trail in a mutually agreeable format of the last five (5) changes made to a particular RGBB merchant profile attribute, specifying when and by whom the changes were made. Alternatively, the Contractor may also make the aforementioned reports available within a web reporting application.

2.0 Report Delivery

All reports must be provided in the appropriate format identified below, or in a format mutually agreed to by the RG.

2.1 Web-based Reports

The Contractor must make available all three (3) of the RGBB Solution Activity report types (see Annex A, Appendix 12, Attachment 1, section 1.1 – RGBB Solution Activity) to authorized RGBB administrators in real-time as Web-based HTML pages via the Administrative Interface.

2.2 Downloadable Reports

The Contractor must make available, upon RG and or RGBB Client request, detailed lists of the above deposit and activity report types via the Administrative Interface to authorized RGBB administrators as downloadable, comma separated value (CSV) files, conforming to current RGBB report layouts and field attributes, or as otherwise mutually agreed.

2.3 Reports requiring no manual intervention

The Contractor must make a Reporting API available, to enable the RG and / or RGBB Clients to interface with the RGBB in order to receive all three (3) of the RGBB Solution Activity report types (see Annex A, Appendix 12, Attachment 1, section 1.1 – RGBB Solution Activity), without incurring manual intervention. The Reporting API, exposed by the Contractor, must provide users with the capability to modify requests based on the following parameters:

- RGBB Client / Account Name
- Merchant ID
- Terminal ID

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- Date & Time
- Transaction Status

3.0 Customized Reports

Upon the request of the Project Authority, the Contract must provide a daily transaction status reconciliation file to departments (CRA) that uses the record layouts and data attributes described below. The file must be encrypted using .P7M key and delivered by the contractor via FTP to the department's drop zone.

3.1 Record Layouts and Data Attributes

This section describes the record layouts and data attributes to be used by the Contractor to send information about successfully completed, funded transactions to a department (CRA). Refer to the section below on sample transmission record layouts.

1. A Header record. This is always the first record in the file.
2. One or more detail records.
3. A Trailer record. This is always the final record in the file.

Transaction Status Reconciliation File Header Record Definition

Field	Format	Length	Value / Mask	Field Description/Comment
Record type		3	= '<H>'	
Deposit date	Date	10	YYYY-MM-DD	
Merchant ID	Numeric	13	IOL Merchant # assigned to CRA	
File format version	Alpha	20	= "RGGG_CSV_Ver:1.2 "	Describes the current version of the report format
Record count	Numeric	7		The number of records in the file including the header and footer

Transaction Status Reconciliation File Detail Record Definition

Field	Format	Length	Value / Mask	Field Description/Comment
Record type		3	= '<D>'	
Customer Name	Alphanumeric	30		Passed parameters x_first_name + x_last_name OR "No Name Provided"
Account Name	Alphanumeric	50		Name of RGGG Client
Reference number	Numeric	20	Equivalent to Reference_no	Field originally passed in x_invoice_num
Customer reference number	Alphanumeric	20		Field originally passed in x_po_num
Card Type	Alpha	20		Should always be "INTERAC Online"
Status	Alpha	10		"Approved" "Declined"

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				"Error"
Authorization number	Alphanumeric	6	Equivalent to Authorization_num	Authorization number between FI and Chase
Transaction Date / Time	Date	19	YYYY-MM-DD HH:MM:SS	
Merchant Name	Alphanumeric	50	Payment Page Name	
Terminal Name	Alphanumeric	50		Description of terminal used
Expiry Date	Alpha	5	YY/MM	
Gateway ID	Alphanumeric	9		A99999-99
Merchant ID	Numeric	13	IOL Merchant # assigned to CRA	
Tag	Numeric	10		Unique Id for each Transaction created by E-xact
Amount	Decimal	10,2	Equivalent to DollarAmount	Field originally passed in x_amount
Card number	Numeric	19		Masked except for last 4 digits.
Transaction Type	Alphanumeric	30		See table below for values
Reference 3	Alphanumeric	30		RGBB Client defined reference field
Bank Issuer Name	Alphanumeric	30		Issuer name. N/A for
Bank Confirmation Number	Alphanumeric	15		CRA Issuer confirmation number (Hex 20 – 7E). N/A for CRA

Transaction Status Reconciliation File Trailer Record Definition

Field	Format	Mandato ry/ Optional	Value / Mask	Field Description/Comment
Record type		3	= '<F>'	
Merchant ID	Numeric	13	IOL Merchant # assigned to CRA	
Reconciliation record count	Numeric	7		Total number of transactions in the file
Net amount	Decimal	10,2		Total net dollar amount of the transactions in the file
Total sale count	Numeric	7	Should be = Record count	Total number of sale transactions
Total sale amount	Decimal	10, 2	Should be = Net amount	Total dollar amount of sale transactions
Total refund count	Numeric	7	Must be = 0.00	Total number of refund transactions
Total refund amount	Decimal	10,2	Must be = 0.00	Total dollar amount of refund transactions

3.2 Sample Transmission Record Layouts

Contractor to Department (CRA) Header Record

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<H>,2009-01-13,030000765321,RGBB CSV_Ver:1.2,4
--

Contractor to Department (CRA) Reconciliation Record

<D>,No Name Provided,Canadian Revenue Agency,ABCEFG_1234,8sddk,INTERAC Online,Approved,777666,2009-01-12 16:29:37,CRA IOP Merchant,CRA IOP Terminal 001,09/12,A09991- 01,030000765321,136789831,5.00,#####2678,INTERAC Online Purchase,Ref_3,1234,TD
--

<D>,No Name Provided,Canadian Revenue Agency,ABCEFG_1234,dgbqahgd,INTERAC Online,Approved,908432,2009-01-12 16:29:37,CRA IOP Merchant,CRA IOP Terminal 001,09/12,A09991- 01,030000765321,136789905,3.01,#####3315,INTERAC Online Refund,Ref_3,1232,RB

Contractor to Department (CRA) Trailer Record

<F>,030000765321,2,8.01,2,8.01,0,0.00

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ATTACHMENT 2:

Implementation Project Milestones

Abiding by Annex A, Appendix 12, section 3.1 – Ease of Transition, the Contractor must achieve the following milestones for implantation of the RGBB Solution:

1.0 RGBB Client and Data Migration Task Authorizations

1.1 Project Timeline

Within two weeks of approval and issuance of a Task Authorization, provide the RG with a firm, detailed project timeline to implement the RGBB Solution and migrate historical RGBB transaction data within twelve (12) months of contract award, for all existing RGBB Clients.

Implementation of the RGBB Solution identified in the above Project Timeline requires:

- All RG deliverable approval cycles be completed within five (5) business days, with the exception of RGBB Client migration approvals;
- All RGBB Client setup forms have been approved by RG prior to start of RGBB Client migration;

1.2 RGBB Solution Modifications Design and Development

The Contractor must be responsible for the development, testing, and implementation of the RGBB Solution. The Contractor must develop its COTS solution to meet all requirements specified in Annex A, Appendix 12 – Receiver General Buy Button.

The Contractor must build a bridging program to integrate the existing RGBB Clients to its proposed RGBB Solution and meet existing all existing specifications and messaging as described in Annex A, Appendix 12, Attachment 4 – RGBB Design Specifications.

The Contractor must deliver to the RG detailed Functional Design Specifications of its final RGBB Solution.

1.3 Training and Documentation

The Contractor must provide the RG and RGBB client personnel with bilingual (English and French) documentation, training and remote support on how to implement and use the RGBB Solution.

1.4 RGBB Data Conversion and Migration Test

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Upon request by the Project Authority, the Contractor must set up all RGBB operating merchant accounts with RGBB Client profile data supplied by the RG to execute sample RGBB transaction data conversion for each RGBB Client merchant number and test the migration process.

1.5 RGBB Client Testing

Upon request by the Project Authority, the Contractor must provide the existing RGBB Clients access to the RGBB Client's merchant accounts in a UAT environment to verify the accuracy and completeness of their respective merchant profiles and sample historical transaction data converted and migrated to the RGBB Solution.

Unless otherwise agreed to by the RG, the Contractor must take or facilitate the following steps:

Mass data migration test for all RGBB Clients

- a. The incumbent RGBB Contractor creates a file containing all existing RGBB storefronts transactions that have a processed date less than or equal to the defined cutoff date from the RGBB UAT environment. Test data will include data from the RGBB UAT environment.
- b. The file will be encrypted and transmitted to the Contractor using the SFTP protocol.
- c. The file must be processed through the developed migration process. All but the last two (2) months must be loaded as a batch, in order to simulate the mass data migration.
- d. The last two (2) months must then be broken down by merchant number and be loaded individually by the migration script to simulate the residual data migration process.

RGBB Client Implementation Day Data Migration Test

- e. Annex A, Appendix 12, Attachment 2, section 1.5 – RGBB Client Testing steps (a) through (b) will be completed for a file containing one existing RGBB production database. The file will contain transaction data for a specified date range. The data will be encrypted using the production encryption keys.
- f. RG will verify the correctness of transactions after Annex A, Appendix 12, Attachment 2, section 1.5 – RGBB Client Testing step (c) (to verify the mass migration process) and after step (d) (to verify the residual data migration process)

1.6 Mass Data Migration to Production

Upon request by the Project Authority, the Contractor must set up RGBB merchant accounts in the production environment with RGBB Client profile data supplied by the RG, and execute mass data migration process for RGBB transactions that occurred prior to a predetermined cut-off date.

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Unless otherwise agreed to by the RG, the Contractor must take or facilitate the following steps:

Mass data migration to Production for all RGBB Clients

- a. Annex A, Appendix 12, Attachment 2, section 1.5 – RGBB Client Testing steps (a) to (c) of the test mass data migration will be performed using the RGBB production database. The data will be encrypted using the production encryption keys.
- b. RG will verify the correctness of transactions after Annex A, Appendix 12, Attachment 2, section 1.5 – RGBB Client Testing step (c) (to verify the mass migration process) and after Annex A, Appendix 12, Attachment 2, section 1.5 – RGBB Client Testing step (d) (to verify the residual data migration process)
- c. Upon RG and RGBB Client signoff, the created file will be destroyed using the controls defined by the RG.
- d. The data file from Annex A, Appendix 12, Attachment 2, section 1.5 – RGBB Client Testing step (e) will be re-imported into the production environment. RGBB Clients will have a chance to validate the correctness of this read only data and sign off.

1.7 RGBB Client Migration

Upon request by the Project Authority, the Contractor will execute weekend, unless otherwise agreed to by the RG, switch-over from the current RGBB application to the Contractor's RGBB Solution, including residual RGBB Client transaction data migration process according to the documented transition plan.

Unless otherwise agreed to by the RG, the Contractor must take or facilitate the following steps:

- a. The first day of the RGBB Client(s) implementation into production, their RGBB payment service will be placed on hold after the nightly settlement batch processing is completed. All transactions requiring settlement will have been processed. Upon resumption of the RGBB payment service, all new transactions will be captured via the Contractor's RGBB Solution application.

RGBB Client Hold Process: During migration the RGBB Clients will close its storefront or payment application and any users accessing the storefront or payment application will issue a message that the storefront is "closed for maintenance". As an additional precaution, just in case a user had bookmarked the RGBB credit card capture webpage and tries to access it directly during/after cutover, the RGBB Common Payment screen will be shut down by the RGBB Client; any users trying to access these webpages will receive an error message "Your session is either invalid or has expired".

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- b. The Contractor creates a file containing all the transactions for the RGBB Clients being implemented in the RG-assigned implementation time period. The file will contain an RGBB Client's transactions recorded between the mass data migration date and the RGBB Client migration date.
- c. The generated file is transmitted to the Contractor using the prescribed security requirements and file control process. The same defined and approved conversion process as the prior mass data migration is performed. The individual RGBB Client is required to sign-off using the same reports and process as performed in the mass data migration.
- d. The data migration for the implemented RGBB Client is completed. All transactions from this point on will be processed through the new application.
- e. Each RGBB Client will test the new payment system. If the test is unsatisfactory, the storefront will be re-pointed back to the old solution. Otherwise, move on to the next step.
- f. Upon satisfactory result from the test performed in the previous step, the storefront or payment application will be re-activated and all new transactions will be captured via the Contractor's RGBB Solution.
- g. The RGBB residual data file(s) will be destroyed using the same process as the mass data migration.

Upon the issuance of subsequent Task Authorizations by the Project Authority, the contractor will repeat this process for all other RGBB operating merchant accounts.

1.8 Migration Contingency

The mass data migration contingency process is to, upon RG approval, delete the data from the Contractor database that has been loaded.

If the migration of an RGBB Client and its residual data is aborted, upon approval by the Project Authority, the Contractor must resolve all problems encountered by the next Friday and re-execute first migration during weekend immediately following the failed attempt (contingency weekend).

1.9 Project Report

Within three (3) months of RGBB Client and data migration to the Contractor's RGBB Solution in production, deliver to the RG a final project report summarizing project activities, assessing overall performance and results, and identifying key lessons learned.

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ATTACHMENT 3:

Overview of the Receiver General Buy Button Terms of Engagement

The Contractor will be asked to only provide assistance and documentation for the ongoing card operations. This can be done by providing existing procedures, pamphlets, card regulations or referral to information on its website that merchants can use. This documentation will be incorporated into the Receiver General Buy Button Terms of Engagement – a document maintained by the RG to provide information to Federal Government Departments on the RGBB. Below is the table of contents for the Receiver General Buy Button Terms of Engagement. The Contractor main input will be in appendix F of this document.

1 INTRODUCTION

- 1.1 Benefits*
- 1.2 Authority*
- 1.3 Application*
- 1.4 Related Documentation*

2 RGBB SERVICE OVERVIEW

3 ROLES AND RESPONSIBILITIES OF STAKEHOLDERS

- 3.1 PWGSC – Banking and Cash Management Sector (BCMS)*
- 3.2 RGBB Contractor*
- 3.3 Payment Service Providers (PSP'S)*
- 3.4 Financial Institution (FI)*
- 3.5 RGBB Client*
 - 3.5.1 Web storefront*
 - 3.5.2 Authorized Employees*
 - 3.5.3 Finance*
- 3.6 Customer*

4 COSTS

5 RGBB Implementation

- 5.1 Client Implementation Team*
- 5.2 Process*
- 5.3 Other Implementation Activities*
 - 5.3.1 Request for Receiver General Card Acceptance Services*
 - 5.3.2 Request for RGBB Service*

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- 5.3.3 *Training*
- 5.3.4 *Privacy Notice*
- 5.3.5 *Common Look and Feel*
- 5.4 *RGBB Service*
 - 5.4.1 *Currency*
 - 5.4.2 *Payment Acceptance Methods*
 - 5.4.3 *RGBB Interfaces*
 - 5.4.3.1 *HCO*
 - 5.4.3.2 *MBatch*
 - 5.4.3.3 *API Plug-In*
 - 5.4.3.4 *VPOS*
 - 5.4.3.5 *RGBB Interface Comparison*
 - 5.4.3.6 *Administrative Module*
 - 5.4.4 *Receipting Options*
 - 5.4.5 *Fraud*
 - 5.4.5.1 *Fraud Detection Tools*
 - 5.4.5.2 *Fraud Prevention Tools*
- 5.5 *Privacy*
- 5.6 *Security*
- 5.7 *Settlement Reconciliation*
- 5.8 *Transaction References*
 - 5.8.1 *Soft Descriptor*
- 5.9 *Reconciliation Tools*
 - 5.9.1 *RGBB Reports*
 - 5.9.2 *Card Contractor Reports: Resource On Line (ROL)*
 - 5.9.3 *RG Daily Deposit Detail File*

6 DATA COLLECTION

- 6.1 *Data Retention and Disposal*

7 SERVICE MANAGEMENT

8 TERMINATION OF SERVICE

APPENDICES

- A Acronyms and Definitions
- B Receiver General Contact List
- C Costs
- D Non-federal RGBB Client Costs
- E Receiver General Buy Button (RGBB) Request Form
- F RGBB Service Management Framework

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ATTACHMENT 4:

RGBB Design Specifications

1.0 Overview

The proposed RGBB Payment Interfaces must support the following gateway interfaces:

- A Hosted Payment Page interface that involves transfer of payment processing function from RGBB client storefronts to the RGBB Payment Solution Payment Page to complete the payment process;
- An Application Programming Interface (API) for enabling the existing RGBB storefronts to seamlessly integrate with RGBB Payment Gateway using the appropriate API references for existing and future storefront functionality;
- A Virtual Point-of-Sale (VPOS) interface for allowing the clients the capability to manually enter the payment information on behalf of the customers for processing; and,
- A batch processing interface that allows bulks uploads of payment information for processing by the proposed RGBB Payment Solution.

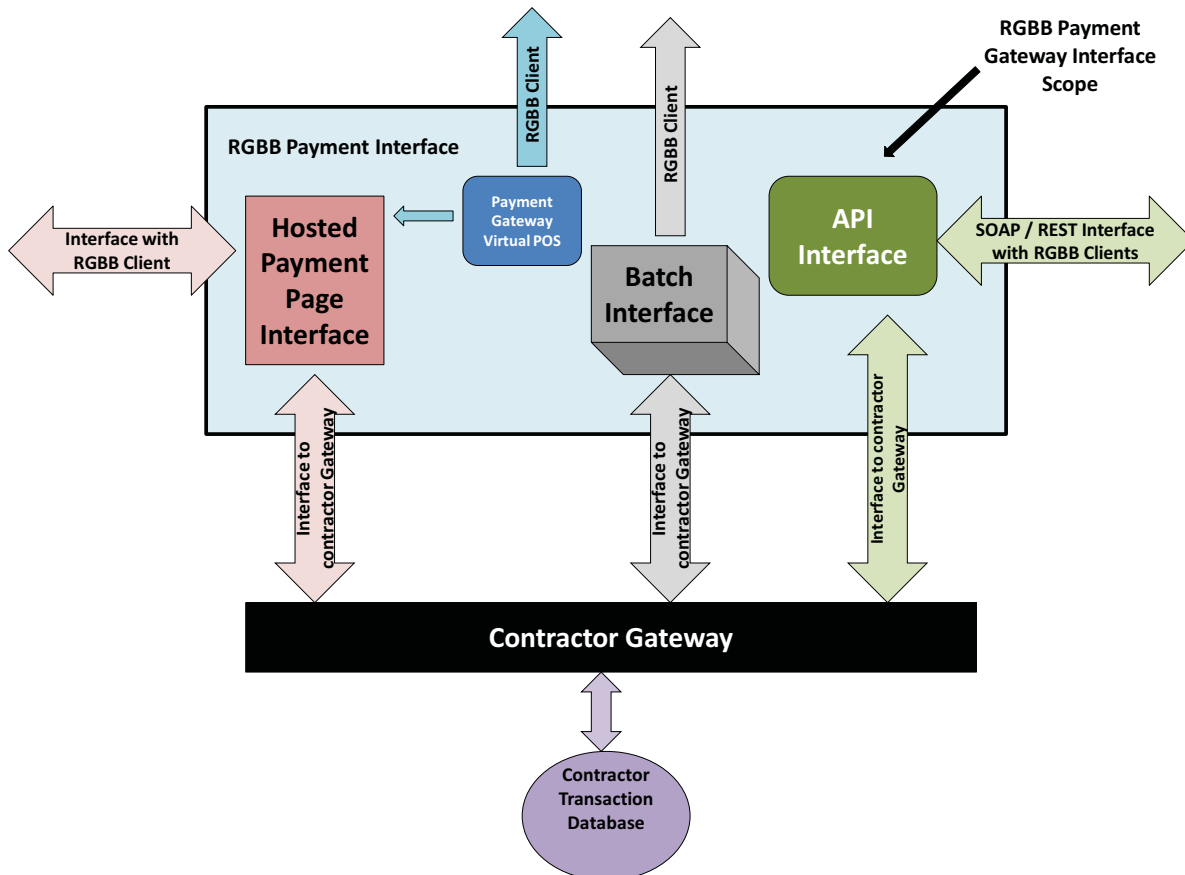


Figure A-1: RGBB Interface Scope below illustrates the scope of the payment gateway interfaces for the RGBB.

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The proposed RGBB Payment Interfaces Solution must seamlessly integrate with existing RGBB storefronts with NO programmatic changes necessary for storefronts excluding the Uniform Resource Locator (URL) redirection and related Firewall changes for the existing RGBB storefronts.

Also, the proposed RGBB Payment Interfaces Solution must interact efficiently, including supporting the existing RGBB messaging structure used by the existing RGBB storefronts, with other RG service providers with respect to operations management, help desk support, development, testing, implementation, and delivery of the overall RGBB.

2.0 RGBB Client-defined Reference Numbers

The RGBB supports three (3) Reference Fields that can be populated by an RGBB Client. In all cases, the fields are written to the RGBB Reporting Database.

- Reference_No char(20)
- Customer_Ref char(20)
- Reference_3 char(30)

Reference_No is intended to be the primary RGBB Client Reference Number. It will be passed through to the downstream processor and in the case of Terminal capture, all the way to the cardholder statement. Both *Reference_No* and *Customer_Ref* are searchable through the Administrative Interface.

3.0 RGBB Response Codes

The RGBB Response codes indicate the status of a transaction as it is sent to the financial institution and returned to the client.

Properties:

RGBB_Resp_code char(2)
RGBB_Message char(50)

In all cases the RGBB_Resp_code is accompanied by a brief RGBB_Message, which gives a description of the code.

Code	English	French
00	Transaction Normal	Normale de Transaction
01	Unable to Exchange Key Info	Incapable d
08	CVV2/CID/CVC2 Data not Verified	CVV2/CID/CVC2 non vérifiée
09	Transaction Reversed	La Transaction A renversé
10	Invalid Transaction Description	Description Inadmissible de Transaction
11	Invalid Sequence No	Inadmissible Nombre d
12	Message Timed-out at Host	Message chronométré dehors au centre se

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13	Required Field ID Missing	Disparus Priés d
14	Invalid Gateway ID	Identification Inadmissible de Passage
15	Invalid Transaction Code	Inadmissible Code de Transaction
16	Connection Inactive	Raccordement Inactif
17	Unmatched Transaction	Inégale Transaction
18	Invalid Reversal Response	Réponse Inadmissible d
19	Unable to Process Transaction	Incapable de traiter la transaction
20	Unable to Write Transaction to File	Incapable d'Autorisation
21	BCE Function Error	Erreur de Fonction de BCE
22	Invalid Credit Card Number	Nombre Inadmissible de Carte de crédit
23	Invalid Response from Vital	Réponse inadmissible de centre serveur
24	Unable to Void Transaction	Incapable de vider la transaction
25	Invalid Expiry Date	Inadmissible Date D
26	Invalid Amount	Inadmissible Quantité
27	Invalid Card Holders Name	Nom Inadmissible de Porte-cartes
28	Invalid Authorization No	Nombre Inadmissible d
29	Manual Card Entry Only	Entrée Manuelle de Carte Seulement
30	Invalid Date From Host	Date Inadmissible de Centre serveur
31	Invalid Verification String	Corde Inadmissible de Vérification
32	Invalid Transaction Code	Inadmissible Code de Transaction
33	Merchant Volume Exceeded	Le Volume Marchand A excédé
34	Card Volume Exceeded	Le Volume de Carte A excédé
35	Maximum Sale Exceeded	La Vente Maximum A excédé
36	Below Minimum Sale	Au-dessous Minimum de la Vente
37	Card type not accepted by merchant	Type de carte non admis par le négociant
40	Unable to Connect	Incapable de se relier
41	Unable to Send Logon	Incapable d
42	Unable to send Transaction	Incapable d
43	Invalid Logon	Inadmissible Ouverture
44	Address not Verified	Adresse non vérifiée
45	Transaction Code Blocked	Code de Transaction Bloqué
46	Invalid Batch Number	Inadmissible Numéro de Lot
47	Non-Verified 3-D Secure Tx	Non-Vérifiée 3-D garantie
48	Invalid SST Data	Données Inadmissibles de SST
49	Net-Connect Error	Net-Connect Error
50	Bad Data From Tampa Host	Bad Data From Tampa Host
51	Data Direct Transaction Test	Essai de Transaction
52	Terminal not Activated	Borne non activée
53	Terminal/Gateway Mismatch	Disparité De Terminal/Gateway
54	Invalid Processing Centre	Centre Inadmissible de Traitement
55	No Processors Available	Aucun Processeur Disponible
56	Database Unavailable	Base de données Indisponible
57	Invalid Reference No	Inadmissible Numéro de référence
58	Invalid AVS String	Corde Inadmissible d
59	Unable to Update Database	Incapable de mettre à jour la base de d
60	Invalid Customer Reference No	Numéro de référence Inadmissible de Cli
61	Internal Network Error	Erreur Interne de Réseau

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62	Host not Ready	Centre serveur non prêt
63	Invalid Duplicate	Reproduction d'Invalide
64	Invalid Refund	Inadmissible Remboursement
65	Transaction Voided by Client	Transaction vidée par Client
66	Call Auth. Centre	Centre d'Autorisation d'Appel
67	Transaction Option Not Supported	Option de Transaction Non soutenue
68	Restricted Card Number	Restreint Nombre de Carte
69	Invalid Transaction Tag	Étiquette Inadmissible de Transaction
93	Violation: cannot complete	La violation: ne peut pas accomplir
94	Violation: Invalid Incremental Auth.	Violation: Invalid Incremental Auth.

4.0 Transaction Types Available

4.1 Standard Transactions

Transaction Type	Description	Transaction Code	Compatible Services
Purchase	Sends through sale and request for funds to be charged to cardholder's credit card.	00	API, Batch, Hosted Payment Page, VPOS
Pre-Authorization	Sends through a request for funds to be "reserved" on the cardholder's credit card. A standard pre-authorization is reserved for 2-5 days. Reservation times are determined by cardholder's bank.	01	API, Batch, Hosted Payment Page, VPOS
Pre-Authorization Completion	Completes an existing pre-authorization by referencing an authorization number.	02	API, VPOS
Refund	Sends through a request for funds to be returned to the cardholder.	04	API, Batch, VPOS
Void	Sends through a void to prevent the settlement of the funds. Voids must be processed on the same day as the authorization.	13	API, VPOS
Forced Post	Completes a transaction that was not authorized on gateway's system i.e. Voice Authorizations or other sources. The Authorization number provided by the Card Company must be contained in the Forced Post Transaction.	03	API, Batch, VPOS

4.2 Tagged Transactions

Transaction Type	Description	Transaction Code	Compatible Services
Recurring Seed	Sends through a request to allow a merchant to pre-authorize a credit card. The data produced by the Pre-Authorization creates a seed. The seed may then be used to send many Tagged Purchase transactions or one Tagged Completion.	40	API, Hosted Payment Page

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Recurring Seed Purchase	Applies a purchase against the credit card provided. Funds for the specified amount are settled to the merchant's account at the end of the day. Tagged Refunds equal to the amount of the original transaction's amount can be applied against it using the returned TAG. Multiple Tagged Authorizations or Tagged Purchases may be conducted from one Recurring Seed Purchase transaction.	41	API, Hosted Payment Page
Tagged Purchase	Sends through a request for funds to be charged to cardholder that is associated with a previous Recurring Seed transaction. Multiple Tagged Purchases can be conducted from one Recurring Seed Transaction.	30	API
Tagged Pre-Authorization	Applies an authorization against the credit card number provided in a previous Recurring Seed or Recurring Seed Purchase transaction. In order to identify the previous transaction, the TAG returned in that transaction must be sent with the Tagged Authorization. The Credit Card Number and the Expiry Date must not be sent. An unlimited number of Tagged Authorizations may be applied to a specific Tag.	31	API
Tagged Completion	Sends through a request for reserved funds to be charged to a cardholder. This type of transaction is associated with a previously processed Pre-Authorization or Recurring Seed transaction. Only one Tagged Completion is permitted per Recurring Seed or Pre-Authorization.	32	API
Tagged Refund	Sends through a request for funds to be returned to a cardholder. This type of transaction is associated with a previously processed Purchase or Completion.	34	API

4.3 Interac Online Transactions

Transaction Type	Description	Transaction Code	Compatible Services
Debit Purchase	Sends through sale and request for funds to be moved from cardholder's bank account	50 (<i>Currently not in use</i>)	API
Debit Refund	Sends through a request for funds to be returned to cardholder's bank account. Refunds should not be made an automated function or available to cardholders.	54 (<i>Currently not in use</i>)	API
Debit Online Tagged Refund	Sends through a request for funds to be returned to cardholder's bank account based on previous Debit Purchase.	35 (<i>Currently not in use</i>)	API

4.4 Special Transactions

Transaction Type	Description	Transaction Code	Compatible Services
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Secure Storage	Stores card information and returns a transaction tag for later retrieval. No transaction processing is performed. At minimum, the cardholder name, card number, card expiry, amount, and reference number are required.	60	API
Transaction Details	Returns information about the given transaction; requires that the transaction tag is submitted as part of the request.	CR	API

5.0 Hosted payment page Specifications

The Payment Pages protocol is compatible with the widely used industry standards such as JAVA or .NET to ensure that leading shopping carts are supported.

6.0 API Specifications

The SOAP style API uses an RPC/Encoded message as defined in the SOAP 1.1 protocol. The World Wide Web Consortium defines the standard for the RPC/Encoded protocol.

Documentation on it can be found at:

<http://www.w3.org/TR/2000/NOTE-SOAP-20000508/>

6.1 SOAP API Properties

Enables RGBB Clients to integrate with any server environment with access to SOAP. The SOAP must support use of the XML Digital Signature to sign SOAP 1.1 or higher messages (message headers) to protect confidentiality and integrity of the messages.

Also, RGBB Payment Gateway Solution must use security token to prevent Cross-Site Request Forgery (CSRF) attacks for Representation State Transfer (REST) service Uniform Resource Identifier (URI).

6.1.1 Request

Property	Description
RGBBID <ul style="list-style-type: none"> String [10] {Read/Write} {minOccurs="1" maxOccurs="1"} 	Identifies the location/terminal that is sending the transaction. This number is of the format Axxxxx-xx and is provided by the Contractor upon set-up. The RGBB user ID must be accompanied by a password.
Digital Signature <ul style="list-style-type: none"> String [30] {Read/Write} {minOccurs="1" maxOccurs="1"} 	XML Digital Signature that is uniquely associated with each RGBB user ID. This value must be validated using a trusted digital certificate..
Transaction_Type <ul style="list-style-type: none"> String [2] {Read/Write} {minOccurs="1" maxOccurs="1"} 	Populated with a two-digit string indicator. The indicator identifies the transaction type. Supported values include: <ul style="list-style-type: none"> 00 = Purchase 01 = Pre-Authorization 02 = Pre-Authorization Completion

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	<ul style="list-style-type: none"> • 03 = Forced Post • 04 = Refund • 13 = Void • 30 = Tagged Purchase • 31 = Tagged Pre-Authorization • 32 = Tagged Pre-Authorization Completion • 33 = Tagged Void • 34 = Tagged Refund • 35 = Tagged Online Debit Refund • 40 = Recurring Seed • 41 = Recurring Seed Purchase • 50 = Debit Purchase • 54 = Debit Refund • 60 = Secure Storage • 70 = Get Transaction Information
DollarAmount <ul style="list-style-type: none"> • Double [99,999.99] • {Read/Write} {minOccurs="1" maxOccurs="1"} 	The amount of the transaction in dollars and cents.
SurchargeAmount <ul style="list-style-type: none"> • Double [99,999.99] • {Read/Write} {minOccurs="1" maxOccurs="1"} 	Additional amount for iDebit fee (optional). This amount is added to the DollarAmount of the transaction and used in iDebit transactions only
Card_Number <ul style="list-style-type: none"> • String [16] • {Read/Write} {minOccurs="0" maxOccurs="1"} 	The customer's credit card number. Not used for tagged transaction types.
Transaction_Tag <ul style="list-style-type: none"> • Integer • {Read/Write} {minOccurs="0" maxOccurs="1"} 	A unique identifier to associate with a tagged transaction. Only for tagged transaction types.
Track1 <ul style="list-style-type: none"> • String [75] • {Read/Write} {minOccurs="0" maxOccurs="1"} 	Populated with the unmodified track 1 data swiped from a valid credit card. Start and end sentinels are not included. Only for swiped transactions. <i>(Currently not in use)</i>
Track2 <ul style="list-style-type: none"> • String • {Read/Write } {minOccurs="0" maxOccurs="1"} 	Populated with the unmodified track 2 data swiped from a valid credit card. Start and end sentinels are not included. Only for swiped transactions. <i>(Currently not in use)</i>
PAN <ul style="list-style-type: none"> • String [37] • {Read/Write } {minOccurs="1" maxOccurs="1"} 	Verification data received from Acxsys after cardholder processes iDebit purchase with participating bank. Used in iDebit transactions only

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Authorization_Num <ul style="list-style-type: none"> String [8] {Read/Write} {minOccurs="0" maxOccurs="1"} 	This is the authorization number returned by the cardholder's financial institution when a transaction has been approved. This value needs to be sent when sending various transaction types such as preauthorization completion, void, purchase correction, refund correction, or tagged transaction.
Expiry_Date <ul style="list-style-type: none"> String [4] {Read/Write} {minOccurs="0" maxOccurs="1"} 	The credit card expiry date in the format mmyy. Property for manually entering expiry date. If Track1 or Track2 is populated, there is no need to set this field.
CardHoldersName <ul style="list-style-type: none"> String [30] {Read/Write} {minOccurs="0" maxOccurs="1"} 	The customer's name.
VerificationStr1 <ul style="list-style-type: none"> String [41] {Read/Write} {minOccurs="0" maxOccurs="1"} 	This string is supported by US and CAD financial institutions. It is populated with the cardholders address information in a specific format. The address is verified and a result is returned (AVS property) that indicates how well the address matched.
VerificationStr2 <ul style="list-style-type: none"> String [4] {Read/Write} {minOccurs="0" maxOccurs="1"} 	This is the 0, 3, or 4-digit code on the back of the credit card sometimes called the CVV2 or CVD value.
CVD_Presence_Ind <ul style="list-style-type: none"> String [1] {Read/Write} {minOccurs="0" maxOccurs="1"} 	<p>The number indicates how the CVV2 value should be handled when processing. The value must be either null or the integer 0, 1, 2, or 9. Note that null defaults to 0.</p> <ul style="list-style-type: none"> Null or 0 = Not Supported (Default) 1 = Value provided by Cardholder 2 = Value provided on card is Illegible 9 = Cardholder states data is not available
Reference_No <ul style="list-style-type: none"> String [20] {Read/Write} {minOccurs="0" maxOccurs="1"} 	A merchant defined value that can be used to internally identify the transaction. This value is passed through to the Gateway unmodified, and may be searched in Administrative Interface. It is not passed on to the financial institution.
ZipCode <ul style="list-style-type: none"> String [10] {Write} {minOccurs="1" maxOccurs="1"} 	Customer zip code used for qualifying transactions, only applicable to merchants passing level 2 (Corporate Credit Card) data
Tax1Amount <ul style="list-style-type: none"> Double [99,999.99] {Write} {minOccurs="1" maxOccurs="1"} 	Tax value included in total amount, only applicable to merchants passing level 2 (Corporate Credit Card) data. For Canadian merchants this field is the PST amount.
Tax1Number <ul style="list-style-type: none"> String [20] {Write} {minOccurs="1" maxOccurs="1"} 	Registered number associated with the tax value. Used for reference or government claims purposes and only applicable to merchants passing level 2 (Corporate Credit Card) data. For Canadian merchants this field is the PST number.

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Tax2Amount <ul style="list-style-type: none"> • Double [99,999.99] • {Write} • {minOccurs="1" maxOccurs="1"} 	Tax value included in total amount, only applicable to merchants passing level 2 (Corporate Credit Card) data. For Canadian merchants this field is the GST amount.
Tax2Number <ul style="list-style-type: none"> • String [20] • {Write} • {minOccurs="1" maxOccurs="1"} 	Registered number associated with the tax value. Used for reference or government claims purposes and only applicable to merchants passing level 2 (Corporate Credit Card) data. For Canadian merchants this field is the GST number.
Customer_Ref <ul style="list-style-type: none"> • String [20] • {Read/Write} • {minOccurs="0" maxOccurs="1"} 	A merchant defined value that can be used to internally identify the transaction. This value is passed through to the Gateway unmodified, and may be searched in the Administrative Interface. It is not passed on to the financial institution.
Reference_3 <ul style="list-style-type: none"> • Char [30] • {Read/Write} • {minOccurs="0" maxOccurs="1"} 	A merchant defined value that can be used to internally identify the transaction. This value is passed through to the Gateway unmodified. It is not searchable and is not passed on to the financial institution.
Language <ul style="list-style-type: none"> • Integer • {Read/Write} • {minOccurs="0" maxOccurs="1"} 	Selects the language the CTR is to appear in. Supported Values: <ul style="list-style-type: none"> • Language_English {Default} • Language_French
Client_IP <ul style="list-style-type: none"> • String [15] • {Read/Write} • {minOccurs="0" maxOccurs="1"} 	This is the IP address of the customer (i.e. customer browser) connecting to the merchant. This value is stored for fraud investigation. It is not passed on to the financial institution.
Client_Email <ul style="list-style-type: none"> • String [30] • {Read/Write} • {minOccurs="0" maxOccurs="1"} 	This is the email address of the customer connecting to the merchant. This value is stored for fraud investigation. It is not passed on to the financial institution.

6.1.2 Response

Property	Description
LogonMessage <ul style="list-style-type: none"> • String [255] • {Read} • {minOccurs="0" maxOccurs="1"} 	Returned by the gateway upon successful Authentication. Indicates the location and version of the server that provided authentication.
Error_Number <ul style="list-style-type: none"> • Integer • {Read} • {minOccurs="1" maxOccurs="1"} 	This property indicates an error was encountered while processing the transaction. If no errors were encountered, a value of zero will be returned. The Transaction_Error property will return True if this property is not zero. Please refer to the section on Exception Handling for further information.
Error_Description	A message that accompanies the Error_Number, if an error occurred.

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<ul style="list-style-type: none"> • String[var] • {Read} • {minOccurs="0" maxOccurs="1"} 	Please refer to the section on Exception Handling for further information.
<p>Transaction_Error</p> <ul style="list-style-type: none"> • Boolean • {Read} • {minOccurs="1" maxOccurs="1"} 	This property indicates that there was an error during the processing of the transaction.
<p>Transaction_Approved</p> <ul style="list-style-type: none"> • Boolean • {Read} • {minOccurs="1" maxOccurs="1"} 	This property indicates that the bank approved a transaction and there are no pending errors. Note: This property should be used in conjunction with Transaction_Complete, to get the final status of a transaction. If further information is required, please check the Optional Response properties.
<p>RGBB_Resp_code</p> <ul style="list-style-type: none"> • String [2] • {Read} • {minOccurs="0" maxOccurs="1"} 	This property indicates the processing status of the transaction. Please refer to the section on Exception Handling for further information. The Transaction_Error property will return True if this property is not "00".
<p>RGBB_Message</p> <ul style="list-style-type: none"> • String [50] • {Read} • {minOccurs="0" maxOccurs="1"} 	Message that accompanies the RGBB_Resp_code.
<p>Bank_Resp_code</p> <ul style="list-style-type: none"> • String [3] • {Read} • {minOccurs="0" maxOccurs="1"} 	This is a 2 or 3 digit code, provided by the financial institution, indicating the approval status of a transaction. The meaning of these codes is defined by the various financial institutions and is not under the control of the API or Gateway. Please refer to the Transaction_Approved property for the approval status of a transaction.
<p>Bank_Message</p> <ul style="list-style-type: none"> • String [80] • {Read} • {minOccurs="0" maxOccurs="1"} 	A message provided by the financial institution describing the Response code above.
<p>Bank_Resp_code_2</p> <ul style="list-style-type: none"> • String [2] • {Read} • {minOccurs="0" maxOccurs="1"} 	A secondary response provided returned by the financial institution.
<p>Transaction_Tag</p> <ul style="list-style-type: none"> • Integer • {Read/Write} • {minOccurs="0" maxOccurs="1"} 	A unique identifier to associate with a tagged transaction. This value overrides any value sent for the Request Property of the same name.
<p>Authorization_Num</p> <ul style="list-style-type: none"> • String [8] • {Read/Write} • {minOccurs="0" maxOccurs="1"} 	This is the authorization number returned by the cardholder's financial institution when a transaction has been approved. This value overrides any value sent for the Request Property of the same name.
<p>SequenceNo</p> <ul style="list-style-type: none"> • String [50] • {Read} 	An n digit sequentially incremented number generated by the gateway and passed through to the financial institution. It is also passed back to the client in the transaction response. This number can be used for tracking and audit

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{minOccurs="0" maxOccurs="1"}	purposes.
AVS <ul style="list-style-type: none"> String [1] {Read} {minOccurs="0" maxOccurs="1"} 	Supported AVS Results: <ul style="list-style-type: none"> X = exact match, 9 digit zip Y = exact match, 5 digit zip A = address match only W = 9 digit zip match only Z = 5 digit zip match only N = no address or zip match U = address unavailable G = non-North American issuer, does not participate R = issuer system unavailable E = not a Mail\Phone order S = service not supported
CVV2 <ul style="list-style-type: none"> String [1] {Read} {minOccurs="0" maxOccurs="1"} 	The CVV2 authentication code returned from the bank. Note: the value is null if CVV2 is not supported. Supported CVV Results: <ul style="list-style-type: none"> M = CVV2 / CVC2/CVD Match. N = CVV2 / CVC2/CVD No Match. P = Not Processed. S = Merchant has indicated that CVV2 / CVC2/CVD is not present on the card. U = Issuer is not certified and / or has not provided Visa encryption keys.
Retrieval_Ref_No <ul style="list-style-type: none"> String [13] {Read} {minOccurs="0" maxOccurs="1"} 	The reference number returned with an AVS Result.
MerchantName <ul style="list-style-type: none"> String [50] {Read} {minOccurs="0" maxOccurs="1"} 	Returned by the gateway upon successful Authentication.
MerchantAddress <ul style="list-style-type: none"> String [50] {Read} {minOccurs="0" maxOccurs="1"} 	Returned by gateway upon successful Authentication.
MerchantCity <ul style="list-style-type: none"> String [25] {Read} {minOccurs="0" maxOccurs="1"} 	Returned by the gateway upon successful Authentication.
MerchantProvince <ul style="list-style-type: none"> String [2] {Read} {minOccurs="0" maxOccurs="1"} 	Returned by the gateway upon successful Authentication.
MerchantCountry <ul style="list-style-type: none"> String [50] {Read} 	Returned by the gateway upon successful Authentication.

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MerchantPostal <ul style="list-style-type: none"> String [12] {Read} {minOccurs="0" maxOccurs="1"} 	Returned by the gateway upon successful Authentication.
MerchantURL <ul style="list-style-type: none"> String [25] {Read} {minOccurs="0" maxOccurs="1"} 	Returned by the gateway upon successful Authentication.
CTR <ul style="list-style-type: none"> String [var] {Read} {minOccurs="0" maxOccurs="1"} 	Displays the bank required Customer Transaction Record. This information must be displayed to the customer upon completion of all transactions, Approved or Declined.

7.0 Batch Specifications

7.1 CSV Format

CSV files uploaded to the Batch Interface must conform to a specific format. Specifications of this format are outlined below.

Field Index	Field Name	Field Format
1	Reference_No	20 characters maximum
2	Customer_Ref	20 characters maximum
3	Reference_3	30 characters maximum
4	Cardholdername	30 characters maximum
5	Transactioncode	applicable <u>transaction code</u>
6	Cardnumber	16 digit card number
7	Amount	0.00 format
8	Expiry Date	MMYY (no slash)
9	Authorization Number	6 digit maximum
10	Not used, but delimiter required	N/A
11	Recurring Indicator	enter "R" for true (no quotes), otherwise false
12	Not used, but delimiter required	N/A
13	Not used, but delimiter required	N/A
14	Not used, but delimiter required	N/A

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7.2 Sigma Plot Worksheet (SPW) Format

Record Count

The first line in the file is simply the number of transaction records contained in the file. It should NOT contain any spaces, commas or other characters.

File Body

After the Record Count, every line is a transaction record. The format is outlined below.

Field Index	Field Name	Field Format	Required
1	BatchID	numeric	No
2	Not used, but delimiter required	N/A	No
3	Batch Description	100 characters max	No
4	Not used, but delimiter required	N/A	No
5	Not used, but delimiter required	N/A	No
6	Not used, but delimiter required	N/A	No
7	Not used, but delimiter required	N/A	No
8	FirstDate	MM/DD/YYYY	No
9	Not used, but delimiter required	N/A	No
10	Frequency	<ul style="list-style-type: none">Indicates the number of transactions to process per year. Accepted Values: 0, 1, 2, 4, 6, 12, 24, 26, 52, 365	No
11	Last Date	MM/DD/YYYY	No
12	Not used, but delimiter required	N/A	No
13	Not used, but delimiter required	N/A	No
14	Amount	Numeric 0.00 format	Yes
15	Debit/Credit	"True" for debit, "False" for credit	Yes
16	Not used, but delimiter required	N/A	No
17	Not used, but delimiter required	N/A	No
18	Cardholder Reference	19 characters max	No
19	Cardholder Name	30 characters max	Yes
20	Card Number	19 characters max	Yes
21	Not used, but delimiter required	N/A	No

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22	Expiry Date	MM/YY	Yes
23	Not used, but delimiter required	N/A	No
24	Transaction Code	MVAUTH (pre-authorization), MVSETL (pre-authorization completion), MVATHSTL (purchase/authorize and capture)	Yes
25	Recurring Payment	True/False	Yes
26	Not used, but delimiter required	N/A	No
27	Authorization Number	6 characters maximum	Required if Transaction Code is MVSETL
28	Not used, but delimiter required	N/A	No
29	Not used, but delimiter required	N/A	No
30	Not used, but delimiter required	N/A	No

Annex A, Appendix 11 - Current Locations / Annexe A, Appendice 11 - Emplacements actuels

<u>Merchant name / Nom de marchand</u>	<u>Address / L'adresse</u>	<u>City / Ville</u>	<u>Province</u>	<u>Postal code / Code postal</u>
17 WING ACCOMMODATIONS	BLDG 79 17 WING CFB WHYTEWO	WINNIPEG	MB	R3J 3Y5
1-DFO/MPO BAY ROBERTS NL	BOX804,49CONCEPTION BAY HWY	BAY ROBERTS	NL	A0A 1G0
1-DFO/MPO CLARENVILLE NL	55 THOMPSON STREET	CLARENVILLE	NL	A5A 1Y9
1-DFO/MPO FOGO NF	PO BOX 88 FOGO ISLAND CTR	JOE BATTS ARM	NL	A0G 2X0
1-DFO/MPO GOOSE BAY NL	PO BOX 7003 202 KELLAND DR	GOOSE BAY	NL	A0P 1S0
1-DFO/MPO GRAND FALLS NL	4A BAYLEY STREET #200	GRAND FALLS	NL	A2A 2T5
1-DFO/MPO HARBOUR BRETON	64-86 CANADA DR,PO BOX 189	HARBOUR BRETO	NL	A0H 1P0
1-DFO/MPO MARYSTOWN NL	1208,245-247 VILLE MARIE	MARYSTOWN	NL	A0E 2M0
1-DFO/MPO PLACENTIA NL	BOX 475-61 BLOCKHOUSE RD PL	PLACENTIA	NL	A0B 2Y0
1-DFO/MPO PORT AU CHOIX	PO BOX 119 15 BACK ARM RD	PORT AU CHOIX	NL	A0K 4C0
1-DFO/MPO ROCKY HARBOUR	PO BOX 190 D.O.T. DRIVE	ROCKY HARBOUR	NL	A0K 4N0
1-DFO/MPO SPRINGDALE NL	383 LITTLE BAY RD	SPRINGDALE	NL	A0J 1T0
1-DFO/MPO ST.ANTHONY NL	5 MURRAY'S POINT ROAD	ST.ANTHONY	NL	A0K 4S0
1-DFO/MPO STEPHENVILLE NL	BOX 315,4 HARBOUR,PORT HARM	STEPHENVILLE	NL	A2N 2Z5
1-DFO/MPO TWILLINGATE NL	PO BOX 97 40 TOULINQUET ST	TWILLINGATE	NL	A0G 4M0
1-DFO-MPO CORNER BROOK NL	1 REGENT SQUARE	CORNER BROOK	NL	A2H 7K6
1-HN LOWER FORT GARRY NHS	5925 HWY #9	ST ANDREWS	MB	R1A 4A8
2-DFO/MPO DARTMOUTH NS	176 PORTLAND ST,1ST FLR	DARTMOUTH	NS	B2Y 1J3
2-DFO/MPO ST.GEORGE NB	99 MOUNT PLEASANT RD	ST GEORGE	NB	E5C 3S9
2-DFO/MPO SYDNEY NS	1270 WESTMOUNT RD BOX 1085	SIDNEY	NS	B1P 6J7
2-DFO/MPO YARMOUTH NS	215 MAIN ST	YARMOUTH	NS	B5A 1C6
3 ASG ACCN / 3 GSS LOGEME	BLDG D-59, CFG GAGETOWN	OROMOCTO	NB	E2V 4J5
3 ASG COMPTROLLER BRANCH	POB-17000,CFB GAGETOWN,B-J7	OROMOCTO	NB	E2V 4J5
3-DFO/MPO GASPE	120, RUE DE LA REINE	GASPE	QC	G4X 2R2
3-DFO/MPO ILES MADELEINE	235 CHEMIN PRINCIPAL #206	CAP-AUX-MEULE	QC	G4T 1R7
3-DFO/MPO SEPT-ILES	701 BOUL LAURE, SUITE 203	SEPT-ILES	QC	G4R 1X8
4 WG/CASHIER COLD LAKE	BLDG 1 RM 211PO BOX 6550	COLD LAKE	AB	T9M 2C6
4 WG/ERE LODGING/LOGEMENT	BLDG 43 RM 5	COLD LAKE	AB	T9M 2C6
5-DFO/MPO NANAIMO,BC	304-60 FRONT ST	NANAIMO	BC	V9R 5H7
5-DFO/MPO PACIFIC REGION	200-401 BURRARD ST	VANCOUVER	BC	V6C 3S4
5-DFO/MPO PRINCE RUPERT	417 - 2ND AVE W.	PRINCE RUPERT	BC	V8J 1G8
5-DFO/MPO VANCOUVER, BC	200-401 BURRARD ST	VANCOUVER	BC	V6C 3S4
6-DFO/MPO CHS/SHC OTTAWA	615 BOOTH ST, RM 322	OTTAWA	ON	K1A 0E6
7-DFO/MPO ANTIGONISH NS	2920 HWY 104	ANTIGONISH	NS	B2G 2K6
7-DFO/MPO CHARLOTTETOWNPE	165 JOHN YEO DRIVE	CHARLOTTETOW N	PE	C1E 2L9
7-DFO/MPO	165 JOHN YEO DRIVE	CHARLOTTETOW	PE	C1E 2L9

CHARLOTTETOWNPE		N		
7-DFO/MPO MONCTON NB	343 AVE DE L'UNIVERSITE LOC	MONCTON	NB	E1C 9B6
7-DFO/MPO RICHIBUCTO NB	9523 MAIN STREET	RICHIBUCTO	NB	E4W 4C2
7-DFO/MPO TRACADIE-SHEILA	3267 RUE PRINCIPALE CP 3420	TRACADIE-SHEI	NB	E1X 1G5
8 WING TRENTON -WING FOOD	75 YUKON ST	TRENTON	ON	K0K 3W0
8-DFO/MPO FREDERICTON NB	1ST FLR.BARKER HOUSE RM 102	FREDERICTON	NB	E3B 6Z6
8-DFO/MPO,COLLEGE	1190 WESTMOUNT RD, BOX 4500	SYDNEY	NS	B1P 6L1
9 WING ACCOM - CFB GANDER	BARRACK BLOCK8, 9 WING GAND	GANDER	NL	A1V 1X1
ACCOMODATIONS GREENWOOD	BLDG 165 14 WING GREENWOOD	GREENWOOD	NS	B0P 1N0
ACIA/CFIA-GASPE,QC	194 JACQUES-CARTIER ST	GASPE	QC	G4X 1N2
AGENCES DES SERVICE FRONT	ROUTE 15	QUEBEC	QC	J0J 1J0
APPEAL DIVISION	90 SPARKS ST.SUITE 940	OTTAWA	ON	K1A 0H9
ARC-CRA MONTEREGIE	3250 LAPINIERE BLVD	BROSSARD	QC	J4Z 3T8
ARC-CRA SHERBROOKE	50 PLACE DE LA CITE	SHERBROOKE	QC	J1H 5L8
ARC-CRA RIMOUSKI, QC	180 DE LA CATHEDRALE	RIMOUSKI	QC	G5L 5H9
ASFC/CBSA	139 CH.LA VALLEE-MISSISQUOI	SUTTON	QC	J0E 2K0
ASFC/CBSA	2200 AVENUE REVERCHON #296	DORVAL	QC	H9P 2S7
B COMPT CFB KINGSTON	BASE HQ BLDG H-55 RM 108	KINGSTON	ON	K7K 7B4
BANFF EAST GATE	101 MOUNTAIN AVENUE	BANFF	AB	T1L 1K2
BANFF HOT SPRINGS POOL	1 MOUNTAIN AVENUE POBOX 900	BANFF	AB	T1L 1K2
BANFF INFORMATION CENTRE	224 BANFF AVE, PO BOX 900	BANFF	AB	T1L 1K2
BANFF NATIONAL PARK-ADMIN	BANFF ADMIN BLDG BOX 900	BANFF	AB	T1L 1K2
BANFF NP TWO JACK CAMPGD	BANFF ADMIN BLDG BOX 900	BANFF	AB	T1L 1K2
BANFF WARDEN OFFICE	BANFF ADMIN.BLDG CAVE&SPRAY	BANFF	AB	T0L 0C0
BASE ACCOMMODATIONS	CFB ESQUIMALT(BACCN N34)	VICTORIA	BC	V9A 7N2
BATOCHÉ NATL HISTORIC STE	RR#1, BOX 1040, HWY 225	WAKAW	SK	S0K 4P0
BELLEVUE HOUSE NHS	35 CENTRE ST	KINGSTON	ON	K7L 4E5
BRUCE PENINSULA PARK	469 CYPRUS LAKE ROAD	TOBERMORY	ON	N0H 2R0
BUREAU DE CLARENCEVILLE	2500 CHEMIN SOUTH BEACH	CLARENCEVILLE	QC	J0J 1B0
BUREAU DE COVEY HILL	2,ROUTE 203	HAVELOCK	QC	J0S 1E0
BUREAU DE EAST PINNACLE	383 CHEMIN RICHFORD	FRELIGHTSBURG	QC	J0J 1C0
BUREAU DE FRELIGHTSBURG	193 ROUTE 237	FRELIGHTSBURG	QC	J0J 1C0
BUREAU DE LA TRADUCTION/F	975 BLVD ST. JOSEPH,4IEME E	GATINEAU	QC	K1A 0S5
BUREAU DE LACOLLE OVAL RI	189 RANG DE LA BARBOTTE	LACOLLE	QC	J0J 1J0
BUREAU DE MORSES LINE	10 CHEMIN DUTCH(ROUTE 235	ST-ARMAND	QC	J0J 1T0
BUREAU DE NOYAN	6,3 CONCESSION(ROUTE 225)	NOYAN	QC	J0J 1B0
BUREAU PASSPORT QUEBEC	#200,2ETAGE,2640 BLVD.LAURI	QUEBEC	QC	G1V 5C2
CADC - CDBC	1275 LEEDS AVE UNIT 100	OTTAWA	ON	K1B 3W2
CAMP GROUPS GLACIER NP	PO BOX 350,301B THIRD ST W	REVELSTOKE	BC	V0E 2S0
CAMPGROUND PN GLACIER NP	PO BOX 350,301B THIRD ST W	REVELSTOKE	BC	V0E 2S0
CAN REV AGENCY/AGENCE REV	200-419 7TH STREET SOUTH	LETHBRIDGE	AB	T1J 4A9
CAN REV AGENCY/AGENCE REV	81 MULCUSTER STREET	BARRIE	ON	L4M 6Y7
CAN REV AGENCY/AGENCE REV	333 LAURIER AVENUE WEST	OTTAWA	ON	K1A 0L9
CAN REV AGENCY/AGENCE REV	1557 HOLLIS STREET	HALIFAX	NS	B3J 2T5
CAN REV AGENCY/AGENCE REV	220-4TH AVE SE RM #185	CALGARY	AB	T2G 0L1

CAN REV AGENCY/AGENCE REV	1415 VANCOUVER STREET	VICTORIA	BC	V8V 3W4
CAN REV AGENCY/AGENCE REV	165 DELA POINTE-AUX-LIEVR	QUEBEC	QC	G1K 7L3
CAN REV AGENCY/AGENCE REV	5800 HURONTARIO STREET	MISSISSAUGA	ON	L5A 4E9
CAN REV AGENCY/AGENCE REV	123-100 LAFONTAINE ST	CHICOUTIMI	QC	G7H 6X2
CAN REV AGENCY/AGENCE REV	126 PRINCE WILLIAM ST	SAINT JOHN	NB	E2L 4H9
CAN REV AGENCY/AGENCE REV	165 DUCKWORTH ST	ST JOHN'S	NL	A1B 4R5
CAN REV AGENCY/AGENCE REV	161 ST PETER'S ROAD	CHARLOTTETOW N	PE	C1A 8L3
CAN REV AGENCY/AGENCE REV	200 TOWN CENTRE COURT	SCARBOROUGH	ON	M1P 4Y3
CAN REV AGENCY/AGENCE REV	47 DORCHESTER STREET	SYDNEY	NS	B1P 6K3
CAN REV AGENCY/AGENCE REV	130 SOUTH SYNDICATE AVE	THUNDER BAY	ON	P7E 1C7
CAN REV AGENCY/AGENCE REV	32 CHURCH STREET	ST CATHARINES	ON	L2R 3B9
CAN REV AGENCY/AGENCE REV	185 OUELETTE AVE	WINDSOR	ON	N9A 5S8
CAN REV AGENCY/AGENCE REV	1 FRONT STREET WEST	TORONTO	ON	M5J 2X6
CAN REV AGENCY/AGENCE REV	10-9700 JASPER AVENUE	EDMONTON	AB	T5J 4C8
CAN REV AGENCY/AGENCE REV	325 BROADWAY AVE	WINNIPEG	MB	R3C 4T4
CAN REV AGENCY/AGENCE REV	9755 KING GEORGE HWY	SURREY	BC	V3T 5E1
CAN REV AGENCY/AGENCE REV	100-1620 DIXON AVE	KELOWNA	BC	V1Y 9Y2
CAN REV AGENCY/AGENCE REV	1050 NOTRE DAME AVE	SUDBURY	ON	P3A 5C1
CAN REV AGENCY/AGENCE REV	280 VICTORIA STREET	PRINCE GEORGE	BC	V2L 4X3
CAN REV AGENCY/AGENCE REV	1000-5001 YONGE STREET	NORTH YORK	ON	M2N 6R9
CAN REV AGENCY/AGENCE REV	1166 WEST PENDER STREET	VANCOUVER	BC	V6E 3H8
CANADA BORDER SERVICE	201 NORTH MAY ST 1ST FL	THUNDER BAY	ON	P7C 3P4
CANADA BORDER SERVICE	201 NORTH MAY ST 1ST FL	THUNDER BAY	ON	P7C 3P4
CANADA BORDER SERVICES A	PO BOX 1036 STN C	GOOSE BAY	NL	A0P 1C0
CANADA BORDER SVCS/ASFC	2270 ST-LAURENT BLVD 2ND FL	OTTAWA	ON	K1G 6C4
CANADA REVENUE AGENCY- TAX	750 HERON RD.EAST TOWER	OTTAWA	ON	K1A 0L5
CANADIAN FORCES BASE R&Q	CFB BORDEN, BLDG 0-125	BORDEN	ON	L0M 1C0
CANADIAN FORCES COLLEGE	215 YONGE BLVD	TORONTO	ON	M5M 3H9
CANADIAN POLICE COLLEGE	FINANCE SEC.RM10,BLDG C	OTTAWA	ON	K1G 3J2
CANAL CARILLON CANAL	230 DU BARRAGE	QUEBEC	QC	J0V 1X0
CANAL CHAMBLY 9	327 CHAMPLAIN	ST-JEAN	QC	J3B 6W2
CANAL CHAMBLY ECL 1-2-3	1751 BOURGOGNE	CHAMBLY	QC	J3L 1Y8
CANAL LACHINE	500 CHEMIN DES IROQUOIS	LACHINE	QC	H8S 4J5
CANAL RIDEAU CANAL	34 BECWITH STREET SOUTH	SMITHS FALLS	ON	K7A 2A8
CANAL RIDEAU CANAL	34 BECWITH STREET SOUTH	SMITHS FALLS	ON	K7A 2A8
CANAL RIDEAU CANAL	34 BECWITH STREET SOUTH	SMITHS FALLS	ON	K7A 2A8
CANAL RIDEAU NARROWS LOCK	34 BECWITH STREET SOUTH	SMITHS FALLS	ON	K7A 2A8
CANAL STE-ANNE/STE-ANNE	170 RUE STE-ANNE	ST ANNE DE BE	QC	H9X 1N1
CANAL ST-OURS	2930 CHEMIN DES PATRIOTES	ST-OURS	QC	J0G 1P0
CANMET ENERGY	1 OILPATCH DRIVE RM N1-G111	DEVON	AB	T9G 1A8
CAPE BRETON HIGHLANDS NP	INGONISH BEACH-IB 2	INGONISH BCH	NS	B0C 1L0
CAPE BRETON HIGHLANDS NP	INGONISH BEACH-CG	INGONISH BCH	NS	B0C 1L0
CAPE BRETON HIGHLANDS NP	37639 CABOT TRAIL	INGONISH BCH	NS	B0C 1L0
CAPE BRETON HIGHLANDS NP	CHETICAMP-CVC 3	CHETICAMP	NS	B0E 1H0

CAPE BRETON HIGHLANDS NP	CHETICAMP-CVC 2	CHETICAMP	NS	B0E 1H0
CAPE BRETON HIGHLANDS NP	CHETICAMP-CVC 1	CHETICAMP	NS	B0E 1H0
CAPE BRETON HIGHLANDS NP	37486 CABOT TRAIL 1B 1	INGONISH BCH	NS	B0C 1L0
CASHIER MANAG PAYMENT SER	125 SUSSEX DRIVE	OTTAWA	ON	K1A 0G2
CASHIERS OFFICE EXPORT IM	125 SUSSEX DR	OTTAWA	ON	K1A 0G2
CAS-SATJ	434 QUEEN ST	OTTAWA	ON	K1A 0H9
CAS-SATJ	434 QUEEN ST	OTTAWA	ON	K1A 0H9
CAS-SATJ	300 BOUL JEAN LESAGE #500A	QUEBEC	QC	G1K 8K6
CAS-SATJ	TWR 1 #530-10060 JASPER AVE	EDMONTON	AB	T5J 3R8
CAS-SATJ	635 8TH AVE SW 3RD&4TH FL	CALGARY	AB	T2P 3M3
CAS-SATJ	363 BROADWAY ST,4TH FLR	WINNIPEG	MB	R3C 3N9
CASTLE HILL NHS OF CANADA	24 CASTLE HILL ROAD	JERSEYSIDE PL	NL	A0B 2G0
CBSA - ASFC	4, ROUTE 243	MANSONVILLE	QC	J0E 1X0
CBSA - ROOSVILLE	5600 HWY 93 S.	GRASMERE	BC	V0B 1R0
CBSA - WANATA	10290 HWY 22A	TRAIL	BC	V1R 4W6
CBSA - WINKLER	HWY 32 SOUTH	WINKLER	MB	R6W 4A1
CBSA BEAVER CREEK	110-300 MAIN STREET	WHITEHORSE	YT	Y1A 2B5
CBSA COMM.LONGROOM	15 WILLOW ST 2ND FLOOR	YARMOUTH	NS	B5A 1T8
CBSA FRASER	110-300 MAIN STREET	WHITEHORSE	YT	Y1A 2B5
CBSA FREDERICTON	495 PROSPECT ST	FREDERICTON	NB	E3B 9M4
CBSA FREDERICTON INT'L AP	495 PROSPECT ST	FREDERICTON	NB	E3B 9M4
CBSA NORO REGI-LANSLOWNE	860 HWY 137(1000 ISL.BRIDGE	LANSLOWNE	ON	K0E 1L0
CBSA- PLEASANT CAMP	110-300 MAIN STREET	WHITEHORSE	YT	Y1A 2B5
CBSA VIA TRAIL TERMINAL	4267 B BRIDGE STREET	NIAGARA FALLS	ON	L2E 2R6
CBSA WHITEHORSE	110-300 MAIN STREET	WHITEHORSE	YT	Y1A 2B5
CBSA WHITEHORSE AIRPORT	110-300 MAIN STREET	WHITEHORSE	YT	Y1A 2B5
CBSA YARMOUTH INT'L AIRPO	310 FOREST STREET	YARMOUTH	NS	B5A 4B8
CBSA/AFSC-WINDSOR BRIDGE	4285 INDUSTRIAL DR	WINDSOR	ON	N9C 3R9
CBSA/ASFC	1000,RTE 147	STANHOPE	QC	J1A 2S2
CBSA/ASFC	PO BOX 389 (SW6-1-14WPM)	CARTWRIGHT	MB	R0K 0L0
CBSA/ASFC	PO BOX 1780 (SW2-1-17W)	KILLAMEY	MB	R0K 1G0
CBSA/ASFC	RR 1 (SW1-7)	DARLINGFORD	MB	R0G 0L0
CBSA/ASFC	PO BOX 339 (SW6-1-11)	CRYSTAL CITY	MB	R0K 0N0
CBSA/ASFC	PO BOX 105 (SW1-1-10)	SNOWFLAKE	MB	R0G 2K0
CBSA/ASFC	1 WATER ST, PO BOX 189	FORTUNE	NL	A0E 1P0
CBSA/ASFC	204 MILLTOWN BLVD	ST STEPHEN	NB	E3L 2X1
CBSA/ASFC	UNIT 162-175 AERO WAY NE	CALGARY	AB	T2E 6K2
CBSA/ASFC	691 BROOKDALE AVE, UNIT F	CORNWALL	ON	K6J 5C6
CBSA/ASFC	250 MAPLE HILLS AVE	CHARLOTTETOW N	PE	C1C 1N2
CBSA/ASFC - CASH OPERATIO	1 FRONT ST W,MAIN FLR	TORONTO	ON	M5W 1A3
CBSA/ASFC ABERCORN	549 ROUTE 139	ABERCORN	QC	J0E 1B0
CBSA/ASFC AEROPORT DE DOR	975 BOUL ROMEO VACHON N PIE	DORVAL	QC	H4Y 1H1
CBSA/ASFC ALDERGROVE	10 HWY 13,RR#5	ALDERGROVE	BC	V4W 2L8
CBSA/ASFC BALLANTYNE CRUI	655 CENTENNIAL RD	VANCOUVER	BC	V6A 1A2
CBSA/ASFC BARRIE OFFICE	374 HURONIA RD	BARRIE	ON	L4N 8Y9

CBSA/ASFC BEEBE	2 RUE PRINCIPALE	STANSTEAD	QC	J0B 3E5
CBSA/ASFC BLOOMFIELD	185 LINE ROAD	BLOOMFIELD	NB	E7K 1C5
CBSA/ASFC BLUE WATER BRID	BLUE WATER BRIDGE,BLDG'E'	POINT EDWARD	ON	N7V 4J5
CBSA/ASFC BUREAU DE DUNDE	8750 ROUTE 132	DUNDEE	QC	J0S 1L0
CBSA/ASFC BUREAU DE HEMMI	1, ROUTE 219 SUD	HEMMINGFORD	QC	J0L 1H0
CBSA/ASFC BUREAU DE LACOL	300, ROUTE 221	LACOLLE	QC	J0J 1J0
CBSA/ASFC BUREAU DE LACOL	154, ROUTE 223	LACOLLE	QC	J0J 1J0
CBSA/ASFC CALGARY INTL AI	2000 AIRPORT RD NE BOX 167	CALGARY	AB	T2E 6W5
CBSA/ASFC CALGARY INTL AI	P O BOX 167,2000 AIRPORT RD	CALGARY	AB	T2E 6W5
CBSA/ASFC CAMBELL RIVER	111-90 ALDER ST	CAMPBELLRIVER	BC	V9W 2P8
CBSA/ASFC CANADA PLACE CR	999 CANADA PLACE	VANCOUVER	BC	V6C 3C1
CBSA/ASFC CHARTIERVILLE	165 RUE ST-HYACINTHE	CHARTIERVILLE	QC	J0B 1K0
CBSA/ASFC CHOPAKA IVR	GENERAL DELIVERY	CHOPAKA	BC	V0X 1C0
CBSA/ASFC CLAIR	790 MAIN ST	CLAIR	NB	E7A 2H6
CBSA/ASFC COMM AIR CARGO	100-1727-35 AVENUE EAST	EDMONTON INTE	AB	T9E 0V6
CBSA/ASFC COULTER-MANITOB	CANADA CUSTOM HWY. 10 SOUTH	BOISSEVAIN	MB	R0K 0E0
CBSA/ASFC COURTNEY	375 CLIFF AVE	COURTENAY	BC	V9N 5N2
CBSA/ASFC COUTTS	BOX 220 HIGHWAY 4	COUTTS	AB	T0K 0N0
CBSA/ASFC CRANBROOK	101-10 AVE SOUTH #204	CRANBROOK	BC	V1C 2N1
CBSA/ASFC DAWSON CITY	C/O #110-310 MAIN ST	WHITEHORSE	YT	Y0B 1G0
CBSA/ASFC DEL BONITA	219 LAURIER, 10TH FLOOR	DEL BONITA	AB	T0K 0S0
CBSA/ASFC DELTA	#4 56TH ST	DELTA	BC	V4L 1Z2
CBSA/ASFC DOUGLAS	220-HWY 99 DOUGLAS P.O.E.	SURREY	BC	V3S 9N7
CBSA/ASFC EAST HEREFORD	26 ROUTE 253	EAST HEREFORD	QC	J0B 1S0
CBSA/ASFC EDM INT'L AIRPO	BOX 9866 EDM.INTL AIRPORT	EDMONTON	AB	T5J 2T2
CBSA/ASFC EDMUNDSTON	66 RUE ST-FRANCOIS RM 107	EDMUNDSTON	NB	E3V 1E6
CBSA/ASFC EMERSON WEST LY	CDA COMM HWY 75 AND 29	EMERSON	MB	R0A 0L0
CBSA/ASFC EMERSON WEST LY	HWY 75 INTERSTATE 29 JUNCTI	EMERSON	MB	R0A 0L0
CBSA/ASFC ENFORCE-INTEL	700-300 WEST GEORGIA ST.	VANCOUVER	BC	V6B 6C8
CBSA/ASFC ESTEVAN HIGHWAY	1236-5TH STREET	ESTEVAN	SK	S4A 2A2
CBSA/ASFC FOEREST CITY, N	1699 FOREST CITY RD	FOREST CITY	NB	E6H 1Z6
CBSA/ASFC FORT FRANCES TR	301 SCOTT ST	FORT FRANCES	ON	P9A 1H1
CBSA/ASFC FREDERICTON	495 PROSPECT ST	FREDERICTON	NB	E3B 9M4
CBSA/ASFC GANDER	1000 JAMES BLVD	GANDER	NL	A1V 1W7
CBSA/ASFC GILLESPIE	600 RTE 375	GRAND FALLS	NB	E3Z 1Z6
CBSA/ASFC GRANBY	180 RUE PRINCIPALE #202	GRANBY	QC	J2G 2V6
CBSA/ASFC GRETN MANITOBA	HWY 30 SOUTH, CAN/US BORD.	GRETN	MB	R0G 0V0
CBSA/ASFC HALIFAX	1557 HOLLIS ST 3RD FLOOR	HALIFAX	NS	B3J 2T5
CBSA/ASFC HERDMAN	2705 CHEMIN DOUANES	ATHELSTAN	QC	J0S 1A0
CBSA/ASFC HEREFORD ROAD	1871 ROUTE 141	HEREFORD ROAD	QC	J0B 2W0
CBSA/ASFC HUNTINGDON	2 SUMAS WAY	ABBOTSFORD	BC	V2S 8B7
CBSA/ASFC HUNTINGDON TRAF	#2 SUMAS WAY	ABBOTSFORD	BC	V2S 8B7
CBSA/ASFC INLAND - EID	700 - 300 WEST GEORGIA ST	VANCOUVER	BC	V6B 6C8
CBSA/ASFC INTERPORT SUFFE	5425 DIXIE RD	MISSISSAUGA	ON	L4W 1E6

CBSA/ASFC KAMLOOPS	130-3035 AIRPORT DRIVE	KAMLOOPS	BC	V2B 7X1
CBSA/ASFC KELOWNA AIRPORT	15-5533 AIRPORT WAY	KELOWNA	BC	V1V 1S1
CBSA/ASFC KINGSGATE	6917 HWY 95	KINGSGATE	BC	V0B 1V1
CBSA/ASFC KITCHENER	4881 FOUNTAIN ST.	BRESIAU	ON	N0B 1M0
CBSA/ASFC LACOLLE	RTE 15/HWY 15	LACOLLE	QC	J0J 1J0
CBSA/ASFC LACOLLE	HWY 15	LACOLLE	QC	J0J 1J0
CBSA/ASFC LITTLE GOLD	C/O #110-310 MAIN ST	WHITEHORSE	YT	Y1A 2B5
CBSA/ASFC LONDON INTL AIR	1750 CRUMLIN RD	LONDON	ON	N5V 3B6
CBSA/ASFC MIDWAY	P O BOX 97,100 DOMINION ST	MIDWAY	BC	V0H 1M0
CBSA/ASFC MONCTON AIRPORT	777 AVIATION AVENUE	DIEPPE	NB	E1A 7Z5
CBSA/ASFC MONCTON PORT	81 ALBERT ST SUITE 401	MONCTON	NB	E1C 1B3
CBSA/ASFC NANAIMO	ROOM 201 A FRONT ST	NANAIMO	BC	V9R 5H7
CBSA/ASFC NELWAY	BOX 340,#9999 HWY 6	SALMO	BC	V0G 1Z0
CBSA/ASFC NORTH BAY	50 TERMINAL STREET	NORTH BAY	ON	P1B 8G2
CBSA/ASFC NORTH PORTAL	GEN DEL HWY 39	NORTH PORTAL	SK	S0C 1W0
CBSA/ASFC OSHAWA MUNICIPA	1200 AIRPORT BLVD NORTH	OSHAWA	ON	L1J 8P5
CBSA/ASFC OSOYOOS	202-97TH ST.	OSOYOOS	BC	V0H 1V0
CBSA/ASFC OUNGRE	BOX 100	OUNGRE	SK	S0C 1Z0
CBSA/ASFC PAC HIGHWAY COM	28-176TH ST	SURREY	BC	V3S 9R9
CBSA/ASFC PAC HIGHWAY TRA	#28-176TH ST	SURREY	BC	V3S 9R9
CBSA/ASFC PACIFIC CENTRAL	1150 STATION ST	VANCOUVER	BC	V6A 4C7
CBSA/ASFC PASSENGER OPS	PO BOX 40,TRM 3,LESTER B.PE	TORONTO	ON	L5P 1A2
CBSA/ASFC PASSENGER OPS	PO BOX 40,TRM 1,LESTER B.PE	TORONTO	ON	L5P 1A2
CBSA/ASFC PATERSON	BOX 1030,#10 HWY 22	ROSSLAND	BC	V0G 1Y0
CBSA/ASFC PEACE BRIDGE CO	10 QUEEN ST, PO BOX 126	FORT ERIE	ON	L2A 6M4
CBSA/ASFC PEACE BRIDGE TR	2 PEACE BRIDGE PLAZA	FORT ERIE	ON	L2A 0A7
CBSA/ASFC PENTICTON	111-3000 AIRPORT RD	PENTICTON	BC	V2A 8X1
CBSA/ASFC PIA CARGO COMM	2720 BRITANNIA RD.	MISSISSAUGA	ON	L4W 2P7
CBSA/ASFC PINEY MANITOBA	PO BOX 150	PINEY	MB	R0A 1K0
CBSA/ASFC PORT OF ADEN	BOX 17	ADEN	AB	T0K 0A0
CBSA/ASFC PORT OF ANDOVER	6 ROUTE 190	CARLINGFORD	NB	E7H 5H6
CBSA/ASFC PORT OF BIG BEA	131 CENTRE STREET	BIG BEAVER	SK	S0H 0G0
CBSA/ASFC PORT OF CAMPOBE	1 ROUTE 774	WELSHPOOL	NB	E5E 1A1
CBSA/ASFC PORT OF CARIEVA	130 BISHOP STREET	CARIEVALE	SK	S0C 0P0
CBSA/ASFC PORT OF CARWAY	576 MAINT ST., BOX 699	CARDSTON	AB	T0K 0K0
CBSA/ASFC PORT OF CENTREV	1449 RTE 110	ROYALTON	NB	E7K 2E3
CBSA/ASFC PORT OF CHARLET	126 PRINCE WILLIAM ST	SAINT JOHN	NB	E2L 4H9
CBSA/ASFC PORT OF CHRLETT	250 MAPLE HILLS AVE,#194	CHARLOTTETOW N	PE	C1C 1N2
CBSA/ASFC PORT OF CLIMAX	P O BOX 330	CLIMAX	SK	S0N 0N0
CBSA/ASFC PORT OF CORONAC	7 - 1ST AVE. WEST	CORONACH	SK	S0H 0Z0
CBSA/ASFC PORT OF GRAND F	1015 MAIN ST	GRAND FALLS	NB	E3Z 2X1
CBSA/ASFC PORT OF LYLETON	PO.BOX 1150/S.HWY 10	LYLETON	MB	R0M 1S0
CBSA/ASFC PORT OF MONCHY	210 MAIN STREET	CLIMAX	SK	S0N 0N0
CBSA/ASFC PORT OF NORTHGA	1 MAIN STREET	NORTHGATE	SK	S0C 1V0
CBSA/ASFC PORT OF ST. CRO	2785 ROUTE 4	ST CROIX	NB	E6J 2A7

CBSA/ASFC PORT OF ST. LEO	10 BRIDGE ST	ST-LEONARD	NB	E7E 1Y1
CBSA/ASFC PORT OF WILDHOR	RR 1 WILDHORSE ALBERTA	MANYBERRIES	AB	T0K 1L0
CBSA/ASFC PORT OF WOODSTO	1403 ROUTE 95	BELLEVILLE	NB	E7M 4Z9
CBSA/ASFC PORT OF WOODSTO	1403 ROUTE 95	BELLEVILLE	NB	E7M 4Z9
CBSA/ASFC PRINCE GEORGE	#4-4141 AIRPORT RD	PRINCE GEORGE	BC	V2N 4M6
CBSA/ASFC PRINCE RUPERT	#7,45 CHARLIE CURRIE RD.	PRINCE RUPERT	BC	V8J 0A1
CBSA/ASFC QUEBEC	130 RUE DALHOUSIE CP 2267	QUEBEC	QC	G1K 7P6
CBSA/ASFC RAINBOW BRIDGE	5660 FALLS AVE	NIAGARA FALLS	ON	L2E 6T1
CBSA/ASFC RAINY RIVER	RAINY RVER INT'L BRG HWY 11	RAINY RIVER	ON	P0W 1L0
CBSA/ASFC REGINA AIRPORT	2510 SANDRA SCHMIRLER WAY	REGINA	SK	S4P 3W5
CBSA/ASFC REGINA PORT	2510 SANDRA SCHMIRLER WAY	REGINA	SK	S4W 1B7
CBSA/ASFC REGWAY	1 MAIN STREET	MINTON	SK	S0C 1T0
CBSA/ASFC RIVER DE CHUTE	205 SMUGGLER'S RD	RVR DE CHUTE	NB	E7H 4X5
CBSA/ASFC ROCK IS COMMERC	2 AUTOROUTE 55	STANSTEAD	QC	J1X 5R8
CBSA/ASFC ROCK ISLAND	226 DUFFERIN	STANSTEAD	QC	J0B 3E2
CBSA/ASFC RYKERTS	#108 HWY 21	CRESTON	BC	V0B 1G2
CBSA/ASFC SARNIA COMMERC	BLUE WATER BRIDGE,BLDG'C'	POINT EDWARD	ON	N7V 4J5
CBSA/ASFC SASKATOON	2130 AIRPORT DR	SASKATOON	SK	S7L 6M6
CBSA/ASFC SASKATOON	2130 AIRPORT DRIVE	SASKATOON	SK	S7L 6M6
CBSA/ASFC SHERBROOKE	C P 1300 50 PL DE LA CITE	SHERBROOKE	QC	J1H 5L8
CBSA/ASFC SOMBRA TRAFFIC	216 KING ST	SOMBRA	ON	N0P 2H0
CBSA/ASFC SOUTH JUNCTION	PO BOX 20,HWY 12 @ US/CANAD	SPRAGUE	MB	R0A 1Z0
CBSA/ASFC SPRAGUE	HWY 12 CANADA/US BORDER	SPRAGUE	MB	R0A 1Z0
CBSA/ASFC ST. JOHN PORT	65 CANTERBURY ST, 1ST FLR	SAINT JOHN	NB	E2L 2C7
CBSA/ASFC ST. JOHN'S CUST	165 DUCKWORTH ST 6TH FLR	ST JOHN'S	NL	A1C 1G4
CBSA/ASFC ST.ARMAND	10, HWY 133	ST-ARMAND	QC	J0J 1T0
CBSA/ASFC ST.ARMAND	10,ROUTE 133,ON BORDER	ST ARMAND	QC	J0J 1T0
CBSA/ASFC ST.THEOPHILE	999 ROUTE 173 SUD	ST-THEOPHILE	QC	G0M 2A0
CBSA/ASFC STANHOPE	1000 RTE 147 SUD	STANHOPE	QC	J1A 2S2
CBSA/ASFC ST-FOY AEROPORT	500 RUE PRINCIPALE	SAINT-FOY	QC	G2E 5W1
CBSA/ASFC SUPERINTENDENT	1000 AIRPORT PARKWAY PRIVAT	GLOUCESTER	ON	K1V 9B4
CBSA/ASFC TOLSTOI	HWY 59 SOUTH	TOLSTOI	MB	R0A 2E0
CBSA/ASFC TROUT RIVER	980 ROUTE 138	ATHELSTAN	QC	J0S 1A0
CBSA/ASFC TUNNEL TRAFFIC	35 PARK ST E	WINDSOR	ON	N9A 3A8
CBSA/ASFC VANCOUVER EAST	RM 210,7867 EXPRESS ST	BURNABY	BC	V5A 1S7
CBSA/ASFC VANCOUVER INTL	#113 - 5000 MILLER ROAD	RICHMOND	BC	V7B 1K6
CBSA/ASFC VANCOUVER WEST	333 DUNSMUIR ST 1ST FLR	VANCOUVER	BC	V6B 5R4
CBSA/ASFC VIA AIR CARGO	#113,5000 MILLER RD	RICHMOND	BC	V7B 1K6
CBSA/ASFC VICTORIA INTL A	101-1640 ELECTRA BLVD	SIDNEY	BC	V8L 5V4
CBSA/ASFC VISTA OPERATION	6500 SILVER DART DR	MISSISSAUGA	ON	L5P 1B1
CBSA/ASFC WESTPOPLAR RIVE	1011 - 1ST STREET N.	ROCKGLEN	SK	S0H 3R0
CBSA/ASFC WHIRLPOOL BRIDG	4522 RIVER RD	NIAGARA FALLS	ON	L2E 3E8
CBSA/ASFC WINDSOR TUNNEL	555 GOYEAU STREET	WINDSOR	ON	N9A 1H1
CBSA/ASFC WINNIPEG AIR CO	101-2019 SARGENT AVE #14	WINNIPEG	MB	R3H 0Z7
CBSA/ASFC WINNIPEG INTL A	1380-1970 WELLINGTON AVE	WINNIPEG	MB	R3H 0E3

CBSA/ASFC WINNIPEG INTL A	2000 WELLINGTON AVE	WINNIPEG	MB	R3H 1C1
CBSA/ASFC WINNIPEG LONG R	130-1821 WELLINGTON AVE	WINNIPEG	MB	R3H 0G4
CBSA/ASFC WOBURN	1020 CHEMIN DES LIGNES	WOBURN	QC	G0Y 1R0
CBSA/ASFC YELLOWKNIFE,NWT	220 STATION MAIN	YELLOWKNIFE	NT	X1A 1S1
CBSA/ASFC YOUNVILLE	400 CARRE YOUNVILLE	MONTREAL	QC	H2Y 2C2
CBSA/ASFC, GOODLANDS, MB	P O BOX 877	DELORAIN	MB	R0M 0M0
CBSA/ASFC,130 DALHOUSIE,Q	130 DALHOUSIE	QUEBEC	QC	G2K 4C4
CBSA/ASFCBATHURST CUSTOM	1-219 MAINT ST.	BATHURST	NB	E2A 1A9
CBSA/ASFC-BILLY BISHOP TO	4 EIREANN QUAY.T.ISL BBTCA	TORONTO	ON	M5V 1A1
CBSA/ASFC-PELEE ISLAND	35 PARK ST E	PELEE ISLAND	ON	N9A 3A8
CBSA/ASFCPORT OF LETHBRI	BOX 220	COUTTS	AB	T0K 0N0
CBSA/ASFCWALPOLE ISLAND	RR 3 WALLACEBURG	WALLACEBURG	ON	N8A 4K9
CBSA-AR/ASFC-CR	219 LAURIER AVE, 10TH FLR	OTTAWA	ON	K1A 0L8
CBSA-ASFC	219 LAURIER AVE, 10TH FLR	OTTAWA	ON	K1A 0L8
CBSA-ASFC KITCHENER ON	4881 FOUNTAIN ST	BRESLAU	ON	N0B 1M0
CBSA-ASFC PORT OF CARSON	4900 DANVILLE HWY 41	GRAND FORKS	BC	V0H 1H0
CBSA-ASFC PORT OF CASCADE	#102 HWY 395 S.BOX 210	CHRISTINA LAK	BC	V0H 1E0
CBSA-ASFC SERV MARITIME	7100 RUE TELLIER	MONTREAL	QC	H1N 3T7
CBSA-ASFC STEWART	110-300 MAIN STREET	WHITEHORSE	YT	Y1A 2B5
CBSA-ASFC, EDMONTON, AB	#240,9700 JASPER AVE,CAN.PL	EDMONTON	AB	T5J 4C3
CBSA-ASFC, MONTREAL, QC	#303-1001 MAISONNEUVE E.	MONTREAL	QC	H2L 4P9
CBSA-ASFC, REXDALE, ONT	385 REXDALE RD	REXDALE	ON	M9W 1R9
CBSA-ASFC,COLLECTOR CUSTO	SUITE 131-1 REGENT SQ, J.R.	CORNER BROOK	NL	A2H 7K6
CBSA-BOISSEVAIN	HIGHWAY 10 INTERNATIONAL PE	BOISSEVAIN	MB	R0K 0E0
CBSA-PORT OF PIGEON RIVER	7690 HIGHWAY 61	NEEBING	ON	P7L 0A2
CBSA-SYDNEY COMMERCIAL AI	47 DORCHESTER ST #100	SYDNEY	NS	B1P 7H5
CBSA-WILLOW CREEK OFFICE	BOX 229	CONSUL	SK	S0N 0P0
CBSA-WSF	2499 OCEAN AVENUE	SIDNEY	BC	V8L 1T3
CCCM NCRO	615 BOOTH ST RM 05A-558B	OTTAWA	ON	K1A 0E9
CCI/ICC	1030 INNES RD	OTTAWA	ON	K1A 0M5
CCOHS	135 HUNTER ST E	HAMILTON	ON	L8N 1M5
CCOHS	135 HUNTER ST E	HAMILTON	ON	L8N 1M5
CCRA-ADRC KINGSTON	31 HYPERION COURT P.O. BOX	KINGSTON	ON	K7L 5P3
CCRA-ADRC RED DEER	4996-49TH AVENUE	RED DEER	AB	T4N 6X2
CCRA-ADRC HAMILTON	55 BAY ST N	HAMILTON	ON	L8N 3E1
CCRA-ADRC KITCHENER TSO/B	166 FREDERICK AVENUE	KITCHENER	ON	N2G 4N1
CCRA-ADRC LAVAL BSF/TSO	3400 AVE JEAN-BERAUD	LAVAL	QC	H7T 2Z2
CCRA-ADRC MONTREAL BSF/TS	305 RENE LEVESQUE BLVD W	MONTREAL	QC	H2Z 1A6
CDN HERITAGE-FINANCE-HQ	15 EDDY ST JULES LEGER BL 9	HULL	ON	K1A 0M5
CDN NUCL SFTY/SURETE NUCL	280 SLATER STREET	OTTAWA	ON	K1P 5S9
CERTIFICATION AND ENG	3701 CARLING AVE, BLDG 94	OTTAWA	ON	K2H 8S2
CFB GRNWD CLOTHING STORES	14 WING GREENWOOD	GREENWOOD	NS	B0P 1N0
CFIA/ACIA - GUELPH, ON	259 WOODLAWN RD W,SUITE A	GUELPH	ON	N1H 8J1
CFIA/ACIA - VERNON BC	2814-48TH AVE	VERNON	BC	V1T 3R4
CFIA/ACIA BELLEVILLE D.O	ROOM 6,345 COLLEGE ST E.	BELLEVILLE	ON	K8N 5S7

CFIA/ACIA BELLEVILLE, ON	38 AURIGA DRIVE, UNIT 7	NEPEAN	ON	K2E 8A5
CFIA/ACIA CRANBROOK, BC	1525 CRANBROOK ST N RM108	CRANBROOK	BC	V1C 3S7
CFIA/ACIA GRAND FALLS	377 BROADWAY P O BOX 709B	GRAND FALLS	NB	E3K 2K3
CFIA/ACIA LEAMINGTON ON	7 IROQUOIS RD RR #4	LEAMINGTON	ON	N8H 3V7
CFIA/ACIA PETERBOROUGH	163 SIMCOE ST	PETERBOROUGH	ON	K9H 2H6
CFIA/ACIA SURREY, BC	17735 1 AVE, RM 175	SURREY	BC	V3S 9S1
CFIA/ACIA VAN HARBOUR, BC	270-858 BEATTY ST	VANCOUVER	BC	V6B 1C1
CFIA/ACIA-AQUATICS	174 STONE ROAD WEST	GUELPH	ON	N1G 4S9
CFIA/ACIA-FREDERICTON, NB	850 LINCOLN RD,PO BOX 2222	FREDERICTON	NB	E3B 5G4
CFIA/ACIA-HCO	33 WELDON ST # 100	MONCTON	NB	E1C 0N5
CFIA/ACIA-OTTAWA AH/PH	38 AURIGA DRIVE ROOM 8	NEPEAN	ON	K2E 8A5
CFIA-EDMONTON REGIONAL OF	8403 CORONET ROAD NW	EDMONTON	AB	T6E 4N7
CFIA-HEALTH OF ANIMALS &	RM 671-2001 UNIVERSITY ST	MONTREAL	QC	H3A 3N2
CFIA-TORONTO DISTRICT OFF	1124 FINCH AVE W. UNIT 2	TORONTO	ON	M3J 2E2
CHETICAMP CAMPGROUND RES	37486 CABOT TRAIL	INGONISH BCH	NS	B0C 1L0
CIC LETHBRIDGE	ROOM #403, 706-4TH AVENUE S	LETHBRIDGE	AB	T1J 4K6
CITIZENSHIP & IMM CALGARY	220 4TH AVE SE ROOM 210	CALGARY	AB	T2G 4X3
CITIZENSHIP & IMM FSW	196 GEORGE ST	SYDNEY	NS	B1P 1J3
CITIZENSHIP & IMM HALIFAX	1741 BRUNSWICK ST #B110	HALIFAX	NS	B3J 3X8
CITIZENSHIP & IMM LONDON	417 EXETER RD	LONDON	ON	N6E 2Z3
CITIZENSHIP & IMM NHQCORP	300 SLATER ST,3RD FLOOR	OTTAWA	ON	K1A 1L1
CITIZENSHIP & IMM NIAGARA	4318 PORTAGE ROAD	NIAGARA FALLS	ON	L2E 6A4
CITIZENSHIP & IMM ON-LINE	300 SLATER ST,5TH FLOOR	OTTAWA	ON	K1A 1L1
CITIZENSHIP & IMM OTTAWA	200 CATHERINE ST	OTTAWA	ON	K2P 2K9
CITIZENSHIP & IMM SYDNEY	47-49 DORCHESTER ST	SYDNEY	NS	B1P 5Z2
CITIZENSHIP & IMM TORONTO	25 ST CLAIR AVE EAST #200	TORONTO	ON	M4T 1M2
CITIZENSHIP & IMM WINDSOR	1250 WALKER RD.	WINDSOR	ON	N8Y 4T4
CITIZENSHIP& IMM MONTREAL	1010 ST-ANTOINE 2EME ETAGE	MONTREAL	QC	H3C 1B2
CITIZENSHIP&IMM EDMONTON	9700 JASPER AVE #240	EDMONTON	AB	T5J 4C3
CITIZENSHIP&IMM ETOBICOKE	5343 DUNDAS ST W,3RD FLR	ETOBICOKE	ON	M9B 6K5
CITIZENSHIP&IMM FREDERICT	495 PROSPECT ST	FREDERICTON	NB	E3B 9M4
CITIZENSHIP&IMM HAMILTON	55 BAY STREET N 8TH FLR	HAMILTON	ON	L8R 3P7
CITIZENSHIP&IMM KITCHENER	29 DUKE ST EAST, FIRST FLR	KITCHENER	ON	N2H 1A2
CITIZENSHIP&IMM SASKATOON	410-22ND ST E,ROOM 660	SASKATOON	SK	S7K 5T6
CITIZENSHIP&IMM SCARBOROU	200 TOWN CENTRE CT #370	SCARBOROUGH	ON	M1P 4X8
CITIZENSHIP&IMM STJOHN'S	106-21 HALLETT CRES BO13667	ST JOHN'S	NL	A1B 4C2
CITIZENSHIP&IMM VANCOUVER	1148 HORNBY ST	VANCOUVER	BC	V6Z 2C3
CITIZENSHIP&IMM WHITEHORS	215-300 MAIN ST	WHITEHORSE	YT	Y1A 2B5
CITIZENSHIP&IMM WINNIPEG	400-25 FORKS MARKET RD	WINNIPEG	MB	R3C 4S9
CLIMATE & WATER SERVICES	373 SUSSEX DRIVE, BLOCK E1	OTTAWA	ON	K1A 0H3
CMO NAPL-NRC/RNC	615 BOOTH ST ROOM 180	OTTAWA	ON	K1A 0E9
COMMUNICATIONS RESEARCH	3701 CARLING AVE	OTTAWA	ON	K2H 8S2
COMP BUREAU CONCUR	50 VICTORIA 23RD FL	GATINEAU	ON	K1A 0C9
COMPETITION BUREAU	50 RUE VICTORIA PHASE 1,23	GATINEAU	QC	J8X 3X1
CONCUR				
CORCAN	340 LAURIER AVE W 3RD FLR E	OTTAWA	ON	K1A 0P9

CORCAN	340 LAURIER AVE W 3RD FLR E	OTTAWA	ON	K1A 0P9
CORPORATE FINANCE	300 LAURIER AVE.4TH FL	OTTAWA	ON	K1A 0R5
CORPORATE SERVICES BRANCH	300 LAURIER AVE.4TH FL	OTTAWA	ON	K1A 0R5
CORPORATIONS CANADA	365 LAURIER AVE W 9TH FLR	OTTAWA	ON	K1A 0C8
CORPORATIONS CANADA	365 LAURIER AVE W	OTTAWA	ON	K1A 0C8
CRA/ARC WHITEHORSE YT	120-300 MAIN ST	WHITEHORSE	YT	Y1A 2B5
CRA-ADRC SASKATOON	340-3RD AVENUE NORTH	SASKATOON	SK	S7K 0A8
CRA-AMBASSADOR BRIDGE TRA	780 HURON CHURCH ROAD	WINDSOR	ON	N9A 2K2
CRA-ARC BRANDON	1039 PRINCESS AVENUE	BRANDON	MB	R7A 4J5
CRA-ARC OTTAWA TC/CF	875 HERON RD E09-3004	OTTAWA	ON	K1A 1A2
CRA-ARC BATHURST, NB	201 ST GEORGE ST	BATHURST	NB	E2A 4L8
CRA-ARC SOUTHERN BC	277 WINNIPEG STREET	PENTICTON	BC	V2A 1N6
CROWN ASSET DIRECTORATE	11 LAURIER,12C1 PLACE DU P	GATINEAU	QC	K1A 0S5
CROWN ASSETS DIST CENTRE	211 SHEPPARD STREET	WINNIPEG	MB	R2X 3A1
CROWN ASSETS DISTR CENTRE	15825-121A AVE NW	EDMONTON	AB	T5V 1B1
CTC VICTORIA TCC	103-1962 CANSO RD NORTH	SAANICH	BC	V8L 5V5
CTR DISTRIBUTION BIENS DE	2350 DICKSON W/HOUSE LCL300	MONTREAL	QC	H1N 3T1
CUSTOMS BORDER SERVICES	1969 UPPER WATER STREET	HALIFAX	NS	B3J 3R7
DAIP	112 KENT 17-1758B	OTTAWA	ON	K1A 0K2
DAVID THOMPSON GATE	311 STEPHEN AVENUE, BOX 99	FIELD	BC	V0A 1G0
DAWSON HISTORICAL COMPLEX	BOX 390, 5TH AVE	DAWSON CITY	YT	Y0B 1G0
DFO-MPO PECHE REC FISHING	200 KENT ST	OTTAWA	ON	K1A 0E6
DFO-MPO-PECHE REC FISHING	200 KENT ST	OTTAWA	ON	K1A 0E6
DISTRICT ADMINISTRATOR HA	1801 HOLLIS ST SUITE#1720	HALIFAX	NS	B3J 3N4
DMPAP AP 3, RGDF	25 NICHOLAS ST.19TH FLR	OTTAWA	ON	K1A 1J7
DND HEBERGE ST-JEAN ACCOM	100 SUCC BUREAU CHEF	RICHELAIN	QC	J0R 1R0
DND HEBERGE VCARTIER CAF	1000 SUCC FORCES,BATISE 513	COURCELETTE	QC	G0A 4Z0
DND/DNC 14 WING FOOD SERV	BLDG 207 ANNAPOLIS CAFE	GREENWOOD	NS	B0P 1N0
DND/MDN NSS-SNRS	400-275 SLATER STREET	OTTAWA	ON	K1A 0K2
DRHC/HRDC REPENTIGNY 2420	667 RUE NOTRE DAME	REPENTIGNY	QC	J6A 2W5
DRHC/HRDC TROIS-RIVIERES	1660 RUE ROYALE, SUITE 100	TROIS-RIVIERE	QC	G9A 4K3
DRHC/HRDC-DRUMMONDVILLE	1525 BOULEVARD SNT-JOSEPH	DRUMMONDVILL E	QC	J2C 2E9
DSC/SDC RESERV GRAND FALL	441 MADAWASKA ROAD #100	GRAND FALLS	NB	E3Y 1A3
DSC-SDC LA TUQUE QC	290 RUE SAINT-JOSEPH	LA TUQUE	QC	G9X 3Z8
DSC-SDC ROUYN-NORANDA QC	151 AVENUE DU LAC, #300	ROUYN- NORANDA	QC	J9X 6C3
DSC-SDC THETFORD-MINES QC	350 BOUL FRONTENAC O.#500	THETFORD MINE	QC	G6G 6N7
EC-CAP-TOURMENTE	570 CHEMIN DU CAP TOUMENTE	SAINT-JOACHIM	QC	G0A 3X0
ECOLE FP CANADA SCHOOL PS	PLACE CARTIER 3B42-373	OTTAWA	ON	K1N 6Z2
ECOLE FP CANADA SCHOOL PS	373 SUSSEX DRIVE PLACE CART	OTTAWA	ON	K1N 6Z2
EDMONTON GARRISON CLOTHIN	BLDG 176 RHINE RD	EDMONTON	AB	T5J 4J5
EFPC-FORMATION/CSPS-TRNG	241 CITE-DES-JEUNES	GATINEAU	QC	J8L 1K9
ELECTIONS CANADA/FINANCE	257 SLATER STREET	OTTAWA	ON	K1A 0M6
EMERGENCIES SCIENCE&TECH	335 RIVER ROAD	OTTAWA	ON	K1A 0H3
ENTRANCE KIOSK	3 DOT DRIVE	ROCKY	NL	A0K 4N0

		HARBOUR		
ENVIRONMENT CAN	373 SUSSEX DR, E-3	OTTAWA	ON	K1A 0H3
ENVIRONMENT CAN.PR&N REGN	ROOM 200, 4999 98 AVE	EDMONTON	AB	T6E 2X3
ENVIRONMENT CANADA	4905 DUFFERIN ST	DOWNSVIEW	ON	M3H 5T4
ENVIRONMENT CANADA	4905 DUFFERIN ST	DOWNSVIEW	ON	M3H 5T4
ENVIRONMENT CANADA	45 ALDERNEY DR	DARTMOUTH	NS	B2Y 2N6
ENVIRONMENT CANADA	70 CREMAZIE 7 TH FLOOR	GATINEAU	QC	K1A 0H3
ENVIRONMENT CANADA	160 ELGIN STREET	OTTAWA	ON	K2P 1M2
ENVIRONMENT CANADA	10 WELLINGTON	HULL	ON	K1A 0H3
ENVIRONMENT CANADA	4905 DUFFERIN ST	DOWNSVIEW	ON	M3H 5T4
ENVIRONMENTCANADA- EOALRSD	867 LAKESHORE RD-RM 220	BURLINGTON	ON	L7R 4A6
ENVIRONMENT- ENVIRONNEMENT	120-1200 WEST 73RD AVE	VANCOUVER	BC	V6P 6H9
ENVIRONNEMENT CANADA	100 ALEXIS NIHNON SUITE	SAINT-LAURENT	QC	H4M 2N8
ENVIRONNEMENT CANADA	380 SAINT-ANTOINE QUEST	MONTREAL	QC	H2Y 3X7
FAILLITES BANKRUPTCY	155 QUEEN STREET 4TH FLR	OTTAWA	ON	K1A 0H5
FCA/FC	90 SPARKS ST, 1ST FLR	OTTAWA	ON	K1A 0H9
FCA/FC/TCC-FREDERICTON	82 WESTMORLAND ST SUITE#100	FREDERICTON	NB	E3B 3L3
FINANCE CASHIER	800-303 MAIN ST	WINNIPEG	MB	R3C 3G8
FOOD INSP ALIMENTS/CHARLO	690 UNIVERSITY AVE	CHARLOTTETOW N	PE	C1E 1E3
FOOD INSP ALIMENTS/GUELPH	174 STONE ROAD WEST	GUELPH	ON	N1G 4S9
FOOD INSP ALIMENTS/WOODST	680 MAIN STREET	WOODSTOCK	NB	E7M 5Z9
FOOD INSPECTION ALIMENTS	4831 MILLER RD,FL 2, RM 201	RICHMOND	BC	V7B 1K7
FOOD INSPECTION/ALIMENTS	60 VANEDWARD DR UNIT 6	PORT PERRY	ON	L9L 1G3
FOOD INSPECTION/ALIMENTS	300 PARK STREET	BROCKVILLE	ON	K6V 2J1
FOOD INSPECTION/ALIMENTS	709 MAIN STREET WEST	HAMILTON	ON	L8S 1A2
FOOD INSPECTION/ALIMENTS	1200 COMMISSIONERS RD E	LONDON	ON	N5Z 4R3
FOOD INSPECTION/ALIMENTS	2000 CONTINENTAL AVE	WINDSOR	ON	N9E 3P1
FOOD INSPECTION/ALIMENTS	395 ONTARIO ST UNIT A2	ST CATHARINES	ON	L2N 7N6
FOOD INSPECTION/ALIMENTS	3605-14TH AVENUNE NORTH	LETHBRIDGE	AB	T1H 6P7
FOOD INSPECTION/ALIMENTS	110 COUNTY HILLS LANDING NW	CALGARY	AB	T3K 5P3
FOOD INSPECTION/ALIMENTS	197 COUNTY COURT BL #102	BRAMPTON	ON	L6W 4P6
FOOD INSPECTION/ALIMENTS	6503-67TH ST	RED DEER	AB	T4P 1A3
FOOD INSPECTION/ALIMENTS	2954 LAURIER BLVD PLACE	STE FOY	QC	G1V 5C7
FOOD INSPECTION/ALIMENTS	PLACE CARILLON 11,7101 RU 6	ANJOU	QC	H1M 3N7
FOOD INSPECTION/ALIMENTS	116 VETERINARY RD	SASKATOON	SK	S7N 2R3
FOOD INSPECTION/ALIMENTS	150-3001 WAY BURNE DRIVE	BURNABY	BC	V5G 4W3
FOOD INSPECTION/ALIMENTS	421 DOWNEY RD ROOM 201	SASKATOON	SK	S7N 4L8
FOOD INSPECTION/ALIMENTS	30585B PROG.WAY,FLR1,RM 102	ABBOTSFORD	BC	V2T 6W3
FOOD INSPECTION/ALIMENTS	RR#3, BOX 1000C, DIST.OFFC	BRANDON	MB	R7A 5Y3
FOOD INSPECTION/ALIMENTS	269 MAIN ST,RM 613-FED.BLDG	WINNIPEG	MB	R3C 1B2
FOOD INSPECTION/ALIMENTS	17660 RUE CHARLES SUITE500A	MIRABEL	QC	J7J 1L8
FOOD INSPECTION/ALIMENTS	ST JOSEPH BLVD, RM 135	GATINEAU	QC	J8Z 1W8
FOOD INSPECTION/ALIMENTS	ROOM 110,320 BAYFIELD ST	BARRIE	ON	L4M 3C1
FOOD INSPECTION/ALIMENTS	32 MAIN ST,RM B140, FED.BLD	KENTVILLE	NS	B4N 1J5

FOOD INSPECTION/ALIMENTS	1050 COURTNEY PARK DR E	MISSISSAUGA	ON	L5T 2R4
FOOD INSPECTION/ALIMENTS	GATE 2, SPARC A. RD,POB1235	SWIFT CURRENT	SK	S9H 3X4
FOOD INSPECTION/ALIMENTS	2021 UNION ST ROOM 1450	MONTREAL	QC	H3A 2S9
FOOD INSPECTIONS/ALIMENTS	100-33 WELDON ST, POBOX6199	18886772342	NB	E1C 0N5
FORGES DU SAINT-MAURICE	702, 5E RUE C.P.160,SUCC.BU	SHAWINIGAN	QC	G9N 6V9
FORMATION HOSPITALITY	CFB HALIFAX BLDG S 90 ROOM	HALIFAX	NS	B3K 5X5
FORT BATTLEFORD	13 ST. & CENTRAL AVE	BATTLEFORD	SK	S0M 0E0
FORT LANGLEY NHS	23433 MAVIS AVE PO BOX 129	FORT LANGLEY	BC	V1M 2R5
FORT MCMURRAY AIRPORT AB	SITE 1 BOX 9, RR #1	FORT MCMURRAY	AB	T9H 5B4
FORT RODD HILL NHS	603 FORT RODD HILL RD	VICTORIA	BC	V9C 2W8
FORT WALSH NHS	201 JASPER STREET BOX 278	MAPLE CREEK	SK	S0N 1N0
FORT WELLINGTON NHS	370 VANKOUGHNET ST	PRESCOTT	ON	K0E 1T0
FOSTERVILLE	4575 ROUTE 122	FOSTERVILLE	NB	E6H 2B6
FOUR FALLS	415 BROWN RD	FOUR FALLS	NB	E3Z 2C6
FT ST JAMES NHP	607 CONNAUGHT DR PO BOX 10	JASPER	AB	T0E 1E0
FUNDY NATIONAL PK/PROSHOP	8642 ROUTE 114	ALMA	NB	E4H 1B4
FUNDY NP CHIGNECTO NORTH	8642, ROUTE 114	ALMA	NB	E4H 1B4
FUNDY NP EAST KIOSK	8642, ROUTE 114	ALMA	NB	E4H 1B4
FUNDY NP HQ CPGD	8642, ROUTE 114	ALMA	NB	E4H 1B4
FUNDY NP NB SOUTH FIELD	P O BOX 1001	ALMA	NB	E4H 1B4
FUNDY NP POINT WOLF CPGD	8642, ROUTE 114	ALMA	NB	E4H 1B4
FUNDY NP WEST GATE KIOSK	8642, ROUTE 114	ALMA	NB	E4H 1B4
FUNDY NP WOLFE INFO CENTR	8642 ROUTE 114	ALMA	NB	E4H 1B4
G1 SVCS SECTION	BASE HQ BLDG H-55 CFB KINGS	KINGSTON	ON	K7K 7B4
GBI NP - HONEY HARBO	901 WYE VALLEY RD, BOX 9	MIDLAND	ON	L4R 4K6
GC PN MT REVELSTOKE NP	301B THIRD ST WEST, BOX 350	REVELSTOKE	BC	V0E 2S0
GC SURPLUS-SASKATCHEWAN	BAY #1,1735 FRANCIS STREET	REGINA	SK	S4N 7N2
GEOMAG LAB/LABO GEOMAG RN	7 OBSERVATORY CRESCENT	OTTAWA	ON	K1A 0Y3
GEOMATICS CANADA LEGAL SU	1ST FL GOVERNOR BLDG#1093	IQALUIT	NT	X0A 0H0
GEOPHYSICAL DATA CENTRE	615 BOOTH ST,ROOM 241 B	OTTAWA	ON	K1A 0E9
GEORGIAN BAY ISLAND NTL	BOX 9,901 WYE VALLEY RD	MIDLAND	ON	L4R 4K6
GEORGIAN BAY ISLANDS NP	2611 HONEY HARBOUR RD	HONEY HARBOUR	ON	P0E 1E0
GEORGIAN BAY NP	901 WYE VALLEY RD, PO BOX 9	MIDLAND	ON	L4R 4K6
GWAIL HAANAS NATL.PARK	60 SECOND BEACH PO BOX 37	SKIDEGATE	BC	V0T 1S1
HABILLEMENT LONGUE POINTE	6769 NOTRE DAME EST,CP4000,	LONGUEUIL	QC	H1N 3R9
HABILLEMENT SHERBROOKE	4035 RUE BRODEUR	SHERBROOKE	QC	J1L 1K4
HABILLEMENT ST-JEAN	USS ST-JEAN H-103	RICHELIEU	QC	J0J 1R0
HABILLEMENT VALCARTIER	CP 1000,BATISSO 188,SUCC.FO	COURCELETTE	QC	G0A 2Z0
HEALTH/SANTE CANADA	2932 BASELINE RD,3RD FLR RM	OTTAWA	ON	K1A 0K9
HEBERGEMENT ECOLE NAVALE-	144 RUE DALHOUSIE	QUEBEC	QC	G1K 4C4
HIGHLANDS LINKS	37486 CABOT TRAIL	INGONISH BCH	NS	B0C 1L0
HIGHLANDS LINKS	37639 CABOT TRAIL	INGONISH BCH	NS	B0C 1L0
HISTORIC SITE	26 QUEEN ST, P O BOX 787	NIAGARA ON LK	ON	L0S 1J0
HMCS HAIDA-PARCS CAN	658 CATHARINE ST N	HAMILTON	ON	L8L 4V7

HOMOLOGATN I CERTIFICATN	3701 CARLING AVE BLDG 94	OTTAWA	ON	K2H 8S2
HRDC BRAMPTON, ON	18 CORPORATION DRIVE	BRAMPTON	ON	L6S 6B2
HRDC/DRHC N-W CALGARY AB	1816 CROWCHILD TRAIL NW	CALGARY	AB	T2M 3Y7
HRDC/DRHC,EDMONTON,AB	15710-87TH AVE RM 120	EDMONTON	AB	T5R 5W9
HRDC/DRHC,GR PRAIRIE,AB	9845-99TH AVE SUITE 100	GRANDE PRAIRI	AB	T8V 0R3
HRDC/DRHC,LETHBRIDGE,AB	101,920-2 A AVE N.	LETHBRIDGE	AB	T1H 0E3
HRDC/DRHC,N E CALGARY,AB	1502-515 MARLBOROUGH WAY	CALGARY	AB	T2A 7E7
HRDC/DRHC,REGINA,SASK	1783 HAMILTON ST	REGINA	SK	S4P 2B6
HRSDC BARRIE ON	48 OWEN STREET #301	BARRIE	ON	L4M 3H1
HRSDC BRACEBRIDGE ON	98 MANITOBA ST,2ND FLR	BRACEBRIDGE	ON	P1L 1S1
HRSDC CHARLOTTETOWN PEI	191 UNIVERSITY AVE	CHARLOTTETOW N	PE	C1A 4L2
HRSDC CHATHAM, ON	120 WELLINGTON ST WEST	CHATHAM	ON	N7M 5L9
HRSDC ETOBICOKE ON	5343 DUNDAS ST W,SUITE 105	ETOBICOKE	ON	M9B 6H8
HRSDC GEORGETOWN ON	232 GUELPH ST	GEORGETOWN	ON	L7G 4B1
HRSDC GODERICH ON	52 EAST STREET	GODERICH	ON	N7A 1N3
HRSDC GUELPH ON	259 WOODLAWN RD W, STE C	GUELPH	ON	N1H 8J1
HRSDC LAWRENCE TORONTO ON	700 LAWRENCE AVE WEST	TORONTO	ON	M6A 3B4
HRSDC LINDSAY ON	65 KENT ST W	LINDSAY	ON	K9V 2Y3
HRSDC ORANGEVILLE ON	210 BROADWAY,SUITE 102	ORANGEVILLE	ON	L9W 5G4
HRSDC QUEEN TORONTO ON	100 QUEEN ST W, 1ST FLR	TORONTO	ON	M5H 2N2
HRSDC RICHMOND HILL,ON	35 BERESFORD DR	RICHMOND HILL	ON	L4B 4M3
HRSDC SCARBOROUGH ON	200 TOWN CENTRE CRT,#207	TORONTO	ON	M1P 4X9
HRSDC THUNDER BAY, ON	975 ALLOY DR	THUNDER BAY	ON	P7B 6N5
HRSDC TORONTO EAST ON	1000 GERRARD ST E.	TORONTO	ON	M4M 3G6
HRSDC WALKERTON ON	200 MCNAB ST,PO BOX 1139	WALKERTON	ON	N0G 2V0
IC RADIO	300 SLATER ST RM 1314A	OTTAWA	ON	K1A 0C8
INAC NUNAVUT OFFICE	BLDG 918, BOX 100	IQUALUIT	NT	X0A 0H0
INDUSTRY SERVICES PRAIRIE	#105-117-3RD STREET NE	WEYBURN	SK	S4H 0W3
INDUSTRY SERVICES-CALGARY	BAY#14,6130-4TH STREET SE	CALGARY	AB	T2H 2B6
INDUSTRY SRVCS-SASKATOON	103-108 RESEARCH DRIVE	SASKATOON	SK	S7N 3R3
JASPER N.P. ADMIN OFFICE	607 CONNAUGHT DR BOX 10	JASPER	AB	T0E 1E0
JASPER N.P. SOUTH CMPGD	607 CONNAUGHT DR	JASPER	AB	T0E 1E0
JASPER N.P. TRANSFER STN	607 CONNAUGHT DRIVE	JASPER	AB	T0E 1E0
JASPER N.P.EAST GATE	607 CONNAUGHT DR BOX 10	JASPER	AB	T0E 1E0
JASPER N.P.PARKWAY GATE	607 CONNAUGHT DR BOX 10	JASPER	AB	T0E 1E0
JASPER N.P.TOWN INFO	607 CONNAUGHT DR BOX 10	JASPER	AB	T0E 1E0
JASPER N.P.WEST GATE	607 CONNAUGHT DRIVE	JASPER	AB	T0E 1E0
JASPER NP TRAIL OFFICE	#1 COMPOUND RD, BOX 10	JASPER	AB	T0E 1E0
JASPER NP WAPITI CMPGD	#1 COMPOUND RD, BOX 10	JASPER	AB	T0E 1E0
JASPER NP WHISTLER CMPGD	#1 COMPOUND RD, BOX 10	JASPER	AB	T0E 1E0
JOHNSTON CANYON CAMPGRND	BANFF ADMIN BLDG BOX 900	BANFF	AB	T1L 1K2
KICKING HORSE CAMPGROUND	311 STEPHEN AVE BOX 99	FIELD	BC	V0A 1G0
KIOSQUE FRONTENAC	2, RUE D'AUTEUIL	QUEBEC	QC	G1R 5C2
KLUANE NAT.PARK AND RESER	280 ALASKA HWY BOX 5495	HAINES JUNCTI	YT	Y0B 1L0

KNP SELF REGISTRATION	311 STEPHEN AVE	FIELD	BC	V0A 1G0
KOOTENAY NP-INFO CTR	7511 COLUMBIA AVE.BOX 220	RADIUM HOT SP	BC	V0A 1M0
KOUCHIBOUGUAC NTL PARC	186 ROUTE 117	KOUCHIBOUGUA C	NB	E4X 2P1
LA/THE BIOSPHERE	160 CHEMIN DU TOURDELISLE	MONTREAL	QC	H3C 4G8
LAC / BAC	395 WELLINGTON	OTTAWA	ON	K1A 0N4
LAC / BAC	550 BOUL DE LA CITE #839	GATINEAU	QC	K1A 0N4
LAKE LOUISE ADMIN	201 VILLAGE RD	LAKE LOUISE	AB	T0L 1E0
LAKE O'HARA RESERVATION	311 STEPHEN AVE	FIELD	BC	V0A 1G0
LANSDOWNE COMMERCIAL	860 HWY 137	LANSDOWNE	ON	K0E 1L0
LANSDOWNE TRAFFIC OPS	860 HWY 137	LANSDOWNE	ON	K0E 1L0
L'ANSE AUX MEADOWS N.H.S.	3 DOT DRIVE PO BOX 130	ROCKY HARBOUR	NL	A0K 4N0
LAURIER HOUSE NHS	335 LAURIER AVE EAST	OTTAWA	ON	K1N 6R4
LHN DE PORT ROYAL NHS	295 ST GEORGE STR	ANNAPOLIS RYL	NS	B0S 1A0
LHN FORT BEAUSEJOUR HNS	186 ROUTE 117	KOUCHIBOUGUA C	NB	E4X 2P1
LHN FORTRESS OF LOUISBOUR	259 PARK SERVICE RD	FORT OF LOUIS	NS	B1C 2L2
LHN PORT AU CHOIX N.H.S.	3 DOT DRIVE PO BOX 130	ROCKY HARBOUR	NL	A0K 4N0
LHN RED BAY NHS	3 DOT DRIVE PO BOX 130	ROCKY HARBOUR	NL	A0K 4N0
LHNC BANFF PK MUSEUM NHSC	91 BANFF AVENUE,PO BOX 900	BANFF	AB	T1L 1K2
LHNC CANAL CHAMBLY NHSC	1899 BOULEVARD DE PERIGNY	CHAMBLY	QC	J3L 4C3
LHNC CAVE & BASIN NHSC	311 CAVE AVE, BOX 900	BANFF	AB	T1L 1K2
LHNC HALIFAX CITADEL NHSC	3RD FLOOR 5425 SACKVILLE ST	HALIFAX	NS	B3J 3Y3
LHNC ROCKY MNT HOUSE NHSC	RR 4 SITE 127 COMP 6	ROCKY MNT HSE	AB	T4T 2A4
LHN-DU-FORT-ANNE NHS	295 ST GEORGE STR	ANNAPOLIS RYL	NS	B0S 1A0
LIB&ARCHIVES/BIB&ARCHIVES	550, BOUL DE LA CITE	GATINEAU	QC	J8T 0A7
MAISON DE LA DECOUVERTE	390 AVE DE BERNIERES	QUEBEC	QC	G1R 2L7
MEASUREMENT CANADA	400 ST.MARY AVE 4TH FLR	WINNIPEG	MB	R3C 4K5
MEASUREMENT CANADA	151 TUNNEY'S PASTURE DWY	OTTAWA	ON	K1A 0C9
MIETTE HOT SPRINGS	607 CONNAUGHT DR	JASPER	AB	T0E 1E0
MINING RECORDER'S OFFICE	PO BOX 1500,4923-52ND ST.	YELLOWKNIFE	NT	X1A 2R3
MONCTON TAX SRVC OFFICE	50 KING ST, PO BOX 1070	MONCTON	NB	E1C 4M2
N.P.TERRA NOVA M.H.CMPG	TRANSCANADA HWY ADMIN BLDG	GLOVERTOWN	NL	A0G 2L0
NAHANNI RESERVE NAT'L PK	BOX 348	FORT SIMPSON	NT	X0E 0N0
NATL DEFENCE-HALIFAX	JUNO TOWER S-105 PO BOX	HALIFAX	NS	B3K 5X5
NAT'L DEFENSE-ST JOHNS,CO	PO BOX 2028,BLD 308, PL.CFS	ST JOHN'S	NL	A1C 6B5
NAT'L DEFENSE-ST JOHNS-AC	PO BOX 2028,BLD 308,PL.CFS	ST JOHN'S	NL	A1C 6B5
NATURAL RESOURCES CANADA	1501-1138 MELVILLE ST	VANCOUVER	BC	V6E 4S3
NATURAL RESOURCES CANADA	POBOX 668 5101 50TH AVENUE	YELLOWKNIFE	NT	X1A 2N5
NATURAL RESOURCES CANADA	3303-33 ST NW RM 1-184A	CALGARY	AB	T2L 2A7
NATURAL RESOURCES CANADA	615 BOOTH ST ROOM 180Q	OTTAWA	ON	K1A 0E9
NATURAL RESOURCES/RESSOUR	1431 MERIVALE RD	OTTAWA	ON	K1A 0G1
NDMC PARKING	1745 ALTA VISTA DRIVE	OTTAWA	ON	K1A 0K6
NEW SUBSTANCE BRANCH	200 BOUL SACRE-COEUR	GATINEAU	QC	K1A 0H3

NEXUS/CANPAS/FAST/CDRP-B	28-176TH STREET	SURREY	BC	V4P 1M7
NEXUS/CANPAS/FAST/CDRP-O	BOX 126, 4551 ZIMMERMAN AVE	NIAGARA FALLS	ON	L2E 6T1
NEXUS/CANPAS/FAST/CDRP-Q	400 PLACE D'YOUVILLE	MONTREAL	QC	H2Y 2C2
NFB/ONF-VIDEOS-MONTREAL	3155 CH COTE DE LIESSE	MONTREAL	QC	H4N 2N4
NHS A.G. BELL LHN	559 CHABUCLO ST	BADDECK	NS	B0E 1B0
NHS CAPE SPEAR LHN	RD 10 CAPE SPEAR DR BOX 126	ST JOHN'S	NL	A1C 5M9
NHS CARLETON MARTELLO TOW	454 WHIPPLE STREET	SAINT JOHN	NB	E2M 2R3
NHS MONUMENT LEFEBVRE LHN	186 ROUTE 117	KOUCHIBOUGUA C	NB	E4X 2P1
NHS MONUMENT LEFEBVRE LHN	186 ROUTE 117	KOUCHIBOUGUA C	NB	E4X 2P1
NHS RIEL HOUSE LHN	330 RIVER ROAD	WINNIPEG	MB	R2N 3X9
NHS RYAN PREMISES LHN	10 RYAN'S HILL BOX 1451	BONAVISTA	NL	A0C 1B0
NORTHGATE CNT	9499-137 AVE NW SUITE 2000	EDMONTON	AB	T5E 5R8
NP HAVRE ST-PIERRE PN	1340, RUE DE LA DIGUE	HARVE-ST PIER	QC	G0G 1P0
NP KOOTENAY REDSTREAK PN	7511 COLUMBIA AVE.BOX 220	RADIUM	BC	V0A 1M0
NP LAKE LOUISE MOBILE PN	311 STEPHEN AVE.BOX 99	FIELD	BC	V0A 1G0
NP LONGUE-POINTE MINGAN	1340 RUE DE LA DIGUE	HARVE-ST PIER	QC	G0G 1P0
NP LONGUE-POINTE MINGAN	1303 RUE DE LA DIGUE	HARVE-ST PIER	QC	G0G 1P0
NP TERRA NOVA VISTOR CNT	TRANSCANADA HWY ADMIN BLDG	GLOVERTOWN	NL	A0G 2L0
NP WATERTON LAKES NP	POBOX 200,215 MOUNT VIEW RD	WATERTON PARK	AB	T0K 2M0
NR CAN/RESSOURCES NATUREL	#100-2208 SCARTH ST	REGINA	SK	S4P 2J6
NRC FINANCE/FINANCE CNRC	1500 MONTREAL RD RM E203	OTTAWA	ON	K1A 0R6
NRC HIA/IHA CNRC	5071 WEST SAANICH RD	VICTORIA	BC	V9E 2E7
NRC/CONFSERV CNRC/SERVCO NF	1200 MONTREAL RD	OTTAWA	ON	K1A 0R6
NRCAN/NDT CERTIFY AGENCY	183 LONGWOOD ROAD SOUTH	HAMILTON	ON	L8P 0A5
NRCAN/RN CAN RETSCREEN	1615 LIONELBOULET	VARENNES	QC	J3X 1S6
NRCAN/RNCAN	605-9700 JASPER AVE	EDMONTON	AB	T6M 2A9
NRCAN/RNCAN	7 OBSERVATORY CRESC BLDG1	OTTAWA	ON	K1A 0Y3
NRCAN/RNCAN	615 BOOTH ST	OTTAWA	ON	K1A 0E9
NRCAN/RNCAN ADMIN SERVICE	615 BOOTH STREET ROOM 147	OTTAWA	ON	K1A 0E9
NRCAN/RNCAN CANMET MMSO	555 BOOTH ST RM 2-224B	OTTAWA	ON	K1A 0J1
NRCAN/RNCAN DSP	580 BOOTH STREET RM 12-B2-4	OTTAWA	ON	K1A 0E4
NRCAN/RNCAN GSC ATLANTIC	1 CHALLENGER DR	DARTMOUTH	NS	B2Y 4A2
NRCAN/RNCAN WHITEHORSE YT	225-300 MAIN ST	WHITEHORSE	YT	Y1A 2B5
NRCAN/RNCAN WINNIPEG MB	250-365 HARGRAVE ST	WINNIPEG	MB	R3B 2K3
NRCAN-RN CAN MMSL-LMSM	555 BOOTH ST RM 2-224B	OTTAWA	ON	K1A 0G1
NRCAN-RNCAN GC-LSD-GC-DLO	55 SAINT CLAIR AVE E #606	TORONTO	ON	M4T 1M2
NRC-CONFERENCE SER/CNRC	1200 MONTREAL RD RM274	OTTAWA	ON	K1A 0R6
NRC-IRC/CNRC/IRC	1500 MONTREAL RD M-20	OTTAWA	ON	K1A 0R6
NRC-PUBLICATION/CNRC-PUB	1500 MONTREAL RD M-19	OTTAWA	ON	K1A 0R6
ONF.CA/NFB.CA TRANSACTION	3155 COTE DE LIESSE ROAD	QUEBEC	QC	H4N 2N4
ONF/NFB-VIDEOS	3155 CH COTE DE LIESSE	SAINT-LAURENT	QC	H4N 2N4
ONTARIO CLIMATE CENTRE	4905 DUFFERIN ST	DOWNSVIEW	ON	M3H 5T4

OPIC/CIPO GOV'T CANADA	50 VICTORIA ST,3RD FLR	GATINEAU	QC	K1A 0C9
OSFI-BSIF	255 ALBERT ST.FLR 14	OTTAWA	ON	K1A 0H2
OTTAWA CARGO SERVICES	140 THAD JOHNSON PRIVATE	OTTAWA	ON	K1V 0R4
OTTAWA CARGO SERVICES	140 THAD JOHNSON PRIVATE	OTTAWA	ON	K1V 0R4
P.N.FUNDY NAT'L PARK	8642 RTE 114	ALMA	NB	E4H 1B4
PACIFIC RIM NATIONAL PARK	2040 PACIFIC RIM HWY	UCLUELET	BC	V0R 3A0
PACIFIC RIM NAT'L PARK AD	2040 PACIFIC RIM HWY BX280	UCLUELET	BC	V0R 3A0
PACIFIC RIM NAT'L PARK RE	2040 PACIFIC RIM HWY BOX280	UCLUELET	BC	V0R 3A0
PACIFIC RIM NAT'L WICK CT	2185 OCEAN TERRACE BOX 280	UCLUELET	BC	V0R 3A0
PACIFIC RIM NP BAMFIELD	2040 PACIFIC RIM HWY BX280	UCLUELET	BC	V0R 3A0
PACIFIC RIM NP CBIC	2040 PACIFIC RIM HWY BX 280	UCLUELET	BC	V0R 3A0
PACIFIC RIM NP GREEN PT	2185 OCEAN TERRACE BOX 280	UCLUELET	BC	V0R 3A0
PACIFIC RIM NP PORT RENFR	2040 PACIFIC RIM HWY BX280	UCLUELET	BC	V0R 3A0
PACIFIC RIM NP PRVC	2040 PACIFIC RIM HWY BX280	UCLUELET	BC	V0R 3A0
PACIFIC RIM NP WICK CENTR	2185 OCEAN TERRACE BOX280	UCLUELET	BC	V0R 3A0
PACIFIC RIM NTL PARK W CO	2040 PACIFIC RIM HWY BX 280	UCLUELET	BC	V0R 3A0
PARC CAN FOURRURE LACHINE	1255 BOUL ST-JOSEPH	LACHINE	QC	H8S 2M2
PARC GULF ISLAND NAT.PARK	2220 HARBOUR RD	SIDNEY	BC	V8L 2P6
PARC MARIN DU SAGUENAY	182 DE L'EGLISE	TADOUSSAC	QC	G0T 2A0
PARC NATIONAL ALBERT	969 LAKEVIEW DR	WASKESIU LAKE	SK	S0J 2Y0
PARC NATIONAL ELK ISLAND	RR #1, SITE 4	FORT SASKATCH	AB	T8L 2N7
PARC NATIONAL ELK ISLAND	RR #1, SITE 4	FORT SASKATCH	AB	T8L 2N7
PARC NATIONAL ELK ISLAND	RR#1, SITE 4	FORT SASKATCH	AB	T8L 2N7
PARC NATIONAL LA MAUCICIE	702 5IEME RUE CP 160	SHAWINIGAN	QC	G9N 6T9
PARC NATIONAL LA MAURICIE	702 5IEME RUE, CP 160	SHAWINIGAN	QC	G9N 6T9
PARC NATIONAL LA MAURICIE	794 5IEME RUE, CP 758	SHAWINIGAN	QC	G9N 6V9
PARC NATIONAL LA MAURICIE	702 5IEME RUE, CP 160	SHAWINIGAN	QC	G9N 6T9
PARC NATIONAL LA MAURICIE	794 5IEME RUE,CP 758	SHAWINIGAN	QC	G9N 6V8
PARC NATIONAL LA MAURICIE	794 5 RUE, C P 758	SHAWINIGAN	QC	G9N 6V9
PARC NATIONAL LA MAURICIE	702 5IEME RUE CP 160	SHAWINIGAN	QC	G9N 6T9
PARC NATIONAL MAURICIE	702,5 RUE C.P.160 SUCC BUR	SHAWINIGAN	QC	G9N 6V9
PARC NATIONAL MAURICIE	702,SIEME RUE 160 SUCC BURE	SHAWINIGAN	QC	G9N 6T9
PARC NATL MAURICIE-PARKS	702 5IEME RUE CP 160	SHAWINIGAN	QC	G9N 6T9
PARCS CAN FORT CHAMBLY/PA	2 RUE DE RICHELIEU	CHAMBLY	QC	J3L 2B9
PARCS CAN YOHO GATE	7511 COLUMBIA AVE.BOX 220	RADIUM HOT SP	BC	V0A 1M0
PARCS CAN,JASPER,PALISADE	607 CONNAUGHT DR PO BOX 10	JASPER	AB	T0E 1E0
PARCS CANADA FORT LENNOX	702-5E RUE	SHAWINIGAN	QC	G9N 1E9
PARCS CANADA FORT PAPINEA	500 RUE NOTRE-DAME	MONTEBELLO	QC	J0V 1L0
PARCS CANADA FORT TEMISC	702 5E RUE	SHAWINIGAN	QC	G9N 1E9
PARCS CANADA PARKS	458 RUE NOTRE-DAME EST	MONTREAL	QC	H2Y 1C8
PARCS/PARKS CAN QUE OUEST	1899 BOUL DE PERIGNY	CHAMBLY	QC	J3L 4C3
PARCS/PARKS CAN SAGUENAY	P O BOX 220	TADOUSSAC	QC	G0T 2A0
PARKS / PARCS CANADA	25 EDDY STREET	GATINEAU	QC	K1A 0M5
PARKS / PARCS CANADAKNPAD	7511 COLUMBIA AVE	RADIUM HOT SP	BC	V0A 1M0
PARKS CAN INFO SERVICE	25 EDDY, 6TH FLOOR, 25-6-Y	GATINEAU	QC	K1A 0M5
PARKS CAN MERCHANDISE	25 EDDY ST, 6TH FL (25-6-Y)	GATINEAU	QC	K1A 0M5

PARKS CAN/PARCS	215 MOUNT VIEW ROAD	WATERTON PARK	AB	T0K 2M0
PARKS CAN/PARCS CAN	1 MANTAYO SEPEE MESKANOW	CHURCHILL	MB	R0B 0E0
PARKS CAN/PARCS,SS KLONDK	BOX 205,300 MAIN ST	WHITEHORSE	YT	Y1A 2B5
PARKS CANADA	702 5IEME RUE CP 160	SHAWINIGAN	QC	G9N 6T9
PARKS CANADA - BETHUNE	235 JOHN ST NORTH	GRAVENHURST	ON	P1P 1G4
PARKS CANADA - PG	580-5TH AVENUE, BOX 390	DAWSON CITY	YT	Y0B 1G0
PARKS CANADA DAWSON	580-5TH AVE	DAWSON CITY	YT	Y0B 1G0
PARKS CANADA GULF ISLANDS	2220 HARBOUR RD	SIDNEY	BC	V8L 2P6
PARKS CANADA LAKE LOUISE	201 VILLAGE RD PO BOX 213	LAKE LOUISE	AB	T0L 1E0
PARKS CANADA TSW LOCK 06	2155 ASHBURNHAM DR,POB 567	PETERBOROUGH	ON	K9J 6Z6
PARKS CANADA WCSC-WPG	145 MCDERMOT AVE	WINNIPEG	MB	R3B 0R9
PARKS CANADA YOHO VRC	311 STEPHAN AVE	FIELD	BC	V0A 1G0
PARKS CANADA,LL CAMPGR	311 STEPHEN AVE.BOX 99	FIELD	BC	V0A 1G0
PARKS CANADA-FINANCE-HQ	111 WATER ST.E.2ND FLR	CORNWALL	ON	K6H 6S3
PARKS CANADA-HASTINGS	2155 ASHBURNHAM DRIVE	HASTINGS	ON	K9J 6Z6
PARKS CANADA-NUNAVUT	969 FEDERAL ROAD	IQALUIT	NU	X0A 0H0
PARKS CANADA-YUKON	205-300 MAIN ST	WHITEHORSE	YT	Y1A 2B5
PARKS CAN-GULF ISLANDS NP	2220 HARBOUR RD	SIDNEY	BC	V8L 2P6
PARKS CAN-N PRAIRIES NP	969 LAKEVIEW DR BOX 100	WASKESLU LAKE	SK	S0J 2Y0
PARKS CAN-PACIFIC RIM NP	2220 HARBOUR ROAD	SIDNEY	BC	V8L 2P6
PARKS CAN-PARCS CAN-FORKS	401-25 FORKS MARKET RD	WINNIPEG	MB	R3C 4S8
PARKS CAN-PN FORILLON	122 BOULEVARD CAP-MON-AMI	GASPE	QC	G4X 1A9
PARKS WESTERN ARCTIC	187 MACKENZIE RD	INUVIK	NT	X0E 0T0
PARKS/PARC CAN FORTMALDEN	100 AVE.LAIRD PO BOX 3B	AMHERSTBURG	ON	N9V 2Z2
PARKS/PARCS CAN	110 MAIN STREET	ABERNETHY	SK	S0A 0A0
PARKS/PARCS CAN GLACIER	P O BOX 350	REVELSTOKE	BC	V0E 2S0
PARKS/PARCS CAN MANITOBA	401-25 FORT MARKET RD	WINNIPEG	MB	R3C 4S8
PARKS/PARCS CAN NORTH	P O BOX 212	HERON BAY	ON	P0T 1R0
PARKS/PARCS CAN ONT EAST	34A BECKWITH ST SOUTH	SMITHS FALLS	ON	K7A 2A8
PARKS/PARCS CAN,TRENT-SEV	2155 ASHBURNHAM DRIVE	PETERBOROUGH	ON	K9J 6Z6
PARKS/PARCS CAN. WATERTON	215 MOUNT VIEW RD	WATERTON PARK	AB	T0K 2M0
PARKS/PARCS CANADA	57 DISCOVERY DRIVE	HAMILTON	ON	L8L 8K4
PARKS/PARCS CANADA CBHNP	37486 CABOT TRAIL	INGONISH BEAC	NS	B0C 1L0
PARKS/PARCS CANADA SASK	P O BOX 150	VAL MARIE	SK	S0N 2T0
PARKS/PARCS CANADA YUKON	205-300 MAIN STREET	WHITEHORSE	YT	Y1A 2B5
PARKS/PARCS CAN-FUNDY PAR	8 HEADQUARTERS CAMPGROUND R	FUNDY NATIONA	NB	E4H 4S8
PARKSCAN JASPER NP GATES	1 COMPOUND RD	JASPER	AB	T0E 1E0
PARKSCANADA CAMPING LLYK	311 STEPHEN AVENUE, BOX 99	FIELD	BC	V0A 1G0
PARKSCAN-BANFF NP	P O BOX 900	BANFF	AB	T0L 0C0
PARKSCAN-BLACK RAPIDS	PO BOX 567-2155 ASHBURNHAM	PETERBOROUGH	ON	K9J 6Z6
PARKSCAN-BRUCE PEN. NP	100 LAIRD AVE	AMHERSTBURG	ON	N9V 2Z2
PARKSCAN-BURGESS SHALE	BOX 99	FIELD	BC	V0A 1G0

PARKSCAN-CAPE BRETON NP	37486 CABOT TRAIL	INGONISH BCH	NS	B0C 1L0
PARKSCAN-FUNDY NP	P O BOX 1001	ALMA	NB	E4H 1B4
PARKSCAN-GEORGIAN BAY NP	901 WYE VALLEY ROAD	MIDLAND	ON	L4R 4R6
PARKSCAN-GROS MORNE NP	BERRY HILL/SALLOW BAY	ROCKY HARBOUR	NL	A0K 4N0
PARKSCAN-HARTWELLS	PO BOX 567-2155 ASHBURNHAM	PETERBOROUGH	ON	K9J 6Z6
PARKSCAN-JASPER NP	607 CONNAUGHT DR BOX 10	JASPER	AB	T0E 1E0
PARKSCAN-KEJIMKUIK NP	P O BOX 9080, STN A	HALIFAX	NS	B3K 3M7
PARKSCAN-KOUCHIBOUGUAC NP	186 ROUTE 117	KOUCHIBOUGUAC	NB	E4X 2P1
PARKSCAN-PN LA MAURICIE	702 5IEME RUE CP 160	SHAWINIGAN	QC	G9N 6T9
PARKSCAN-RIDING MOUNT NP	135 WASAGAMING DR BOX 299	ONANOLE	MB	R0J 1N0
PARKSCAN-STL ISLANDS NP	2 COUNTY ROAD 5 RR3	MALLORYTOWN	ON	K0E 1R0
PARKSCAN-TERRA NOVA NP	GENERAL DELIVERY	GLOVERTON	NL	A0G 2L0
PARKSCAN-WATERTON LAKESNP	215 MOUNT VIEW RD	WATERTON PARK	AB	T0K 2M0
PARKSCAN-YOHO/LL/KOOT NP	P O BOX 99	FIELD	BC	V0A 1G0
PARKS-PARCS DISCOVERY CTR	57 DISCOVERY DR	HAMILTON	ON	L8L 8K4
PARLIAMENT HILL BOUTIQUE	WELLINGTON ST	OTTAWA	ON	K1A 0A9
PASSEPORT / FINANCE	70 RUE CREMAZIE	GATINEAU	QC	K1A 0G3
PASSEPORT CAN OFFICIAL TR	200 PROMENADE DU PORTAGE	GATINEAU	QC	K1A 0G2
PASSEPORT POINTE-CLAIRE	6815 ROUTE TRANSCANADIENNE	POINT CLAIRE	QC	H9R 1C4
PASSEPORT/PASSPORT ST.LAU	2089 BOUL MARCEL LAURIN#100	SAINT-LAURENT	QC	H4R 1K4
PASSEPORTS/PASSPORT CAL/S	14331 MACLEOD TRAIL.S	CALGARY	AB	T2Y 1M7
PASSPORT / WHITBY	1615 DUNDAS ST EAST	WHITBY	ON	L1N 2L1
PASSPORT BILINGUE CAN(GA)	22 RUE DE VARENNES	GATINEAU	QC	J8T 8R1
PASSPORT CANADA	200 RENE LEVESQUE,#103	MONTREAL	QC	H2Z 1X4
PASSPORT CANADA KELOWNA	1835 GORDON DR SUITE 110	KELOWNA	BC	V1Y 3H4
PASSPORT CANADA-FREDERICT	77 WESTMORLAND ST SUITE#430	FREDERICTON	NB	E3B 6Z3
PASSPORT CANADA-VICTORIA	1150 DOUGLAS ST.LEVEL 4	VICTORIA	BC	V8W 3M9
PASSPORT OFFICE HAMILTON	120 KING ST W PLAZA LEVEL	HAMILTON	ON	L8P 4V2
PASSPORT OFFICE NPS,MP,IP	22 DE VARENNES	GATINEAU	QC	J8T 8R1
PASSPORT OFFICE-BRAMPTON	40 GILLINGHAM DR	BRAMPTON	ON	L6X 4X7
PASSPORT/PASSEPORT	140 WATER ST #802	ST JOHN'S	NL	A1C 6H6
PASSPORT/PASSEPORT	3 PLACE LAVAL,5IEME ETAGE	LAVAL	QC	H7N 1A2
PASSPORT/PASSEPORT	40 WEBER ST. E	KITCHENER	ON	N2H 6R3
PASSPORT/PASSEPORT	5611 COONEY ROAD 3RD FLR	RICHMOND	BC	V6X 3J6
PASSPORT/PASSEPORT, JONQU	3885 BOULV.HARVEY STE 408	JONQUIERE	QC	G7X 9B1
PASSPORT/PASSEPORT,BC	1109-10153 KINGGEORGE BOULV	SURREY	BC	V3T 2W1
PASSPORT/PASSEPORT,C OF I	200 PROMENADE DU PORTAGELVL	HULL	QC	J8X 4B7
PASSPORT/PASSEPORT,CAL	220-4TH AVE SE #254	CALGARY	AB	T2G 4X3
PASSPORT/PASSEPORT,EDM	9700 JASPER AVE #126	EDMONTON	AB	T5J 4C3
PASSPORT/PASSEPORT,HAL	1505 BARRINGTON ST #1508 FL	HALIFAX	NS	B3J 3K5
PASSPORT/PASSEPORT,HULLP C	200 PROMENADE DU PORTAGE	HULL	QC	J8X 4B7
PASSPORT/PASSEPORT,LONDON	73-301 OXFORD ST W	LONDON	ON	N6H 1S6

PASSPORT/PASSEPORT,MISS.	2240 SPEAKMAN DRIVE	MISSISSAUGA	ON	L5K 1A9
PASSPORT/PASSEPORT,MISS.	377 BURNAMTHORP RD E,2ND FL	MISSISSAUGA	ON	L5A 3Y1
PASSPORT/PASSEPORT,N-YORK	#380,4900 YONGE ST,3RD FL	NORTH YORK	ON	M2N 6A4
PASSPORT/PASSEPORT,OTT	885 MEADOWLANDS DR EAST	OTTAWA	ON	K2C 3N2
PASSPORT/PASSEPORT,REGINA	1870 ALBERT SUITE 500	REGINA	SK	S4P 4B7
PASSPORT/PASSEPORT,SASK	101-22ND ST EAST STE 405	SASKATOON	SK	S7K 0E1
PASSPORT/PASSEPORT,SCAR	200 TOWN CENTRE COURT#210	SCARBOROUGH	ON	M1P 4X8
PASSPORT/PASSEPORT,STCAT H	221 GLENDALE AVE.SUITE 604	ST CATHARINES	ON	L2T 2K9
PASSPORT/PASSEPORT,T.BAY	979 ALLOY DR 2FL	THUNDER BAY	ON	P7B 5Z8
PASSPORT/PASSEPORT,TOR	74 VICTORIA ST #300	TORONTO	ON	M5C 2A5
PASSPORT/PASSEPORT,VANC	#200-757 W.HASTINGS ST	VANCOUVER	BC	V6C 1A1
PASSPORT/PASSEPORT,WIND	100 OUELLETTE AVE #503	WINDSOR	ON	N9A 6T3
PASSPORT/PASSEPORT,WPG	SUITE 400,433 MAIN ST	WINNIPEG	MB	R3B 1B3
PASSPORT-PASSEPORT CAN,GA	70 RUE CREMAZIE	GATINEAU	QC	K1A 0G3
PCA LAKE LOUISE F.U.	311 STEPHEN AVE BOX 99	FIELD	BC	V0A 1G0
PCA TRENT-SEVERN WATERWAY	2155 ASHBURNHAM DR	PETERBOROUGH H	ON	K9J 6Z6
PCH/WORLD EXCHANGE PLAZA	111 RUE ALBERT	OTTAWA	ON	K1P 1A5
PEI FIELD UNIT	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V6
PEI NAT PARK ARDGOWAN	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V8
PEI NAT PARK BAYSHORE	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V8
PEI NAT PARK BRACKLEY	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V8
PEI NAT PARK CAWNPORE	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V8
PEI NAT PARK DALVAY OPS	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V8
PEI NAT PARK GRAHAMS LN	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V8
PEI NAT PARK GREENWICH	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V8
PEI NAT PARK GRN GABLES 1	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V8
PEI NAT PARK GRN GABLES 2	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V8
PEI NAT PARK GRN GABLES 3	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V8
PEI NAT PARK N RUSTICO	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V8
PEI NAT PARK NHS	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V8
PEI NATIONAL PARK CCG	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V8
PEI NATIONAL PARK DALVAY	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V8
PEI NATIONAL PARK SCG	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V8
PEI NTL PARK ADMIN BLDG	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V8
PEI NTL PARK ENTRY GATES	2 PALMERS LANE	CHARLOTTETOWN N	PE	C1A 5V8

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PETAWAWA BASE FOOD SRVCS	BLDG G-104,BOX9999 STN MAIN	PETAWAWA	ON	K8H 2X3
PETERBOROUGH TAX SERVICE	1161 CRAWFORD DRIVE	PETERBOROUGH	ON	K9J 6X6
PKS CAN TSW #20-AHSBURNHA	2155 ASHBURNHAM DR,POBX 567	PETERBOROUGH	ON	K9J 6Z6
PKS CAN TSW #26-LAKEFIELD	2155 ASHBURNHAM DR,POBX 567	PETERBOROUGH	ON	K9J 6Z6
PKS CAN TSW #7-GLEN ROSS	2155 ASHBURNHAM DR,POBX 567	PETERBOROUGH	ON	K9J 6Z6
PKS CAN TSW #8-PERCY REAC	2155 ASHBURNHAM DR	PETERBOROUGH	ON	K9J 6Z6
PKS CANADA FORT ST JOSEPH	185 FORT ROAD,PO BOX 220	RICHARDS ISL	ON	P0R 1J0
PMRA/ARLA REG PESTICIDES	2720 RIVERSIDE DR AL 6603C	OTTAWA	ON	K1A 0K9
PN ELK ISLAND NAT PARK	RR#1 SITE 4	FORT SASKATCH	AB	T8L 2N7
PN ELK ISLAND NP	RR 1 SITE 4	FT	AB	T8L 2N7
PN ELK ISLAND NP	ELK ISLAND NP,ASTOTIN GATE4	SASKATCHEW	AB	T8L 2N7
PN ELK ISLAND NP	ELK ISLAND NP S GTE 4 RR#1	FT	AB	T8L 2N7
PN ELK ISLAND NP	RR 1 SITE 4	SASKATCHEW	AB	T8L 2N7
PN FUNDY NP	8642 ROUTE 114	FT	AB	T8L 2N7
PN GROS MORNE NP SHAL BAY	3 DOT DRIVE	SASKATCHEW	NB	E4H 4V2
PN GROS MORNE NP-ADM OFF	3 DOT DRIVE PO BOX 130	FUNDY NATION	NL	A0K 4N0
PN GROS MORNE NP-DISC CTR	3 DOT DRIVE PO BOX130	ROCKY	NL	A0K 4N0
PN GROS MORNE NP-VRC	3 DOT DRIVE	HARBOUR	NL	A0K 4N0
PN GROSMORNE NP-TROUT RIV	3 DOT DRIVE, PO BOX 130	ROCKY	NL	A0K 4N0
PN GROSMORNE	3 DOT DRIVE P O BOX 130	HARBOUR	NL	A0K 4N0
PNLIGHHOUSE	3 DOT DRIVE, PO BOX 130	ROCKY	NL	A0K 4N0
PN GROSMORNEBERRY HILL NP	3 DOT DRIVE, PO BOX 130	HARBOUR	NL	A0K 4N0
PN KEJIMKUJIK NP/NS	3005 MAIN PARK WAY ROUT 8	ROCKY	NS	B0T 1B0
PN KEJIMKUJIK NP-CG	3005 MAIN PARKWAY, ROUTE 8	HARBOUR	NS	B0T 1B0
PN KEJIMKUJIK NP-GATE	3005 MAIN PARKWAY, ROUTE 8	ROCKY	NS	B0T 1B0
PN KOOTENAY WEST GATE NP	7511 COLUMBIA AVE PO BOX220	MAITLAND BRID	BC	V0A 1M0
PN KOUCHIBOUGUAC NP ADMIN	186 ROUTE 117	HOT SPRINGS	NB	E4X 2P1
PN KOUCHIBOUGUAC NP GATES	BOX 186 ROUTE 117	KOUCHIBOUGUA	NB	E4X 2P1
PN KOUCHIBOUGUAC NP S.K.	186 ROUTE 117	C	NB	E4X 2P1
PN POINT PELEE NP-ADMIN	407 MONARCH LANE	KOUCHIBOUGUA	ON	N8H 3V4
PN POINT PELEE NP-GATES	407 MONARCH LANE	C	ON	N8H 3V4
PN PT PELEE NP	1118 PT PELEE DRIVE	LEAMINGTON	ON	N8H 3V4
PN PUKASKWA NP	HWY 627 HATTIE COVE PO BOX	LEAMINGTON	ON	P0T 1R0
PN RIDING MOUNTAIN NP N	135 WASAGAMING DR BOX 299	HERON BAY	MB	R0J 1N0
PN RIDING MOUNTAIN NP S G	135 WASAGAMING DR BOX 299	ONANOLE	MB	R0J 1N0
PN RIDING MOUNTAIN NP VRC	135 WASAGAMING DR BOX 299	ONANOLE	MB	R0J 1N0

PN ST.LAWRENCE ISLANDS NP	2 COUNTY ROAD 5	MALLORYTOWN	ON	K0E 1R0
PN/NP GRASSLANDS PARK	101 CENTRE STREET	VAL MARIE	SK	S0N 2T0
PN/NP RIDEAU CANAL- BURR.	34 BECKWITH STREET S	SMITHS FALLS	ON	K7A 2A8
PN/NP RIDEAU CANAL- CHAF	34 BECKWITH STREET S	SMITHS FALLS	ON	K7A 2A8
PN/NP RIDEAU CANAL- JONES	34 BECKWITH STREET	SMITHS FALLS	ON	K7A 2A8
PN/NP RIDEAU CANAL- KINGS	34 BECKWITH STREET S	SMITHS FALLS	ON	K7A 2A8
PN/NP RIDEAU CANAL- LONG	34 BECKWITH STREET S	SMITHS FALLS	ON	K7A 2A8
PN/NP RIDEAU CANAL- NEWBO	34 BECKWITH STREET S	SMITHS FALLS	ON	K7A 2A8
PN/NP RIDEAU CANAL- OTTAW	34 BECKWITH STREET S	SMITHS FALLS	ON	K7A 2A8
PORT OF CHIEF MOUNTAIN	576 MAIN ST.PROVINCIAL BLDG	CARDSTON	AB	T0K 0K0
PORT OF HAMILTON,JC MUNRO	9300 AIRPORT RD #1230	MOUNT HOPE	ON	L0R 1W0
PORT OF TORQUAY PORT#617	1 DEVON STREET	TORQUAY	ON	S0C 2L0
PORT ST STEPHEN HGW OPS	POBOX 160,204 MILLTOWN BLVD	ST STEPHEN	NB	E3L 1G8
PORT ST.STEPHEN NB PORT.	20 ST STEPHEN DR	ST STEPHEN	NB	E3L 0B5
PRINCE ALBERT NATIONAL PK	969 LAKEVIEW DR/BOX 100	WASKESIU LAKE	SK	S0J 2Y0
PRINCE ALBERT NAT'L PARK	969 LAKEVIEW DR, BOX 100	WASKESIU LAKE	SK	S0J 2Y0
PRINCE ALBERT NAT'L PARK	969 LAKEVIEW DR,BOX 100	WASKESIU LAKE	SK	S0J 2Y0
PROD. CARS CDN GRAIN COMM	800-303 MAIN ST	WINNIPEG	MB	R3C 3G8
PROP INTELL PROP CANADA	50 RUE VICTORIA 3RD FLR	GATINEAU	ON	K1A 0C9
PROPERTY AND FACILITY MAN	455 BOUL DELA CARRIERE 1FL	OTTAWA	ON	K1A 0S5
PUBLICATIONS.GC.CA	350 ALBERT ST.5TH FLOOR	OTTAWA	ON	K1A 0S5
PWGSC - ATIP/TPSGC-AIPRP	11 LAURIER PLACE DU PORTAGE	GATINEAU	QC	K1A 0S5
PWGSC -CADS/TPSGC-CDBC	5370-271 STREET	LANGLEY	BC	V4W 3Y7
PWGSC -CADS/TPSGC-CDBC	7300-800 DE LA GAUCHETIERE	MONTREAL	QC	H5A 1L6
PWGSC CASHIER	11 LAURIER ST,12B1	HULL	ON	K1A 0S5
PWGSC PUB ROAD SHOW	5TH FLOOR, 350 ALBERT ST	OTTAWA	ON	K1A 0S5
PWGSC/ CROWN ASSETS	134 AKERLEY BLVD.	DARTMOUTH	NS	B3B 1J6
PWGSC/TPSGC, CROWN ASSETS	40 CARL HALL ROAD #40	TORONTO	ON	M3K 2C1
PWGSC/TRAVAUX-PUB-COM.FIN	270 ALBERT ST	OTTAWA	ON	K1P 1M4
QUEENSTON COMMERCIAL	14154 NIAGARA PARKWAY	NIAGARA ON LK	ON	L0S 1J0
QUEENSTON TRAFFIC	14154 NIAGARA PARKWAY	NIAGARA ON LK	ON	L0S 1J0
RADIUM HOT SP/S THERMALES	5420 HWY 93,PO BOX 40	RADIUM HOT SP	BC	V0A 1M0
RCMP - CIO	1200 VARNIER PKWY, CPIC BLD	OTTAWA	ON	K1A 0R2
RCMP/GRC 1-800-731-4000	171 DUKE ST	MIRAMICHI	NB	E1N 5Z3
RCMP-CFP GRC-PCAF	1200 VANIER PKWY	OTTAWA	ON	K1A 0R2
RECEVEUR	100-11955 HENRY GIFFARD #D	MIRABEL	QC	J7N 1G3
REGINA TAX SERVICE OFFICE	1783 HAMILTON ST SUITE 260	REGINA	SK	S4P 3A3
REGIONAL DIRECTOR, QUEBEC	30 MCGILL STREET	MONTREAL	QC	H2Y 3Z7
REGIONAL DIRECTOR,ONTARIO	180 QUEEN ST W SUITE 200	TORONTO	ON	M5V 3L6
REGISTRY SERVICE DIVISION	200 KENT STREET, 4TH FLOOR	OTTAWA	ON	K1A 0M1
REVELSTOKEGLACIER NAT PRK	301B-3RD ST WEST	REVELSTOKE	BC	V0E 2S0
REVELSTOKEGLACIER NAT PRK	301 B THIRD ST WEST	REVELSTOKE	BC	V0E 2S0
REVENUE&ACCOUNTS RECEIVBL	615 BOOTH ST.ROOM 498B	OTTAWA	ON	K1A 0E9
RIDEAU CANAL - KILMARNOCK	34 BECKWITH STREET SOUTH	SMITHS FALLS	ON	K7A 2A8
RIDEAU CANAL	34 BECKWITH STREET SOUTH	SMITHS FALLS	ON	K7A 2A8

LOWERBREWERS

RIDEAU CANAL NICHOLSONS	34 BECKWITH STREET SOUTH	SMITHS FALLS	ON	K7A 2A8
RIDEAU CANAL OLD SLYS	34 BECKWITH STEET SOUTH	SMITHS FALLS	ON	K7A 2A8
RIDEAU CANAL-BEVERIDGES	34 BECKWITH ST S	SMITHS FALLS	ON	K7A 2A8
RIDEAU CANAL- BYTOWNOTTAWA	2155 ASHBURNHAM DR PBOX 567	PETERBOROUGH	ON	K9J 6Z6
RIDEAU CANAL-CLOWES	34 BECKWITH ST S	SMITHS FALLS	ON	K7A 2A8
RIDEAU CANAL-COMBINED	34 BECKWITH ST S	SMITHS FALLS	ON	K7A 2A8
RIDEAU CANAL-DAVIS	34 BECKWITH ST S	SMITHS FALLS	ON	K7A 2A8
RIDEAU CANAL-DETACHED	34 BECKWITH ST S	SMITHS FALLS	ON	K7A 2A8
RIDEAU CANAL-EDMONDS	34 BECKWITH ST S	SMITHS FALLS	ON	K7A 2A8
RIDEAU CANAL-HARTWELLS	34 BECKWITH ST S	SMITHS FALLS	ON	K7A 2A8
RIDEAU CANAL- HEADQUARTERS	34 BECKWITH ST S	SMITHS FALLS	ON	K7A 2A8
RIDEAU CANAL-HOGS BACK	34 BECKWITH ST S	SMITHS FALLS	ON	K7A 2A8
RIDEAU CANAL-POONAMALIE	34 BECKWITH ST S	SMITHS FALLS	ON	K7A 2A8
RIDING MOUNTAIN NP	135 WASAGAMING DR BOX 299	ONANOLE	MB	R0J 1N0
RIDING MTN NP-CAMPGROUND	135 WASAGAMING DR BOX 299	ONANOLE	MB	R0J 1N0
RIMOUSKI OFFICE - QC	180 CATHEDRALE AVE, RM 250	RIMOUSKI	QC	G5L 5H9
RMC/CMR	MACKENZIE BLDG RM253	KINGSTON	ON	K7K 7B4
SAINTE-FOY AEROPORT INTL	500 RUE PRINCIPALE	STE FOY	QC	G2G 2T9
SAULT STE MARIE COMMERCIA	125 HURON ST	SAULT STE MAR	ON	P6A 1R3
SAULT STE MARIE TRAFFIC	125 HURON ST	SAULT STE MAR	ON	P6A 1R3
SAULT STE MARIS NHS-PARCS	1 CANAL DRIVE	SAULT STE MAR	ON	P6A 6W4
SC MTL - CENTRE VILLE QC	200,BOUL RENE-LEVESQUE OUES	MONTREAL	QC	H2Z 1X4
SC OUT ATIKOKAN ON	301 SCOTT STREET	FORT FRANCES	ON	P9A 1H1
SC OUT BIG TROUT LAKE ON	308 SECOND ST.S.SUITE 201	KENORA	ON	P9N 1G4
SC OUT CALEDON ON	18 CORPORATION DR	BRAMPTON	ON	L6S 6B2
SC OUT CHAPLEAU ON	120 CEDAR ST.S. 1ST FL	TIMMINS	ON	P4N 2G8
SC OUT CLARE NS	13 WILLOW ST 2ND FLR BOX249	YARMOUTH	NS	B5A 4B2
SC OUT HOBBEA AL	4901 50TH AVE, 2ND FLOOR	CAMBROSE	AB	T4V 0S2
SC OUT METRO HALL ON	559 COLLEGE ST SUITE 100	TORONTO	ON	M6G 1A9
SC OUT NIPIGON ON	975 ALLOY DRIVE	THUNDER BAY	ON	P7B 6N5
SC OUT QUEEN CHARLOTTE BC	215 3RD STREET SUITE 100	PRINCE RUPERT	BC	V8J 3P9
SC OUT RC4328 SASK	101-22ND STREET EAST	SASKATOON	SK	S7K 0E2
SC OUT SANDY LAKE ON	308 SECOND ST.S.SUITE 201	KENORA	ON	P9N 1G4
SC OUT SIOUX LOCKOUT ON	308 SECOND ST S.SUITE 201	KENORA	ON	P9N 1G4
SC OUT TERRACE BAY ON	52 PENINSULA RD #105	MARATHON	ON	P0T 2E0
SC OUT WELLINGTON PE	294 CHURCH ST	SUMMERSIDE	PE	C1N 0C1
SC OUT-100 MILE HOUSE BC	79 SOUTH 4TH AVENUE	WILLIAMS LAKE	BC	V2G 1J6
SC OUT-ASHCROFT BC	520 SEYMOUR STREET	KAMLOOPS	BC	V2C 2G9
SC OUT-CARMAN MB	158 STEPHEN STREET	MORDEN	MB	R6M 1T3
SC OUT-CASTLEGAR BC	1101 DEWDNEY AVE.-SUITE 101	TRAIL	BC	V1R 4T1
SC OUT-CLINTON BC	520 SETMOUR STREET	KAMLOOPS	BC	V2C 2G9
SC OUT-CORAL HARBOUR NU	PBOX97 MAIN FLOOR ROCKLAND	RANKIN INLET	NU	X0C 0G0
SC OUT-DELINE NT	BLACKSTONE BUILDING MAIN FL	INUVIK	NT	X0E 0T0

SC OUT-FARO YT	300 MAIN STREET SUITE 125	WHITEHORSE	YT	Y1A 2B5
SC OUT-FENELON FALLS	65 KENT ST. W	LINDSAY	ON	K9V 2Y3
SC OUT-FT PROVIDENCE NT	204-41 CAPITAL DR.	HAY RIVER	NT	X0E 1G2
SC OUT-HALIBURTON HAVELOC	219 GEORGE STREET NORTH	PETERBOROUGH	ON	K9J 3G7
SC OUT-HANNA AB	608 - 2ND STREET WEST	BROOKS	AB	T1R 1A8
SC OUT-JASPER AB	4905 - 4TH AVENUE	EDSON	AB	T7E 1T1
SC OUT-KEMPTVILLE ON	115 -91 CORNELIA ST. WEST,	SMITH FALLS	ON	K7A 5L3
SC OUT-MLS BC	620 ROYAL AVE.SUITE 201	NEW WESTMINST	BC	V3M 1J2
SC OUT-PANGNIRTUNG NU	933 MIVVIK ST. MAIN FL#306	IQUALUIT	NU	X0A 0H0
SC OUT-PETIT-DE-GRAT NS	15 DORCHESTER ST. 1ST FLOOR	SYDNEY	NS	B1P 6J3
SC OUTREACH AKWESASNE ON	111 WATER ST EAST SUITE 100	CORNWALL	ON	K6H 6S2
SC OUTREACH GORE BAY ON	2-721 CENTRE STREET	ESPANOLA	ON	P5E 1T3
SC OUTREACH SITES 3801	308 SECOND ST.S.SUITE 201	KENORA	ON	P9N 1G4
SC OUTREACH STRATHROY ON	457 RICHMOND ST, DOM PUB PA	LONDON	ON	N6A 3E3
SC OUTREACH WEST LORNE ON	120 WELLINGTON ST W	CHATHAM	ON	N7M 5L9
SC OUT-STURGEON FALLS ON	102- CANADA PLACE,107 SHIRR	NORTH BAY	ON	P1B 7K8
SC OUT-WABASCA-DEM AB	100 MAIN STREET SW	SLAVE LAKE	AB	T0G 2A3
SC WINNIPEG SOUTHWEST MB	140-3393 PORTAGE AVENUE	WINNIPEG	MB	R3K 2G7
SCC N-SHORE VANCOUVER BC	100-221 ESPLANADE WEST	N VANCOUVER	BC	V7M 3N7
SC-CHIBOUGAMAU QC	623, 3E RUE	CHIBOUGAMAU	QC	G8P 3A2
SC-GATINEAU (HULL) QC	920 ST JOSEPH BLVD	GATINEAU	QC	J8Z 1S9
SC-HASTINGS VANCOUVER BC	SINCLAIR CENTRE, SUITE 125	VANCOUVER	BC	V6C 1A1
SC-HENDERSON WINNIPEG MB	1122 HENDERSON HWY	WINNIPEG	MB	R2G 1L1
SC-MARKHAM ON	5051 HWY 7 EAST, UNIT 14	MARKHAM	ON	L3R 1N3
SC-NEILSON RD MAVERN ON	1371 NEILSON RD,4TH FLR.	SCARBOROUGH	ON	M1B 4Z8
SC-OUEST-L'LLE DE MTL QC	6900 BOUL DECARIE #3015	MONTREAL	QC	H3X 2T8
SC-OUT - COLD LAKE AL	4807-50TH AVE	ST PAUL	AB	T0A 3A1
SC-OUT - LES ESCOUMINS QC	25, ROUTE 138 EST #800	FORESTVILLE	QC	G0T 1E0
SC-OUT - SACRE COEUR QC	25, ROUTE 138 EST #800	FORESTVILLE	QC	G0T 1E0
SC-OUT- ALLISTON -ON	48 OWEN ST #301	BARRIE	ON	L4M 3H1
SC-OUT CHETCAMP NS	15926 CENTRAL AVE POBOX 520	INVERNESS	NS	B0E 1N0
SC-OUT- CLEARWATER SK	1016 LA RONGE AVE	LA RONGE	SK	S0J 1L0
SC-OUT EMBRUN ON	2339 OGILVIE RD-BEA HILL SH	OTTAWA	ON	K1J 8M6
SC-OUT- PONTEIX SK	111 FAIRFORD ST E	MOOSE JAW	SK	S6H 7X5
SC-OUT- SHESHATSHIU NL	23 BLOOMFIELD ST	HAPPY VALLEY	NL	A0P 1E0
SC-OUT- URANIUM CITY SK	1016 LA RONGE AVE	LA RONGE	SK	S0J 1L0
SC-OUT-ALERT BAY BC	60 FRONT STREET, SUITE 201	NANAIMO	BC	V9R 5H7
SC-OUT-AMHERSTBURG ON	400 CITY HALL SQUARE E #103	WINDSOR	ON	N9A 7K6
SC-OUT-ARBORG MB	51 MAIN STREET	SELKIRK	MB	R1A 1P9
SC-OUT-ARVIAT NU	ROCKLAND BUILDING MAIN FLOO	RANKIN INLET	NU	X0C 0G0
SC-OUT-ASHERN MB	51 MAIN STREET	SELKIRK	MB	R1A 1P9
SC-OUT-ASSINLBOA SK	501-111 FAIRFORD STREET EAS	MOOSE JAW	SK	S6H 7X5
SC-OUT-ATHABASCA AB	100 MAIN ST S	SLAVE LAKE	AB	T0G 2A3
SC-OUT-ATWELL ON	5343 DUNDAS ST W #105	ETOBICOKE	ON	M9B 6K6
SC-OUT-AYLMER ON	1010 TALBOT ST #34	ST THOMAS	ON	N5P 4N2

SC-OUT-BAIE SAINTE ANNE N	139 DOUGLASTOWN BLVD	MIRAMICHI	NB	E1V 0A4
SC-OUT-BAIE VERT NL	130 MAIN STREET, WELL BUILD	SPRINGDALE	NL	A0J 1T0
SC-OUT-BAIE-SAINT-PAUL QC	541RUE ST-ETIENNE	LA MALBAIE	QC	G5A 1J3
SC-OUT-BAKER LAKE NU	ROCKLAND BUILDING	RANKIN INLET	NU	X0C 0G0
SC-OUT-BARRHEAD AB	148 MILLBOURNE MARKET HALL	EDMONTON	AB	T6K 3L6
SC-OUT-BEAUSEJOUR MB	51 MAIN STREET	SELKIRK	MB	R1A 1P9
SC-OUT-BEAUVAL SK	1016 LA RONGE AVE	LA RONGE	SK	S0J 1L0
SC-OUT-BECHOKO NT	5101 50TH AVENUE FLOOR MAIN	YELLOWKNIFE	NT	X1A 3Z4
SC-OUT-BELLA BELLA BC	60 FRONT STREET, SUITE 201	NANAIMO	BC	V9R 5H7
SC-OUT-BELLE RIVER ON	103-400 CITY HALL SQ E	WINDSOR	ON	N9A 7K6
SC-OUT-BELLETERRE QC	69B, RUE STE-ANNE	VILLE-MARIE	QC	J9V 2B6
SC-OUT-BELLEVUE SK	1288 CENTRAL AVE	PRINCE ALBERT	SK	S6V 4V8
SC-OUT-BLACK LAKE SK	1016 LARONGE AVENUE	LARONGE	SK	S0J 1L0
SC-OUT-BLAIRMORE AL	101-920-2A AVENUE NORTH	LETHBRIDGE	AB	T1H 0E3
SC-OUT-BLIND-RIVER ON	99 SPINE RD SUITE 2	ELLIOT LAKE	ON	P5A 3S9
SC-OUT-BONAVISTA NL	PARK PLACE, 50 MANITOBA DRI	CLARENVILLE	NL	A5A 1K5
SC-OUT-BUFFALO NARROWS SK	1016 LARONGE AVENUE	LARONGE	SK	S0J 1L0
SC-OUT-BURGEO NL	133 CAROLINA AVENUE	STEPHENVILLE	NL	A2N 3B5
SC-OUT-CADILLAC QC	151 AVE DU LAC, 300	ROUYN-NORANDA	QC	J9X 6C3
SC-OUT-CAPE DORSET NU	933 MIVVIK ST. MAIN FL#306	IQUALUIT	NU	X0A 0H0
SC-OUT-CARBERRY MB	1039 PRINCESS AVENUE	BRANDON	MB	R7A 6E2
SC-OUT-CARLYLE SK	#10,419 KENSINGTON AVENUE	ESTEVAN	SK	S4A 2T5
SC-OUT-CAT LAKE 1STNATION	308 2ND ST SOUTH SUITE 201	KENORA	ON	P9N 1G4
SC-OUT-CECIL ST ON	559 COLLEGE ST.SUITE 100	TORONTO	ON	M6G 1A9
SC-OUT-CHEBEVILLE QC	101 RUE MCLAREN EST	GATINEAU	QC	J8L 1J9
SC-OUT-CHESTERFIELD INLET	ROCKLAND BUILDING MAIN FLOO	RANKIN INLET	NU	X0C 0G0
SC-OUT-CLEARWATER BC	317 SEYMOUR STREET FLOOR 1	KAMLOOPS	BC	V2C 2E8
SC-OUT-DAVIDSON SK	501, 111 FAIRFORD ST E	MOOSE JAW	SK	S6H 7X5
SC-OUT-DAWSON CITY	300 MAIN STREET	WHITEHORSE	YT	Y1A 2B5
SC-OUT-DEBDEN SK	1288 CENTRAL AVE	PRINCE ALBERT	SK	S6V 4V8
SC-OUT-DEER LAKE 1NATION	975 ALLOY DRIVE	THUNDERBAY	ON	P7B 5Z8
SC-OUT-DEGELIS QC	298 BOUL ARMAND-THERIAULT	RIVIEREDULOUP	QC	G5R 4C2
SC-OUT-DELORAIN MB	1039 PRINCESS AVENUE	BRANDON	MB	R7A 6E2
SC-OUT-DOAKTOWN NB	FEDERAL BLDG, 633 QUEEN ST	FREDERICTON	NB	E3B 1C3
SC-OUT-DOMREMY SK	1288 CENTRAL AVE	PRINCE ALBERT	SK	S6V 4V8
SC-OUT-DRAYTON VALLEY AB	148 MILLBOURNE MARKET MALL	EDMONTON	AB	T6K 3L6
SC-OUT-DRUMHELLER AL	515 MALBOROUGH WAY NE#1502	CALGARY	AB	T2A 7E7
SC-OUT-DUNDAS/FLAMBOROUGH	1550 UPPER JAMES ST, FL 1	HAMILTON	ON	L9B 2L6
SC-OUT-DUNNVILLE/PORT COL	395 ONTARIO ST, UNIT E & F	ST CATHARINES	ON	L2N 7N6
SC-OUT-E SCARBOROUGH ON	25 ST.CLAIR AVE.E 1ST FLR	TORONTO	ON	M4T 3A4
SC-OUT-ETOBICOKE NORTH	5343 DUNDAS ST W SUITE 105	ETOBICOKE	ON	M9B 6K6
SC-OUT-FAHLER AB	9845 - 99 AVE	GRAND PRAIRIE	AB	T8V 0R3
SC-OUT-FISHER BRANCH MB	51 MAIN STREET	SELKIRK	MB	R1A 1P9
SC-OUT-FLEMINGTON PARK ON	25 ST.CLAIR AVE.E 1ST FLOOR	TORONTO	ON	M4T 3A4
SC-OUT-FLINTON/MADOC ON	1 N FRONT ST, 2ND FL	BELLEVILLE	ON	K8P 5G9

SC-OUT-FLORENCEVILLE NB	680 MAIN ST,2ND FL,POB 2001	WOODSTOCK	NB	E7M 5C1
SC-OUT-FOND-DU-LAC SK	1016 LARONGE AVENUE	LARONGE	SK	S0J 1L0
SC-OUT-FORT ST JOHN BC	103 1508-102ND AVENUE	DAWSON CREEK	BC	V1G 2E2
SC-OUT-FORTEAU NL	VIKING MALL, 1 GOOSE COVE R	ST. ANTHONY	NL	A0K 4S0
SC-OUT-FORTIERVILLE QC	1580 BOUL PORT-ROYAL, ETAGE	BECANOUR	QC	G9H 1X6
SC-OUT-FT LIARD NT	9606 100TH ST	FORT SIMPSON	NT	X0E 0N0
SC-OUT-FT RESOLUTION NWT	41 CAPITAL DRIVE SUITE 204	HAY RIVER	NT	X0E 1G2
SC-OUT-GILLAM MB	60 MOAK CRESCENT	THOMPSON	MB	R8N 2B7
SC-OUT-GIMLI MB	51 MAIN STREET	SELKIRK	MB	R1A 1P9
SC-OUT-GJOA INLET NU	16 MITIK ST, FLOOR 1ST	CAMBRIDGE BAY	NU	X0B 0C0
SC-OUT-GLADSTONE MB	1016 SASKATCHEWAN AVENUE EA	PORTAGE LA PR	MB	R1N 3V2
SC-OUT-GRAND MANAN NB	93 MILKTOWN BLVD,PO BLDG	ST. STEPHEN	NB	E3L 1G5
SC-OUT-GRANDE CACHE AB	9845-99 AVE TOWN CENTRE MAL	GRANDE PRAIRI	AB	T8V 0R3
SC-OUT-GRANDE VALLEE QC	98 RUE DE LA REINE, 1	GASPE	QC	G4X 2V4
SC-OUT-GRANDE-ENTREE QC	380 CHEMIN PRINCIPAL, 200	CAP AUX MEULE	QC	G4T 1S2
SC-OUT-GRAVELBOURG SK	501-111 FAIRFORD STREET EAS	MOOSE JAW	SK	S6H 7X5
SC-OUT-GRIMSBY ON	1550 UPPER JAMES ST 1ST FLO	HAMILTON	ON	L9B 2L6
SC-OUT-HAINES JUNCTION	300 MAIN STREET	WHITEHORSE	YT	Y1A 2B5
SC-OUT-HAMILTON CITY HALL	1550 UPPER JAMES ST, FL 1	HAMILTON	ON	L9B 2L6
SC-OUT-HARBOUR BRENTON NL	4A BAYLEY STREET, SUITE 100	GRAND FALLS	NL	A2A 2T5
SC-OUT-HEARST ON	8 QUEEN STREET	KAPUSKASING	ON	P5N 1G7
SC-OUT-HIGH LEVEL AB	9845 - 99 AVE	GRAND PRAIRIE	AB	T8V 0R3
SC-OUT-HIGH PRAIRIE AB	100 MAIN ST S	SLAVE LAKE	AB	T0G 2A3
SC-OUT-HINTON AB	4905 4TH AVE	EDSON	AB	T7E 1T1
SC-OUT-HOPE BC	32525 SIMON AVENUE	ABBOTSFORD	BC	V2T 6T6
SC-OUT-HUDSON BAY SK	104 MCKENDRY PLAZA	MELFORT	SK	S0E 1A0
SC-OUT-HUMBOLDT SK	100-101-22ND STREET EAST	SASKATOON	SK	S7K 0E2
SC-OUT-HUNTSVILLE ON	98 MANITOBA ST,FL 2, FED B	BRACEBRIDGE	ON	P1L 1S1
SC-OUT-IGLOOIK NU	IQUALUIT HOUSE, BLDG 622	IQUALUIT	NU	X0A 0H0
SC-OUT-ILE A LA CROSSE SK	1016 LA RONGE AVE	LA RONGE	SK	S0J 1L0
SC-OUT-IROQUOIS FALLS ON	120 CEDAR ST S, 1ST FL	TIMMINS	ON	P4N 2G8
SC-OUT-KESWICK/GEORGINA	18183 YOUNG ST, FL 1	EAST GWILLIMB	ON	L9N 0H9
SC-OUT-KILLARNEY MB	1039 PRINCESS AVENUE	BRANDON	MB	R7A 6E2
SC-OUT-KINDERSLEY SK	250 CENTRAL AVENUE NORTH	SWIFT CURRENT	SK	S9H 0L2
SC-OUT-KUGAARUK NU	16 MITIK ST, FLOOR 1ST	CAMBRIDGE BAY	NU	X0B 0C0
SC-OUT-KUGLUKTUK NU	16 MITIK ST, FLOOR 1ST	CAMBRIDGE BAY	NU	X0B 0C0
SC-OUT-LA LOCHE SK	1016 LARONGE AVENUE	LARONGE	SK	S0J 1L0
SC-OUT-LAC LA BICHE AB	4807-50TH AVE	ST. PAUL	AB	T0A 3A1
SC-OUT-LAC SAINTE MARIE	100 RUE PRINCIPALE SUD, 220	MANIWAKI	QC	J9E 3L4
SC-OUT-LAC U BONNET MB	51 MAIN STREET	SELKIRK	MB	R1A 1P9
SC-OUT-LACHUTE QC	339 BOUL JEAN-PAUL HOGUE	SAINT-JEROME	QC	J7Z 7A5
SC-OUT-LAMARCHE QC	100 AVE ST-JOSEPH SUD #105	ALMA	QC	G8B 7A6
SC-OUT-L'ANSE ST-JEAN	93 RUE RACINE EST	CHICOUTIMI	QC	G7H 1R1
SC-OUT-LEBEL QC	761 10E AVE	SENNETERRE	QC	J0Y 2M0
SC-OUT-L'ISLE AUX ALUMETT	2 RUN JOHN	CAMPBELLS BAY	QC	J0X 1K0

SC-OUT-LYSTER QC	84 BOUL LABBE SUD	VICTORIAVILLE	QC	G6S 1K4
SC-OUT-MACKENZIE BC	1363 4TH AVENUE	PRINCE GEORGE	BC	V2L 3J6
SC-OUT-MAPPLE CREEK SK	250 CENTRAL AVE NORTH	SWIFT CURRENT	SK	S9H 0L2
SC-OUT-MATAGAMI QC	502 4E RUE EST	AMOS	QC	J9T 1Y4
SC-OUT-MATAPEDIA QC	122 BOUL PERRON QUEST, 2	NEW RICHMOND	QC	G0C 2B0
SC-OUT-MCCREARY MB	135 2ND AVENUE NORTHEAST	DAUPHIN	MB	R7N 0Z6
SC-OUT-MEADOW LAKE SK	100-101-22ND STREET EAST	SASKATOON	SK	S7K 0E2
SC-OUT-MERRIT BC	471 QUEENSWAY AVENUE	KELOWNA	BC	V1Y 6S5
SC-OUT-MINNEDOSA MB	1039 PRINCESS AVENUE	BRANDON	MB	R7A 6E2
SC-OUT-MINTO NB	FEDERAL BLDG, 633 QUEEN ST	FREDRICKTON	NB	E3B 1C3
SC-OUT-MONT-JOLI QC	287 RUE PIERRE SAINDON, 102	RIMOUSKI	QC	G5L 9A7
SC-OUT-MORRIS MB	158 STEPHEN STREET	MORDEN	MB	R6M 1T3
SC-OUT-NEEPEAWA MB	1039 PRINCESS AVENUE	BRANDON	MB	R7A 6E2
SC-OUT-NEGUAC NB	139 DOUGLASTOWN BLVD	MIRAMICHI	NB	E1V 0A4
SC-OUT-NEW CARLISLE QC	122 BOUL PERRON OUEST, 2	NEW RICHMOND	QC	G0C 2B0
SC-OUT-NEW-WES-VALLEY NL	1 MARKHAM PLACE, FLOOR 3	GANDER	NL	A1V 1W7
SC-OUT-NIPAWIN SK	104 MCKENDRY PLAZA	MELFORT	SK	S0E 1A0
SC-OUT-NOTRE-DAME-DU-LAUS	431 RUE DE LA MADONE	MONT LAURIER	QC	J9L 1S1
SC-OUT-NOTRE-DAME-DU-MONT	444 5E RUE ETAGE 1 #200	SHAWINIGAN	QC	G9N 1E6
SC-OUT-OLD CROW	300 MAIN STREET	WHITEHORSE	YT	Y1A 2B5
SC-OUT-PEACE RIVER AB	9845 - 99 AVE	GRAND PRAIRIE	AB	T8V 0R3
SC-OUT-PERTH ANDOVER NB	680 MAIN ST, 2ND FL, POB 2001	WOODSTOCK	NB	E7M 5C1
SC-OUT-POHENEGAMOOK QC	298 BOUL ARMAND-THEIRAUT	RIVIEREDULOUP	QC	G5R 4C2
SC-OUT-POLLARD'S POINT NL	JOSEPH R. SMALLWOOD BLDG 1	CORNER BROOK	NL	A2H 6J6
SC-OUT-POND INLET NU	933 MIVVIK ST MAIN FL#306	IQUALUIT	NU	X0A 0H0
SC-OUT-PORT HARDY BC	60 FRONT STREET, SUITE 201	NANAIMO	BC	V9R 5H7
SC-OUT-PORT PERRY ON	200 JOHN ST WEST, UNIT C6	OSHAWA	ON	L1J 2B4
SC-OUT-PORT SAUNDERS NL	BUDGEN BUILDING, 118 POND R	ROCKY HARBOUR	NL	A0K 4N0
SC-OUT-PORT-AU-PORT NL	133 CAROLINA AVE	STEPHENVILLE	NL	A2N 3B5
SC-OUT-PORT-CARTIER QC	701, BLVD LAURA 3RD FLOOR	SEPT-ILES	QC	G4R 1X8
SC-OUT-POTTON/MANSONVILLE	1700 RUE SHERBROOKE, 100A	MAGOG	QC	J1X 5B4
SC-OUT-PREECEVILLE SK	214 SMITH STREET	YORKTON	SK	S3N 3S6
SC-OUT-RAMEA NL	133 CAROLINA AVENUE	STEPHENVILLE	NL	A2N 3B5
SC-OUTREACH PETROLIA ON	529 EXMOUTH STREET	SARNIA	ON	N7T 5P6
SC-OUTREACH SITE 4826	PBOX2010 16 MILIK STREST FL	CAMBRIDGE BAY	NU	X0B 0C0
SC-OUT-REPULSE BAY NU	ROCKLAND BUILDING MAIN FLOO	RANKIN INLET	NU	X0C 0G0
SC-OUT-REVIERE-ROUGE QC	431 RUE DE LA MADONE	MONT LAURIER	QC	J9L 1S1
SC-OUT-ROGERS RD ON	5343 DUNDAS STREET WEST	ETOBICOKE	ON	M9B 6K6
SC-OUT-ROGERSVILLE NB	139 DOUGLASTOWN BLVD	MIRAMICHI	NB	E1V 0A4
SC-OUT-RUSSELL MB	1039 PRINCESS AVENUE	BRANDON	MB	R7A 6E2
SC-OUT-SAINTMICHEL QC	46 RUE GAUTHIER SUD, 100	JOLIETTE	QC	J6E 4J4
SC-OUT-SEAFORT ON	61 LORNE AVE E, UNIT 2	STRATFORD	ON	N5A 6S4
SC-OUT-SHAUNAVON SK	250 CENTRAL AVENUE NORTH	SWIFT CURRENT	SK	S9H 0L2
SC-OUT-SHEET HARBOUR NS	33 ALDERNEY DR. 3RD FLR, BELM	DARTMOUTH	NS	B2Y 2N4
SC-OUT-SHELBURNE ON	210 BROADWAY AVE #102	ORANGEVILLE	ON	L9W 5G4

SC-OUT-SHOAL LAKE MB	1039 PRINCESS AVENUE	BRANDON	MB	R7A 6E2
SC-OUT-SNOW LAKE MB	111 MAIN STREET	FLIN FLON	MB	R8A 1J9
SC-OUT-SPRAGUE MB	STEINBACH PLACE, 321 MAIN S	STEINBACH	MB	R5G 1Z2
SC-OUT-ST.ALBAN'S NL	4A BAYLEY STREET, SUITE 100	GRAND FALLS	NL	A2A 2T5
SC-OUT-ST.GEORGES MB	51 MAIN STREET	SELKIRK	MB	R1A 1P9
SC-OUT-ST.LAURENT MB	51 MAIN STREET	SELKIRK	MB	R1A 1P9
SC-OUT-STEELES-L'AMOUREUX	25 ST.CLAIR AVE.E 1ST FLR	TORONTO	ON	M4T 3A4
SC-OUT-STETTNER AB	4901 50TH AVE, FLOOR 2	CAMROSE	AB	T4V 0S2
SC-OUT-ST-FABIEN-DE-PANET	37 AVE SAINTE-BRIGITTE SUD	MONTMAGNY	QC	G5V 2Y3
SC-OUT-STONEWALL MB	51 MAIN STREET	SELKIRK	MB	R1A 1P9
SC-OUT-STONY RAPIDS SK	1016 LARONGE AVENUE	LARONGE	SK	S0J 1L0
SC-OUT-SUNSHINE COAST BC	100-221 ESPLANADE WEST	VANCOUVER	BC	V7M 3N7
SC-OUT-TABER AL	101-920-2A AVENUE NORTH	LETHBRIDGE	AB	T1H 0E3
SC-OUT-TALOYOAK NU	16 MITIK ST, FLOOR 1ST	CAMPBRIDGE BA	NU	X0B 0C0
SC-OUT-TASCHEREAU QC	255 3E RUE EST, SUITE 30	LA SARRE	QC	J9Z 3N7
SC-OUT-TEMINSCAMING QC	69B, RUE STE-ANNE	VILLE-MARIE	QC	J9V 2B6
SC-OUT-TEULON MB	51 MAIN STREET	SELKIRK	MB	R1A 1P9
SC-OUT-THESSALON ON	22 BAY ST.FLOOR 1	SAULT STE MAR	ON	P6A 5S2
SC-OUT-TREPASSEY NL	223 CHURCHILL AVE, PLEASANT	ST. JOHN'S	NL	A1A 1N3
SC-OUT-TUKTOYUKTUK NT	85 KINGMINGYA RD	INUVIK	NT	X0E 0T0
SC-OUT-TWILLINGATE NL	1 MARKHAM PLACE, FLOOR 3	GANDER	NL	A1V 1W7
SC-OUT-VAUGHN MILLS ON	35 BERESFORD DRIVE	RICHMOND HILL	ON	L4B 4M3
SC-OUT-VEGREVILLE AB	148 MILLBOURNE MARKET MALL	EDMONTON	AB	T6K 3L6
SC-OUT-VIRIDEN MB	1039 PRINCESS AVENUE	BRANDON	MB	R7A 6E2
SC-OUT-WASAGA BEACH ON	44 HURONTARIO	COLLINGWOOD	ON	L9Y 2L6
SC-OUT-WATSON LAKE	300 MAIN STREET	WHITEHORSE	YT	Y1A 2B5
SC-OUT-WAWA ON	22 BAY STREET, 1ST FL	SAULT STE MAR	ON	P6A 5S2
SC-OUT-WEEDON QC	124 RUE WELLINGTON NORD	SHERBROOKE	QC	J1H 5X8
SC-OUT-WESTLOCK AB	148 MILLBOURNE MARKET MALL	EDMONTON	AB	T6K 3L6
SC-OUT-WHALE COVE NU	ROCKLAND BUILDING MAIN FLOO	RANKIN INLET	NU	X0C 0G0
SC-OUT-WHITECOURT AB	4905 4TH AVE	EDSON	AB	T7E 1T1
SC-OUT-WINGHAM ONT	210 MAIN ST E	LISTOWEL	ON	N4W 2B7
SC-OUT-WINNIPEGOSIS MB	135 2ND AVENUE NORTHEAST	DAUPHIN	MB	R7N 0Z6
SC-OUT-WOLLASTON LAKE SK	1016 LARONGE AVENUE	LARONGE	SK	S0J 1L0
SC-OUT-WOODBRIDGE ON	35 BERESFORD DRIVE	RICHMOND HILL	ON	L4B 4M3
SC-OUT-WYNYARD SK	214 SMITH STREET	YORKTON	SK	S3N 3S6
SC-OUT-ZENON PARK SK	1288 CENTRAL AVENUE	PRINCE ALBERT	SK	S6V 4V8
SC-POINTE AUX TREMBLES QC	13313 SHERBROOKE EST	PT AUX TREMB	QC	H1A 1C2
SC-PORT AUX BASQUES NL	16 HIGH ST,TRA FOOD BLDG	PRT AUX BASQU	NL	A0M 1C0
SC-PORT HAWKESBURY NS	811 REEVES ST#8,SHED.SH.CTR	PT HAWKESBURY	NS	B9A 2S4
SC-PORTAGE LA PRAIRIE MB	1016 SASKATCHEWAN AVE E	PORT.LA PRAIR	MB	R1N 3V2
SC-RHQ EDMONTON AB	9700 JASPER AVE MAIN FLR	EDMONTON	AB	T5J 4B8
SC-RIVIERE DU LOUP QC	298 BOUL ARMAND-THERIAULT	RIVIEREDULOUP	QC	G5R 4C2
SC-SAINT LEONARD QC	6020 JEAN TALON EST #500	SAINT LEONARD	QC	H1S 3B1
SC-STE-AGATHE-DES-MONTSQC	118 RUE PRINCIPALE,2E ETAGE	STEAGATHEDES M	QC	J8C 1K1

SC-VALLEYFIELD QC	73,RUE MADEN,SUITE 100	VALLEYFIELD	QC	J6S 3V4
SC-VAUDREUIL-DORION QC	2555 AVENUE DUTRISAC GR23	VAUDREUIL	QC	J7V 7E6
SDC	1 AGAR PLACE,PO BOX 7000	SAINT JOHN	NB	E2L 4V4
SDC FAIRWAY BANCROFT ONT	5 FAIRWAY BLVD	BANCROFT	ON	K0L 1C0
SDC/DSC MALVERN CTR-SCAR,	31 TAPSCOTT RD,M.T.CTR	SCARBOROUGH	ON	M1B 4Y7
SDC-DSC BEDFORD NS	1597 BEDFORD HW,PO BX 44176	BEDFORD	NS	B4A 3Z8
SDC-DSC BROCKVILLE ON	153 KING ST WEST	BROCKVILLE	ON	K6V 3R4
SDC-DSC CANMORE AB	802 BOW VALLEY TR,SUITE 113	CANMORE	AB	T1W 1N6
SDC-DSC COBOURG ON	1005 ELGIN ST W,STE 103	COBOURG	ON	K9A 5J4
SDC-DSC COURTENAY BC	130-19TH STREET	COURTENAY	BC	V9N 8S1
SDC-DSC EDMUNDSTON NB	22 RUE EMMERSON	EDMUNDSTON	NB	E3V 1R7
SDC-DSC FORT MCMURRAY	107-8530 MANNING AVE	FORT MCMURRAY	AB	T9H 5G2
SDC-DSC GERALDTON ON	208 BEAMISH ST,PO BOX 640	GERALDTON	ON	P0T 1M0
SDC-DSC GRAND FALLS NL	4A BAYLEY ST, SUITE 100	GRAND FALLS	NL	A2A 2T5
SDC-DSC KELOWNA BC	106-471 QUEENSWAY AVENUE	KELOWNA	BC	V1Y 6S5
SDC-DSC KENTVILLE NS	495 MAIN ST,2ND FL,FED BLDG	KENTVILLE	NS	B4N 3W5
SDC-DSC MAIN ST MILTON ON	310 MAIN ST	MILTON	ON	L9T 1P4
SDC-DSC MEDICINE HAT AB	78-8 STREET N.W.	MEDICINE HAT	AB	T1A 6P1
SDC-DSC MONTAGUE PE	491 MAIN ST	MONTAGUE	PE	C0A 1R0
SDC-DSC NANAIMO, BC	201-60 FRONT ST	NANAIMO	BC	V9R 5H7
SDC-DSC NIAGARA FALLS ON	5853 PEER STREET MAIN FL	NIAGARA FALLS	ON	L2G 1X4
SDC-DSC OAKVILLE ON	117 CROSS AVE #B5	OAKVILLE	ON	L6J 2W7
SDC-DSC O'LEARY PE	371 MAIN ST.PO BOX 700	O'LEARY	PE	C0B 1V0
SDC-DSC SOURIS PE	173 MAIN ST,PO BOX 40,2ND F	SOURIS	PE	C0A 2B0
SDC-DSC ST-CATHARINES ON	395 ONTARIO ST, UNIT E & F	ST CATHARINES	ON	L2N 7N6
SDC-DSC STEINBACH MB	321 MAIN ST	STEINBACH	MB	R5G 1Z2
SDC-DSC SUMMERSIDE PE	294 CHURCH STREET	SUMMERSIDE	PE	C1N 0C1
SDC-DSC WELLAND ON	250 THOROLD ROAD W MAIN FL	WELLAND	ON	L3C 3W2
SDC-DSC WHITEHORSE YT	300 MAIN ST SUITE 125	WHITEHORSE	YT	Y1A 2B5
SDRG/RGTA VALCARTIER	BAT 500 LOCAL 227 CP 1000	COURCELETTE	QC	G0A 4Z0
SER CAN FISHER CALGARY AB	100 6712 FISHER ST S E	CALGARY	AB	T2H 2A7
SER CDA-SWIFT CURRENT SK	250 CENTRAL AVE N.	SWIFT CURRENT	SK	S9H 0L2
SERV CAN ATLANTIC TFW-TET	1 AGAR PLACE	SAINT JOHN	NB	E2L 4V4
SERV CANADA LCP-PAFR NAT	25 ST CLAIR AVE E	TORONTO	ON	M4T 3A4
SERV CAN-NEW RICHMOND QC	122 BL PERRON OUEST 2 ETAGE	NEW RICHMOND	QC	G0C 2B0
SERV CDA-SAINT-GEORGES QC	11400 1RE AVE EST 2ND ETAGE	SAINT-GEORGES	QC	G5Y 5S4
SERV CDA-ST-STEPHEN NB	93 MILLTOWN BLVD, BOX 5004	ST STEPHEN	NB	E3L 1G5
SERV CDA-WALLACEBURG,ONT	786 DUFFERIN AVE 2ND FL	WALLACEBURG	ON	N8A 2V3
SERV CIE CDA-BELLEVILLE ON	1 NORTH FRONT ST, 2ND FLR	BELLEVILLE	ON	K8N 5G9
SERV CIE CDA-MARATHON ON	105-52 PENINSULA RD,BOX 958	MARATHON	ON	P0T 2E0
SERVICA CDA-CARAQUET NB	20E BLVD ST-PIERRE OUEST	CARAQUET	NB	E1W 1B7
SERVICE ALIMENTATION	100 SUCC BUREAU CHEF	RICHELAIN	QC	J0R 1R0
SERVICE CAN	4110,RUE WELLINGTON,2E ETAG	VERDUN	QC	H4G 1V7
SERVICE CAN OTTAWA W ON	2525 CARLING AVE 1ST FLR	OTTAWA	ON	K2B 7Z2
SERVICE CANADA	124 RUE WELLINGTON NORD	SHERBROOKE	QC	J1H 5X8

SERVICE CANADA	457 RICHMOND ST M FLOOR	LONDON	ON	N6A 3H3
SERVICE CANADA	400 CITY HALL SQ.E #202	WINDSOR	ON	N9A 7K6
SERVICE CANADA - AJAX	274 MACKENZIE AVENUE #200	AJAX	ON	L1S 2E9
SERVICE CANADA - KINGSTON	14-1300 BATH ROAD	KINGSTON	ON	K7M 4X4
SERVICE CANADA - LAVAL QC	1041 BOUL. DES LAURENTIDES	LAVAL	QC	H7G 2W2
SERVICE CANADA - LEVIS	50 ROUTE PRESIDENT KENNEDY	LEVIS	QC	G6V 6W8
SERVICE CANADA - ORILLIA	50 ANDREW ST S. SUITE#101	ORILLIA	ON	L3V 7T5
SERVICE CANADA - SIMCOE	5 QUEENSWAY E,PO BOX 830	SIMCOE	ON	N3Y 5K2
SERVICE CANADA ALMA QC	100 RUE SAINT-JOSEPH S,L105	ALMA	QC	G8B 7A6
SERVICE CANADA AMOS QC	502, 4E RUE EST	AMOS	QC	J9T 1Y4
SERVICE CANADA CHISASIBI	457,RUE WOLVERINE BOX 250	CHISASIBI	QC	J0M 1E0
SERVICE CANADA KAMLOOPS	520 SEYMOUR STREET	KAMLOOPS	BC	V2C 2G9
SERVICE CANADA KUUJJUAQ	5207 AIRPORT RD	KUUJJUAQ	QC	J0M 1C0
SERVICE CANADA MISTISSINI	32 RUE AMISK	MISTISSINI	QC	G0W 1C0
SERVICE CANADA NEWGLASGOW	340 EAST RIVER RD	NEW GLASGOW	NS	B2H 3P7
SERVICE CANADA NHQ GATINEAU	140 PROMENADE DU PORTGE	GATINEAU	QC	K1A 0J9
SERVICE CANADA NORMANDIN	1400 RUE DES ERABLES, #102	DOLBEAU-MISTA	QC	G8L 2W7
SERVICE CANADA OTTAWA ONT	300 LAURIER AVE W LVL 2	OTTAWA	ON	K1A 0R3
SERVICE CANADA RICHMOND	350-5611 COONEY ROAD	RICHMOND	BC	V6X 3J6
SERVICE CANADA SAULT STE	22 BAY STREET,1ST FLOOR	SAULT STE MAR	ON	P6A 5S2
SERVICE CANADA ST CLAIR T	25 ST CLAIR AVE E. 1ST FLR	TORONTO	ON	M4T 3A4
SERVICE CANADA ST JEAN QC	320 BOUL DU SEMINAIRE #106	STJEANSURRICH	QC	J3B 5K9
SERVICE CANADA SUDBURY	19 LISGAR ST,MAIN FLOOR	SUDBURY	ON	P3E 6L1
SERVICE CANADA SYDNEY NS	15 DORCHESTER 1ST FLOOR	SYDNEY	NS	B1P 6J3
SERVICE CANADA TFW-TET AB	5605 70TH STREET	EDMONTON	AB	T6B 3P6
SERVICE CANADA TFW-TET BC	10TH FLR 300 W GEORGIA STRE	VANCOUVER	BC	V6B 6G3
SERVICE CANADA TFW-TET NB	1 AGAR PLACE	SAINT JOHN	NB	E2L 4V4
SERVICE CANADA TFW-TET ON	25 ST CLAIR AVE E	TORONTO	ON	M4T 3A4
SERVICE CANADA TIMMINS	120 CEDAR ST.S 1ST FLOOR	TIMMINS	ON	P4N 2G8
SERVICE CANADA WEST HUMBE	2291 KIPLING AVE UNIT 114	TORONTO	ON	M9W 4L6
SERVICE CANADA WOODSTOCK	680 MAIN ST,PO BOX 2001	WOODSTOCK	NB	E7M 5C1
SERVICE CANADA-AMHERST NS	26-28 PRINCE ARTHUR ST#202	AMHERST	NS	B4H 1V6
SERVICE CANADA-BECANCOUR	1580 BOUL DE PORT ROYAL#200	BECANCOUR	QC	G9H 1X6
SERVICE CANADA-BRANDON MB	100-1039 PRINCESS AVE	BRANDON	MB	R7A 6E2
SERVICE CANADA-BROOKS AB	608 2ND STREET WEST,CASSILS	BROOKS	AB	T1R 1A8
SERVICE CANADA-BURNABY BC	3480 GILMORE WAY,SUITE 100	BURNABY	BC	V5G 4Y1
SERVICE CANADA-CAMROSE AB	4901-50 AVE,2ND FLR	CAMROSE	AB	T4V 0S2
SERVICE CANADA-CHICOUTIMI	98 RUE RACINE EST	CHICOUTIMI	QC	G7H 1R1
SERVICE CANADA-COATICOOK	289 RUE BALDWIN	COATICOOK	QC	J1A 2A2
SERVICE CANADA-DAUPHIN	135-2ND AVE N E	DAUPHIN	MB	R7N 0Z6
SERVICE CANADA-DIGBY NS	84 WARWICK ST,PO BOX 1540	DIGBY	NS	B0V 1A0
SERVICE CANADA-DOLBEAU QC	1400 RUE DES ERABLES, #102	DOLBEAU-MISTA	QC	G8L 2W7
SERVICE CANADA-DUNCAN BC	211 JUBILEE ST	DUNCAN	BC	V9L 1W8
SERVICE CANADA-EDSON	4905 - 4TH AVENUE	EDSON	AB	T7E 1T1
SERVICE CANADA-ESTEVAN SK	#10-419 KENSINGTON AVE.	ESTEVAN	SK	S4A 2T5

SERVICE CANADA-GASPE QC	98 RUE DE LA REINE,1ERE ETA	GASPE	QC	G4X 2V4
SERVICE CANADA-HALIFAX NS	7001 MUMFORD ROAD,2ND FLR#2	HALIFAX	NS	B3J 3V1
SERVICE CANADA-INUVIK NT	85 KINGMINGY RD.	INUVIK	NT	X0E 0T0
SERVICE CANADA-IQALUIT NU	933 MIVVIK ST. MAIN FL#306	IQALUIT	NU	X0A 0H0
SERVICE CANADA-JONQUIERE	3750 BOUL DU ROYAUME	JONQUIERE	QC	G7X 0A4
SERVICE CANADA-KENORA ON	308 SECOND ST S.SUITE 201	KENORA	ON	P9N 1G4
SERVICE CANADA-LAC MEGANT	5400 RUE PAPINEAU	LAC MEGANTIC	QC	G6B 1Y8
SERVICE CANADA-LANGLEY BC	8747-204TH STREET,#102	LANGLEY	BC	V1M 2Y5
SERVICE CANADA-MAGOG QC	1700 RUE SHERBROOKE #100A	MAGOG	QC	J1X 5B4
SERVICE CANADA-MATANE	750 AVE DU PHARE OUEST #220	MATANE	QC	G4W 3W8
SERVICE CANADA-MELFORT SK	104 MCKENDRY PLAZA	MELFORT	SK	S0E 1A0
SERVICE CANADA-MONCTON	95 FOUNDRY ST #110	MONCTON	NB	E1C 5H7
SERVICE CANADA-MORDEN MB	158 STEPHEN ST	MORDEN	MB	R6M 1T3
SERVICE CANADA-N.C.REGINA	3115 - 5TH AVE	REGINA	SK	S4T 7T2
SERVICE CANADA-NELSON BC	1125 LAKESIDE DRIVE	NELSON	BC	V1L 5Z3
SERVICE CANADA-NEW LISKEA	280 ARMSTRONG ST,PO BX 6001	NEW LISKEARD	ON	P0J 1P0
SERVICE CANADA-OWEN SOUND	1350 16TH ST E.	OWEN SOUND	ON	N4K 6N7
SERVICE CANADA-PICTON ON	229 MAIN STREET	PICTON	ON	K0K 2T0
SERVICE CANADA-QUEBEC QC	330 RUE DELA GARE DU PALAIS	QUEBEC	QC	G1K 3X2
SERVICE CANADA-QUESNEL BC	283 REID STREET EAST	QUESNEL	BC	V2J 2M1
SERVICE CANADA-RED DEER	4901-46 STREET	RED DEER	AB	T4N 1N2
SERVICE CANADA-RED DEER	4901-46TH STREET	RED DEER	AB	T4N 1N2
SERVICE CANADA-SAINTE-THE	100 BOUL DUCHARME,LOCAL 130	STE-THERESE	QC	J7E 1X2
SERVICE CANADA-SARNIA ON	529 EXMOUTH STREET	SARNIA	ON	N7T 5P6
SERVICE CANADA-SELKIRK MB	51 MAIN ST.	SELKIRK	MB	R1A 1P9
SERVICE CANADA-SHEDIAC NB	342 MAIN ST, UNIT 145	SHEDIAC	NB	E4P 2E7
SERVICE CANADA-ST ANNE DE	230,1ERE AVENUE OUEST	STE-ANNE-MONT	QC	G4V 1E2
SERVICE CANADA-ST THOMAS	1010 TALBOT ST UNIT 34	ST THOMAS	ON	N5P 4N2
SERVICE CANADA-ST. VITAL	1001 ST.MARY'S ROAD	WINNIPEG	MB	R2M 3S4
SERVICE CANADA-ST-PAUL AB	4807-50 AVE	ST-PAUL	AB	T0A 3A0
SERVICE CANADA-SURREY BC	15295 HWY 10, UNIT 103	SURREY	BC	V3S 0X9
SERVICE CANADA-SUSSEX NB	MAPLE PLACE,10 GATEWAY ST	SUSSEX	NB	E4E 1T1
SERVICE CANADA-SWAN RIVER	UNIT 1-355 KELSEY TRAIL	SWAN RIVER	MB	R0L 1Z0
SERVICE CANADA-TERRACE BC	4630 LAZELLE AVENUE	TERRACE	BC	V8G 1S6
SERVICE CANADA- TERREBONNE	835 MONTEE MASSON	TERREBONNE	QC	J6W 2C7
SERVICE CANADA-TET-TFW QC	#400-1001 DEMAISONNEUVE E.	MONTREAL	QC	H2L 5A1
SERVICE CANADA-THE PAS	333 EDWARDS AVENUE	THE PAS	MB	R9A 1K7
SERVICE CANADA-TRAIL BC	1101 DEWDNEY AVE.STE 101	TRAIL	BC	V1R 4T1
SERVICE CANADA-TRENTON ON	50 DUNDAS ST W	TRENTON	ON	K8V 6R5
SERVICE CANADA-TRURO NS	181 WILLOW STREET	TRURO	NS	B2N 4Z9
SERVICE CANADA-VANCOUVER	1263 WEST BROADWAY	VANCOUVER	BC	V6H 1G7
SERVICE CANADA-VICTORIAVI	84 BOULEVARD LABBE SUD	VICTORIAVILLE	QC	G6S 1K4
SERVICE CANADA-WEYBURN SK	110 SOURIS AVE	WEYBURN	SK	S4H 2Z9
SERVICE CANADA-WINDSOR NS	80 WATER ST SUITE 6	WINDSOR	NS	B0N 2T0
SERVICE CANADA-YORKTON SK	214 SMITH ST E,IMPERIAL PL	YORKTON	SK	S3N 3S6

SERVICE CAN-OTTAWA E ON.	2339 OGILVIE RD	OTTAWA	ON	K1J 8M6
SERVICE CA-ST-JEROME QC	339 BOUL. JEAN PAUL HOGUE	ST-JEROME	QC	J7Z 7A5
SERVICE CDA ASBESTOS QC	309 RUE CHASSE SUITE 204	ASBESTOS	QC	J1T 2B4
SERVICE CDA BURLINGTON ON	676 APPLEBY LINE UNIT E108	BURLINGTON	ON	L7L 5Y1
SERVICE CDA CHANDLER QC	75 BOUL RENE LEVESQUE EST	CHANDLER	QC	G0C 1K0
SERVICE CDA GATINEAU QC	101 RUE MACLAREN EST	GATINEAU	QC	J8L 1J9
SERVICE CDA SURREY NORTH	#101-13889 104 AVENUE	SURREY	BC	V3T 1W8
SERVICE CDA VICTORIA BC	1401 DOUGLAS STREET	VICTORIA	BC	V8W 2G2
SERVICE CDA VICTORIA WEST	3179 JACKLIN RD	VICTORIA	BC	V9B 3Y7
SERVICE CDA-ARNPRIOR ON	75 ELGIN ST W, # 1 & 2	ARNPRIOR	ON	K7S 3T9
SERVICE CDA-BAS SAINT-LAU	287 PIERRE SAINDON	RIMOUSKI	QC	G5L 9A7
SERVICE CDA-BATHURST NB	120 HARBOURVIEW BL,N.D.BLDG	BATHURST	NB	E2A 7R2
SERVICE CDA-BEAUPORT QC	101-2500 BOUL MONTMORENCY	QUEBEC	QC	G1J 5C7
SERVICE CDA-BRANTFORD ON	58 DALHOUSIE ST, FLOOR 2	BRANTFORD	ON	N3T 2J2
SERVICE CDA-BROSSARD QC	2501 BOUL LAPINIERE	BROSSARD	QC	J4Z 3P1
SERVICE CDA-CAMBELLTON NB	157 WATER ST,PO BOX 5002	CAMPBELLTON	NB	E3N 3L3
SERVICE CDA-CAMBRIDGE ON	350 CONESTOGA BLVD UNIT#C2	CAMBRIDGE	ON	N1R 7L7
SERVICE CDA-CAUSAPSCAL QC	8 RUE SAINT-JACQUES NORD	CAUSAPSCAL	QC	G0J 1J0
SERVICE CDA-CHILLIWACK BC	9345 MAIN STREET #100	CHILLIWACK	BC	V2P 4M3
SERVICE CDA-COQUITLAM BC	2963 GLEN DRIVE SUITE 100	COQUITLAM	BC	V3B 2P7
SERVICE CDA-CORNWALL ON	111 WATER ST E.SUITE 100	CORNWALL	ON	K6H 6S2
SERVICE CDA-CRANBROOK BC	1113 BAKER STREET	CRANBROOK	BC	V1C 1A7
SERVICE CDA-DALHOUSIE NB	14-110 BLVD PLAZA,DARL.MALL	DALHOUSIE	NB	E8C 2E2
SERVICE CDA-DARTMOUTH NS	33 ALDERNEY DR.3RD FLOOR	DARTMOUTH	NS	B2Y 2N4
SERVICE CDA-DONNACONA QC	100,ROUTE 138, BUR.110	DONNACONA	QC	G3M 1B5
SERVICE CDA-DRYDEN ON	119 KING ST	DRYDEN	ON	P8N 1C1
SERVICE CDA-ESPANOLA ON	2&3-721 CENTRE STREET	ESPANOLA	ON	P5E 1T3
SERVICE CDA-FORESTVILLE	25 ROUTE 138 EST LOCAL 800	FORESTVILLE	QC	G0T 1E0
SERVICE CDA-GANDER NL	1 MARKHAM PLACE	GANDER	NL	A1V 1W7
SERVICE CDA-GATINEAU QC	85 RUE BELLEHUMEUR #150	GATINEAU	QC	J8T 8B7
SERVICE CDA-GLACE BAY NS	633 MAIN ST #101,SENATOR PL	GLACE BAY	NS	B1A 6J3
SERVICE CDA-HAMILTON ON	2255 BARTON ST E #5/6	HAMILTON	ON	L8H 7T4
SERVICE CDA-HAMILTON ON	1550 UPPER JAMES ST	HAMILTON	ON	L9B 2L6
SERVICE CDA-HAPPY VALLEY	23 BROOMFIELD ST	HAPPY VALLEY	NL	A0P 1E0
SERVICE CDA-HAWKESBURY ON	521 MAIN ST EAST	HAWKESBURY	ON	K6A 1B3
SERVICE CDA-HAY RIVER NT	#204-41 CAPITAL DR	HAY RIVER	NT	X0E 1G2
SERVICE CDA-JOLIETTE QC	46 RUE GAUTHIER SUD BUR 100	JOLIETTE	QC	J6E 4J4
SERVICE CDA-KITCHENER ON	409 WEBER ST W MAIN FLR	KITCHENER	ON	N2H 4B1
SERVICE CDA-LA MALBAIE QC	541 RUE ST-ETIENNE	LA MALBAIE	QC	G5A 1J3
SERVICE CDA-LA SARRÉ QC	319 RUE PRINCIPALE	LA SARRÉ	QC	J9Z 1Z4
SERVICE CDA-LABRADOR NL	500 VANIER AVE,LAB. MALL	LABRADOR	NL	A2V 2W7
SERVICE CDA-LASALLE QC	7655 BOUL NEWMAN	LASALLE	QC	H8N 1X7
SERVICE CDA-LEAMINGTON ON	215 TALBOT STREET EAST	LEAMINGTON	ON	N8H 3X5
SERVICE CDA-LISTOWEL ON	210 MAIN ST E	LISTOWEL	ON	N4W 2B7
SERVICE CDA-LONGUEUIL QC	1195 CHEMIN TREMBLAY #100	LONGUEUIL	QC	J4N 1R4

SERVICE CDA-MANIWAKI QC	100 PRINCIPALE SUD #220	MANIWAKI	QC	J9E 3L4
SERVICE CDA-MARYSTOWN NL	140 VILLE MARIE DR	MARYSTOWN	NL	A0E 2M0
SERVICE CDA-MIDLAND ON	9225 HWY 93, HURONIA MALL	MIDLAND	ON	L4R 4K4
SERVICE CDA-MIRAMICHI NB	139 DOUGLASTOWN BLVD	MIRAMICHI	NB	E1V 0A4
SERVICE CDA-MISSISSAUGA	6877 GOREWAY DR.UNIT 5	MALTON	ON	L4V 1L9
SERVICE CDA-MISSISSAUGA E	2525 DIXIE RD	MISSISSAUGA	ON	L4Y 2A1
SERVICE CDA-MONTMAGNY QC	37 AVE SAINTE-BRIGITTE SUD	MONTMAGNY	QC	G5V 2Y3
SERVICE CDA-MOOSE JAW SK	501-111 FAIRFORD ST E	MOOSE JAW	SK	S6H 7X5
SERVICE CDA-NAPANEE ON	2 DAIRY AVE MURPHY'S PLAZA	NAPANEE	ON	K7R 3T1
SERVICE CDA-NEWMARKET	18183 YONGE ST. FLOOR 1	NEW MARKET	ON	L3Y 4V8
SERVICE CDA-NORTH BAY ON	102-107 SHIRREFF AVE	NORTH BAY	ON	P1B 7K8
SERVICE CDA-NORTH YORK ON	4900 YONGE STREET SUITE 200	NORTH YORK	ON	M2N 6A8
SERVICE CDA-OSHAWA ON	200 JOHN ST W UNIT C6	OSHAWA	ON	L1J 2B4
SERVICE CDA-OTTAWA ON	110 LAURIER AVE WEST	OTTAWA	ON	K1P 1J1
SERVICE CDA-PEMBROKE ON	141 LAKE ST	PEMBROKE	ON	K8A 5L8
SERVICE CDA-PENTICTON BC	386 ELLIS STREET SUITE 101	PENTICTON	BC	V2A 8C9
SERVICE CDA-PLACENTIA NL	61 BLOCKHOUSE RD	PLACENTIA	NL	A0B 2Y0
SERVICE CDA-POINTE-CLAIRE	#120-6500 AUTOROUTE TRANSCA	POINTE CLAIRE	QC	H9R 0A5
SERVICE CDA-PRESCOTT ON	292 CENTRE ST	PRESCOTT	ON	K0E 1T0
SERVICE CDA-RENFREW ON	350 RAGLAN STREET SOUTH	RENFREW	ON	K7V 1R7
SERVICE CDA-RICHIBUCTO NB	25 CARTIER BLVD, UNIT 139	RICHIBUCTO	NB	E4W 5R6
SERVICE CDA-ROBERVAL QC	755 BOUL SAINT-JOSEPH #202	ROBERVAL	QC	G8H 2L4
SERVICE CDA-SACKVILLE NB	170 MAIN ST, UNIT C1	SACKVILLE	NB	E4L 4B4
SERVICE CDA-SAINTE FOY QC	3229 CHEMIN DES QUATRES	QUEBEC	QC	G1W 0C1
SERVICE CDA-SASKATOON SK	101-22ND ST EAST RM 100	SASKATOON	SK	S7K 0E2
SERVICE CDA-SENNETERRE QC	761, 10TH AVENUE	SENNETERRE	QC	J0Y 2M0
SERVICE CDA-SEPT-ILES QC	701 BOUL LAURE,3E ETAGE	SEPT-ILES	QC	G4R 1X8
SERVICE CDA-SHAWINIGAN QC	444-5 RUE, SUITE 200	SHAWINIGAN	QC	G9N 1E6
SERVICE CDA-SIMCOE ON	5 QUEENSWAY EAST	SIMCOE	ON	N3Y 5K2
SERVICE CDA-SLAVE LAKE AB	100 MAIN ST SW, BAY 8,S.PLZ	SLAVE LAKE	AB	T0G 2A3
SERVICE CDA-SMITHERS, BC	1020 MURRAY ST	SMITHERS	BC	V0J 2N0
SERVICE CDA-SOREL-TRACY	101,RUE AUGUSTA	SOREL-TRACY	QC	J3P 1A8
SERVICE CDA-SPRINGDALE NL	130 MAIN ST,WELLS BLDG	SPRINGDALE	NL	A0E 1T0
SERVICE CDA-SQUAMISH BC	1440 WINNIPEG ST,PO BX 1610	SQUAMISH	BC	V8B 0B2
SERVICE CDA-ST JOHN'S,NL	223 CHURCHILL AVENUE	PLEASANTVILLE	NL	A1A 1N3
SERVICE CDA-ST.ANTHONY NL	1 GOOSE COVE RD	ST ANTHONY	NL	A0K 4S0
SERVICE CDA-ST-HYACINTHE	3225 RUE CUSSON,1STFLR#2500	ST-HYACINTHE	QC	J2S 0H7
SERVICE CDA-STRATFORD ON	61 LORNE AVE.#2 GROUND FLR	STRATFORD	ON	N5A 6S4
SERVICE CDA-THOMPSON MB	60 MOAK CRESCENT	THOMPSON	MB	R8N 2B7
SERVICE CDA-VANCOUVER	1420 KINGSWAY	VANCOUVER	BC	V5N 2R5
SERVICE CDA-VANCOUVER B	300 WEST GEORGIA ST,13TH FL	VANCOUVER	BC	V6B 6G3
SERVICE CDA-VERNON BC	3202-31ST STREET	VERNON	BC	V1T 5J1
SERVICE CDA-WHISTLER BC	1440 WINNIPEG ST.BOX 1610	SQUAMISH	BC	V8B 0B2
SERVICE CDA-WINNIPEG MB	393 PORTAGE AVE UNIT 122	WINNIPEG	MB	R3B 3H6
SERVICE CDA-WOODSTOCK ON	959 DUNDAS ST UNIT 101	WOODSTOCK	ON	N4S 1H2
SERVICE CDS-LA RONGE SK	1016 LA RONGE AVE	LA RONGE	SK	S0J 1L0

SERVICECANADA EDMONTON-AB	148 MILLBOURNE MARKET MALL	EDMONTON	AB	T6K 3L6
SERVICE-CANADA LLOYDMINSTER	4114-70TH AVE.	LLOYDMINSTER	AB	T9V 2X3
SERVOCE CDA-FLIN FLON MB	111 MAIN STREET	FLIN FLON	MB	R8A 1J9
SIGNAL HILL NHS OF CANADA	PO BOX 1268,SIGNAL HILLRD	ST JOHN'S	NL	A1C 5M9
SRV CANADA-VAL D'OR QC	400 AVENUE CENTRALE	VAL D'OR	QC	J9P 1P3
SRV CDA FORT SMITH NT4905	149 MCDUGAL RD,BOX 1018	FORT SMITH	NT	X0E 0P0
SRV CDA- MISSISSAUGA-W	3085 GLEN ERIN DRIVE	MISSISSAUGA	ON	L5L 1J3
SRV CDA- TILLSONBURG ON	96 TILLSON AVE	TILLSONBURG	ON	N4G 3A1
SRV CDA-BAIE-COMEAU QC	625, BOUL LAFLECHE # 104	BAIE COMEAU	QC	G5C 1C5
SRV CDA-CAMBRIDGE BAY NU	16 MITIK ST.FLOOR 1	CAMBRIDGE BAY	NU	X0B 0C0
SRV CDA-CAMPBELL RIVER BC	#101-950 ALDER ST	CAMPBELLRIVER	BC	V9W 2P8
SRV CDA-CAMPBELL'S BAY QC	2 RUE JOHN CP 399	CAMPBELLS BAY	QC	J0X 1K0
SRV CDA-CAP-AUX MEULES QC	380 RUE PRINCIPAL #200	CAP-AUX-MEULE	QC	G4T 1S2
SRV CDA-CARLETON PLACE ON	46 LANSDOWNE AVE	TORONTO	ON	K7C 2T8
SRV CDA-CHATEAUGUAY QC	245 ST JEAN-BAPTISTE, #101	CHATEAUGUAY	QC	J6K 3C3
SRV CDA-CLARENVILLE NL	50 MANITOBA DR	CLARENVILLE	NL	A5A 1K5
SRV CDA-COLLINGWOOD ON	44 HURONTARIO ST	COLLINGWOOD	ON	L9Y 2L6
SRV CDA-CORNER BROOK NL	1 REGENT SQ,	CORNER BROOK	NL	A2H 6J6
SRV CDA-COWANSVILLE QC	224 RUE SUD,2IEME ETAGE	COWANSVILLE	QC	J2K 2X4
SRV CDA-DAWSON CREEK BC	103-1508-102ND AVE	DAWSON CREEK	BC	V1G 2E2
SRV CDA-FORT FRANCES ON	301 SCOTT STREET	FORT FRANCES	ON	P9A 1H1
SRV CDA-FORT SIMPSON NT	9606-100TH ST,BOX 380	FORT SIMPSON	NT	X0E 0N0
SRV CDA-GANANOQUE ON	5 CHARLES ST SOUTH	GANANOQUE	ON	K7G 1V9
SRV CDA-HARBOUR GRACE NL	33-35 HARVEY ST	HARBOUR GRACE	NL	A0A 2M0
SRV CDA-KAPUSKASING ON	8 QUEEN ST	KAPUSKASING	ON	P5N 1G7
SRV CDA-KIRKLAND LAKE ON	10 GOVERNMENT RD E	KIRKLAND LAKE	ON	P2N 1A2
SRV CDA-LA POCATIERE QC	708-4E PAINCHAUD AVE #103	LA POCATIERE	QC	G0R 1Z0
SRV CDA-LOUISEVILLE QC	507 RUE MARCEL	LOUISEVILLE	QC	J5V 1N1
SRV CDA-MAPLE RIDGE, BC	22325 LOUGHEED HWY	MAPLE RIDGE	BC	V2X 2T3
SRV CDA-MONT-LAURIER QC	431 DE LA MADONE, NIVEAU 1	MONT LAURIER	QC	J9L 1S1
SRV CDA-MONTREAL NORD QC	1415 RUE JARRY EST #300	MONTREAL	QC	H2E 3B2
SRV CDA-N.BATTLEFORD SK	9800 TERRITORIAL DR,TERR.PL	NORTH BATTLEF	SK	S9A 3N6
SRV CDA-PARRY SOUND ON	74 JAMES STREET	PARRY SOUND	ON	P2A 1T8
SRV CDA-PERTH ON	40 SUNSET BLVD.SUITE 101	PERTH	ON	K7H 2Y4
SRV CDA-PORT ALBERNI, BC	4805 MAR ST.	PORT ALBERNI	BC	V9Y 8J5
SRV CDA-POWELL RIVER BC	7061 DUNCAN STREET SUITE A	POWELL RIVER	BC	V8A 1W1
SRV CDA-PRINCE ALBERT SK	103,2995-2ND AVE WEST	PRINCE ALBERT	SK	S6V 5V5
SRV CDA-PRINCE GEORGE BC	1363 4TH AVE	PRINCE GEORGE	BC	V2L 3J6
SRV CDA-PRINCE RUPERT BC	215 3RD STREET SUITE 100	PRINCE RUPERT	BC	V8J 3P9
SRV CDA-RANKIN INLET NU	ROCKLAND BLDG PO BOX 97	RANKIN INLET	NU	X0C 0G0
SRV CDA-ROCKY HARBOUR NL	118 POND RD	ROCKY HARBOUR	NL	A0K 4N0
SRV CDA-SAINT-QUENTIN NB	193 RUE CANADA	SAINT-QUENTIN	NB	E8A 1J8
SRV CDA-SALMON ARM BC	191 SHUSWAP ST, NW 1ST FL	SALMON ARM	BC	V1E 4P6
SRV CDA-SHIPPIGAN NB	196A,BLVD J D GAUTHIER	SHIPPIGAN	NB	E8S 1P2

SRV CDA-SMITHS FALLS ON	91 CORNELIA ST W #115	SMITHS FALLS	ON	K7A 5L3
SRV CDA-STEPHENVILLE NL	133 CAROLINA AVE	STEPHENVILLE	NL	A2N 3B5
SRV CDA-VANDERHOOF BC	189 STEWART STREET EAST	VANDERHOOF	BC	V0J 3A0
SRV CDA-WESTMINSTER,BC	620 ROYAL AVE.SUITE 201	N WESTMINSTER	BC	V3M 1J2
SRV CDA-WILLIAMS LAKE,BC	79-4TH AVENUE SOUTH	WILLIAMS LAKE	BC	V2G 1J6
SRV CDA-YELLOWKNIFE NT	5101 50TH AVE.MAIN FLOOR	YELLOWKNIFE	NT	X1A 3Z4
SRV CDS-VILLE MARIE QC	69B RUE STE-ANNE	VILLE-MARIE	QC	J9V 2B6
SRVC CANADA - FREDERICTON	633 QUEEN ST, 2ND FLOOR	FREDERICTON	NB	E3B 1C3
SRVC CANADA- PETERBOROUGH	219 GEORGE STREET	PETERBOROUGH	ON	K9J 3G7
SRVC CANADA-SAINT EUSTACH	250 BOUL ARTHUR-SAUVE	SAINT-EUSTACH	QC	J7P 2B1
SRVC CDA TORONTO LAKESIDE	559 COLLEGE ST, SUITE 100	TORONTO	ON	M6G 1A9
SRVCDADESMEURONWINNIPEG MB	100-614 RUE DES MEURONS	WINNIPEG	MB	R2H 2P9
SRVCDA-ND DE LOURDES MB	51 RODGERS ST,CP 82	NOTRE DAME LO	MB	R0G 1M0
SRVCDA-S-E CALGARY AB	220-4TH AVENUE S E RM 280	CALGARY	AB	T2G 4X3
SRVCDA-ST.PIERRE JOLYS MB	427 SABOURIN STREET	ST PIERRE JOL	MB	R0A 1V0
SRVCDA-TRACADIE-SHEILA NB	3409 RUE PRINCIPAL CTR CLR P	TRACADIE SHEI	NB	E1X 1C7
SRVICE CANADA-GRANBY QC	82 RUE ROBINSON	GRANBY	QC	J2G 7L4
SSC-ELLIOT LAKE ONT	99 SPINE ROAD SUITE 2	ELLIOT LAKE	ON	P5A 3S9
STATIONNEMENT DE BERNIERE	390 AVENUE DE BERNIERES	QUEBEC	QC	G1R 2L7
STATIONNEMENT LAURIER	390 AVENUE DE BERNIERES	QUEBEC	QC	G1R 2L7
STATIONNEMENT MDLD	390 AVE DE BERNIERES RUE	QUEBEC	QC	G1R 2L7
STATIONNEMENT MONTCALM	390 AVENUE DE BERNIERES	QUEBEC	QC	G1R 2L7
STATISTICS/STATISTIQUE CA	6TH FLR,RH COATS BLDG	OTTAWA	ON	K1A 0T6
ST-JOHN'S GALLERY	308 CHARTER AVENUE	PLEASANTVILLE	NL	A1C 6B5
SUPERINTENDENT	CFB TRENTON BUILD 346	ASTRA	ON	K0K 3W0
SUPERINTENDENT	#1032 HWY16 COUNTY RD 2JCT	PRESCOTT	ON	K0E 1T0
SUPREME CRT/COUR SUPREME	301 WELLINGTON ST	OTTAWA	ON	K1A 0J1
SVE CDA-SHELBURNE NS	218 WATER ST LOYALIST PLAZA	SHELBURNE	NS	B0T 1W0
SVR CDA ABBOTSFORD, BC	32525 SIMON AVE,SUITE 100	ABBOTSFORD	BC	V2T 6T6
SVR CDA GUYSBOROUGH NS	9996 HWY 16,UN-H,PO BX 230	GUYSBOROUGH	NS	B0H 1N0
SVR CDA-ANTIGONISH NS	325 MAIN ST,FED.BLDG,2ND FL	ANTIGONISH	NS	B2G 2C3
SVR CDA-BRIDGEWATER NS	77 DUFFERIN ST 2ND FLOOR	BRIDGEWATER	NS	B4V 3J1
SVR CDA-INVERNESS NS	15926 CENTRAL AVE	INVERNESS	NS	B0E 1N0
SVR CDA-NORTH SYDNEY NS	105 KING ST MAIN FLOOR	NORTH SYDNEY	NS	B2A 3S1
SVR CDA-YARMOUTH NS	13 WILLOW ST 2ND FLOOR	YARMOUTH	NS	B5A 4B2
T C CENTRE	10 BARTERS HILL,9TH FLR	ST JOHN'S	NL	A1C 6H8
TERRA NOVA N.P.,N.S.C.-1	TRANSCANADA HWY ADMIN BLDG	GLOVERTOWN	NL	A0G 2L0
TERRA NOVA N.P.,N.S.C.-2	TRANSCANADA HWY ADMIN BLDG	GLOVERTOWN	NL	A0G 2L0
TRAN CAN VAN GEN AVIATION	810-800 BURNARD ST	VANCOUVER	BC	V6Z 2J8
TRANS CAN BUTTONVILLE ON	180 RENFREW DR SUITE 120	MARKHAM	ON	L3R 9Z2
TRANS CAN CALGARY AB	800-1601 AIRPORT RD NE	CALGARY	AB	T2E 6Z8
TRANS CAN CORNER BROOK NL	4 HAROLD AVE, FORTIS TOWER	CORNER BROOK	NL	A2H 6C3
TRANS CAN CTC ALMA QC TCC	100 RUE ST-JOSEPH BUREAU 6	ALMA	QC	G8B 7A6
TRANS CAN CTC QUEBEC TTC	401-1550 AVE D'ESTIMAUVILLE	QUEBEC	QC	G1J 0C8

TRANS CAN CTC STE FOY TCC	401-1550 D'ESTIMAUVILLE	QUEBEC	QC	G1J 5E9
TRANS CAN DARTMOUTH NS	45 ALDERNEY DRIVE,14TH FLR	DARTMOUTH	NS	B2Y 2N6
TRANS CAN DORVAL QC	700 LEIGH CAPREO,2ND FLOOR	DORVAL	QC	H4Y 1G7
TRANS CAN DORVAL QC	700 LEIGH CAPREO,4TH FLOOR	DORVAL	QC	H4Y 1G7
TRANS CAN HALIFAX NS TCC	50 SELFRIDGE WAY	ENFIELD	NS	B2T 1K3
TRANS CAN HAMILTON ON	9300 AIRPORT RD #450	MOUNT HOPE	ON	L0R 1W0
TRANS CAN LEWISPORTE NL	7A ROAD TO THE ISLES	LEWISPORTE	NL	A0G 3A0
TRANS CAN LONGUEUIL	1111 RUE ST-CHARLES OUEST	LONGUEUIL	QC	J4K 5G4
TRANS CAN MARINE SAFETY/S	31 HYPERION COURT #201	KINGSTON	ON	K7K 7G3
TRANS CAN NANAIMO	L4-1, 60 FRONT ST	NANAIMO	BC	V9R 5H7
TRANS CAN PEARSON ON	5431 FLIGHTLINE DR 3RD FLR	MISSISSAUGA	ON	L5P 1B5
TRANS CAN PICKERING ON	5070 SIDELINE 22, 2ND FLR	CLAREMONT	ON	L1Y 1A4
TRANS CAN PORT HARDY	PRT HARDY AIRPORT BOX 460	PORT HARDY	BC	V0N 2P0
TRANS CAN PRINCE GEORGE	350-177 VICTORIA ST	PRINCE GEORGE	BC	V2L 5R8
TRANS CAN PRINCE RUPERT	400-309 2ND AVENUE WEST	PRINCE RUPERT	BC	V8J 3T1
TRANS CAN RIMOUSKI	180 DE LA CATHEDRALE	RIMOUSKI	QC	G5L 5H9
TRANS CAN SAINT JOHN NB	189 PRINCE WILLIAM ST 1ST	SAINT JOHN	NB	E2L 2B9
TRANS CAN SUDBURY ON	2621 SKEAD RD UNIT #16	GARSON	ON	P3L 1V4
TRANS CAN SYDNEY NS	196 GEORGE ST 2ND FLR	SYDNEY	NS	B1P 1J3
TRANS CAN THUNDER BAY ON	210-100 PRINCESS ST	THUNDER BAY	ON	P7E 6S2
TRANS CAN TORONTO ONT	4900,YOUNGE STREET,3RD FLR	TORONTO	ON	M2N 6A5
TRANS CAN WINNIPEG MB	1ST FLR, 344 EDMONTON ST	WINNIPEG	MB	R3C 0P6
TRANS CAN YARMOUTH NS	248 PLEASANT ST	YARMOUTH	NS	B5A 4K5
TRANS CANADA KELOWNA	4-5583 AIRPORT WAY	KELOWNA	BC	V1V 1S1
TRANS CANADA RICHMOND BC	3600 LYSANDER, SUITE 400	RICHMOND	BC	V7B 1C3
TRANS CANDAD CENTRE	60 NORSEMAN RD	WHITEHORSE	YT	Y1A 6E6
TRANSCAN A/P DE SEPT ILES	C.P. 2001 BUREAU 212	SEPT-ILES	QC	G4R 4K2
TRANSCAN CHARLOTTETOWN PE	75 FITZROY ST FIRST FLOOR	CHARLOTTETOW N	PE	C1A 1R6
TRANSCAN CTC MONTREAL TCC	800 BOULRENE-LEVESQUE W 620	MONTREAL	QC	H3B 1X9
TRANSCAN ENFORCE SHIP REG	400-800 BURRARD ST	VANCOUVER	BC	V6Z 2J8
TRANSCAN LARGE VESSEL REG	330 SPARK ST. PLACE DE VILL	OTTAWA	ON	K1A 0N8
TRANSCAN MARINESAFETY VIC	1230 GOVERNMENT ST RM 501	VICTORIA	BC	V8W 3M4
TRANSCAN PORT HAWKESBURY	811 REEVES ST UNIT 1	PORT HAWKESBU	NS	B9A 2S4
TRANSCAN SMALL VESSEL REG	330 SPARK ST PLACE DE VILLE	OTTAWA	ON	K1A 0N8
TRANSCAN VAN ACCTING SERV	1140 - 800 BURRARD ST	VANCOUVER	BC	V6Z 2J8
TRANSPORT CAN TRANSPORTS	39 CAMELOT DR, # 400	NEPEAN	ON	K2G 5W6
TRANSPORT CAN TRANSPORTS	4915-48TH ST 3RDFL,BOX 1439	YELLOWKNIFE	NT	X1A 2P1
TRANSPORT CAN.TRANSPORTS	#4 2625 AIRPORT DR	SASKATOON	SK	S7L 7L1
TRANSPORT CAN.TRANSPORTS	1100-9700 JASPER AVE	EDMONTON	AB	T5J 4E6
TRANSPORT CAN.TRANSPORTS	95 FOUNDRY ST,6TH FLOOR	MONCTON	NB	E1C 8K6
TRANSPORT CAN.TRANSPORTS	344 EDMONTON ST	WINNIPEG	MB	R3C 0P6
TRANSPORT CANADA	103-1785 CLEARBROOK ROAD	ABBOTSFORD	BC	V2T 5X5
TRANSPORT CANADA	2 AIRPORT RD	WABUSH	NL	A0R 1B0
TRANSPORT CANADA	44 HURONTARIO ST	COLLINGWOOD	ON	L9Y 2L6

TRANSPORT CANADA	33 COURT ST S - #103	THUNDER BAY	ON	P7B 2W6
TRANSPORT CANADA OTTAWA	330 SPARKS STREET 22ND FL	OTTAWA	ON	K1A 0N5
TRANSPORT CDN/MARINE SAFE	100 FRONT ST S	SARNIA	ON	N7T 2M4
TRANSPORT CDN/SANDSPIT	1 AIRPORT RD	SANDSPIT	BC	V0T 1T0
TRANSPORT/TRANSPORTS CANA	43 CHURCH ST #304	ST CATHARINES	ON	L2R 7E1
TRANSPORTCANADATRANSPOR TS	PLACE DE VILLE TOWER C AFFA	OTTAWA	ON	K1A 0N5
TRANSPORTS CAN MARITIME	205- 701 BOUL LAURE C.P 596	QUEBEC CITY	QC	G4R 4K7
TRENT-SEVERN WATERWAY L1	2155 ASHBURNHAM DRIVE	PETERBOROUGH H	ON	K9J 6Z6
TRENT-SEVERN WATERWAY L19	2155 ASHBURNHAM DRIVE	PETERBOROUGH H	ON	K9J 6Z6
TRENT-SEVERN WATERWAY L27	2155 ASHBURNHAM DRIVE	PETERBOROUGH H	ON	K9J 6Z6
TRENT-SEVERN WATERWAY L28	2155 ASHBURNHAM DRIVE	PETERBOROUGH H	ON	K9J 6Z6
TRENT-SEVERN WATERWAY L30	2155 ASHBURNHAM DRIVE	PETERBOROUGH H	ON	K9J 6Z6
TRENT-SEVERN WATERWAY L31	2155 ASHBURNHAM DRIVE	PETERBOROUGH H	ON	K9J 6Z6
TRENT-SEVERN WATERWAY L32	2155 ASHBURNHAM DRIVE	PETERBOROUGH H	ON	K9J 6Z6
TRENT-SEVERN WATERWAY L33	2155 ASHBURNHAM DRIVE	PETERBOROUGH H	ON	K9J 6Z6
TRENT-SEVERN WATERWAY L34	2155 ASHBURNHAM DRIVE	PETERBOROUGH H	ON	K9J 6Z6
TRENT-SEVERN WATERWAY L35	2155 ASHBURNHAM DRIVE	PETERBOROUGH H	ON	K9J 6Z6
TRENT-SEVERN WATERWAY L36	2155 ASHBURNHAM DR BOX 567	PETERBOROUGH H	ON	K9J 6Z6
TRENT-SEVERN WATERWAY L41	2155 ASHBURNHAM DRIVE	PETERBOROUGH H	ON	K9J 6Z6
TRENT-SEVERN WATERWAY L42	2155 ASHBURNHAM DRIVE	PETERBOROUGH H	ON	K9J 6Z6
TRENT-SEVERN WATERWAY L43	2155 ASHBURNHAM DRIVE	PETERBOROUGH H	ON	K9J 6Z6
TRENT-SEVERN WATERWAY L45	2155 ASHBURMHAN ST	PETERBOROUGH H	ON	K9J 6Z6
TROIS RIVIERES TSO REGULA	2250 RUE ST-OLIVER	TROIS RIVIERE	QC	G9A 4E9
TSW BRIGHTON RD BRIDGE	2155 ASHBURNHAM DR	PETERBOROUGH H	ON	K9J 6Z6
TSW L11-12 RANNEY FALLS	2155 ASHBURNHAM DRIVE	PETERBROUGH	ON	K9J 6Z6
TSW L13 CAMPBELLFORD	2155 ASHBURNHAM DRIVE	PETERBOROUGH H	ON	K9J 6Z6
TSW L22 NASSAU MILLS	2155 ASHBURNHAM DRIVE	PETERBOROUGH H	ON	K9J 6Z6
TSW-L11/ 12 RANNEY FALLS	2155 ASHBURNHAM RD	PETERBOROUGH H	ON	K9J 6Z6
TSW-PLL VISITOR CENTRE	2155 ASHBURNHAM RD	PETERBOROUGH H	ON	K9J 6Z6
TUNNEL MIN. CAMPGROUND	BANFF ADMIN BLDG BOX 900	BANFF	AB	T1L 1K2
UNITE DE GESTION-AUTEUILL	2 RUE D'AUTEUIL	QUEBEC	QC	G1R 5C2
VICTORIA MARINE OPERATION	254 BELLEVILLE ST	VICTORIA	BC	V8V 1W9
VICTORIA PASSPORT OFFICE	BAY CTR-1150,DOUGLAS ST	VICTORIA	BC	V8W 3M9
WATERTON ADMIN 2	215 MOUNT VIEW RD	WATERTON PARK	AB	T0K 2M0

WATERTON CRANDELL CAMPGRD	215 MOUNT VIEW RD	WATERTON PARK	AB	T0K 2M0
WATERTON ENTRANCE GATE	215 MOUNT VIEW RD	WATERTON PARK	AB	T0K 2M0
WATERTON LAKES NAT.PARK	215 MOUNT VIEW RD	WATERTON PARK	AB	T0K 2M0
WATERTON LAKES NP ADMIN	215 MOUNT VIEW RD	WATERTON PARK	AB	T0K 2M0
WATERTON PARK ADMIN #2	215 MOUNT VIEW RD	WATERTON PARK	AB	T0K 2M0
WATERTON TOWNSITE CMPGRND	215 MOUNT VIEW RD	WATERTON PARK	AB	T0K 2M0
WATERTON VISITOR CENTER	215 MOUNT VIEW RD	WATERTON PARK	AB	T0K 2M0
WELCO PN MT REVELSTOKE NP	PO BOX 350,301B THIRD ST W	REVELSTOKE	BC	V0E 2S0
WHMD-HMIRA REG #	427 LAURIER AVE W 7TH FLOOR	OTTAWA	ON	K1A 1M3
WING	65 YUKON	TRENTON	ON	K0K 3W0
ACCOMMODATION,TRENTN				
WING FOODS, COLD LAKE	4 WING COLD LAKE, BLDG 40	COLD LAKE	AB	T9M 2C6
WOODSIDE NTNL HISTORIC ST	528 WELLINGTON ST N	KITCHENER	ON	N2H 5L5
YOHO PARK, NIBLOCK GATE	BOX 99, 311 STEPHEN AVE	FIELD	BC	V0A 1G0
YOHO APM ADMIN	314 STEPHAN AVE	FIELD	BC	V0A 1G0
YOHO N.P.-LAKE LOUISE	311 STEPHEN AVE BOX 99	FIELD	BC	V0A 1G0
YOHO NATIONAL PARK,PK CAN	311 STEPHEN AVE BOX 99	FIELD	BC	V0A 1G0

ANNEX “B”

BASIS OF PAYMENT

Card Acceptance Services (Electronic Draft Capture Service)

During the period of the Contract and the extended period (initial five (5) year period, Option Year 1 and Option Year 2 and the transition period) the Contractor will be paid as specified below for the work described in Annex A – Statement of Work. For the work described in Annex A, Appendix 12 – Receiver General Buy Button, the Contractor will be paid as specified below in Annex B, section 5.0 – RGBB Payment Acceptance Solution.

The rates, prices and fees specified (in Cdn \$) below, include the total estimated cost of all travel and living expenses that may need to be incurred for work described in the Contract. If a transition period is required, the Contractor is required to provide the same level of services on a reduced-volume basis, at the same rates, prices and fees specified herein.

1.0 Contractor Markup

The Contractor will be paid based on an Interchange Pass Through pricing structure. The Contractor will be paid a firm, all-inclusive Markup for processing card transactions for the initial five (5) year contract period, Option Year 1, Option Year 2 and the transition period, based on annual transaction volume. The contractor will also be reimbursed all pass-through fees, including interchange and other fees charged by Visa, MasterCard, Acxsys (Interac) and other brands, if available and requested.

The Contractor Markup rates provided must include the following services as a minimum:

- Site configuration advice
- Basic installation
- Basic training
- Certification of customized facilities
- Testing
- Card transaction authorization and processing
- Settlement (as required)
- Basic reporting
- Project management services (as per Annex A, section 2.6 – Project Management Requirements)
- Monitoring system performance levels and maintaining them at required levels
- Online help and troubleshooting services
- Related travel and living expenses

1.1 Credit Card Markup

The Contractor Credit Card Markup rate(s) are based on the contract year and / or transaction volumes, in the Contractor Credit Card Markup Charts below. The Markup rates are presented as a per transaction rate(s).

The Contractor will be paid a firm all-inclusive Markup for each Visa, MasterCard and Amex (and other brands, if available and requested), credit card settled sale processed on behalf of the Government of Canada.

The Markup fee for Visa, MasterCard, and Amex (and other brands, if available and requested) will be determined by selecting the Markup rates from the Markup rate Charts below for the Contract Year's estimated volume provided in Annex A, Appendix 4 – Projected Sales and Transactions.

1.1.1 Credit Card Markup – Acquired Transactions

For transactions acquired by the Contractor, the Contractor will be paid a firm, all-inclusive Markup, per settled sale processed (net of refunds), based on the following Markup rates for Initial five (5) year Contract Period, Option Year 1 and Option Year 2:

Markup rate(s) – Firm, all-inclusive rate per settled sale (net of refunds) for acquired transactions							
Transactions per year	Contract Period					Option Period	
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 1	Year 2
0 to 1,200,000 transactions	\$	\$	\$	\$	\$	\$	\$
1,200,001 to 2,000,000 transactions	\$	\$	\$	\$	\$	\$	\$
2,000,001 to 4,000,000 transactions	\$	\$	\$	\$	\$	\$	\$
4,000,001 to 6,000,000 transactions	\$	\$	\$	\$	\$	\$	\$
6,000,001 transactions and above	\$	\$	\$	\$	\$	\$	\$

If a transition period is required, the rates for the transition period will be the same as the rates applicable, based on the year's transaction volumes, at the time of the transition period notice issuance.

1.1.2 Credit Card Markup – Conveyed Transactions

For transactions conveyed by the Contractor, the Contractor will be paid a firm, all-inclusive Markup, per settled sale processed (net of refunds), based on the following Markup rates for Initial five (5) year Contract Period, Option Year 1 and Option Year 2:

Markup rate(s) – Firm, all-inclusive rate per settled sale (net of refunds) for conveyed transactions							
Transactions per year	Contract Period					Option Period	
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 1	Year 2
0 to 150,000 transactions	\$	\$	\$	\$	\$	\$	\$
150,001 to 300,000 transactions	\$	\$	\$	\$	\$	\$	\$
300,001 to 450,000 transactions	\$	\$	\$	\$	\$	\$	\$
450,001 to 600,000 transactions	\$	\$	\$	\$	\$	\$	\$
600,001 transactions and above	\$	\$	\$	\$	\$	\$	\$

If a transition period is required, the rates for the transition period will be the same as the rates applicable, based on the year's transaction volumes, at the time of the transition period notice issuance.

1.2 Debit Card Markup

The Contractor Debit Card Markup rate(s) are based on the contract year and / or transaction volumes, in the Contractor Debit Card Markup Charts below. The Markup rates are presented as a per transaction rate(s).

The Contractor will be paid a firm all-inclusive Markup for each debit card (Interac and Interac Online (and other brands, if available and requested)) settled sale processed on behalf of the Government of Canada.

The Markup fee for debit card (Interac and Interac Online (and other brands, if available and requested)), will be determined by selecting the Markup rate from the Markup Rate Charts below for Contract Year's estimated volume provided in Annex A, Appendix 4 – Projected Sales and Transactions.

1.2.1 Debit Card Markup – Interac

For each Interac settled sale processed (net of refunds), the Contractor will be paid a firm, all-inclusive Markup, based on the following Markup rate for Initial five (5) year Contract Period, Option Year 1 and Option Year 2:

Markup rate(s) – Firm, all-inclusive rate per settled sale (net of refunds) for Interac transactions							
Transactions per year	Contract Period					Option Period	
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 1	Year 2
0 to 1,200,000 transactions	\$	\$	\$	\$	\$	\$	\$
1,200,001 to 2,000,000 transactions	\$	\$	\$	\$	\$	\$	\$
2,000,001 to 4,000,000 transactions	\$	\$	\$	\$	\$	\$	\$
4,000,001 to 6,000,000 transactions	\$	\$	\$	\$	\$	\$	\$
6,000,001 transactions and above	\$	\$	\$	\$	\$	\$	\$

If a transition period is required, the rates for the transition period will be the same as the rates applicable, based on the year's transaction volumes, at the time of the transition period notice issuance.

1.2.2 Debit Card Markup – Online Debit

For each online debit (Interac Online (and other brands, if available and requested)) settled sale processed (net of refunds), the Contractor will be paid a firm, all-inclusive Markup, based on the following Markup rate for Initial five (5) year Contract Period, Option Year 1 and Option Year 2:

Markup rate(s) – Firm, all-inclusive rate per settled sale (net of refunds) for online debit transactions							
Transactions per year	Contract Period					Option Period	
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 1	Year 2
0 to 500,000 transactions	\$	\$	\$	\$	\$	\$	\$
500,001 to 1,000,000 transactions	\$	\$	\$	\$	\$	\$	\$

1, 000,001 to 5,000,000 transactions	\$	\$	\$	\$	\$	\$	\$
5,000,001 to 10,000,000 transactions	\$	\$	\$	\$	\$	\$	\$
10,000,001 transactions and above	\$	\$	\$	\$	\$	\$	\$

If a transition period is required, the rates for the transition period will be the same as the rates applicable, based on the year's transaction volumes, at the time of the transition period notice issuance.

2.0 Pass-Through Fees

2.1 Pass-Through Fees - Credit Card

2.1.1 Payment Brands Fees

In addition to its Markup, for each Visa or MasterCard (and other brands, such as AMEX, if available and requested), credit card transaction processed, the Contractor will collect an amount that the Contractor must pay to the card issuing banks under the Payment Brands rules. This amount includes the Interchange Fees (or simply "Interchange") described in Annex B, sections 2.1.1.1 – Interchange Fees, and 2.1.1.2 – Other Fees below.

2.1.1.1 Interchange Fees

Interchange fees are set by the Payment Brands based upon a series of Interchange levels that they establish and modify from time to time. Thus, the Interchange fee charged for a given transaction depends on the Interchange level applicable to that transaction; and that Interchange level depends on a number of factors established by the Payment Brands, such as the type of card presented, specific information contained in the transaction, how and when the transaction is processed, the industry and other factors. For a transaction to qualify at any specific Interchange level, the applicable qualification criteria must be met. Note that the Payment Brands may add new Interchange levels and change the Interchange rates and qualification criteria for existing Interchange levels.

Therefore, in addition to its markup, for each Visa or MasterCard (and other brands, such as AMEX, if available and requested), credit card transaction processed, the Contractor will collect the appropriate Target Interchange Rate, specified below. The Target Interchange Rate is the Interchange level that the Contractor applies to transactions under the Contract. It represents the interchange charged by the Payment Brand (Visa or MasterCard (and other brands, such as AMEX, if available and requested)) for a typical Government of Canada transaction, taking into account the most frequent card type used and how it is generally processed.

The Target Interchange Rate is based on the assumption that the majority of transactions will satisfy the criteria established by the Payment Brand rules to meet the Target Qualification Level of “*(to be determined at Contract award)*.” Any modification to the Target Interchange Rate must be mutually agreed upon by the Contractor and Canada, prior to the issuance of an invoice.

If a transaction does not qualify at the Target Qualification Level, it is downgraded and reclassified as Non-Qualified. These transactions garner interchange rates that differ from the Target Rate. As a result, the Contractor must provide an adjustment for processing such transactions, by recovering additional fees or issuing a rebate. The adjustments made must be for the Non-Qualifying Amount, equal to the difference between the Interchange Rate associated with the Target Qualification Level and the Interchange Rate that corresponds with the level, at which, the Non-Qualified transaction was actually processed.

For clarity, proof of each interchange and non-qualifying rate, applicable to the Government of Canada Merchants, must be provided by the Contractor through a Payment Brand website or an official document from the Payment Brand, containing the Payment Brand’s published rates, with certification by the Contracting Authority, or its designated representative and the Project Authority, or its designated representative. Any increases or decreases in these rates, made by the Payment Brands, must be communicated to the Government of Canada ninety (90) days before taking effect or as otherwise stated in the Department of Finance’s Code of Conduct for the Credit and Debit Card Industry in Canada, and prior to it being invoiced. This communication must also refer to an official Payment Brand website or official document from the Payment Brand, containing the new published rates at the Payment Brands, or confirmation of each rate, either verbally or electronically, by the Payment Brands with certification by the Contracting Authority, or its designated representative and the Project Authority, or its designated representative.

2.1.1.2 Other Fees

Other Fees are additional fees charged by Payment Brands to the Contractor. They include, but are not limited to, assessment fees, processing fees, transaction fees, mutually agreed to penalties and any amount that might be added by the Payment Brands and passed along to the Contractor for Government of Canada merchants. Similar to the interchange, the contractor will be paid for the appropriate Other Fees charged by the Payment Brands for each Visa or MasterCard (and other brands, such as AMEX, if available and requested), credit card transaction processed.

For clarity, proof of each other fee, applicable to the Government of Canada Merchants, must be provided by the Contractor through a Payment Brand website or an official document from the Payment Brand, containing the Payment Brand’s published rates, with certification by the Contracting Authority, or its designated representative and the Project Authority, or its designated representative. Any increases or decreases in these rates, made by the Payment Brands, must be communicated to the Government of Canada ninety (90) days before taking effect or as otherwise stated in the Department of Finance’s Code of Conduct for the Credit and Debit Card Industry in Canada, and prior to it being invoiced. This communication must also refer to an official Payment Brand website or official document from the Payment Brand,

containing the new published rates at the Payment Brands, or confirmation of each rate, either verbally or electronically, by the Payment Brands with certification by the Contracting Authority, or its designated representative and the Project Authority, or its designated representative.

2.1.2 Chargeback Fees

The Contractor will be paid the following firm all inclusive chargeback rate, with no additional Markup, as follows:

Firm, All Inclusive, Chargeback rate, per chargeback							
Transaction Type	Contract Period					Option Period	
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 1	Year 2
Acquired	\$	\$	\$	\$	\$	\$	\$
Conveyed	\$	\$	\$	\$	\$	\$	\$

If a transition period is required, the rates for the transition period will be the same as the rates in effect at the time of the transition period notice issuance.

2.2 Pass-Through Fees - Debit Card

In addition to its Markup, for each Interac debit card and Interac Online (and other brands, if available and requested) transaction processed, the Contractor will be reimbursed for a processing fee equal to the amount charged to the Contractor by the Payment Brand.

For clarity, proof of each other fee, applicable to the Government of Canada Merchants, must be provided by the Contractor through a Payment Brand website or an official document from the Payment Brand, containing the Payment Brand's published rates, with certification by the Contracting Authority, or its designated representative and the Project Authority, or its designated representative. Any increases or decreases in these rates, made by the Payment Brands, must be communicated to the Government of Canada ninety (90) days before taking effect or as otherwise stated in the Department of Finance's Code of Conduct for the Credit and Debit Card Industry in Canada, and prior to it being invoiced. This communication must also refer to an official Payment Brand website or official document from the Payment Brand, containing the new published rates at the Payment Brands, or confirmation of each rate, either verbally or electronically, by the Payment Brands with certification by the Contracting Authority, or its designated representative and the Project Authority, or its designated representative.

3.0 Equipment, Software, and Application Rental Fees

The Contractor will be paid a firm all inclusive monthly rate for the rental of each type of equipment / software / application.

The equipment, software and application rental fees, indicated below must include as a minimum:

- Maintenance
- Delivery
- Software upgrades
- Repairs
- Accessories (such as terminal stand, mobile terminal holster)

In order for the firm, all-inclusive, monthly rental fee to apply, the equipment or software must be possessed by the departmental location for the majority of the month (e.g. the monthly rental fee will only apply if the equipment or software is returned after or received before the 15th day of the month).

The Contractor must provide at least one model of each equipment / software application detailed hereunder in sections 3.1, 3.2, and 3.3.

3.1 Point-of-Sale (POS) workstation

During the period of the Contract and any exercised Option, the Contractor will be paid as specified below.

POS workstation Staffed / fixed single	
Model	Contract and Option periods Firm, all-inclusive, monthly rental fee
	\$
	\$
	\$
	\$
	\$

POS Pinpad	
Model	Contract and Option periods Firm, all-inclusive, monthly rental fee
	\$
	\$
	\$
	\$
	\$

POS workstation Wireless / Mobile (long range)

Model	Contract and Option periods Firm, all-inclusive, monthly rental fee
	\$
	\$
	\$
	\$
	\$

POS workstation Wireless / Mobile (short range)	
Model	Contract and Option periods Firm, all-inclusive, monthly rental fee
	\$
	\$
	\$
	\$
	\$

If a transition period is required, the rates for the transition period will be the same as the rates in effect at the time of the transition period notice issuance.

3.2 PC software license

During the period of the Contract and any exercised Option, the Contractor will be paid as specified below.

PC Software		
Type of Software	Contract and Option periods Firm, all-inclusive, one-time setup fee, per setup	Contract and Option periods Firm, all-inclusive, monthly rental fee
	\$	\$
	\$	\$
	\$	\$

If a transition period is required, the rates for the transition period will be the same as the rates in effect at the time of the transition period notice issuance.

3.3 Touch Tone Capture

During the period of the Contract and any exercised Option, the Contractor will be paid as specified below.

Touch Tone Capture	
Application	Contract and Option periods Firm, all-inclusive, monthly rental fee
	\$

Touch Tone Capture – Applicable Transaction Fee	
Application	Contract and Option periods Firm, all-inclusive, transaction fee
	\$

If a transition period is required, the rates for the transition period will be the same as the rates in effect at the time of the transition period notice issuance.

4.0 Interest Fees

During the period of the Contract and any exercised Option, the Contractor will be paid, if applicable, the Contractor will be paid the average monthly Bank of Canada prime business rate (or minus) __ % for the time period between when it gives the Receiver General value and when it recovers value from the card brand to which it conveys transactions (such as AMEX and other brands, if available and requested).

5.0 RGBB Payment Acceptance Solution

The Contractor will be paid as specified below for work performed in accordance with Annex A, Appendix 12 – Receiver General Buy Button.

5.1 RGBB Services on an “as and when-requested” Basis

For the work described in Annex A, Appendix 12, sections 2.4.3 – Change Management Process, 2.4.6 – Training, 3.1 – Ease of transition, 3.2 – RGBB Project Management Approach and Attachment 2 – Implementation Project Milestones, the Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the work, and as per the following, firm, all-inclusive, fixed, daily rates:

Labour categories	Firm, all-inclusive, fixed, daily rate (in Cdn \$)						
	Contract Period					Option Period	
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 1	Year 2

Senior Programmer	\$	\$	\$	\$	\$	\$	\$
Intermediate Programmer	\$	\$	\$	\$	\$	\$	\$
Database and Systems Analysts	\$	\$	\$	\$	\$	\$	\$
Testing officer	\$	\$	\$	\$	\$	\$	\$
Security officer	\$	\$	\$	\$	\$	\$	\$
Technical Writing officer	\$	\$	\$	\$	\$	\$	\$
Project Manager	\$	\$	\$	\$	\$	\$	\$

If a transition period is required, the rates for the transition period will be the same as the rates in effect at the time of the transition period notice issuance.

For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the fixed daily rate must be prorated to reflect the actual time worked.

5.1.1 RGBB Solution Implementation

For Task Authorizations 1.1 to 1.9, specified in Annex A, Appendix 12, Attachment 2 – Implementation Project Milestones the Total Ceiling Price is established base on the following. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

Task Authorization	Task Price
1.1 Project Timeline	\$
1.2 RGBB Solution Modifications Design and development	\$
1.3 Training and Documentation	\$
1.4 RGBB Data Conversion and Migration Test	\$
1.5 RGBB Client Testing	\$
1.6 Mass Data Migration to Production	\$
1.7 RGBB Client Migration	\$
1.8 Migration Contingency	\$
1.9 Project Report	\$
Total Ceiling Price for all tasks	\$

The amounts shown in the Task Authorization table above are estimates only. Minor changes to these estimates will be accepted for billing purposes as the work proceeds, provided that these changes have the prior approval of the Project Authority, and provided that the total estimated cost of Task Authorizations 1.1 to 1.9 do not exceed the aforementioned Ceiling Price.

To calculate the actual price for Task Authorizations 1.1 to 1.9, specified in Annex A, Appendix 12, Attachment 2 – Implementation Project Milestones, the Contractor will charge Canada for each labour category used, based on its quoted, firm, all-inclusive, fixed, daily rate (in Cdn \$), specified in Annex B, section 5.1 – RGBB services on an “as and when-requested basis”, up to a total cost not exceeding the aforementioned ceiling price.

5.1.2 RGBB Changes or Improvements

For the work described in Annex A, Appendix 12, sections 2.4.3 – Change Management Process, 2.4.6 – Training, 3.1.1.2 – Transitions During the Period of Service, and 3.1.1.3 – Transition – Phase out, the Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the work, to a **limitation of expenditure of \$** (to be included at contract award). Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

5.2 Ongoing services

5.2.1 RGBB Online Credit Card Transaction Fees

In addition to the fees specified in Annex B, sections 1.0 – Contractor Markup, and 2.0 – Pass-Through Fees, the Contractor will be paid the following firm, all-inclusive unit RGBB transaction fee for each credit card (Visa, MasterCard and AMEX (and other brands, if available and requested) sale processed by the Contractor, through the RGBB:

RGBB Transaction Fee – Firm, all-inclusive rate per RGBB Credit Card transaction							
Transactions per year	Contract Period					Option Period	
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 1	Year 2
0 to 1,000,000 transactions	\$	\$	\$	\$	\$	\$	\$
1,000,001 to 1,500,000 transactions	\$	\$	\$	\$	\$	\$	\$
1,500,001 to 2,000,000 transactions	\$	\$	\$	\$	\$	\$	\$
2,000,001 to 2,500,000 transactions	\$	\$	\$	\$	\$	\$	\$

2,500,001 transactions and above	\$	\$	\$	\$	\$	\$	\$
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If a transition period is required, the rates for the transition period will be the same as the rates applicable, based on the year's transaction volumes, at the time of the transition period notice issuance.

5.2.2 RGBB Online Debit Card Transaction Fees

In addition to the fees specified in Annex B, sections 1.0 – Contractor Markup, and 2.0 – Pass-Through Fees, the Contractor will be paid the following firm, all-inclusive unit RGBB transaction fee for each debit card (Interac Online and other brands if available and requested) sale processed by the Contractor, through the RGBB:

RGBB Transaction Fee – Firm, all-inclusive rate per RGBB Online Debit Card transaction							
Transactions per year	Contract Period					Option Period	
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 1	Year 2
0 to 500,000 transactions	\$	\$	\$	\$	\$	\$	\$
500,001 to 1,000,000 transactions	\$	\$	\$	\$	\$	\$	\$
1,000,001 to 5,000,000 transactions	\$	\$	\$	\$	\$	\$	\$
5,000,001 to 10,000,000 transactions	\$	\$	\$	\$	\$	\$	\$
10,000,001 transactions and above	\$	\$	\$	\$	\$	\$	\$

If a transition period is required, the rates for the transition period will be the same as the rates applicable, based on the year's transaction volumes, at the time of the transition period notice issuance.

5.2.3 RGBB Client Fees

5.2.3.1 RGBB Client Setup Fees

Upon request to set up an RGBB Client (existing RGBB Client at time of contract award are excluded) from the Project Authority, the Contractor will be paid a firm, all-inclusive, one-time, setup fee per RGBB merchant number, if applicable, of \$_____.

5.2.3.2 RGBB Client Monthly Maintenance Fees

The Contractor will be paid a firm, monthly, all-inclusive maintenance fee per RGBB merchant number, if applicable, of \$ ____.

5.2.3.3 RGBB Client 3D-Secure Fees

The Contractor will be paid a firm, monthly, all-inclusive fee per applicable RGBB merchant number, using 3D-Secure, of \$ ____.

Upon request, from the Project Authority, to set up an RGBB Client with 3D-Secure, the Contractor will be paid a firm, all-inclusive, one-time, setup fee per RGBB merchant number, if applicable, of \$ ____.

5.2.3.4 RGBB Client Pass-through Costs

Upon request by the Project Authority to set up Interac Online through the RGBB API Interface, the Contractor will be reimbursed the expenses it reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and administrative overhead. These expenses will be paid upon submission of a copy of the invoice (supported by receipt vouchers (as applicable)) the contractor or subcontractor receives from Axcsys. These costs may include, but are not limited to the following:

- Access to Axcsys Test Environment (access active until testing is complete and merchant ready to go live)
- Business / Technical Support
- Fee for Certification or Re-Certification Testing
- Activation Fee

Upon request by the Project Authority to set up 3D-secure fraud prevention tools through the RGBB API Interface, the Contractor will be reimbursed the expenses it reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and administrative overhead, per applicable RGBB merchant number. These expenses will be paid upon submission of a copy of the invoice (supported by receipt vouchers (as applicable)) the contractor received from the subcontractor.

6.0 Annual Adjustment for transaction volumes

Either party may request an annual adjustment if the Contract Year's actual volume fell within a different volume range on the Markup Rate and / or RGBB Transaction Fee Charts above.

Should the actual volume at the end of the year differ from the estimated volume range used on that year's invoices, the Markup Fee and / or RGBB transaction fee for the actual volume will be used to calculate the actual line item Contract amount. Any difference between the actual line item Contract amount and the amount paid by the Receiver General (RG) will be settled as a positive or negative adjustment on the Contractor's next invoice.

Based on the Markup Rate(s) and / or RGBB Transaction Fee Charts above, and upon mutual agreement of the yearly adjustment, the Contractor must present the yearly adjustment on the next monthly invoice. Canada or the Contractor may make a request for adjustment:

- a. in the case of a payment other than the final payment, it must be made following the end of the year in which the services were provided, and within thirty (30) days of request.
- b. in the case of a final payment, within thirty (30) days following the date of receipt of a duly completed invoice, or within thirty (30) days following the date on which the adjustment was requested, whichever date is the later.

7.0 Additional Services

This section is only applicable if the option to acquire additional services is exercised by Canada.

The Contractor will be paid as specified below to perform all the work in relation to the required additional services. The below services correspond to the additional services and pricing provided, if any, by the Contractor in its financial bid.

Type of Service	Firm, all-inclusive Fee (subject to downward adjustment)	Fee Frequency
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Type of Service	Firm, all-inclusive Fee (subject to downward adjustment)	Fee Frequency
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Type of Service	Firm, all-inclusive Fee (subject to downward adjustment)	Fee Frequency
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ANNEX “C”

Security and Privacy Requirements

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Acronyms

Acronym	Description
AC	Access Control
AU	Audit & Accountability
CA	Certification and Accreditation
CAS	Card Acceptance Service
CM	Configuration Management
CP	Contingency Planning
GC	Government of Canada
IA	Identification and Authentication
IT	Information Technology
ITSR	IT Security Requirements
MA	System Maintenance
PE	Physical and Environmental Protection
PGS	Policy on Government Security
PL	Security Planning
PP	Policies & Procedures
PS	Personnel Security
RA	Risk Assessment
SA	System and Services Acquisition
SC	Security Function Isolation
SI	System and Information Integrity
TBS	Treasury Board Secretariat

Introduction

This Annex describes the minimum security and privacy requirements that the Contractor should meet to ensure that the security and privacy measures specified in this document are implemented and maintained throughout the operation of the Card Acceptance Service (CAS). These requirements have been developed based on a combination of Government of Canada (GC) security policies and industry best practices.

Certification and Accreditation

The contracted card acceptance service will be subject to the Government of Canada Certification and Accreditation (C&A), now referred to as the Security Assessment and Authorization (SA&A) process. The service must be fully accredited prior to proceeding to full operations. The "Certifier and Accreditor" will be the office of PWGSC Information Technology Security Directorate, Public Works and Government Services Canada (ITSD/PWGSC).

The C&A process is a rigorous review of all the security functionality of the service designed to ensure that appropriate security controls have been established, their functionality has been tested, verified and validated, specific configuration controls have been established to maintain the system, the operational security risks are known and understood and that the operational security risks do not exceed the target risk level of Medium.

The Contractor must, upon the request from the Contracting Authority complete Annex C – Security and Privacy Requirements, Sections 1 and 2 by: (1) indicating (by use of a checkmark next to the corresponding requirement in the validation column) each requirement it satisfies; and (2) providing evidence (e.g. refer to comparable internal/corporate/industry standard/policies) to support each satisfied requirement or a compensating safeguard (e.g. refer to comparable internal/corporate/industry safeguards) to support each unsatisfied requirement.

Facility and Personnel Security

For information on facility and personnel security for Canadian and Foreign suppliers, please refer to PART 7 - RESULTING CONTRACT CLAUSES, Article 3 – Security and Privacy Requirements in its entirety.

The table below outlines the sections of this contract that define the facility and personnel security requirements unique to Canadian and Foreign suppliers.

Contractor/Subcontractor	Security Requirements for Canadian Suppliers	Security Requirements for Foreign Suppliers
Contractors	<ul style="list-style-type: none">• Article 3, Section 3(A) in its entirety• Article 3(C) in its entirety• Annex C [Section 1.4]	<ul style="list-style-type: none">• Article 3, Section 3(B) in its entirety• Article 3(C) in its entirety• Annex C [Section 2]
Subcontractors	<ul style="list-style-type: none">• Article 3, Section 3(A) in its entirety• Article 3(C) in its entirety• Annex C [Section 1.4]	<ul style="list-style-type: none">• Article 3, Section 3(B) in its entirety• Article 3(C) in its entirety• Annex C [Section 2]

1. Security and Privacy Requirements for Canadian and Foreign Suppliers

1.1 Policies & Procedures (PP)

Following table lists the requirements related to the PP domain for the CAS.

Table C-1: PP Requirements List

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
PP-01	POLICY AND PROCEDURES	<ul style="list-style-type: none"> The Contractor develops, disseminates, and reviews/updates a formal, documented policy that addresses purpose, scope, roles, responsibilities, management commitment, coordination among Contractor entities, and compliance for the following at a minimum annually: <ul style="list-style-type: none"> Access Control Security Awareness and Training Audit and Accountability Security Assessment and Authorization Configuration Management Contingency Planning Identification & Authentication Incident Response System Maintenance Media Protection Security Planning Personnel Security Risk Assessment System & Services Acquisition Security Function Isolation System & Information Integrity The Contractor develops, disseminates, and reviews/updates a formal, documented procedures to facilitate the implementation of the policies and associated controls for the following at a minimum annually: 		

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
		<ul style="list-style-type: none"> ○ access control. ○ security awareness and training. ○ audit and accountability. ○ security assessment and authorization. ○ configuration management policy and associated configuration management controls. ○ contingency planning, including an audit cycle for the contingency plan program as the basis of regular reporting to TBS. ○ identification and authentication. ○ incident response including the incorporation of heightened levels of readiness during emergency and heightened IT threat situations in accordance with the TBS Operational Security Standard - Readiness Levels for Federal Government Facilities and the TBS Operational Security Standard - Management of Information Technology Security. ○ information system maintenance. ○ media protection. ○ physical and environmental. ○ security planning. ○ personnel security. ○ risk assessment. ○ system and services acquisition. ○ system and communications protection. ○ system and information integrity. <ul style="list-style-type: none"> • The Contractor must make its generic security policy and procedures available to the Project Authority upon request. 		

1.2 Security Planning (PL)

Following table lists the requirements related to the PL domain for the CAS.

Table C-2: PL Requirements List

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
PL-02	SYSTEM SECURITY PLAN	<ul style="list-style-type: none"> The Contractor develops a security plan for the information system that: <ul style="list-style-type: none"> (a) Is consistent with the organization's enterprise architecture; (b) Explicitly defines the authorization boundary for the system; (c) Describes the operational context of the information system in terms of missions and business processes; (d) Provides the security categorization of the information system including supporting rationale; (e) Describes the operational environment for the information system; (f) Describes relationships with or connections to other information systems; (g) Provides an overview of the security control requirements for the system; (h) Describes the security controls in place or planned for meeting those requirements including a rationale for the tailoring and supplementation decisions; and (i) Is reviewed and approved by the authorizing official or designated representative prior to plan implementation. The Contractor reviews the security plan for the information system at a minimum annually. The Contractor updates the plan to address changes to the information system/environment of operation or problems identified during plan implementation or security control assessments. 		
PL-02-01	SYSTEM SECURITY PLAN	<ul style="list-style-type: none"> The Contractor must: 		

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
		<p>(a) Develop a security Concept of Operations (CONOPS) for the information system containing, at a minimum:</p> <ul style="list-style-type: none"> ○ (i) the purpose of the system; ○ (ii) a description of the system architecture; ○ (iii) the security authorization schedule; and ○ (iv) the security categorization and associated factors considered in determining the categorization; and <p>(b) Review and update the CONOPS as required.</p> <ul style="list-style-type: none"> • The Contractor develops a functional architecture for the information system that identifies and maintains: <ul style="list-style-type: none"> (a) External interfaces, the information being exchanged across the interfaces, and the protection mechanisms associated with each interface; (b) User roles and the access privileges assigned to each role; (c) Unique security control requirements; (d) Types of information processed, stored, or transmitted by the information system and any specific protection needs in accordance with applicable GC legislation and TBS policies, directives and standards; and (e) Restoration priority of information or information system services. 		
PL-04	RULES OF BEHAVIOUR	<ul style="list-style-type: none"> • The Contractor: <ul style="list-style-type: none"> ○ establishes and makes readily available to all information system users, the rules that describe their responsibilities and expected behaviour with regard to information and information system usage; ○ receives signed acknowledgment from users indicating that they have read, understand, and agree to abide by the rules of behaviour, before authorizing access to information and the 		

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
		<p>information system; and</p> <ul style="list-style-type: none"> includes in the rules of behaviour, explicit restrictions on the use of social networking sites, posting information on commercial websites, and sharing information system account information. 		

1.3 Physical & Environmental Protection (PE)

Following table lists the requirements related to the PE domain for the CAS.

Table C-3: PE Requirements List

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
PE-09	POWER EQUIPMENT AND POWER CABLING	<ul style="list-style-type: none"> The Contractor protects power equipment and power cabling for the information system from damage and destruction. 		
PE-10	EMERGENCY SHUTOFF	<ul style="list-style-type: none"> The Contractor provides the capability of shutting off power to the information system or individual system components in emergency situations. The Contractor places emergency shutoff switches or devices in location by information system or system component to facilitate safe and easy access for personnel. The Contractor protects emergency power shutoff capability from unauthorized activation. 		
PE-11	EMERGENCY POWER	<ul style="list-style-type: none"> The Contractor provides a short-term uninterruptible power supply to facilitate an orderly shutdown of the information system in the event of a primary power source loss. 		

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
PE-12	EMERGENCY LIGHTING	<ul style="list-style-type: none"> The Contractor employs and maintains automatic emergency lighting for the information system that activates in the event of a power outage or disruption and that covers emergency exits and evacuation routes within the facility. 		
PE-13	FIRE PROTECTION	<ul style="list-style-type: none"> The Contractor employs and maintains fire suppression and detection devices/systems for the information system that are supported by an independent energy source. 		
PE-14	TEMPERATURE AND HUMIDITY CONTROLS	<ul style="list-style-type: none"> The Contractor maintains temperature and humidity levels within the facility where the information system resides at acceptable levels. 		
PE-14-01	TEMPERATURE AND HUMIDITY CONTROLS	<ul style="list-style-type: none"> The Contractor employs temperature and humidity monitoring that provides an alarm or notification of changes potentially harmful to personnel or equipment. 		
PE-15	WATER DAMAGE PROTECTION	<ul style="list-style-type: none"> The Contractor protects the information system from damage resulting from water leakage by providing master shutoff valves that are accessible, working properly, and known to key personnel. 		
PE-16	DELIVERY AND REMOVAL	<ul style="list-style-type: none"> The Contractor authorizes, monitors, and controls types of information system components entering and exiting the facility and maintains records of those items. 		
PE-17	ALTERNATE WORK SITE	<ul style="list-style-type: none"> The Contractor: <ul style="list-style-type: none"> employs management, operational, and technical information system security controls at alternate work sites; assesses the effectiveness of security controls at alternate work sites; and 		

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
PE-18	LOCATION OF INFORMATION SYSTEM COMPONENTS	<ul style="list-style-type: none"> provides a means for employees to communicate with information security personnel in case of security incidents or problems. The Contractor positions information system components within the facility to minimize potential damage from physical and environmental hazards and to minimize the opportunity for unauthorized access. 		

1.4 Personnel Security (PS)

Following table lists the requirements related to the PS domain for the CAS.

Table C-4: PS Requirements List

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
PS-03	PERSONNEL SCREENING	<ul style="list-style-type: none"> The Contractor screens individuals prior to authorizing access to the information system in accordance with the <i>TBS Personnel Security Standard</i>. The Contractor rescreens individuals according to conditions requiring rescreening. For Foreign Contractors, see Section 2 – Security and Privacy Requirements for Foreign Suppliers (Personnel Screening). 		
PS-04	PERSONNEL TERMINATION	<ul style="list-style-type: none"> The Contractor, upon termination of individual employment, terminates information system access. The Contractor, upon termination of individual employment, conducts exit interviews. The Contractor, upon termination of individual employment, retrieves all security-related organizational information system-related property. The Contractor, upon termination of individual employment retains access to organizational information and information systems in accordance with the TBS Personnel Security Standard. 		
PS-06	ACCESS AGREEMENTS	<ul style="list-style-type: none"> The Contractor ensures that individuals requiring access to organizational information and information systems sign appropriate access agreements prior to being granted access. 		

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
PS-06-01	ACCESS AGREEMENTS	<ul style="list-style-type: none"> The Contractor reviews/updates the access agreements when necessary. The Contractor ensures that access to information with special protection measures is granted only to individuals who: <ul style="list-style-type: none"> (a) Have a valid access authorization that is demonstrated by assigned official government duties; (b) Satisfy associated personnel security criteria; and (c) Have read, understood, and signed a nondisclosure agreement. 		
PS-07	THIRD-PARTY PERSONNEL SECURITY	<ul style="list-style-type: none"> The Contractor establishes personnel security control requirements including security roles and responsibilities for third-party providers. The Contractor documents personnel security control requirements. The Contractor monitors provider compliance. The Contractor ensures security screening of private sector organizations and individuals who have access to Protected information and assets. The Contractor explicitly defines government oversight and end-user roles and responsibilities relative to third-party provided services in accordance with the TBS Security and Contracting Management Standard. 		
PS-08	PERSONNEL SANCTIONS	<ul style="list-style-type: none"> The Contractor employs a formal sanctions process for personnel failing to comply with established information security policies and procedures. 		

1.5 Audit & Accountability (AU)

Following table lists the requirements related to the AU domain for the CAS.

Table C-5: AU Requirements List

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
AU-07	AUDIT REDUCTION AND REPORT GENERATION	<ul style="list-style-type: none"> The Contractor ensures that the information system provides an audit reduction and report generation capability. 		
AU-07-01	AUDIT REDUCTION AND REPORT GENERATION	<ul style="list-style-type: none"> The Contractor ensures that the information system provides the capability to automatically process audit records for events of interest based on selectable event criteria. 		

1.6 Contingency Planning (CP)

Following table lists the requirements related to the CP domain for the CAS.

Table C-8: CP Requirements List

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
CP-06	ALTERNATE STORAGE SITE	<ul style="list-style-type: none"> The Contractor establishes an alternate storage site including necessary agreements to permit the storage and recovery of information system backup information. The Contractor identifies an alternate storage site that is separated from the primary storage site so as not to be susceptible to the same hazards. 		

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
CP-07	ALTERNATE PROCESSING SITE	<ul style="list-style-type: none"> The Contractor establishes an alternate processing site including necessary agreements to permit the resumption of information system operations for essential missions and business functions within the time period consistent with recovery time objectives when the primary processing capabilities are unavailable. The Contractor identifies an alternate processing site that is separated from the primary processing site so as not to be susceptible to the same hazards. 		
CP-07-01	ALTERNATE PROCESSING SITE	<ul style="list-style-type: none"> The Contractor ensures that the alternate processing site provides information security measures equivalent to that of the primary site. 		
CP-08	TELECOMMUNICATIONS SERVICES	<ul style="list-style-type: none"> The Contractor establishes alternate telecommunications services including necessary agreements to permit the resumption of information system operations for essential missions and business functions within time period (as per the contingency plan) when the primary telecommunications capabilities are unavailable. 		
CP-08-01	TELECOMMUNICATIONS SERVICES	<ul style="list-style-type: none"> The Contractor: <ul style="list-style-type: none"> (a) Develops primary and alternate telecommunications service agreements that contain priority-of-service provisions in accordance with the Contractor's availability requirements; and (b) Requests Telecommunications Service Priority for all telecommunications services used for national security emergency preparedness in the event that the primary and/or alternate telecommunications services are provided by a common carrier. The Contractor obtains alternate telecommunications 		

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
		<p>services with consideration for reducing the likelihood of sharing a single point of failure with primary telecommunications services.</p> <ul style="list-style-type: none"> The Contractor obtains alternate telecommunications Contractors that are separated from primary Contractors so as not to be susceptible to the same hazards. 		
CP-10	INFORMATION SYSTEM RECOVERY AND RECONSTITUTION	<ul style="list-style-type: none"> The Contractor provides for the recovery and reconstitution of the information system to a known state after a disruption, compromise, or failure. 		
CP-10-01	INFORMATION SYSTEM RECOVERY AND RECONSTITUTION	<ul style="list-style-type: none"> The Contractor ensures that the information system implements transaction recovery for systems that are transaction-based. The Contractor provides the capability to re-image information system components within the restoration time-period(s) from configuration-controlled and integrity-protected disk images representing a secure, operational state for the components. The Contractor protects backup and restoration hardware, firmware, and software. 		

1.7 Identification & Authentication (IA)

Following table lists the requirements related to the IA domain for the CAS.

Table C-5: IA Requirements List

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
IA-03	DEVICE IDENTIFICATION AND AUTHENTICATION	<ul style="list-style-type: none"> The Contractor ensures that the information system uniquely identifies and authenticates all devices before establishing a connection. 		
IA-03-01	DEVICE IDENTIFICATION AND AUTHENTICATION	<ul style="list-style-type: none"> The Contractor ensures that the information system authenticates devices before establishing remote and wireless network connections using bidirectional authentication between devices that is cryptographically based. The Contractor standardizes, with regard to dynamic address allocation, DHCP lease information and the time assigned to devices, and audits lease information when assigned to a device. 		
IA-06	AUTHENTICATOR FEEDBACK	<ul style="list-style-type: none"> The Contractor ensures that the information system obscures feedback of authentication information during the authentication process to protect the information from possible exploitation/use by unauthorized individuals. 		
IA-08	IDENTIFICATION AND AUTHENTICATION (NON- CONTRACTOR USERS)	<ul style="list-style-type: none"> The Contractor ensures that the information system uniquely identifies and authenticates non-Contractor users (or processes acting on behalf of non-Contractor users). 		

Table C-6: RA Requirements List

1.8 System & Services Acquisition (SA)

Following table lists the requirements related to the SA domain for the CAS.

Table C-11: SA Requirements List

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
SA-02	ALLOCATION OF RESOURCES	<ul style="list-style-type: none"> The Contractor includes a determination of information security control requirements for the information system in mission/business process planning. The Contractor determines, documents, and allocates the resources required to protect the information system as part of its capital planning and investment control process. The Contractor establishes a discrete line item for information security in Contractor programming and budgeting documentation. 		
SA-04	ACQUISITIONS	<ul style="list-style-type: none"> The Contractor includes security functional requirements and/or specifications, explicitly or by reference, in information system acquisition contracts based on an assessment of risk and in accordance with applicable GC legislation and TBS policies, directives and standards. The Contractor includes security-related documentation, requirements and/or specifications, explicitly or by reference, in information system acquisition contracts based on an assessment of risk and in accordance with the TBS Security and Contracting Management Standard The Contractor includes the development and evaluation-related requirements and/or specifications, explicitly or by reference, in information system acquisition contracts based on an assessment of risk and in accordance with applicable GC legislation and TBS policies, directives and 		

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
SA-04-01	ACQUISITIONS	<p>standards.</p> <ul style="list-style-type: none"> The Contractor requires in acquisition documents that vendors/Contractors provide information describing the functional properties of the security controls to be employed within the information system, information system components, or information system services in sufficient detail to permit analysis and testing of the controls. The Contractor requires in acquisition documents, that information system components are delivered in a secure, documented configuration, and that the secure configuration is the default configuration for any software reinstalls or upgrades. 		
SA-05	INFORMATION SYSTEM DOCUMENTATION	<ul style="list-style-type: none"> The Contractor obtains, protects as required, and makes available to authorized personnel, administrator documentation for the information system that describes: <ul style="list-style-type: none"> Secure configuration, installation, and operation of the information system; Effective use and maintenance of security features/functions; Known vulnerabilities regarding configuration and use of administrative (i.e., privileged) functions. User-accessible security features/functions and how to effectively use those security features/functions; Methods for user interaction with the information system, which enables individuals to use the system in a more secure manner; and User responsibilities in maintaining the security of the information and information system. 		

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
SA-06	SOFTWARE USAGE RESTRICTIONS	<ul style="list-style-type: none">The Contractor uses software and associated documentation in accordance with contract agreements and copyright laws.		

1.9 Security Function Isolation (SC)

Following table lists the requirements related to the SC domain for the CAS.

Table C-12: SC Requirements List

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
SC-05	DENIAL OF SERVICE PROTECTION	<ul style="list-style-type: none">The Contractor ensures that the information system protects against or limits the effects of the various types of denial of service attacks.		
SC-05-01	DENIAL OF SERVICE PROTECTION	<ul style="list-style-type: none">The Contractor ensures that the information system manages excess capacity, bandwidth, or other redundancy to limit the effects of information flooding types of denial of service attacks.		
SC-08	TRANSMISSION INTEGRITY	<ul style="list-style-type: none">The Contractor ensures that the information system protects the integrity of transmitted information in accordance with section 6.1 of Technical Supply Chain Guidelines (TSCG)-01: Contracting Clauses For Telecommunications Equipment and Services.		
SC-08-01	TRANSMISSION INTEGRITY	<ul style="list-style-type: none">The Contractor employs cryptographic mechanisms to recognize changes to information during transmission unless otherwise protected by alternative physical measures.		
SC-14	PUBLIC ACCESS	<ul style="list-style-type: none">The Contractor ensures that the information system		

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
	PROTECTIONS	protects the integrity and availability of publicly available information and applications.		
SC-17	PUBLIC KEY INFRASTRUCTURE CERTIFICATES	<ul style="list-style-type: none"> The Contractor issues public key certificates under a certificate policy or obtains public key certificates under an appropriate certificate policy from an approved Contractor. 		
SC-18	MOBILE CODE	<ul style="list-style-type: none"> The Contractor: <ul style="list-style-type: none"> (a) defines acceptable and unacceptable mobile code and mobile code technologies; (b) establishes usage restrictions and implementation guidance for acceptable mobile code and mobile code technologies; and (c) authorizes, monitors, and controls the use of mobile code within the information system. 		
SC-18-01	MOBILE CODE	<ul style="list-style-type: none"> The Contractor ensures the acquisition, development, and/or use of mobile code to be deployed in information systems meets defined mobile code requirements. The Contractor ensures that the information system implements: <ul style="list-style-type: none"> detection and inspection mechanisms to identify unauthorized mobile code and takes corrective actions, when necessary; prevents the download and execution of prohibited mobile code; and prevents the automatic execution of mobile code in software applications and requires defined actions prior to executing the code. 		
SC-23	SESSION AUTHENTICITY	<ul style="list-style-type: none"> The Contractor ensures that the information system provides mechanisms to protect the authenticity of communications sessions. 		

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
SC-23-01	SESSION AUTHENTICITY	<ul style="list-style-type: none"> The Contractor ensures that the information system: <ul style="list-style-type: none"> invalidates session identifiers upon user logout or other session termination; provides a readily observable logout capability whenever authentication is used to gain access to web pages; generates a unique session identifier for each session and recognizes only session identifiers that are system-generated; and generates unique session identifiers randomly. 		
SC-28	PROTECTION OF INFORMATION AT REST	<ul style="list-style-type: none"> The Contractor ensures that the information system protects the confidentiality and integrity of information at rest. 		

1.10 Access Control (AC)

Following table lists the requirements related to the AC domain for the CAS.

Table C-7: AC Requirements List

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
AC-09	PREVIOUS LOGON (ACCESS) NOTIFICATION	<ul style="list-style-type: none"> The Contractor ensures that the information system notifies the user, upon successful logon (access), of the date and time of the last logon (access). 		
AC-09-01	PREVIOUS LOGON (ACCESS) NOTIFICATION	<ul style="list-style-type: none"> The Contractor ensures that the information system notifies the user <ul style="list-style-type: none"> upon successful logon/access, of the number of unsuccessful logon/access attempts since the last successful logon/access; number of unsuccessful logon/access attempts during a system configurable time period; and security-related changes to the user's account during a system configurable time period. 		
AC-14	PERMITTED ACTIONS WITHOUT IDENTIFICATION OR AUTHENTICATION	<ul style="list-style-type: none"> The Contractor permits specific user actions to be performed without identification and authentication only to the extent necessary to accomplish mission/business objectives. The Contractor documents and provides supporting rationale in the operations security plan for the information system, user actions not requiring identification and authentication. 		
AC-16	SECURITY ATTRIBUTES	<ul style="list-style-type: none"> The Contractor ensures that the information system supports and maintains the binding of security attributes to information in storage, in process, and in transmission. 		
AC-16-01	SECURITY ATTRIBUTES	<ul style="list-style-type: none"> The Contractor ensures that the information system 		

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
		<p>allows authorized entities to change security attributes.</p> <ul style="list-style-type: none"> The Contractor ensures that the information system allows authorized users to associate security attributes with information. The Contractor ensures that the information system displays security attributes in human-readable form on each object output from the system to system output devices to identify special dissemination, handling, or distribution instructions using human readable, standard naming conventions. 		
AC-20-01	USE OF EXTERNAL INFORMATION SYSTEMS	<ul style="list-style-type: none"> The Contractor permits authorized individuals to use an external information system to access the information-system or to process, store, or transmit organization-controlled information only when the Contractor: <ul style="list-style-type: none"> (a) Can verify the implementation of required security controls on the external system as specified in the Contractor's information security policy and security plan; or (b) Has approved information system connection or processing agreements with the Contractor entity hosting the external information system. The Contractor limits the use of organization-controlled portable storage media by authorized individuals on external information systems. 		
AC-21	USER-BASED COLLABORATION AND INFORMATION SHARING	<ul style="list-style-type: none"> The Contractor: <ul style="list-style-type: none"> o facilitates information sharing by enabling authorized system operators and privileged users to determine whether access authorizations assigned to the sharing partner match the access restrictions on the information for information sharing circumstances; and 		

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
		<ul style="list-style-type: none"> employs organization-defined information sharing circumstances and mechanisms or manual processes required to assist system operators and privileged users in making information sharing/collaboration decisions. 		
AC-21-01	USER-BASED COLLABORATION AND INFORMATION SHARING	<ul style="list-style-type: none"> The Contractor ensures, through written agreements, the appropriate safeguarding of sensitive information shared with other governments and organizations. 		
AC-22	PUBLICLY ACCESSIBLE CONTENT	<ul style="list-style-type: none"> The Contractor: <ul style="list-style-type: none"> designates individuals authorized to post information onto a Contractor information system that is publicly accessible; trains authorized individuals to ensure that publicly accessible information does not contain confidentially sensitive information; reviews the proposed content of publicly accessible information for confidentially sensitive information prior to posting onto the Contractor's information system; reviews the content on the publicly accessible Contractor information system for confidentially sensitive information at a minimum annually; and removes confidentially sensitive information from the publicly accessible Contractor information system, if discovered. 		

1.11 System Maintenance (MA)

Following table lists the requirements related to the MA domain for the CAS.

Table C-14: MA Requirements List

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
MA-03	MAINTENANCE TOOLS	<ul style="list-style-type: none"> The Contractor approves, controls, monitors the use of, and maintains on an ongoing basis, information system maintenance tools. 		
MA-03-01	MAINTENANCE TOOLS	<ul style="list-style-type: none"> The Contractor checks all media containing diagnostic and test programs for malicious code before the media are used in the information system. 		
MA-06	TIMELY MAINTENANCE	<ul style="list-style-type: none"> The Contractor obtains maintenance support and/or spare parts for security-critical information system components and/or key information technology components within a time period (noted in continuity plan) of failure. 		

1.12 System & Information Integrity (SI)

Following table lists the requirements related to the SI domain for the CAS.

Table C-15: SI Requirements List

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
SI -08	SPAM PROTECTION	<ul style="list-style-type: none"> The Contractor: <ul style="list-style-type: none"> employs spam protection mechanisms at information system entry and exit points and at workstations, servers, or mobile computing devices on the network to detect and take action on unsolicited messages transported by electronic mail, electronic mail attachments, web accesses, 		

ID	Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
		<ul style="list-style-type: none"> or other common means; and updates spam protection mechanisms (including signature definitions) when new releases are available in accordance with Contractor configuration management policy and procedures. 		
SI-08-01	SPAM PROTECTION	<ul style="list-style-type: none"> The Contractor centrally manages spam protection mechanisms. The Contractor ensures that the information system automatically updates spam protection mechanisms (including signature definitions). 		
SI-09	INFORMATION INPUT RESTRICTIONS	<ul style="list-style-type: none"> The Contractor restricts the capability to input information to the information system to authorized personnel. 		
SI-10	INFORMATION INPUT VALIDATION	<ul style="list-style-type: none"> The Contractor ensures that the information system checks the validity of information inputs. 		
SI-11	ERROR HANDLING	<ul style="list-style-type: none"> The Contractor ensures that the information system: <ul style="list-style-type: none"> identifies potentially security-relevant error conditions; generates error messages that provide information necessary for corrective actions without revealing sensitive or potentially harmful information in error logs and administrative messages that could be exploited by adversaries; and reveals error messages only to authorized personnel. 		

2. Security and Privacy Requirements for Foreign Suppliers

Following table lists the requirements related to foreign suppliers for the CAS.

Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
OPERATIONAL SECURITY	<ul style="list-style-type: none"> The Contractor must ensure that all activities carried out in relation to Annex C - Security and Privacy Requirements provides comparable levels of protection to those identified in GC policies as well as meets or exceeds industry standard or best practice (e.g. ISO 27001), whichever is greater. The Contractor must, upon request by the Contracting Authority, provide proof of compliance with legislation in the country of operation which may include, but is not limited to, compliance with national laws concerning privacy protection, adherence to tax laws, incorporation regulations, labour laws. The Contractor must identify an authorized Company Security Officer (CSO) to be responsible for overseeing the privacy and security requirements of Personal Information processed as a result of the Contract. This individual will be the point of contact for privacy and security matters, in collaboration with the Contracting Authority as well as to work with the Contracting Authority for Access to Information (ATIP) requests. The CSO will be accountable for monitoring the application of privacy and security practices and responding to audit comments. Further information on the appointment of and responsibilities of a CSO can be found at: http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch1/intro-eng.html#ch1-103. The Contractor must assign a principal IT security contact with a functional reporting relationship to security management who will ensure that the following functions are performed: <ul style="list-style-type: none"> (a) Establish and manage the Contractor's IT security program as part of the overall security approach; (b) Identify, define and document information system security roles and responsibilities; (c) Make recommendations regarding approval of all contracts for external 		

Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
	<p>providers of IT security services;</p> <p>(d) Work with program and service delivery managers to ensure their IT security needs are met, provide advice on safeguards and advise of potential impacts of new and existing threats and on the residual risk of a program or service;</p> <p>(e) Monitor departmental compliance with security standards; and</p> <p>(f) Establish an effective process to manage IT security incidents, and monitor compliance.</p>		
DOCUMENT SAFEGUARDING PLAN (DSP)	<p>(a) The Contractor must complete and provide a Document Safeguarding Plan (DSP) which addresses the following requirements:</p> <ul style="list-style-type: none"> (i) How personal data and the privacy of Government of Canada users is to be safeguarded and maintained; (ii) How privacy procedures and policies will be coordinated and controlled, and who will be accountable amongst the organizations involved in providing those services, particularly if some of those organizations are located outside of Canada and cross-border data flow is necessary; (iii) What personal data is to be collected on Government of Canada users and for what purpose that data is being collected; (iv) How that data is to be processed, how long it will be retained, and if it will be shared with any other organizations; (v) What measures will be put in place to ensure Government of Canada users are aware that their personal data is being collected and that they provide consent to allow such collection; (vi) What measures will be put in place to ensure Government of Canada users may rectify, erase, change, or challenge any personal data that may be incorrect; and (vii) What specific Privacy Laws will apply in the event that cross-border data flow occurs, and what mechanisms will be in place to ensure that privacy is maintained in the event that such cross-border data flows occur. <p>(b) A data flow diagram addressing the following:</p> <ul style="list-style-type: none"> (i) A description of which data elements will flow to which organizations and facilities; and (ii) A list of the national Privacy Laws to which each organization is subject. 		

Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
	<p>(c) A preliminary Privacy Breach Protocol addressing the following:</p> <ul style="list-style-type: none"> (i) A description on how any privacy breaches will be identified, reported and mitigated; (ii) The national privacy supervisory authority that will be contacted in the event of a privacy breach involving a cross-border data flow; and (iii) The national Privacy Law that will take precedence in the event of a breach involving cross-border data flow. <ul style="list-style-type: none"> The Project Authority reserves the right to make reasonable amendments to the DSP and Security Plan as required. If a law changes in a country in which the Contractor is operating that impacts the DSP, in addition to any other obligations in the Contract, the Contractor must notify the Project Authority immediately and provide an update to the DSP within sixty (60) calendar days. 		
PERSONNEL RECRUITMENT	<ul style="list-style-type: none"> The Contractor is responsible for recruitment of personnel. The Contractor must maintain an updated list which clearly identifies personnel by name, title, responsibility, completed training, and facility and systems access levels as set out by Annex C: Security and Privacy Requirements. The Contractor must submit the list to the Project Authority when requested. The Contractor must keep an employee record file which can demonstrate that the personnel have the necessary qualifications to perform the work. Such employee record file must be submitted to the Project Authority upon request. 		
PERSONNEL SCREENING	<ul style="list-style-type: none"> The Contractor screens individuals prior to authorizing access to the information system as per the following conditions: The Contractor must perform a security screening of all its personnel who will need access to Personal Information. The Contractor must conduct the following checks as part of the security screening process and provide the information to the Project Authority for each employee upon request: 		

Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
	<p>a) Identity check</p> <ul style="list-style-type: none"> i. Copies of two of valid original pieces of government issued identity documentation, one of which must include a photo ii. Surname (last name) iii. Full given names (first name) – underline or circle usual name used iv. Family name at birth v. All other names used (aliases) vi. Name changes 1. Must include the name they changed from and the name they changed to, the place of change and the institution changed through vii. Sex viii. Date of birth ix. Place of birth (city, province/state/region, and country) x. Citizenship(s) xi. Marital status/common-law partnership <ul style="list-style-type: none"> 1. Current Status (married, common-law, separated, widowed, divorced, single) 2. All current spouses (if applicable) <ul style="list-style-type: none"> a. Surname (last name) b. Full given names (first name) – underline or circle usual name used c. Date and duration of marriage/common-law partnership d. Date of birth e. Family name at birth f. Place of birth (city, province/state/region, and country) g. Citizenship <p>b) Residency check</p> <ul style="list-style-type: none"> i. The last five (5) years of residency history starting from most recent with no gaps in time <ul style="list-style-type: none"> 1. Apartment number, street number, street name, city, province or state, postal code or zip code, country, from-to dates <p>c) Educational check</p>		

Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
	<ul style="list-style-type: none"> i. The educational establishments attended and the corresponding dates d) Employment history check <ul style="list-style-type: none"> i. The last five (5) years of employment history starting from most recent with no gaps in time ii. Three (3) employment reference checks from the last five (5) years e) Criminal records check: <ul style="list-style-type: none"> i. report(s) containing all criminal convictions for the last five (5) years in and outside of the candidate's country of residence f) Credit check report where available. • During the contract, the Contractor must provide the Project Authority with an updated criminal record check and credit check report for all or any personnel upon request, at the Contracting Authority's discretion. • The Contractor must keep the security screening documentation on file and available to the Contracting Authority for each employee for a period of ten (10) years following the initial offer of employment. • The Contractor rescreens individuals according to conditions requiring rescreening. 		
SECURITY AUDIT	<ul style="list-style-type: none"> • Annually, the Contractor must conduct an internal audit of the service to confirm ongoing compliance with the contracted requirements and deliver results to the Project Authority. If requested by the Contracting Authority, the Contractor must provide to the GC (or the GC's authorized representative), full access to its premises, its network, and all databases storing the GC's data or data related to the Contract at all reasonable times, refer to guidelines in section 6.6 of the Technology Supply Chain Guidelines (TSCG)-01. If Canada identifies any security deficiencies during any audit, the Contractor must immediately correct the deficiencies at its own expense. The Contractor agrees that all of the above is equally applicable to any/all associated sub-contractors involved with the system / service. 		

Requirement Title	Description	Validation	Supporting Evidence / Compensating Safeguard
PRIVACY BREACH RESPONSE	<ul style="list-style-type: none"> For each Contractor involved in delivering the required services, the Contractor must deliver a final Privacy Breach Protocol within 90 days of Contract award that is approved by the Project Authority as part of their incident management processes for the handling of any privacy related incidents. The privacy breach must also be described in the Document Safeguarding Plan (DSP), which must include details on how any privacy breaches will be identified, reported and mitigated. The Contractor must notify the Contracting Authority immediately of any security or privacy breaches; for example, any time an unauthorized individual accesses any personal information. The Contractor must maintain the DSP and may also be required to submit an updated DSP to the Project Authority in the event that there is a privacy breach of any other occurrence which impacts the principles of the DSP, in addition to any other obligations in the Contract. 		

SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		Public Works and Government Services Canada		2. Branch or Directorate / Direction générale ou Direction Pub			
3. a) Subcontract Number / Numéro du contrat de sous-traitance			3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant				
4. Brief Description of Work / Brève description du travail Publ icibWbor k sabWls nufæsdGavur dour sr iGadVh Qbsr cciWls bosr niarh icdSC/C & bahr uc iour qviur n) dVh nr biasdun cdk c mdnr ahubveh GiWls bocdk nr l isr c bobVWV ahubveh ah Rr sr il r uGr W udkBvy BvabWdVh Gdydbk ah Rr sr il r uGr W udk							
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?				<input checked="" type="checkbox"/>	No Non	<input type="checkbox"/>	Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?				<input checked="" type="checkbox"/>	No Non	<input type="checkbox"/>	Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis							
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)				<input type="checkbox"/>	No Non	<input checked="" type="checkbox"/>	Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.				<input checked="" type="checkbox"/>	No Non	<input type="checkbox"/>	Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?				<input checked="" type="checkbox"/>	No Non	<input type="checkbox"/>	Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès							
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>		Foreign / Étranger <input type="checkbox"/>			
7. b) Release restrictions / Restrictions relatives à la diffusion							
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>		No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>			
Not releasable À ne pas diffuser <input type="checkbox"/>							
Restricted to: / Limité à : <input type="checkbox"/>		Restricted to: / Limité à : <input type="checkbox"/>		Restricted to: / Limité à : <input type="checkbox"/>			
Specify country(ies): / Préciser le(s) pays :		Specify country(ies): / Préciser le(s) pays :		Specify country(ies): / Préciser le(s) pays :			
7. c) Level of information / Niveau d'information							
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>		NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>		PROTECTED A PROTÉGÉ A <input type="checkbox"/>			
PROTECTED B PROTÉGÉ B <input type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>		PROTECTED B PROTÉGÉ B <input type="checkbox"/>			
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>		PROTECTED C PROTÉGÉ C <input type="checkbox"/>			
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>		CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>			
SECRET SECRET <input type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>		SECRET SECRET <input type="checkbox"/>			
TOP SECRET TRÈS SECRET <input type="checkbox"/>				TOP SECRET TRÈS SECRET <input type="checkbox"/>			
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>				TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			



PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- | | | | |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET- SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |

Special comments:

Commentaires spéciaux : _____

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes
Non Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? ☒ No ☐ Yes
Non Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☐ No ☒ Yes
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No ☐ Yes
Non Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☒ No ☐ Yes
Non Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☐ No ☒ Yes
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☐ No ☒ Yes
Non Oui



PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIEL		TRÈS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL		COSMIC TRÈS SECRET	A	B	C	CONFIDENTIEL		TRÈS SECRET
Information / Assets Renseignements / Biens	✓															
Production																
IT Media / Support TI	✓															
IT Link / Lien électronique	✓															

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Peacock, Ryan	Finance Officer	

Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
Publ i d W b o b	Publ i d W b i	Rbl i c W b o r o k s c a n d o i n o i o b	

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Pu d i d W r k s i a	Pu	

Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
819-956-0639	819-934-1449	Rbl i c W b i s a s n d k b G v k d b W b W u	

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?
Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

☐ No / Non ☐ Yes / Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature

Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature

Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

Attachment 1 – SRCL Security Classification Guide

SRCL Clarifications

The Protected information for this project is to be treated and processed as Personal Information

Part C, 11 (e):

- Only the RGBB component of this requirement will have an IT link between the supplier's system and government department / agencies.

Description of the Data Flow

Refer to Figure 1 – Card Acceptance Data Flow

1. Customer – Departments' Systems
 - a. Customer enters his payment information directly into the departmental system (e.g. web storefront or payment application).
 - b. Customer receives a receipt directly from the departmental system.
2. Customer - RGBB
 - a. Customer is transferred from the departmental system to the RGBB Hosted Payment Page Interface, where he enters his payment information directly into the RGBB, hosted by the contractor (or its subcontractor).
 - b. A standard or a customized receipt is returned to the customer from the RGBB.
3. Customer – Authorized Departmental Users
 - a. Customer provides his payment information to an authorized departmental user, either in-person, by mail or by phone.
 - b. Customer receives a receipt from the authorized departmental user
4. Customer inserts his payment card into a credit card point-of-sale (POS) terminal and enters his PIN to validate. Upon approval, a receipt is produced by the POS terminal and returned to the customer
5. Departmental system communicates with the RGBB using an application programming interface.
6. An authorized departmental user inputs the customer's payment information into the RGBB using the Virtual Point-of Sale (VPOS) interface. The authorized departmental user is returned a customer receipt from the RGBB as well as transaction details through the RGBB online reporting tool.
7. The authorized departmental user inputs the customer payment information in the POS device (POS terminal, Touch Tone Capture system). Upon approval, a receipt is produced by the POS terminal.
8. Departmental system interfaces with a third party payment gateway to process transactions. Though the RGBB is mandatory for all departments processing credit and debit card payments through integrated solutions, some exemptions to this mandate exist, in cases where the RGBB cannot service a department's requirements.
9. The RGBB passes transactions to the Card Acceptance Acquirer for authorization and settlement.
10. POS device passes transaction information to the Card Acceptance Acquirer for authorization and settlement.
11. Third party payment gateway interfaces with the Card Acceptance Acquirer for authorization and settlement.
12. The Card Acceptance Acquirer connects with Financial Institutions (FIs) for authorization and settlement, through the card networks (Visa, MasterCard, Amex, Interac and others if required).

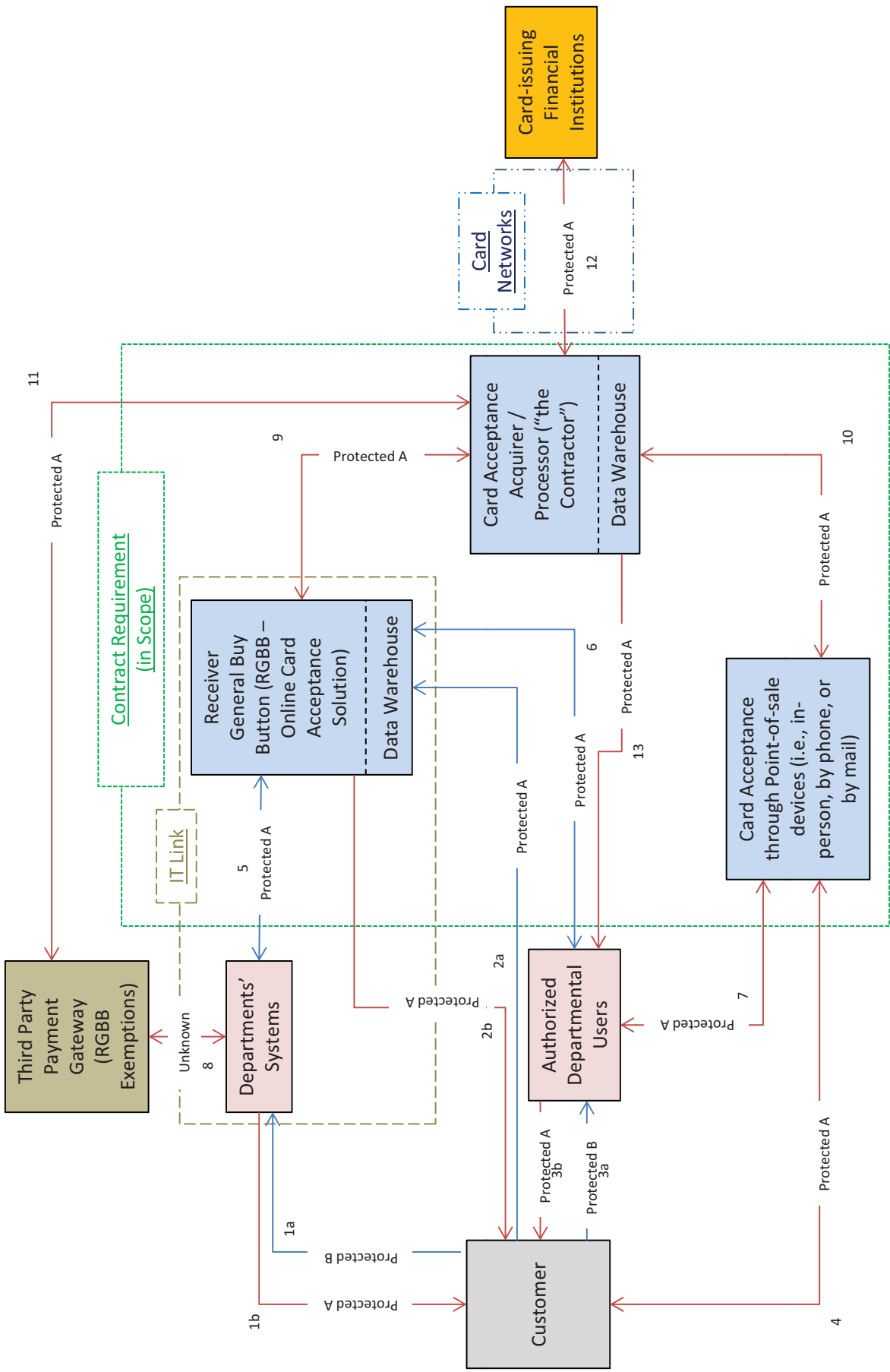
13. Transaction reporting provided by the Card Acceptance Acquirer to Authorized Departmental Users through an online reporting tool. In case of a chargeback, the Card Acceptance Acquirer mails the notifications directly to the departmental office.

Transmitted / Stored Data Elements

Data Element	Protection Level	Transmission	Storage
RGBB Sequence Number		2a, 5, 6	
Customer Language		1a, 2a, 3a, 5, 6	
Currency Code		1a, 1b, 2a, 2b, 3a, 3b, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
Payment method	Protected A	1a, 1b, 2a, 2b, 3a, 3b, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
Amount	Protected A	1a, 1b, 2a, 2b, 3a, 3b, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
Card Type	Protected A	1a, 1b, 2a, 2b, 3a, 3b, 4, 5, 6, 7, 8, 9, 10	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
Card Expiry Date	Protected A	1a, 2a, 3a, 4, 5, 6, 7, 8, 9, 10, 11, 12	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
RGBB logon Message. Returned by gateway upon successful authentication		5	
RGBB Response Code		5	
RGBB Response Message		5	
RGBB Version		5	
RGBB Error Message		5	
RGBB Request Response		5	
Cardholder Email	Protected A	1a, 2a, 3a, 5, 6	Departments' Systems
Authorization Code		1b, 2b, 3b, 4, 5, 6, 7, 8, 9, 10, 11, 13	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
Merchant Country		1b, 2b, 3b, 4, 5, 7	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
Merchant Province		1b, 2b, 3b, 4, 5, 7	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
Merchant City		1b, 2b, 3b, 4, 5, 7	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
Merchant Street		1b, 2b, 3b, 4, 5, 7	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
Merchant Postal Code		1b, 2b, 3b, 4, 5, 7	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
Reference Number	Protected A	1a, 1b, 2b, 5, 6	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
Customer Reference Number	Protected A	1a, 1b, 2b, 5, 6	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
Reference Number 2	Protected A	1a, 1b, 2b, 5, 6	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
RGBB Customer Transaction Record	Protected A	2b, 5, 6	Department's Systems
Unmasked Card Number	Protected A	1a, 2a, 3a, 4, 5, 6, 7, 8, 9, 10, 11, 12	RGBB Data Warehouse, Acquirer Data Warehouse
Masked Card Number	Protected A	1b, 2b, 3b, 4, 5, 6, 7	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
RGBB Transaction Authorization Response		1b, 2b, 5	
RGBB Relay Response Receipt URL		5	RGBB Data Warehouse
Digital Signature		5	Departments' Systems
Transaction Type		1a, 2a, 3a, 4, 5, 6, 7, 8, 9, 10, 11, 12	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems

Transaction Result		1b, 2b, 3b, 4, 5, 6, 7, 9, 8, 10, 11	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
Invoice Number		1a, 1b, 2b, 5, 6	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
3D-Secure Prompt		1b, 2b, 5, 8, 9, 11, 12	RGBB Data Warehouse, Departments' Systems
Cardholder Authentication Verification Value Algorithm		1a, 2a, 5, 8, 9, 11, 12	RGBB Data Warehouse, Departments' Systems
CAVV Response		1a, 2a, 5, 8, 9, 11, 12	RGBB Data Warehouse, Departments' Systems
3D-Secure Result		1a, 2a, 5, 8, 9, 11, 12	RGBB Data Warehouse, Departments' Systems
Customer Address	Protected A	1a, 2a, 3a, 5, 6, 7	RGBB Data Warehouse, Departments' Systems
Customer City	Protected A	1a, 2a, 3a, 5, 6, 7	RGBB Data Warehouse, Departments' Systems
Customer Country	Protected A	1a, 2a, 3a, 5, 6, 7	RGBB Data Warehouse, Departments' Systems
Customer Province	Protected A	1a, 2a, 3a, 5, 6, 7	RGBB Data Warehouse, Departments' Systems
Customer Postal Code	Protected A	1a, 2a, 3a, 5, 6, 7	RGBB Data Warehouse, Departments' Systems
Bank Response		12	Acquirer Data Warehouse,
CVV Code	Protected A	1a, 2a, 3a, 5, 6, 7, 8, 9, 10,11	
CVV Result		8, 9, 10,11	
AVS Result Reference Number			
Tax Amount		1b, 2b, 3b, 4, 5, 7	Departments' Systems
AVS Code			
AVS Response			
Transaction Tag		5, 6, 9, 13	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
Customer IP Address		1a, 2a, 6	RGBB Data Warehouse
RGBB Hash Value		5	
Transaction Time		1b, 2b, 3b, 4, 5, 8, 9	RGBB Data Warehouse, Acquirer Data Warehouse, Departments' Systems
Track 1 Data	Protected A	4,10, 12	
Track 2 Data	Protected A	4,10, 12	

Figure 1 - Card Acceptance Data Flow



TASK AUTHORIZATION FORM - FORMULAIRE D'AUTORISATION DE TÂCHE ANNEX E - ANNEXE E

Contract Number - Numéro du contrat

**Task Authorization (TA) No. - N° de l'autorisation de tâche
(AT)**

Contractor's Name and Address - Nom et adresse de l'entrepreneur

Original Authorization - Autorisation originale

Total Estimated Cost of Task (Applicable Taxes extra) before any revisions: Coût estimatif total de la tâche (Taxes applicables en sus) avant toutes révisions :

\$

TA Revisions Previously Authorized(as applicable) - Révisions de l'AT autorisées précédemment (s'il y a lieu)

Instructions to the TA Authority: the information for the previously authorized revisions must be presented in ascending order of assigned revision numbers (the first revision must be identified as No. 1, the second as No. 2, etc.). If no increase or decrease was authorized, enter \$0.00. Add rows, as needed. - Instructions à l'attention de la personne responsable de l'autorisation d'une AT: les révisions autorisées précédemment doivent être présentées par ordre croissant des numéros de révision attribués (la première révision doit être identifiée par le numéro 1, la seconde par le numéro 2, et ainsi de suite). Si aucune augmentation ou diminution n'a été autorisée, inscrire 0.00\$. Au besoin, ajouter des rangées.

TA Revision No. - N° de Révision de l'AT :

Authorized Increase or Decrease (Applicable Taxes extra) :

Augmentation ou réduction autorisée (Taxes applicables en sus) :

\$

TA Revision No. - N° de Révision de l'AT :

Authorized Increase or Decrease (Applicable Taxes extra) :

Augmentation ou réduction autorisée (Taxes applicables en sus) :

\$

TA Revision No. - N° de Révision de l'AT :

Authorized Increase or Decrease (Applicable Taxes extra) :

Augmentation ou réduction autorisée (Taxes applicables en sus) :

\$

New TA Revision (as applicable) - Nouvelle révision de l'AT (s'il y a lieu)

Instructions to the TA Authority: the first revision must be identified as No. 1, the second as No. 2, etc. If no increase or decrease is authorized, enter \$0.00. - Instructions à l'attention de la personne responsable de l'autorisation d'une AT: la première révision doit être identifiée par le numéro 1, la seconde par le numéro 2, et ainsi de suite. Si aucune augmentation ou diminution n'est autorisée, inscrire 0.00\$.

TA Revision No. - N° de Révision de l'AT :

Authorized Increase or Decrease (Applicable Taxes extra) :

Augmentation ou réduction autorisée (Taxes applicables en sus) :

\$

Total Estimated Cost of Task (Applicable Taxes extra) after this revision:

\$

Coût estimatif total de la tâche (Taxes applicables en sus) après cette révision :

Contract Security Requirements (as applicable) - Exigences du contrat relatives à la sécurité (s'il y a lieu)

This task includes security requirements. - Cette tâche comprend des exigences relatives à la sécurité:

☐ No - Non

☐ Yes. Refer to the Security Requirements Checklist (SRCL) annex of the Contract. Oui. Voir l'annexe du contrat comprenant la Liste de vérification des exigences relatives à la sécurité (LVERS).

Remarks (as applicable) - Remarques (s'il y a lieu):

Required Work - Travaux requis

The content of sections A, B, C and D below must be in accordance with the Contract. Le contenu des sections A, B, C et D ci-dessous doit être conforme au contrat.

SECTION A- Task Description of the Work required - Description de tâche des travaux requis

SECTION B- Applicable Basis of Payment - Base de paiement applicable

Remark to TA Authority: when completing the TA form to authorize a task or, as applicable, revise a previously authorized task, check the applicable box (boxes) below and insert the applicable amount.

Ceiling Price of \$ _____

Limitation of Expenditure of \$ _____

Firm Lot Price of \$ _____

Prix plafond de _____ \$

Limitation des dépenses de _____ \$

Prix de lot ferme de _____ \$

SECTION C- Cost Breakdown of Task- Ventilation du coût de la tâche

Categories / Catégories	All-inclusive fixed daily rate / Taux journalier fixe tout compris	Level of Effort (days) / Niveau d'effort (jours)

Total estimated cost: \$ _____

Coût total estimatif: _____ \$

SECTION D- Applicable Method of Payment - Méthode de paiement applicable

For the Work specified in an authorized ceiling price TA
Pour les travaux décrits dans une AT autorisée à prix plafond

Single Payment / Paiement unique
Monthly Payments / Paiement mensuel

For the Work specified in an authorized TA subject to a limitation of expenditure
Pour les travaux décrits dans une AT autorisée assujettie à une limitation des dépenses

Single Payment / Paiement unique
Monthly Payments / Paiement mensuel

For the Work specified in an authorized firm lot price TA
Pour les travaux décrits dans une AT autorisée à prix de lot ferme

Single Payment / Paiement unique
Milestone Payments / Paiements d'étape

The schedule of milestones for which payments will be made in accordance with the Contract is as
...follows

Le calendrier des étapes selon lequel les paiements seront faits en vertu du contrat est comme suit:

MILESTONE:
ÉTAPE:

1)
2)
3)
...

ACTIVITY(IES) TO BE PERFORMED, DELIVERABLE(S) TO SUBMIT (for each milestone):
ACTIVITÉS À EXÉCUTER, PRODUITS À LIVRER (pour chaque étape):

COMPLETION, DELIVERY DATE (for each milestone):
DATE D'ACHÈVEMENT, DATE DE LIVRAISON (pour chaque étape):

FIRM AMOUNT(for each milestone):
MONTANT FERME (pour chaque étape):

Authorization - Autorisation

By signing this TA, the Project Authority or the PWGSC Contracting Authority or both, as applicable, certify (ies) that the content of this TA is in accordance with the Contract.

En apposant sa signature sur cette AT, le chargé de projet ou l'autorité contractante de TPSGC ou, s'il y a lieu, les deux atteste(nt) que le contenu de cette AT respecte les conditions du contrat.

Name of Project Authority - Nom du chargé de projet _____

Signature _____

Date _____

Name of PWGSC Contracting Authority -
Nom de l'autorité contractante de TPSGC _____

Signature _____

Date _____

Contractor's Signature - Signature de l'entrepreneur

Name and title of individual authorized to sign for the Contractor
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

Signature _____

Date _____

ATTACHMENT 1 to PART 3 PRICING SCHEDULE

The Bidders should complete the Annex B, Basis of Payment, of Part 7, Resulting Contract Clauses, and include it in its financial bid. The Bidder should clearly indicate in its financial bid all its proposed rates, fees and prices (in Cdn \$) corresponding to all applicable pricing elements as defined under Annex B, Basis of Payment. The proposed rates, fees and prices must not exceed 6 digits after the decimal point. If more than 6 digits are proposed after the decimal point, Canada will not consider the seventh and following digits. The Bidder should not complete the Attachment 1 to Part 3, Pricing Schedule. The purpose of the herein is to explain how the Total Evaluated Price will be established.

The rates, prices and fees specified below, when quoted by the Bidder in Annex B, Basis of Payment, include the total estimated cost of all travel and living expenses that may need to be incurred for work described in Part 7, Resulting Contract Clauses, of the bid solicitation.

The inclusion of volumetric data in this document does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.

NO BLANK IN BIDS

This clause applies to the financial bid only.

- a. The Bidder is required to respond to all information requested. In particular, the bidder should fill in each blank space set out in Annex "B", Basis of Payment;
- b. PWGSC reserves the right to request that a bidder, who has omitted any required information in Annex "B", Basis of Payment, to supply such information following initial evaluation of the bids and prior to contract award. This clause must not be used to change or modify any rates, prices or fees already provided within the bid. Changes will not be permitted;
- c. The Bidder will have the number of days specified in the request by the Contracting Authority to comply with any request to supply the information as mentioned above. If the Bidder fails to comply with the request, then the bid will be declared non-responsive.

Calculation of Total Evaluated Price (TEP)

For evaluation purposes only, the Total Evaluated Price will be established as follows:

Item	Description	Total Prices for Evaluation Purposes
1	Total Evaluated Markup Price - Acquired Transactions	Amount as per calculation in 1.1 below
2	Total Evaluated Markup Price- Conveyed Transactions	Amount as per calculation in 1.2 below
3	Total Evaluated Markup Price – Interac	Amount as per calculation in 1.3 below

4	Total Evaluated Markup Price - Online Debit	Amount as per calculation in 1.4 below
5	Total Evaluated POS workstations rental Price	Amount as per calculation in 1.5 below
6	Total Evaluated PC software license Price	Amount as per calculation in 1.6 below
7	Total Evaluated Touch Tone Capture Price	Amount as per calculation in 1.7 below
8	Total Evaluated Interest Price	Amount as per calculation in 1.8 below
9	Total Evaluated Chargebacks Price	Amount as per calculation in 1.9 below
10	Total Evaluated RGBB Solution Implementation Price	Amount as per calculation in 1.10 below
11	Total Evaluated RGBB Changes or Improvements Price	Amount as per calculation in 1.11 below
12	Total Evaluated RGBB Online Credit Card Transaction Processing Price	Amount as per calculation in 1.12 below
13	Total Evaluated RGBB Online Debit (Interac Online) Card Transaction Processing Price	Amount as per calculation in 1.13 below
14	Total Evaluated RGBB Client Setup Price	Amount as per calculation in 1.14 below
15	Total Evaluated RGBB Client Monthly Maintenance Price	Amount as per calculation in 1.15 below
16	Total Evaluated RGBB Client 3D-Secure Price	Amount as per calculation in 1.16 below
17	Total Evaluated Price (TEP)	1 + 2 + 3 + 4 + 5 + 6 + 7 + 8 + 9 + 10 + 11 + 12 + 13 + 14 + 15 + 16

The following formulae will be used to calculate individual items in the calculation of the Total Evaluated Price, above:

1.1 Item 1 - Calculation of Total Markup Evaluated Price – Acquired Transactions – See section 1.1.1, Credit Card Markup – Acquired Transactions, of Annex B, Basis of Payment.

The Total Markup Evaluated Price - Acquired Transactions will be calculated in two parts, as follows:

Part 1 will calculate the yearly weighted average Markup Rate – Acquired Transactions by multiplying the bidder’s proposed rates in Annex B, Basis of Payment, by the pre-determined weighting factor assigned by PWGSC prior to RFP release.

Part 2 will calculate the total Markup – Acquired Transactions by multiplying the yearly weighted average Markup rate (calculated in Part 1) by the yearly value estimates provided in the table hereafter:

<u>For Evaluation Purposes only</u> <u>Acquired Annual</u> <u>Number of Transactions</u>							
	Contract Period					Option Period	
Card Type	Year 1	Year 2	Year 3	Year 4	Year 5	Option 1	Option 2
Visa	1,936,578	4,387,295	4,678,189	4,990,665	5,326,464	5,687,472	6,075,737
MC	1,180,934	2,647,753	2,910,909	3,200,896	3,520,517	3,872,873	4,261,398
Total	3,117,513	7,035,048	7,589,097	8,191,561	8,846,981	9,560,345	10,337,135

The results of the Total Markup calculated in Part 2 will be the value assigned for item 1 in the Calculation of Total Evaluated Price, above.

Part 1

Markup Rates Chart – Acquired Transactions

The Bidder's proposed rates in section 1.1.1, Credit Card Markup – Acquired Transactions, of Annex B, Basis of Payment, will be used as follows:

Markup rate(s) – Firm, all-inclusive rate per acquired transaction							
Transactions per year	Contract Period					Option Period	
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 1	Year 2
0 to 1,200,000 transactions	1A	2A	3A	4A	5A	6A	7A
1,200,001 to 2,000,000 transactions	1B	2B	3B	4B	5B	6B	7B
2,000,001 to 4,000,000 transactions	1C	2C	3C	4C	5C	6C	7C
4,000,001 to 6,000,000 transactions	1D	2D	3D	4D	5D	6D	7D
6,000,001 transactions and above	1E	2E	3E	4E	5E	6E	7E

Volume Range Weighting Factors

Each volume range's weighted factors are pre-determined percentages. For each year, the total of the weighted factors of each volume range equals 100 percent

W1 = Weighted factor for volumes from 0 to 1,200,000 transactions

W2 = Weighted factor for volumes from 1,200,001 to 2,000,000 transactions

W3 = Weighted factor for volumes from 2,000,001 to 4,000,000 transactions

W4 = Weighted factor for volumes from 4,000,001 to 6,000,000 transactions

W5 = Weighted factor for volumes of 6,000,001 transactions and above

1 st Year Weighted Average Markup Rate	=	[(1A x W1) + (1B x W2) + (1C x W3) + (1D x W4) + (1E x W5)]
2 nd Year Weighted Average Markup Rate	=	[(2A x W1) + (2B x W2) + (2C x W3) + (2D x W4) + (2E x W5)]
3 rd Year Weighted Average Markup Rate	=	[(3A x W1) + (3B x W2) + (3C x W3) + (3D x W4) + (3E x W5)]
4 th Year Weighted Average Markup Rate	=	[(4A x W1) + (4B x W2) + (4C x W3) + (4D x W4) + (4E x W5)]
5 th Year Weighted Average Markup Rate	=	[(5A x W1) + (5B x W2) + (5C x W3) + (5D x W4) + (5E x W5)]
Option Year 1 Weighted Average Markup Rate	=	[(6A x W1) + (6B x W2) + (6C x W3) + (6D x W4) + (6E x W5)]
Option Year 2 Weighted Average Markup Rate	=	[(7A x W1) + (7B x W2) + (7C x W3) + (7D x W4) + (7E x W5)]

Part 2

Total Markup =

[(1st Year Weighted Average Markup Rate) x (Year 1 Value)] +

[(2nd Year Weighted Average Markup Rate) x (Year 2 Value)] +

[(3rd Year Weighted Average Markup Rate) x (Year 3 Value)] +

[(4th Year Weighted Average Markup Rate) x (Year 4 Value)] +

[(5th Year Weighted Average Markup Rate) x (Year 5 Value)] +

[(1st Option Year (6th Year) Weighted Average Markup Rate) x (1st Option Year (Year 6) Value)]
+

[(2nd Option Year (7th Year) Weighted Average Markup Rate) x (2nd Option Year (Year 7) Value)]

Results from this calculation will be rounded to two decimal places prior to being assigned as the value for item 1 in the Calculation of Total Evaluated Price, above.

1.2 Item 2 – Calculation of Total Markup Evaluated Price – Conveyed Transactions – See section 1.1.2, Credit Card Markup – Conveyed Transactions, of Annex B, Basis of Payment.

The Total Markup Evaluated Price – Conveyed Transactions will be calculated in two parts, as follows:

Part 1 will calculate the yearly weighted average Markup Rate – Conveyed Transactions by multiplying the bidder’s proposed rates in Annex B, Basis of Payment, by the pre-determined weighting factor assigned by PWGSC prior to RFP release.

Part 2 will calculate the total Markup – Conveyed Transactions by multiplying the yearly weighted average Markup rate (calculated in Part 1) by the yearly value estimates provided in the table hereafter:

<u>For Evaluation Purposes only</u> <u>Conveyed Annual</u> <u>Number of Transactions</u>							
Card Type	Year 1	Year 2	Year 3	Year 4	Year 5	Option 1	Option 2
AMEX	397,897	424,154	452,204	482,175	514,202	548,429	585,012
Total	397,897	424,154	452,204	482,175	514,202	548,429	585,012

The results of the Total Markup calculated in Part 2 will be the value assigned for item 2 in the Calculation of Total Evaluated Price, above.

Part 1

Markup Rates Chart – Conveyed Transactions

The Bidder’s proposed rates in section 1.1.2, Credit Card Markup – Conveyed Transactions, of Annex B, Basis of Payment, will be used as follows:

Markup rate(s) – Firm, all-inclusive rate per conveyed transaction							
Transactions per year	Contract Period					Option Period	
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 1	Year 2
0 to 150,000 transactions	1A	2A	3A	4A	5A	6A	7A
150,001 to 300,000 transactions	1B	2B	3B	4B	5B	6B	7B
300,001 to 450,000 transactions	1C	2C	3C	4C	5C	6C	7C

450,001 to 600,000 transactions	1D	2D	3D	4D	5D	6D	7D
600,001 transactions and above	1E	2E	3E	4E	5E	6E	7E

Volume Range Weighting Factors

Each volume range's weighted factors are pre-determined percentages. For each year, the total of the weighted factors of each volume range equals 100 percent

W1 = Weighted factor for volumes from 0 to 150,000 transactions

W2 = Weighted factor for volumes from 150,001 to 300,000 transactions

W3 = Weighted factor for volumes from 300,001 to 450,000 transactions

W4 = Weighted factor for volumes from 450,001 to 600,000 transactions

W5 = Weighted factor for volumes of 600,001 transactions and above

1st Year Weighted Average Markup Rate	=	$[(1A \times W1) + (1B \times W2) + (1C \times W3) + (1D \times W4) + (1E \times W5)]$
2nd Year Weighted Average Markup Rate	=	$[(2A \times W1) + (2B \times W2) + (2C \times W3) + (2D \times W4) + (2E \times W5)]$
3rd Year Weighted Average Markup Rate	=	$[(3A \times W1) + (3B \times W2) + (3C \times W3) + (3D \times W4) + (3E \times W5)]$
4th Year Weighted Average Markup Rate	=	$[(4A \times W1) + (4B \times W2) + (4C \times W3) + (4D \times W4) + (4E \times W5)]$
5th Year Weighted Average Markup Rate	=	$[(5A \times W1) + (5B \times W2) + (5C \times W3) + (5D \times W4) + (5E \times W5)]$
Option Year 1 Weighted Average Markup Rate	=	$[(6A \times W1) + (6B \times W2) + (6C \times W3) + (6D \times W4) + (6E \times W5)]$
Option Year 2 Weighted Average Markup Rate	=	$[(7A \times W1) + (7B \times W2) + (7C \times W3) + (7D \times W4) + (7E \times W5)]$

Part 2

Total Markup =

$[(1\text{st Year Weighted Average Markup Rate}) \times (\text{Year 1 Value})] +$

$[(2\text{nd Year Weighted Average Markup Rate}) \times (\text{Year 2 Value})] +$

$[(3\text{rd Year Weighted Average Markup Rate}) \times (\text{Year 3 Value})] +$

$[(4\text{th Year Weighted Average Markup Rate}) \times (\text{Year 4 Value})] +$

$[(5\text{th Year Weighted Average Markup Rate}) \times (\text{Year 5 Value})] +$

[(1st Option Year (6th Year) Weighted Average Markup Rate) x (1st Option Year (Year 6 Value))] +

[(2nd Option Year (7th Year) Weighted Average Markup Rate) x (2nd Option Year (Year 7 Value))]

Results from this calculation will be rounded to two decimal places prior to being assigned as the value for item 2 in the Calculation of Total Evaluated Price, above.

1.3 Item 3 - Calculation of Total Markup Evaluated Price – Interac - See section 1.2.1, Debit Card Markup – Interac, of Annex B, Basis of Payment.

The Total Markup Evaluated Price - Debit will be calculated in two parts, as follows:

Part 1 will calculate the yearly weighted average Markup Rate - Interac by multiplying the bidder's proposed rates in Annex B, Basis of Payment, by the pre-determined weighting factor assigned by PWGSC prior to RFP release.

Part 2 will calculate the total Markup - Interac by multiplying the yearly weighted average Markup rate (calculated in Part 1) by the yearly value estimates provided in the table hereafter:

<u>For Evaluation Purposes only</u>						
<u>Interac Annual</u>						
<u>Number of Transactions</u>						
Year 1	Year 2	Year 3	Year 4	Year 5	Option 1	Option 2
1,548,699	3,538,130	3,902,943	4,308,731	4,760,425	5,263,585	5,824,486

The results of the Total Markup calculated in Part 2 will be the value assigned for item 3 in the Calculation of Total Evaluated Price, above.

Part 1

Markup Rates Chart - Interac

The Bidder's proposed rates in section 1.2.1, Debit Card Markup – Interac, of Annex B, Basis of Payment will be used as follows:

Markup rate(s) – Firm, all-inclusive rate per Interac transaction							
Transactions per year	Contract Period					Option Period	
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 1	Year 2
0 to 1,200,000 transactions	1A	2A	3A	4A	5A	6A	7A
1,200,001 to 2,000,000	1B	2B	3B	4B	5B	6B	7B

transactions							
2,000,001 to 4,000,000 transactions	1C	2C	3C	4C	5C	6C	7C
4,000,001 to 6,000,000 transactions	1D	2D	3D	4D	5D	6D	7D
6,000,001 transactions and above	1E	2E	3E	4E	5E	6E	7E

Volume Range Weighting Factors

Each volume range's weighted factors are pre-determined percentages. For each year, the total of the weighted factors of each volume range equals 100 percent

W1 = Weighted factor for volumes from 0 to 1,200,000 transactions

W2 = Weighted factor for volumes from 1,200,001 to 2,000,000 transactions

W3 = Weighted factor for volumes from 2,000,001 to 4,000,000 transactions

W4 = Weighted factor for volumes from 4,000,001 to 6,000,000 transactions

W5 = Weighted factor for volumes of 6,000,001 transactions and above

1st Year Weighted Average Markup Rate	=	$[(1A \times W1) + (1B \times W2) + (1C \times W3) + (1D \times W4) + (1E \times W5)]$
2nd Year Weighted Average Markup Rate	=	$[(2A \times W1) + (2B \times W2) + (2C \times W3) + (2D \times W4) + (2E \times W5)]$
3rd Year Weighted Average Markup Rate	=	$[(3A \times W1) + (3B \times W2) + (3C \times W3) + (3D \times W4) + (3E \times W5)]$
4th Year Weighted Average Markup Rate	=	$[(4A \times W1) + (4B \times W2) + (4C \times W3) + (4D \times W4) + (4E \times W5)]$
5th Year Weighted Average Markup Rate	=	$[(5A \times W1) + (5B \times W2) + (5C \times W3) + (5D \times W4) + (5E \times W5)]$
Option Year 1 Weighted Average Markup Rate	=	$[(6A \times W1) + (6B \times W2) + (6C \times W3) + (6D \times W4) + (6E \times W5)]$
Option Year 2 Weighted Average Markup Rate	=	$[(7A \times W1) + (7B \times W2) + (7C \times W3) + (7D \times W4) + (7E \times W5)]$

Part 2

Total Markup =

$[(1\text{st Year Weighted Average Markup Rate}) \times (\text{Year 1 Value})] +$

$[(2\text{nd Year Weighted Average Markup Rate}) \times (\text{Year 2 Value})] +$

$[(3\text{rd Year Weighted Average Markup Rate}) \times (\text{Year 3 Value})] +$

[(4th Year Weighted Average Markup Rate) x (Year 4 Value)] +

[(5th Year Weighted Average Markup Rate) x (Year 5 Value)] +

[(1st Option Year (6th Year) Weighted Average Markup Rate) x (1st Option Year (Year 6) Value)] +

[(2nd Option Year (7th Year) Weighted Average Markup Rate) x (2nd Option Year (Year 7) Value)]

Results from this calculation will be rounded to two decimal places prior to being assigned as the value for item 3 in the Calculation of Total Evaluated Price, above.

1.4 Item 4 - Calculation of Total Markup Evaluated Price - Online Debit - See section 1.2.2, Debit Card Markup – Online Debit, of Annex B, Basis of Payment.

The Total Markup Evaluated Price - Online Debit will be calculated in two parts, as follows:

Part 1 will calculate the yearly weighted average Markup Rate - Online Debit by multiplying the bidder's proposed rates in Annex B, Basis of Payment, by the pre-determined weighting factor assigned by PWGSC prior to RFP release.

Part 2 will calculate the total Markup - Online Debit by multiplying the yearly weighted average Markup rate (calculated in Part 1) by the yearly value estimates provided in the table hereafter:

<u>For Evaluation Purposes only</u> <u>Interac Online Annual</u> <u>Number of Transactions</u>						
Year 1	Year 2	Year 3	Year 4	Year 5	Option 1	Option 2
635,287	1,457,938	1,518,242	1,581,040	1,646,435	1,714,535	1,785,452

The results of the Total Markup calculated in Part 2 will be the value assigned for item 4 in the Calculation of Total Evaluated Price, above.

Part 1

Markup Rates Chart - Online Debit

The Bidder's proposed rates in section 1.2.2, Debit Card Markup – Online Debit, of Annex B, Basis of Payment will be used as follows:

Markup rate(s) – Firm, all-inclusive rate per Online Debit transaction							
Transactions per year	Contract Period					Option Period	
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 1	Year 2
0 to 500,000	1A	2A	3A	4A	5A	6A	7A

transactions							
500,001 to 1,000,000 transactions	1B	2B	3B	4B	5B	6B	7B
1,000,001 to 5,000,000 transactions	1C	2C	3C	4C	5C	6C	7C
5,000,001 to 10,000,000 transactions	1D	2D	3D	4D	5D	6D	7D
10,000,001 transactions and above	1E	2E	3E	4E	5E	6E	7E

Volume Range Weighting Factors

Each volume range's weighted factors are pre-determined percentages. For each year, the total of the weighted factors of each volume range equals 100 percent

W1 = Weighted factor for volumes from 0 to 500,000 transactions

W2 = Weighted factor for volumes from 500,001 to 1,000,000 transactions

W3 = Weighted factor for volumes from 1,000,001 to 5,000,000 transactions

W4 = Weighted factor for volumes from 5,000,001 to 10,000,000 transactions

W5 = Weighted factor for volumes of 10,000,001 transactions and above

1st Year Weighted Average Markup Rate	=	$[(1A \times W1) + (1B \times W2) + (1C \times W3) + (1D \times W4) + (1E \times W5)]$
2nd Year Weighted Average Markup Rate	=	$[(2A \times W1) + (2B \times W2) + (2C \times W3) + (2D \times W4) + (2E \times W5)]$
3rd Year Weighted Average Markup Rate	=	$[(3A \times W1) + (3B \times W2) + (3C \times W3) + (3D \times W4) + (3E \times W5)]$
4th Year Weighted Average Markup Rate	=	$[(4A \times W1) + (4B \times W2) + (4C \times W3) + (4D \times W4) + (4E \times W5)]$
5th Year Weighted Average Markup Rate	=	$[(5A \times W1) + (5B \times W2) + (5C \times W3) + (5D \times W4) + (5E \times W5)]$
Option Year 1 Weighted Average Markup Rate	=	$[(6A \times W1) + (6B \times W2) + (6C \times W3) + (6D \times W4) + (6E \times W5)]$
Option Year 2 Weighted Average Markup Rate	=	$[(7A \times W1) + (7B \times W2) + (7C \times W3) + (7D \times W4) + (7E \times W5)]$

Part 2

Total Markup =

$[(1st \text{ Year Weighted Average Markup Rate}) \times (\text{Year 1 Value})] +$

$[(2\text{nd Year Weighted Average Markup Rate}) \times (\text{Year 2 Value})] +$

$[(3\text{rd Year Weighted Average Markup Rate}) \times (\text{Year 3 Value})] +$

$[(4\text{th Year Weighted Average Markup Rate}) \times (\text{Year 4 Value})] +$

$[(5\text{th Year Weighted Average Markup Rate}) \times (\text{Year 5 Value})] +$

$[(1\text{st Option Year (6th Year) Weighted Average Markup Rate}) \times (1\text{st Option Year (Year 6 Value)})] +$

$[(2\text{nd Option Year (7th Year) Weighted Average Markup Rate}) \times (2\text{nd Option Year (Year 7 Value)})]$

Results from this calculation will be rounded to two decimal places prior to being assigned as the value for item 4 in the Calculation of Total Evaluated Price, above.

1.5 Item 5 - Calculation of Total POS workstations rental Evaluated Price - See section 3.1 Point-of-Sale (POS) workstation, of Annex B, Basis of Payment.

The Total POS workstations rental Evaluated Price will be calculated as follows:

Firm, all-inclusive, monthly, rental fee for the lowest priced Staffed / fixed single POS workstation x Number of Staffed / fixed single POS workstations (1140 workstations for evaluation purposes) x 12 months x 7 years (Contract and Option periods)

+

Firm, all-inclusive, monthly, rental fee for the lowest priced POS Pinpad x Number of POS Pinpads (539 Pinpads for evaluation purposes) x 12 months x 7 years (Contract and Option periods)

+

Firm, all-inclusive, monthly, rental fee for the lowest priced Wireless / Mobile (long range) POS workstation x Number of Wireless / Mobile (long range) POS workstations (38 workstations for evaluation purposes) x 12 months x 7 years (Contract and Option periods)

+

Firm, all-inclusive, monthly, rental fee for the lowest priced Wireless / Mobile (short range) POS workstation x Number of Wireless / Mobile (short range) POS workstations (107 workstations for evaluation purposes) x 12 months x 7 years (Contract and Option periods)

The above formula will be used to calculate the total price for item 5 in the Calculation of Total Evaluated Price, above. Results from this calculation will be rounded to two decimal places.

1.6 Item 6 - Calculation of Total PC software license Evaluated Price - See section 3.2 PC software license, of Annex B, Basis of Payment.

The Total PC software license Evaluated Price will be calculated as follows:

Firm, all-inclusive, one-time setup fee for the lowest priced PC software license x Number of PC software licenses (4 licenses for evaluation purposes)

+

Firm, all-inclusive, monthly, rental fee for the lowest priced PC software license x Number of PC software licenses (4 licenses for evaluation purposes) x 12 months x 7 years (Contract and Option periods)

The above formula will be used to calculate the total price for item 6 in the Calculation of Total Evaluated Price, above. Results from this calculation will be rounded to two decimal places.

1.7 Item 7 – Touch Tone Capture Evaluated Price - See section 3.3 Touch Tone Capture, of Annex B, Basis of Payment.

The Total Touch Tone Capture Evaluated Price will be calculated as follows:

Firm, all-inclusive, monthly, rental fee for the lowest priced Touch Tone Capture license x Number of Touch Tone Capture (170 licenses for evaluation purposes) x 12 months x 7 years (Contract and Option periods)

+

Touch Tone Capture transaction fee x Number of monthly transactions (3000 transactions for evaluation purposes) x 12 months x 7 years (Contract and Option periods)

The above formula will be used to calculate the total price for item 7 in the Calculation of Total Evaluated Price, above. Results from this calculation will be rounded to two decimal places.

1.8 Item 8 - Calculation of Total Interest Evaluated Price - See section 4.0 Interest Fees, of Annex B, Basis of Payment.

The interest rate quoted as a number of points above or below the average monthly Bank of Canada prime business interest rate for the invoice period, will be evaluated as follow. A Bank of Canada prime business interest rate of 2.75% will be used for evaluation purposes.

Bidder's Quoted Percentage Above or Below the Average Bank Rate	A _____ %
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<u>For Evaluation Purposes only</u>							
<u>Amex Annual Transaction Value</u>							
Year 1	Year 2	Year 3	Year 4	Year 5	Option 1	Option 2	Total Amex Value
\$115,229,880	\$129,203,827	\$144,904,373	\$162,548,666	\$182,381,619	\$204,679,512	\$229,754,069	\$1,168,701,946

Interest Price Calculation:

Total Interest Price	=	Total Amex Value x (2.75% Bank Rate +/- A) / (365 days) x 1 day
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The above formula will be used to calculate the total price for item 8 in the Calculation of Total Evaluated Price, above. Results from this calculation will be rounded to two decimal places.

1.9 Item 9 - Calculation of Chargeback Evaluated Price - See section 2.1.2 Chargeback Fees, of Annex B, Basis of Payment.

The total Chargeback Evaluated Price will be calculated as follows:

Firm, All Inclusive, Chargeback rate, per chargeback							
Card Type	Year 1	Year 2	Year 3	Year 4	Year 5	Option 1	Option 2
Acquired	1A	2A	3A	4A	5A	6A	7A
Conveyed	1B	2B	3B	4B	5B	6B	7B

Annual Number of Chargebacks for Evaluation Purposes only							
Card Type	Year 1	Year 2	Year 3	Year 4	Year 5	Option 1	Option 2
Visa	269	587	587	587	587	587	587
MC	191	416	416	416	416	416	416
Total Acquired	460	1,003	1,003	1,003	1,003	1,003	1,003
AMEX	142	142	142	142	142	142	142
Total Conveyed	142	142	142	142	142	142	142

[(1A x Number of Acquired Chargebacks Year 1) + (2A x Number of Acquired Chargebacks Year 2) + (3A x Number of Acquired Chargebacks Year 3) + (4A x Number of Acquired Chargebacks Year 4) + (5A x Number of Acquired Chargebacks Year 5) + (6A x Number of Acquired Chargebacks Option Year 1) + (7A x Number of Acquired Chargebacks Option Year 2)] + [(1B x Number of Conveyed Chargebacks Year 1) + (2B x Number of Conveyed Chargebacks Year 2) + (3B x Number of Conveyed Chargebacks Year 3) + (4B x Number of Conveyed Chargebacks Year 4) + (5B x Number of Conveyed Chargebacks Year 5) + (6B x Number of Conveyed Chargebacks Option Year 1) + (7B x Number of Conveyed Chargebacks Option Year 2)]

The above formula will be used to calculate the total price for item 9 in the Calculation of Total Evaluated Price, above. Results from this calculation will be rounded to two decimal places.

1.10 Item 10 – Calculation of RGBB Solution Implementation Evaluated Price - See section 5.1 RGBB Services on an “as and when requested” Basis and section 5.1.1 RGBB Solution Implementation , of Annex B, Basis of Payment, of Part 7, Resulting Contract Clauses.

For Task Authorizations 1.1 to 1.9, specified in Part 7, Resulting Contract Clauses, Annex A, Statement of Work, Appendix 12, Receiver General Buy Button, Attachment 2, Implementation Project Milestones, the Bidder should complete this pricing schedule and include it in its financial bid. As a minimum, the Bidder must respond to this pricing schedule by inserting in its

price for each task specified below, based on its quoted, Firm, all-inclusive, fixed, daily rate (in Cdn \$) for each of the labour categories required.

Task Authorization	Task Price
1.1 Project Timeline	
1.2 RGBB Solution Modifications Design and development	
1.3 Training and Documentation	
1.4 RGBB Data Conversion and Migration Test	
1.5 RGBB Client Testing	
1.6 Mass Data Migration to Production	
1.7 RGBB Client Migration	
1.8 Migration Contingency	
1.9 Project Report	
Total Ceiling Price for all tasks	

The above Ceiling Price for all tasks will be used to calculate the total price for item 10 in the calculation of Total Evaluated Price, above.

1.11 Item 11 – Calculation of RGBB Changes or Improvements Evaluated Price - See section 5.1 RGBB Services on an “as and when requested” and section 5.1.2 RGBB Changes or Improvements, of Annex B, Basis of Payment, of Part 7, Resulting Contract Clauses.

The Firm all-inclusive fixed daily rate will be evaluated as follows. The Bidder should complete this pricing schedule and include it in its financial bid. As a minimum, the Bidder must respond to this pricing schedule by including in its financial bid for each of the periods specified below its quoted all inclusive fixed daily rate (in Cdn \$) for each of the resource categories identified.

	PERIOD	QUOTED FIRM ALL- INCLUSIVE FIXED DAILY RATE (in Cdn \$)	Volumetric Data (estimated number of days) for evaluation purposes only	Total (in Cdn \$)
		A	B	C= A x B

1	Contract Year 1			
1a	Senior Programmer		12 days	
1b	Intermediate Programmer		12 days	
1c	Database and Systems Analysts		8 days	

1d	Testing officer		16 days	
1e	Security officer		8 days	
1f	Technical Writing officer		32 days	
1g	Project Manager		32 days	
Total Contract Year:				
2	Contract Year 2			
2a	Senior Programmer		12 days	
2b	Intermediate Programmer		12 days	
2c	Database and Systems Analysts		8 days	
2d	Testing officer		16 days	
2e	Security officer		8 days	
2f	Technical Writing officer		32 days	
2g	Project Manager		32 days	
Total Contract Year:				
3	Contract Year 3			
3a	Senior Programmer		12 days	
3b	Intermediate Programmer		12 days	
3c	Database and Systems Analysts		8 days	
3d	Testing officer		16 days	
3e	Security officer		8 days	
3f	Technical Writing officer		32 days	
3g	Project Manager		32 days	
Total Contract Year:				
4	Contract Year 4			
4a	Senior Programmer		12 days	
4b	Intermediate Programmer		12 days	
4c	Database and Systems Analysts		8 days	
4d	Testing officer		16 days	
4e	Security officer		8 days	
4f	Technical Writing officer		32 days	
4g	Project Manager		32 days	
Total Contract Year:				
5	Contract Year 5			
5a	Senior Programmer		12 days	
5b	Intermediate Programmer		12 days	
5c	Database and Systems Analysts		8 days	
5d	Testing officer		16 days	
5e	Security officer		8 days	
5f	Technical Writing officer		32 days	
5g	Project Manager		32 days	
Total Contract Year:				
6	Option Year 1			
6a	Senior Programmer		12 days	
6b	Intermediate Programmer		12 days	

6c	Database and Systems Analysts		8 days	
6d	Testing officer		16 days	
6e	Security officer		8 days	
6f	Technical Writing officer		32 days	
6g	Project Manager		32 days	
Total Option Year:				
7	Option Year 2			
7a	Senior Programmer		12 days	
7b	Intermediate Programmer		12 days	
7c	Database and Systems Analysts		8 days	
7d	Testing officer		16 days	
7e	Security officer		8 days	
7f	Technical Writing officer		32 days	
7g	Project Manager		32 days	
Total Option Year:				
4	Evaluated Price (GST/HST excluded): \$ _____ (i.e., sum of: Total of 5 Contract Years + 2 Option Years)			

The above formula will be used to calculate the total price for item 11 in the Calculation of Total Evaluated Price, above. Results from this calculation will be rounded to two decimal places.

1.12 Item 12 – Calculation of Total RGBB Online Credit Card Transaction Evaluated Price - See section 5.2.1 RGBB Online Credit Card Transaction Fees of Annex B, Basis of Payment.

The Total RGBB Online Credit Card Transactions Evaluated Price will be calculated **in two parts**, as follows:

Part 1 will calculate the yearly weighted average RGBB Online Credit Card Transactions Fees by multiplying the bidder's proposed rates in Annex B, Basis of Payment, by the pre-determined weighting factor assigned by PWGSC prior to RFP release.

Part 2 will calculate the total RGBB Online Credit Card Transactions Evaluated Price by multiplying the yearly weighted average RGBB Online Credit Card Transactions Fees (calculated in Part 1) by the yearly value estimates provided in the table hereafter:

<u>For Evaluation Purposes only</u>						
<u>RGBB Annual</u>						
<u>Number of Credit Transactions</u>						
Year 1	Year 2	Year 3	Year 4	Year 5	Option 1	Option 2
1,688,672	1,688,672	1,688,672	1,688,672	1,688,672	1,688,672	1,688,672

The results of the Total RGBB Online Credit Card Transactions Evaluated Price calculated in Part 2 will be the value assigned for item 12 in the Calculation of Total Evaluated Price, above.

Part 1

RGBB Online Credit Card Transactions Fees Chart

The Bidder's proposed rates in section 5.2.1 RGBB Online Credit Card Transaction Fees of Annex B, Basis of Payment will be used as follows:

RGBB Transaction Fee – Firm, all-inclusive rate per RGBB Credit Card transaction							
Transactions per year	Contract Period					Option Period	
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 1	Year 2
0 to 1,000,000 transactions	1A	2A	3A	4A	5A	6A	7A
1,000,001 to 1,500,000 transactions	1B	2B	3B	4B	5B	6B	7B
1,500,001 to 2,000,000 transactions	1C	2C	3C	4C	5C	6C	7C
2,000,001 to 2,500,000 transactions	1D	2D	3D	4D	5D	6D	7D
2,500,001 transactions and above	1E	2E	3E	4E	5E	6E	7E

Volume Range Weighting Factors

Each volume range's weighted factors are pre-determined percentages. For each year, the total of the weighted factors of each volume range equals 100 percent

W1 = Weighted factor for volumes from 0 to 1,000,000 transactions

W2 = Weighted factor for volumes from 1,000,001 to 1,500,000 transactions

W3 = Weighted factor for volumes from 1,500,001 to 2,000,000 transactions

W4 = Weighted factor for volumes from 2,000,001 to 2,500,000 transactions

W5 = Weighted factor for volumes of 2,500,001 transactions and above

1st Year Weighted Average RGBB Online Credit Card Transactions Fees	=	[(1A x W1) + (1B x W2) + (1C x W3) + (1D x W4) + (1E x W5)]
2nd Year Weighted Average RGBB Online Credit Card Transactions Fees	=	[(2A x W1) + (2B x W2) + (2C x W3) + (2D x W4) + (2E x W5)]
3rd Year Weighted Average RGBB Online Credit Card Transactions Fees	=	[(3A x W1) + (3B x W2) + (3C x W3) + (3D x W4) + (3E x W5)]
4th Year Weighted Average RGBB Online Credit Card Transactions Fees	=	[(4A x W1) + (4B x W2) + (4C x W3) + (4D x W4) + (4E x W5)]

5th Year Weighted Average RGBB Online Credit Card Transactions Fees	=	$[(5A \times W1) + (5B \times W2) + (5C \times W3) + (5D \times W4) + (5E \times W5)]$
Option Year 1 Weighted Average RGBB Online Credit Card Transactions Fees	=	$[(6A \times W1) + (6B \times W2) + (6C \times W3) + (6D \times W4) + (6E \times W5)]$
Option Year 2 Weighted Average RGBB Online Credit Card Transactions Fees	=	$[(7A \times W1) + (7B \times W2) + (7C \times W3) + (7D \times W4) + (7E \times W5)]$

Part 2

Total RGBB Online Credit Card Transactions Fees =

$$\begin{aligned}
& [(1\text{st Year Weighted Average RGBB Online Credit Card Transactions Fees} \times (\text{Year 1 Value})) + \\
& [(2\text{nd Year Weighted Average RGBB Online Credit Card Transactions Fees} \times (\text{Year 2 Value})) + \\
& [(3\text{rd Year Weighted Average RGBB Online Credit Card Transactions Fees} \times (\text{Year 3 Value})) + \\
& [(4\text{th Year Weighted Average RGBB Online Credit Card Transactions Fees} \times (\text{Year 4 Value})) + \\
& [(5\text{th Year Weighted Average Markup Rate} \times (\text{Year 5 Value})) + \\
& [(1\text{st Option Year (6th Year) Weighted Average RGBB Online Credit Card Transactions Fees} \times \\
& (1\text{st Option Year (Year 6) Value})) + \\
& [(2\text{nd Option Year (7th Year) Weighted Average RGBB Online Credit Card Transactions Fees} \times \\
& (2\text{nd Option Year (Year 7) Value}))
\end{aligned}$$

Results from this calculation will be rounded to two decimal places prior to being assigned as the value for item 12 in the Calculation of Total Evaluated Price, above.

1.13 Item 13 – Calculation of Total RGBB Online Debit Card Transaction Evaluated Price – See section 5.2.2 RGBB Online Debit Card Transaction Fees of Annex B, Basis of Payment.

The Total RGBB Online Debit Card Transactions Evaluated Price will be calculated **in two parts**, as follows:

Part 1 will calculate the yearly weighted average RGBB Online Debit Card Transactions Fees by multiplying the bidder's proposed rates in Annex B, Basis of Payment by the pre-determined weighting factor assigned by PWGSC prior to RFP release.

Part 2 will calculate the total RGBB Online Debit Card Transactions Fees by multiplying the yearly weighted average RGBB Online Debit Card Transactions Fees (calculated in Part 1) by the yearly value estimates provided in the table hereafter:

<u>For Evaluation Purposes only</u> <u>RGBB Annual</u> <u>Number of Debit (Interac Online) Transactions</u>						
Year 1	Year 2	Year 3	Year 4	Year 5	Option 1	Option 2
635,287	1,457,938	1,518,242	1,581,040	1,646,435	1,714,535	1,785,452

The results of the Total RGBB Online Debit Card Transactions Fees calculated in Part 2 will be the value assigned for item 13 in the Calculation of Total Evaluated Price, above.

Part 1

RGBB Online Debit Card Transactions Fees Chart

The Bidder's proposed rates in section 5.2.2 RGBB Online Debit (Interac Online) Card Transaction Fees of Annex B, Basis of Payment, will be used as follows:

RGBB Transaction Fee – Firm, all-inclusive rate per RGBB Online Debit Card transaction							
Transactions per year	Contract Period					Option Period	
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 1	Year 2
0 to 500,000 transactions	1A	2A	3A	4A	5A	6A	7A
500,001 to 1,000,000 transactions	1B	2B	3B	4B	5B	6B	7B
1, 000,001 to 5,000,000 transactions	1C	2C	3C	4C	5C	6C	7C
5, 000,001 to 10,000,000 transactions	1D	2D	3D	4D	5D	6D	7D
10,000,001 transactions and above	1E	2E	3E	4E	5E	6E	7E

Volume Range Weighting Factors

Each volume range's weighted factors are pre-determined percentages. For each year, the total of the weighted factors of each volume range equals 100 percent

W1 = Weighted factor for volumes from 0 to 500,000 transactions

W2 = Weighted factor for volumes from 500,001 to 1,000,000 transactions

W3 = Weighted factor for volumes from 1,000,001 to 5,000,000 transactions

W4 = Weighted factor for volumes from 5,000,001 to 10,000,000 transactions

W5 = Weighted factor for volumes of 10,000,001 transactions and above

1st Year Weighted Average RGBB Online Debit Card Transactions Fees	=	$[(1A \times W1) + (1B \times W2) + (1C \times W3) + (1D \times W4) + (1E \times W5)]$
2nd Year Weighted Average RGBB Online Debit Card Transactions Fees	=	$[(2A \times W1) + (2B \times W2) + (2C \times W3) + (2D \times W4) + (2E \times W5)]$
3rd Year Weighted Average RGBB Online Debit Card Transactions Fees	=	$[(3A \times W1) + (3B \times W2) + (3C \times W3) + (3D \times W4) + (3E \times W5)]$
4th Year Weighted Average RGBB Online Debit Card Transactions Fees	=	$[(4A \times W1) + (4B \times W2) + (4C \times W3) + (4D \times W4) + (4E \times W5)]$
5th Year Weighted Average RGBB Online Debit Card Transactions Fees	=	$[(5A \times W1) + (5B \times W2) + (5C \times W3) + (5D \times W4) + (5E \times W5)]$
Option Year 1 Weighted Average RGBB Online Debit Card Transactions Fees	=	$[(6A \times W1) + (6B \times W2) + (6C \times W3) + (6D \times W4) + (6E \times W5)]$
Option Year 2 Weighted Average RGBB Online Debit Card Transactions Fees	=	$[(7A \times W1) + (7B \times W2) + (7C \times W3) + (7D \times W4) + (7E \times W5)]$

Part 2

Total RGBB Online Debit Card Transactions Fees =

$$\begin{aligned}
 &[(1\text{st Year Weighted Average RGBB Online Debit Card Transactions Fees} \times (\text{Year 1 Value})) + \\
 &[(2\text{nd Year Weighted Average RGBB Online Debit Card Transactions Fees}) \times (\text{Year 2 Value})] + \\
 &[(3\text{rd Year Weighted Average RGBB Online Debit Card Transactions Fees}) \times (\text{Year 3 Value})] + \\
 &[(4\text{th Year Weighted Average RGBB Online Debit Card Transactions Fees}) \times (\text{Year 4 Value})] + \\
 &[(5\text{th Year Weighted Average RGBB Online Debit Card Transactions Fees}) \times (\text{Year 5 Value})] + \\
 &[(1\text{st Option Year (6th Year) Weighted Average RGBB Online Debit Card Transactions Fees}) \times \\
 &(\text{1st Option Year (Year 6) Value})] + \\
 &[(2\text{nd Option Year (7th Year) Weighted Average RGBB Online Debit Card Transactions Fees}) \times \\
 &(\text{2nd Option Year (Year 7) Value})]
 \end{aligned}$$

Results from this calculation will be rounded to two decimal places prior to being assigned as the value for item 13 in the Calculation of Total Evaluated Price, above.

1.14 Item 14 – RGBB Client Setup Fees

The Total RGBB Client Evaluated Price will be calculated as follows:

RGBB Client Setup Fee x Number of RGBB Client Setups (30 RGBB new Client setups for evaluation purposes)

The above formula will be used to calculate the total price for item 14 in the Calculation of Total Evaluated Price, above. Results from this calculation will be rounded to two decimal places.

1.15 Item 15 – RGBB Client Monthly Maintenance Fees

The Total RGBB Monthly Maintenance Evaluated Price will be calculated as follows:
RGBB Monthly Maintenance fees x RGBB merchant number (30 RGBB merchant numbers for evaluation purposes) x 12 months x 7 years

The above formula will be used to calculate the total price for item 15 in the Calculation of Total Evaluated Price, above. Results from this calculation will be rounded to two decimal places.

1.16 Item 16 – RGBB Client 3D-Secure Fees

The Total RGBB Client 3D-Secure Evaluated Price will be calculated as follows:
RGBB Client 3D-Secure, monthly fee per applicable RGBB merchant number (10 RGBB merchant numbers for evaluation purposes) x 12 months x 7 years
+
RGBB Client 3D-Secure, one-time, setup fee per applicable RGBB merchant number (10 RGBB merchant numbers for evaluation purposes)

The above formula will be used to calculate the total price for item 16 in the Calculation of Total Evaluated Price, above. Results from this calculation will be rounded to two decimal places.

ATTACHMENT 1 to PART 4

TECHNICAL CRITERIA

1.1.1 Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

Bid Preparation Instructions:

Mandatory Technical Criteria (MT)		
For the purpose of the mandatory technical criteria specified below the experience of the Bidder will be considered.		
The Bidder		
Number	Mandatory Technical Criterion	Bid Preparation Instructions
MT1	The Bidder must be: 1. a member of the Canadian Payments Association (CPA), or have an agreement with a CPA member; and 2. a Large Value Transfer System (LVTS) participant, or have an agreement with an LVTS participant.	With its technical bid, the Bidder should submit proof of its CPA membership or its agreement with a CPA member. The Bidder should submit proof that it is an LVTS participant or has an agreement with an LVTS participant.
MT2	The Bidder or the Bidder's subcontractor, if applicable, must have agreements with Visa, MasterCard, American Express (AMEX) and Interac.	With its technical bid, the Bidder should submit proof of such agreements.
MT3	The Bidder must be compliant with Payment Card Industry (PCI) Data Security Standards (DSS)	With its technical bid, the Bidder should submit its attestation of compliancy provided by a card brand or the PCI council, or a Qualified Security Assessor (QSA).
MT4	At bid closing, the Bidder must have acquired experience providing Visa, MasterCard, AMEX, and Interac card acceptance services over the last 5 years on a continuous basis.	The Bidder should provide: 1. A brief description of the experience(s); 2. Reference information, including the name(s) of the client(s) for which the service was provided, and contact information; and, 3. The starting and finishing date of the services provided to the client(s) (Please note that the Bidder should demonstrate, by providing 1 or more client services,

		that the Bidder has provided card acceptance services continually over the past 5 years up to and including the bid closing date with no breaks in service).
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1.1.2 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

Point Rated Technical Criteria (RT) and Scores		Required Minimum Number of Points	Maximum Number of Points
RT1	Experience	252	360
RT2	Implementation	224	320
RT3	Proposed Solution	350	500
RT4	Proposed RGBB Solution	350	500
RT5	Proposed RGBB Solution Enhancements	-	110
RT6	Additional Services	-	210
Overall Score		1176	2000

Where identified in the point rated technical criteria listed below, the Bidder's response to point rated evaluation criteria will be evaluated from 0 to 10 based on whether the response addresses the point rated technical evaluation criteria in a complete, logical, practical and applicable fashion.

The rating scheme 0 to 10 will be assigned to the Bidder's response as follows:

Rating	Description
0=0%	Rated area is not addressed, the Bidder receives 0% of the available points for this element;
2=20%	Rated area is barely addressed, the Bidder receives 20% of the available points for this element;
4=40%	Rated area is partially addressed, the Bidder receives 40% of the available points for this element;
6=60%	Rated area is practically addressed, the Bidder receives 60% of the available points for this element;
8=80%	Rated area is satisfactorily addressed, the Bidder receives 80% of the available points for this element;
10=100%	Rated area is dealt with in depth, requirement is exceeded, the Bidder receives 100% of the available points for this element.

Point Rated Technical Criteria (RT)

For the purpose of the point rated technical criteria specified below the experience of the Bidder and its subcontractors will be considered.

RT1 Experience (Minimum 252 points of a maximum of 360 points)

Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)
RT1.1	Ability to supply all necessary Resources	The Bidder should clearly demonstrate its ability to provide card acceptance services in Canada by describing its approach for ensuring that the necessary qualified resources are available at all times during the Contract period including the option periods to ensure no disruption of services. Specifically, the Bidder should address the following points: <ol style="list-style-type: none"> 1. staffing 2. training 3. employee turnover 4. retention of knowledge and expertise 5. back-up(s) 	Responses will be weighted as follows (maximum of 120 points), refer to the rating scheme of 0 to 10: <ol style="list-style-type: none"> 1. 24 points 2. 24 points 3. 24 points 4. 24 points 5. 24 points
RT1.2	Ability to manage a card acceptance project with numerous sites	The Bidder should clearly demonstrate its experience managing a card acceptance project with numerous sites. The Bidder should state number of sites for one (1) card acceptance project it has managed. At bid closing date, the Bidder must have provided services in accordance with this project for at least three (3) years. Only one (1) project will be evaluated in order of presentation within the Bidder's technical bid. The Bidder should provide a Reference name, address, current telephone and facsimile number and/or email identification (if applicable) for the one (1) project cited.	Responses will be weighted based on the number of sites in one (1) project (maximum of 123 points): <ol style="list-style-type: none"> 1. 1,000 and over = 123 points. 2. Between 501 and 999 = 100 points 3. Between 401 and 500 = 70 points 4. Between 301 and 400 = 50 points 5. Between 201 and 300 = 30 points 6. Between 101 and 200 = 20 points 7. Between 1 and 100 = 10 points
RT1.3	Ability to manage a card acceptance project for which the sites have diverse requirements	The Bidder should clearly demonstrate its experience managing a card acceptance project for which the sites have diverse requirements. The Bidder should state the elements of services covered for one (1) card acceptance project. At bid closing date, the Bidder must have provided services for this project for at least three (3)	Responses will be weighted based on the Bidder's experience in providing the following elements within one (1) card acceptance project (maximum of 117 points): <ol style="list-style-type: none"> 1. Dialup POS terminals (13 points refer to the rating scheme of 0 to 10) 2. IP POS terminals (13 points refer to the rating scheme of 0

		years. Only one (1) project will be evaluated. The Bidder should provide a Reference name, address, current telephone and facsimile number and/or email identification (if applicable) for the one (1) project cited.	<p>to 10)</p> <p>3. Pinpads (13 points refer to the rating scheme of 0 to 10)</p> <p>4. Short-range wireless/mobile POS workstations (13 points refer to the rating scheme of 0 to 10)</p> <p>5. Long-range wireless/mobile POS workstations (13 points refer to the rating scheme of 0 to 10)</p> <p>6. Integrated sites (13 points refer to the rating scheme of 0 to 10)</p> <p>7. Touch Tone Capture (13 points refer to the rating scheme of 0 to 10)</p> <p>8. E-commerce component (13 points refer to the rating scheme of 0 to 10)</p> <p>9. Geographical spread across Canada (1 points per Province or Territory) (Maximum 13 points)</p>
RT2 Implementation (Minimum 224 points of a maximum of 320 points)			
Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)
RT2.1	Ability to provide seamless implementation	<p>The Bidder should demonstrate how it will ensure a smooth implementation that will ensure an effective relationship and customer service during the life of the contract. The Bidder's technical bid should provide a detailed implementation plan by providing the following:</p> <ol style="list-style-type: none"> 1. Relevant tasks 2. Identity of responsible organization: Office of Primary Interest (OPI) 3. start/stop dates per task noted above 4. Operational within 6 months <ol style="list-style-type: none"> a. less than 5 months b. 5 to 6 months 5. Fully implemented within 18 months <ol style="list-style-type: none"> a. less than 10 months b. 10 to 18 months 	<p>Responses will be weighted for each criteria as follows (maximum of 140 points):</p> <ol style="list-style-type: none"> 1. 6 points per each summary task, maximum 60 points 2. 2 points for providing OPI's for each summary task noted above, maximum of 20 points 3. 2 points for providing start/stop dates per each summary task, maximum of 20 points 4. Maximum 20 points <ol style="list-style-type: none"> a. 20 points b. 14 points 5. Maximum 20 points <ol style="list-style-type: none"> a. 20 points b. 14 points
RT2.2	Implementation Resources	The Bidder should provide an organizational chart of the key positions (titles only) involved in the management of this requirement and	Responses will be weighted based on the rating scheme of 0 to 10 (maximum of 60 points).

		an explanation as to why the proposed organizational structure would be efficient in meeting Canada's needs.	
RT2.3	Ability to provide risk management	The Bidder should provide a risk management plan for the implementation period that: <ol style="list-style-type: none"> 1. Identifies the relevant constraints; 2. Identifies the foreseeable and relevant risks; 3. Provides consequences and probabilities of the relevant risk identified above; 4. Proposes risk mitigation strategies for the relevant risks identified in (2) above. 	Responses will be weighted for each criteria as follows (maximum of 120 points): <ol style="list-style-type: none"> 1. Maximum 20 points. 5 constraints: 4 points per relevant constraint. 2. Maximum 25 points. 5 risks: 5 points per relevant risk. 3. Maximum 40 points. 5 consequences: 6 points per relevant consequence. 5 probabilities: 2 points per relevant probability. 4. Maximum 35 points. 5 strategies: 7 points per relevant strategy.
RT3 Proposed Solution (Minimum 350 points of a maximum of 500 points)			
Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)
RT3.1	Card acceptance methodologies	The Bidder's technical bid should identify its ability to support contactless and mobile payments, by providing POS (Point-of-Sale) workstations with Radio Frequency Identification (RFID) and Near Field Communication (NFC) chip acceptance functionality. <ol style="list-style-type: none"> 1. Available with all terminals 2. Available with at least one of each type of terminal (e.g. staffed / fixed, wireless / mobile, etc) 3. Available with some terminals 4. Plans to make available within a year. 	Responses will be weighted based on the methodologies offered as follows (Maximum 20 points): <ol style="list-style-type: none"> 1. 20 points 2. 15 points 3. 10 points 4. 5 points
RT3.2	Ability to provide POS workstations, Pinpads, PC software, and Touch Tone Capture system that meet the needs of the Government of Canada	For each product category identified below, the Bidder should provide technical specifications for each POS workstation / equipment / application in its proposal that meets the minimum requirements identified in Annex A – Statement of Work. The Bidder should identify which of the specified features, relevant to the Government of Canada, are addressed by its full product offering. <ol style="list-style-type: none"> 1. POS Workstation Staffed / Fixed <ul style="list-style-type: none"> - Dial up connectivity and IP connectivity 	Response will be weighted as follows (Maximum of 105 points): <ol style="list-style-type: none"> 1. Maximum 25 points <ol style="list-style-type: none"> a. All 5 features (25 points) b. 4 of 5 (20 points) c. 3 of 5 (15 points) d. 2 of 5 (10 points) e. 1 of 5 (5 points) 2. Maximum 10 points <ol style="list-style-type: none"> a. All 3 features (10 points) b. 2 of 3 (7 points) c. 1 of 3 (4 points)

		<ul style="list-style-type: none"> - Reduced PCI DSS scope - Multi-merchant number functionality - Space saving features - Integrated functionality <p>2. Pinpad</p> <ul style="list-style-type: none"> - Reduced PCI DSS scope - Space saving features - Integrated functionality <p>3. POS Workstation Wireless / Mobile (long range)</p> <ul style="list-style-type: none"> - Multi-merchant number functionality - Reduced PCI DSS scope - Space saving features - Extended Battery life <p>4. POS Workstation Wireless / Mobile (short range)</p> <ul style="list-style-type: none"> - Dial up connectivity and IP connectivity - Reduced PCI DSS scope - Multi-merchant number functionality - Space saving features - Integrated functionality <p>5. PC software</p> <ul style="list-style-type: none"> - Connectivity to a variety of POS Pinpads - Connectivity to self-serve parking permit machines - Connectivity to multiple operating systems <p>6. Touch Tone Capture</p> <ul style="list-style-type: none"> - CVV functionality - AVS functionality - Ease of use - Toll-free access 	<p>3. Maximum 15 points</p> <ul style="list-style-type: none"> a. All 4 features (15 points) b. 3 of 4 (12 points) c. 2 of 4 (9 points) d. 1 of 4 (6 points) <p>4. Maximum 25 points</p> <ul style="list-style-type: none"> a. All 5 features (25 points) b. 4 of 5 (20 points) c. 3 of 5 (15 points) d. 2 of 5 (10 points) e. 1 of 5 (5 points) <p>5. Maximum 10 points</p> <ul style="list-style-type: none"> a. All 3 features (10 points) b. 2 of 3 (7 points) c. 1 of 3 (4 points) <p>6. Maximum 20 points</p> <ul style="list-style-type: none"> a. All 4 features (20 points) b. 3 of 4 (15 points) c. 2 of 4 (10 points) d. 1 of 4 (5 points)
RT3.3	Help Desk support	<p>The Bidder should identify:</p> <p>1. If help desk support will be provided:</p> <ul style="list-style-type: none"> a. Entirely in-house b. Through a 3rd party centre (even if partially). Please specify the company. <p>2. Where help desk support will be accessible:</p> <ul style="list-style-type: none"> a. Worldwide b. United States and Canada c. Canada <p>3. Where toll-free help desk support will be available:</p> <ul style="list-style-type: none"> a. Worldwide 	<p>Responses will be weighted as follows (maximum 60 points):</p> <p>1. Maximum 15 points</p> <ul style="list-style-type: none"> a. 15 points b. 11 points <p>2. Maximum 20 points</p> <ul style="list-style-type: none"> a. 20 points b. 14 points c. 10 points <p>3. Maximum 25 points</p> <ul style="list-style-type: none"> a. 25 points b. 17 points c. 14 points

		b. United States and Canada c. Canada	
RT3.4	Basic hardware / software installation (see Annex A, Appendix 1 – Definitions)	The Bidder should identify how basic hardware / software installation will be provided. Specifically, it should identify which of the following approaches will be utilized: 1. Onsite installation by a technician 2. Delivery with no installation	Responses will be weighted as follows (Maximum 45 points): 1. 45 points 2. 32 points
RT3.5	Basic departmental office training (See Annex A, section 2.5.2 – Training and Appendix 1 – Definitions)	The Bidder should identify its basic departmental office training offering and should specify whether it will provide: 1. On-demand telephone training 2. Manuals 3. On-demand webcasts (videos) 4. On-demand onsite training	Responses will be weighted as follows (Maximum 80 points): 1. 44 points 2. 12 points 3. 12 points 4. 12 points
RT3.6	Alternative Card Authorization Service	The Bidder should specify which of the following methods will be made available to enable departmental clients to obtain credit card authorizations and process transactions during planned and unplanned outages with no liability to merchant for chargebacks: 1. 100% of transactions processed without authorization; 2. Phone authorizations required for transaction values above a floor limit of \$500.00 (all transactions under \$500.00 are processed without authorization); 3. Phone authorizations required for transaction values above a floor limit of \$100.00 (all transactions under \$100.00 are processed without authorization); 4. Phone authorizations required for transaction values above a floor limit of \$75.00 (all transactions under \$75.00 are processed without authorization); 5. Phone authorizations required for transaction values above a floor limit of \$50.00 (all transactions under \$50.00 are processed without authorization); 6. Phone authorizations required	Responses will be weighted as follows (Maximum 60 points): 1. 60 points 2. 54 points 3. 48 points 4. 42 points 5. 30 points 6. 20 points 7. 10 points

		for transaction values above a floor limit of \$20.00 (all transactions under \$20.00 are processed without authorization); or 7. Phone authorizations required for 100% of transactions.	
RT3.7	Chargeback Reporting	The Bidder should identify how it will offer chargeback reporting to departmental offices. 1. Chargeback notification and subsequent departmental offices responses provided through a secure online portal. 2. Chargeback notification using secure online reporting or email. Subsequent departmental offices responses by mail. 3. Chargeback notification and subsequent departmental offices responses by mail.	Responses will be weighted as follows (maximum 40 points): 1. 40 points 2. 28 points 3. 20 points
RT3.8	Online Transaction Reporting	The Bidder should describe its approach to provide departmental offices with online reporting. It should specify which of the following means will be made available: 1. Retrievable reports a. Readable and downloadable CSV files b. SFTP option c. Reporting API option 2. Read-only reports	Responses will be weighted as follows (maximum 70 points): 1. Maximum 70 points a. 30 points b. 20 points c. 20 points 2. Maximum 10 points
RT3.9	Breadth of Long-range Wireless Network Coverage	The Bidder should address the breadth of the network(s) coverage provided for its long-range wireless terminals. The Bidder's technical bid should specify the following telecommunication service provider(s) it will use for its offered solution: – Bell Canada – Rogers – Telus	Responses will be weighted as follows (maximum 30 points): 1. All three (30 points) 2. 2 of 3 (26 points) 3. 1 of 3 (21 points)
RT4 Proposed RGBB Solution (Minimum 350 points of a maximum of 500 points)			
Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)
RT4.1	Bilingual Customer Web Interfaces	The Bidder should address how it will offer bilingual, French and English, customer web interfaces. It should specify which of the following would apply: 1. Customer provided with the ability to toggle between English	Responses will be weighted as follows (maximum 35 points): 1. 35 points 2. 21 points 3. 21 points

		<p>and French at anytime on every customer web interface, including any error message.</p> <ol style="list-style-type: none"> English and French text will be displayed on each customer web interface. Customer will have the ability to choose English or French on the first customer web interface, all subsequent customer web interfaces can only be displayed in this language. 	
RT4.2	Recurring Payments	<p>The Bidder should identify if its RGBB Solution contains recurring functionality, to enable RGBB Clients to manually create a stream of card-not-present sales and authorizations that will run automatically on a specified frequency.</p> <ol style="list-style-type: none"> Currently available In development, available within one (1) year of bid closing date (provide completion date) In development, available within two (2) years of bid closing date (provide completion date) In development, available within three (3) years of bid closing date (provide completion date) 	<p>Responses will be weighted as follows (maximum 25 points):</p> <ol style="list-style-type: none"> 25 points 18 points 10 points 5 points
RT4.3	Administrative Module Interface RGBB Client hierarchy	<p>The Bidder should address the ability of its solution to provide a three tier RGBB Client hierarchy within its administrative module interface, in order to consolidate the individual RGBB Client / merchant (level 3) transaction data into RGBB client groups (level 2) and as a whole (level 1).</p>	<p>Responses will be weighted as follows (maximum 40 points):</p> <ol style="list-style-type: none"> 3 levels: 40 points 2 levels: 25 points 1 level: 21 points
RT4.4	Browser Support	<p>The Bidder should indentify if its RGBB Solution has minimum browser requirements. It should specify the browsers and browser versions supported by its COTS solution:</p> <ol style="list-style-type: none"> Internet Explorer <ol style="list-style-type: none"> The latest 3 versions The latest 2 versions The latest version Mozilla Firefox <ol style="list-style-type: none"> The latest 10 versions The latest 5 versions The latest version Google Chrome 	<p>Responses will be weighted as follows (maximum 100 points):</p> <ol style="list-style-type: none"> Maximum 30 points <ol style="list-style-type: none"> 30 points 25 points 15 points Maximum 25 points <ol style="list-style-type: none"> 25 points 20 points 15 points Maximum 25 points <ol style="list-style-type: none"> 25 points 20 points 15 points Maximum 10 points

		<ul style="list-style-type: none"> a. The latest 15 versions b. The latest 10 versions c. The latest version <p>4. Safari</p> <ul style="list-style-type: none"> a. The latest 3 versions b. The latest 2 versions c. The latest version <p>5. Opera</p> <ul style="list-style-type: none"> a. The latest 5 versions b. The latest 3 versions c. The latest version 	<ul style="list-style-type: none"> a. 10 points b. 8 points c. 6 points <p>5. Maximum 10 points</p> <ul style="list-style-type: none"> a. 10 points b. 8 points c. 6 points
RT4.5	Business Rules	<p>The Bidder should describe the merchant controlled business rules that can be implemented within its proposed RGBB Solution.</p> <ul style="list-style-type: none"> 1. Dollar volume controls 2. Card type controls 3. Velocity controls 4. IP blocking 	<p>Responses will be weighted as follows (Maximum 55 points):</p> <ul style="list-style-type: none"> 1. 15 points 2. 15 points 3. 15 points 4. 10 points
RT4.6	RGBB test environment and support	<p>The Bidder should identify which of the following best describes the availability and scheduling requirements of the RGBB test environment and related support:</p> <ul style="list-style-type: none"> 1. RGBB test environment <ul style="list-style-type: none"> a. Available twenty-four (24) hours per day, seven (7) days per week with no scheduling required b. Available twenty-four (24) hours per day, seven (7) days per week with scheduling required outside regular business hours (Monday – Friday, 8:00 – 17:00) c. Available twenty-four (24) hours per day, seven (7) days per week with scheduling required at all times 2. Related support <ul style="list-style-type: none"> a. No scheduling required and available twenty-four (24) hours per day, seven (7) days per week b. No scheduling required and available during regular business hours (Monday – Friday, 8:00 – 17:00) c. Scheduling required and available twenty-four 	<p>Responses will be weighted as follows (Maximum 65 points):</p> <ul style="list-style-type: none"> 1. Maximum 40 points <ul style="list-style-type: none"> a. 40 points b. 25 points c. 15 points 2. Maximum 25 points <ul style="list-style-type: none"> a. 25 points b. 20 points c. 20 points d. 17 points

		(24) hours per day, seven (7) days per week d. Scheduling required and available during regular business hours (Monday – Friday, 8:00 – 17:00)	
RT4.7	Online Credit Card Processing Goals	The Bidder should identify its ability to provide online credit card processing. It should address how the proposed solution enables PWGSC to meet its goals of being highly: 1. Available 2. Reliable -For 1 and 2 above, the Bidder should indicate how it will ensure that the requirements specified in Annex A, Statement of Work, section 2.7 Service Levels are met. 3. Secure	Responses will be weighted as follows, using rating scheme of 0 to 10 (20 points are available per domain for a maximum of 60 points). 1. 20 points 2. 20 points 3. 20 points
RT4.8	Bidder COTS Solution compatibility with RGBB requirements	The Bidder should assess the elements within RGBB requirements, defined in Annex A – Statement of Work, Appendix 12 – Receiver General Buy Button, met within its COTS solution at bid closing date. Please complete attachment to RT4.8.	Responses will be weighted in accordance with the completed attachment RT4.8 and points will be awarded based on the number requirements met at bid closing date in using prorated yes answers (Maximum 120 points).
RT5 Proposed RGBB Solution Enhancements (Maximum of 110 points)			
Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)
RT5.1	Integration with financial systems	The Bidder should identify which of the following financial systems the Bidder can offer an integrated RGBB solution for: 1. SAP 2. Free Balance 3. Oracle 4. G/X 5. People Soft 6. CMS 7. Other (please specify)	Responses will be weighted as follows (maximum 90 points): 1. 35 points 2. 15 points 3. 15 points 4. 15 points 5. 4 points 6. 4 points 7. 2 points
RT5.2	Mobile Web Pages	The Bidder should address its ability to provide mobile web pages: 1. Currently available 2. In development, available within one (1) year of bid closing date (provide completion date) 3. In development, available within two (2) years of bid closing date (provide completion date) 4. In development, available within	Responses will be weighted as follows (maximum 20 points): 1. 20 points 2. 15 points 3. 10 points 4. 6 points

		three (3) years of bid closing date (provide completion date)	
RT6 Additional Services (the Bidder should provide, in its financial bid, pricing for each service to be included (should a contract be awarded) in Annex B, section 7.0 – Additional Services) (Maximum of 210 points)			
Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)
RT6.1	Offered Card acceptance methodologies	<p>The Bidder should identify its ability to provide an automated Interactive Voice Response (IVR) and/or a comparable credit card acceptance product that enables a customer to initiate a transaction over the phone. The Bidder should address its offered solution's:</p> <ol style="list-style-type: none"> 1. Functionality <ol style="list-style-type: none"> a. CVV checking b. AVS checking c. Voice input d. DTMF (touch tone) keypad input 2. Availability <ol style="list-style-type: none"> a. Currently available b. In development, available within one (1) year of bid closing date (provide completion date) c. In development, available within two (2) years of bid closing date (provide completion date) d. In development, available within three (3) years of bid closing date (provide completion date) 	<p>Responses will be weighted based on the methodologies offered as follows (Maximum 30 points):</p> <ol style="list-style-type: none"> 1. Maximum of 8 points <ol style="list-style-type: none"> a. 2 points b. 2 points c. 2 points d. 2 points 2. Maximum of 22 points <ol style="list-style-type: none"> a. 22 points b. 15 points c. 10 points d. 6 points
RT6.2	End-to-End Encryption (E2EE) / Point-to-Point Encryption (P2PE)	<p>The Bidder should identify its ability to provide E2EE / P2PE technology within its offered card acceptance solution. The Bidder should address its E2EE /P2PE solution's:</p> <ol style="list-style-type: none"> 1. Ability to fully encrypt card data at the point of entry 2. Ability to reduce the scope of merchant's PCI DSS requirements 	<p>Responses will be weighted as follows (maximum 18 points):</p> <ol style="list-style-type: none"> 1. 4 points 2. 4 points 3. 4 points 4. 2 points 5. Maximum 4 points <ol style="list-style-type: none"> a. 4 points b. 3 points c. 2 points

		3. Stand-alone terminal functionality incorporated in standard terminal rental price 4. Online card processing functionality 5. Availability <ul style="list-style-type: none"> a. Currently available b. In development, available within one (1) year of bid closing date (provide completion date) c. In development, available within two (2) years of bid closing date (provide completion date) d. In development, available within three (3) years of bid closing date (provide completion date) 	d. 1 point
RT6.3	Gift Cards	The Bidder should identify which of the following scenarios best represents its gift card solution: 1. Ability to produce and accept Gift Cards on behalf of federal departments. <ul style="list-style-type: none"> a. Physical Distribution b. Virtual Distribution 2. Ability to accept Gift Cards produced by third parties on behalf of federal departments. 3. Ability to accept Gift Cards through the RGBB Solution. 4. Availability <ul style="list-style-type: none"> a. Currently available b. In development, available within one (1) year of bid closing date (provide completion date) c. In development, available within two (2) years of bid closing date (provide completion date) d. In development, available within three (3) years of bid closing date (provide completion date) 	Responses will be weighted as follows (maximum 16 points): 1. Maximum 6 points <ul style="list-style-type: none"> a. 3 points b. 3 points 2. 3 points 3. 3 points 4. Maximum 4 points <ul style="list-style-type: none"> a. 4 points b. 3 points c. 2 points d. 1 point
RT6.4	Other Credit	The Bidder should identify the credit	Responses will be weighted as

	Card Brands	card brands, for which it currently: 1. Acquires (i.e. accepts, authorizes and settles) transactions (apart from Visa and MasterCard). a. Two or more card brands (please specify) b. One card brand (please specify) 2. Conveys (i.e. accepts and transmits) transactions (apart from AMEX). a. Three or more card brands (please specify) b. Two card brands (please specify) c. One card brand (please specify)	follows (maximum 20 points): 1. Maximum 12 points a. 12 points b. 8 points 2. Maximum 8 points a. 8 points b. 6 points c. 4 points
RT6.5	Other Debit Card Brands	The Bidder should identify any other Canadian-issued debit card brands, apart from Interac, it is currently accepting. 1. Two or more card brands (please specify) 2. One card brand (please specify)	Responses will be weighted as follows (maximum 10 points): 1. 10 points 2. 8 points
RT6.6	Card-present functionality within the RGBB	The Bidder should demonstrate the ability of its RGBB solution to provide card-present status for credit card transactions. It should demonstrate: 1. How card information is captured: a. EMV-chip reader b. Mag-stripe reader c. Other (please specify) 2. The interfaces with which this could be integrated: a. Virtual Point-of-Sale (VPOS) b. Hosted Payment Page (for use as a POS kiosk) c. API 3. The availability: a. Currently available b. In development, available within one (1) year of bid closing date (provide completion date) c. In development, available within two (2) years of bid closing date (provide completion date)	Responses will be weighted as follows (maximum 50 points): 1. Maximum 25 points a. 15 points b. 5 points c. 5 points 2. Maximum 15 points a. 5 points b. 5 points c. 5 points 3. Maximum 10 points a. 10 points b. 7 points c. 5 points d. 2 points

		d. In development, available within three (3) years of bid closing date (provide completion date)	
RT6.7	US dollar Settlement	<p>The Bidder should describe its ability to provide settlement of US dollar credit card acceptance. The Bidder should identify the availability of its solution:</p> <ol style="list-style-type: none"> 1. Currently available 2. In development, available within one (1) year of bid closing date (provide completion date) 3. In development, available within two (2) years of bid closing date (provide completion date) 4. In development, available within three (3) years of bid closing date (provide completion date) 	<p>Responses will be weighted as follows (maximum 12 points)</p> <ol style="list-style-type: none"> 1. 12 points 2. 9 points 3. 6 points 4. 3 points
RT6.8	Remote Solution	<p>The Bidder should describe solutions for effective service connection in remote location across Canada, notably national parks. The Bidder should identify the availability of its solution:</p> <ol style="list-style-type: none"> 1. Currently available 2. In development, available within one (1) year of bid closing date (provide completion date) 3. In development, available within two (2) years of bid closing date (provide completion date) 4. In development, available within three (3) years of bid closing date (provide completion date) 	<p>Responses will be weighted as follows (maximum 12 points):</p> <ol style="list-style-type: none"> 1. 12 points 2. 9 points 3. 6 points 4. 4 points
RT6.9	International Solution	<p>The Bidder should describe its solutions for effective service connection outside of Canada (Canadian missions). The Bidder should identify the availability of its solution:</p> <ol style="list-style-type: none"> 1. Currently available 2. In development, available within one (1) year of bid closing date (provide completion date) 3. In development, available within two (2) years of bid closing date 	<p>Responses will be weighted as follows (maximum 6 points):</p> <ol style="list-style-type: none"> 1. 6 points 2. 4 points 3. 3 points 4. 2 points

		(provide completion date) 4. In development, available within three (3) years of bid closing date (provide completion date)	
RT6.10	High quality and innovative card acceptance services offered	<p>The Bidder should describe its approach to provide a full range of high quality and innovative card acceptance services. The Bidder's technical bid should describe its current plans for improved customer service through innovative solutions in the card acceptance services, payment services, and e-commerce domains. For each service, the Bidder should provide:</p> <ol style="list-style-type: none"> 1. A description 2. The cost effectiveness 3. The impact to departmental offices 4. The risks 5. The availability <ol style="list-style-type: none"> a. Currently available b. In development, available within one (1) year of bid closing date (provide completion date) c. In development, available within two (2) years of bid closing date (provide completion date) d. In development, available within three (3) years of bid closing date (provide completion date) 	<p>Responses will be weighted as follows, using rating scheme of 0 to 10 (12 points are available per domain for a maximum of 36 points):</p> <ol style="list-style-type: none"> 1. 2 points per domain 2. 2 points per domain 3. 2 points per domain 4. 2 points per domain 5. Maximum of 4 points per domain <ol style="list-style-type: none"> a. 4 points b. 3 points c. 2 points d. 1 point

Attachment to RT4.8		
Criteria – The Bidder should identify which of the following sections (excluding their subsections) defined in Annex A, Statement of Work, Appendix 12, Receiver General Buy Button, describe functionality offered within its COTS solution at bid closing date.	Offered in current COTS solution	Weighting (Points)
1.0 Introduction	N/A	N/A
2.0 RGBB Requirements	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 8 points
2.1 Interfaces	N/A	N/A
2.1.1 Gateway Interfaces	N/A	N/A
2.1.1.1 Hosted Payment Page Interface	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 6 points
2.1.1.1.1 Customer Web Interfaces	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 6 points
2.1.1.2 Application Programming Interface (API)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 6 points

2.1.1.3	Virtual Point-of-Sale (VPOS) Interface	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 6 points
2.1.1.4	Batch Processing Interface	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 3 points
2.1.2	Administrative Module Interface	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 6 points
2.1.2.1	Settlement Initiation	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 6 points
2.1.2.2	Secure Storage	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 6 points
2.1.2.3	Report Generation	N/A	
2.1.2.4	Protection of Cardholder Information	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 6 points
2.1.2.5	Query	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 6 points
2.1.2.6	Profile Management	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 6 points
2.2	Transaction Identification and Traceability	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 6 points
2.2.1	Tagged Transactions	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 6 points
2.3	Receipting	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 6 points
2.4	Solution Support	N/A	N/A
3.0	General Requirements	N/A	N/A
ATTACHMENT 1 - Application Reporting Requirements		N/A	N/A
1.0	Report Types	N/A	N/A
1.1	RGBB Solution Activity	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 5 points
1.2	RGBB Solution Availability	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 2 points
1.3	RGBB Solution Performance	N/A	N/A
1.4	Client Care Service Delivery	N/A	N/A
2.0	Report Delivery	N/A	N/A
2.1	Web-based Reports	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 5 points
2.2	Downloadable Reports	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 5 points
2.3	Reports requiring no manual intervention	<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 2 points
ATTACHMENT 2 - Implementation Project Milestones		N/A	N/A
ATTACHMENT 3 - Overview of the Receiver General Buy Button Terms of Engagement		N/A	N/A
ATTACHMENT 4 – RGBB Design Specifications		<input type="checkbox"/> Yes <input type="checkbox"/> No	Yes = 12 points