



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

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

This requirement contains a security requirement.

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

Title - Sujet Card Acceptance Services	
Solicitation No. - N° de l'invitation EN891-121555/B	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client 20121555	Date 2013-12-19
GETS Reference No. - N° de référence de SEAG PW-\$\$ZG-405-26587	
File No. - N° de dossier 406zg.EN891-121555	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-01-31	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: Ingrid Harrington	Buyer Id - Id de l'acheteur 406zg
Telephone No. - N° de téléphone (819) 956-3201 ()	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

Delivery Required - Livraison exigée	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

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406zgEN891-121555

Buyer ID - Id de l'acheteur

406zg

CCC No./N° CCC - FMS No/ N° VME

This solicitation amendment no. 002 is raised to amend the solicitation as detailed below:

1. Extend the closing date of the solicitation;
2. Answer questions pertaining to the RFP; and
3. Amend Attachment 1 to Part 4 Technical Criteria.

1. On page 1 of the solicitation:

DELETE: Solicitation closes at 02:00 PM on 2014-01-14

INSERT: Solicitation closes at 02:00 PM on 2014-01-31

2. Questions and Answers:

Question 4

RFP page 9 of 121 - 2.1.5 Documentation e. 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.

Question: Where we are unable to provide official documentation from the applicable card brands (as official documents are for Payment Brand members only and cannot be shared externally), will the Federal Government consider communication documents from the Acquirer or any other form of communication in its place (example: meeting with Payment Brand itself)?

Response 4

Yes.

Question 5

RFP page 1 of 15 - Annex B - Basis of Payments Credit Card Markup

Question: Understanding that there is a preference for Interchange Pass-through, can the acquirer provide pricing using the methodology of Interchange Pass-through plus a percentage(%) fee (as opposed to plus a per transaction fee \$)?

Response 5

No. In order to evaluate each bidder on a level playing field, we require that each proposal be based on Interchange Pass-through plus a per transaction fee (\$).

Canada requires that it be invoiced based on an interchange pass-through methodology. While the Contractor may pass on percentage based fees, including interchange and other fees (as specified in Annex B, section 2.0 Pass-Through Fees), from the card brands to Canada, its own markup fee must be based on a fixed \$ rate per transaction.

Question 6

RFP page 68 of 121, Appendix 10

Question: Is there anything required from the Bidder at this time as it pertains to Appendix 10?**Response 6**

Not at this time. Appendix 10 was included in the RFP to provide Bidders with an idea of the type of documentation that the Receiver General (RG) will require, once the contract is awarded.

Question 7

General Question: Is the Acquirer permitted to request the addition of other terms and conditions not currently outlined in the RFP document? For example, a provision requiring that the merchant must at all times during the contract abide by the Payment Brand rules?

Response 7

Canada recognizes that the card acceptance environment is governed by a series of card brand regulations, including the Visa International Operating Regulations (<http://usa.visa.com/download/merchants/visa-international-operating-regulations-main.pdf>), the MasterCard Rules (http://www.mastercard.com/ca/wce/PDF/MasterCard_Rules_2009.pdf), and the Payment Card Industry Data Security Standards (<https://www.pcisecuritystandards.org/>). Though Canada is committed to meeting the aforementioned card brand regulations, in the event of any inconsistency or known issue(s) between the card brand regulations and this contract, the contract takes precedence. The Contractor may notify Canada, in writing. Canada will consider whether it can make any changes to its own processes or contract terms and conditions so they can be compatible with the regulations. If Canada decides not to make such changes, the parties will consider whether they are interested in terminating the contract by mutual consent.

Question 8

Statement of Work

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2.3.1 Settlement (b) last sentence

Can you please elaborate and explain the following:

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.

Response 8

The RG accepts payments through a variety of means. This requires that it hold arrangements with a number of service providers. For example, the RG holds an arrangement for a Bill Payment Service, allowing individuals to remit payments through their FI (either online or at a branch) or through the mail by cheque, and previously by credit card. Because card acquiring is tendered separately from the Bill Payment Service, it required that the Bill Payment Service Provider accept the credit card payment through the mail and pass it to the Card Acceptance Service Provider for processing. At the end of each day, the Card Acceptance Service Provider would post the funds, for the transactions accepted in this fashion, to the Bill Payment Service concentrator account, rather than the one designated for Card Acceptance. While this portion of the Bill Payment Service no longer exists, the RG has kept this wording in case a similar arrangement were necessary in the future. Any decision to post the funds to a separate account would be subject to the mutual consent of the Government of Canada and the Contractor.

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Question 9

Attachment 1 to Part 4 – Technical Criteria

Item Number RT3.6

Would you consider re-evaluating the point rated technical criteria scoring grid for item RT3.6?

In an effort to adhere to current Card Association regulations (MasterCard)

MasterCard Floor Limit

MasterCard has announced that effective October 18, 2013, MasterCard floor limits will be decreased to zero. As a result of this change, merchants will be required to obtain an authorization each time a transaction is processed, as part of proper card acceptance procedures regardless of the type or the amount of the transaction. Failure to adhere to proper card acceptance procedures could result in chargebacks.

Response 9

Point Rated Technical Criteria RT3.6 has been revised such that all responses will be awarded the maximum of 60 points. See revised Attachment 1 to Part 4 attached.

Question 10

Annex A, Appendix 11 Current Locations

Would it be possible to send us a Word or Excel format of the Appendix 11 to work with our mapping tool?

Response 10

Yes.

Question 11

If the Bidder is a card acceptance service provider owned by financial institutions and one of these financial institutions will provide the banking services under this RFP, can you please confirm if PWGSC views the financial institution providing the banking services as a subcontractor? This would not be a joint venture.

Response 11

If the resulting Contractor is using a third party to carry out all of the work or a portion of the work under any resulting contract, this would be considered subcontracting.

Question 12

Due to the Christmas holidays and requirements in the RFP we request that the closing date is extended to February 15, 2014.

Response 12

The closing date has been extended to 02:00 PM on January 31, 2014.

Question 13

RFP page 23 of 121 - 2.7 Service Levels

(e) *Floor limit for authorizations during planned and unplanned outages must be one-hundred dollars (\$100) or more.*

Question: a) **Can the acquirer assume that floor limits only pertain to credit card transactions?**
b) **Who will bear responsibility for risks associated to offline transactions**

Response 13

a) Yes. Floor limits only pertain to credit card transactions.

b) The acquirer will bear the responsibility for risks associated to offline transactions below the floor limit.

Please note that the RG recognizes that the use of floor limits is governed by card brand regulations. The Contractor will only be bound by the floor limit service levels, defined in the statement of work, where permissible under card brand regulations.

Question 14

I'd like to request an extension of the solicitation due date to Tuesday, January 28.

Response 14

The closing date has been extended to 02:00 PM on January 31, 2014.

Question 15

Le document barème de prix – Facturation des transactions

Est-ce que le TPSGV accepterait un modèle de tarification établi en pourcentage ex. taux d'escompte fixe incluant le taux d'interchange moyen, frais de réseau, etc. plutôt qu'un frais unique par transaction?

Response 15

See response to Question 5 provided above.

Question 16

Est-ce que le TPSGV accepterait une entente avec une tierce partie pour le traitement des transactions Interac en ligne?

Response 16

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Please refer to subsection 06 (2013-06-07) Subcontracts of 2035 (2013-06-27) General Conditions - Higher Complexity - Services.

Question 17

Est-ce que le TPSGV accepterait d'offrir une prolongation du délai de remise des soumissions qui est prévu le 14 janvier 2014?

Response 17

See response to Question 12 provided above.

Notes to Bidders

- The RFP states on page 9 of 42, Part 2 - Bidders Instructions, Article 4. Enquiries - Bid Solicitation, that 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.
- Point Rated Technical Criteria RT3.2 has been revised such that the maximum amount of points available is 95. See revised Attachment 1 to Part 4 attached.

3. See revised Attachment 1 to Part 4 Technical Criteria attached.

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
Overl 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) years. Only one (1) project will be evaluated. The Bidder should provide a Reference name, address, current telephone and facsimile	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 to 10) 3. Pinpads (13 points refer to the rating scheme of 0 to 10) 4. Short-range wireless/mobile

		number and/or email identification (if applicable) for the one (1) project cited.	<p>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 an explanation as to why the proposed organizational structure would be efficient in meeting Canada's needs.	Responses will be weighted based on the rating scheme of 0 to 10 (maximum of 60 points).

RT2.3	Ability to provide risk management	<p>The Bidder should provide a risk management plan for the implementation period that:</p> <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. 	<p>Responses will be weighted for each criteria as follows (maximum of 120 points):</p> <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	<p>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.</p> <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. 	<p>Responses will be weighted based on the methodologies offered as follows (Maximum 20 points):</p> <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	<p>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.</p> <ol style="list-style-type: none"> 1. POS Workstation Staffed / Fixed <ul style="list-style-type: none"> - Dial up connectivity and IP connectivity - Reduced PCI DSS scope - Multi-merchant number functionality - Space saving features 	<p>Response will be weighted as follows (Maximum of 95 points):</p> <ol style="list-style-type: none"> 1. Maximum 22 points <ol style="list-style-type: none"> a. All 5 features (22 points) b. 4 of 5 (18 points) c. 3 of 5 (15 points) d. 2 of 5 (10 points) e. 1 of 5 (5 points) 2. Maximum 8 points <ol style="list-style-type: none"> a. All 3 features (8 points) b. 2 of 3 (6 points) c. 1 of 3 (4 points) 3. Maximum 15 points <ol style="list-style-type: none"> a. All 4 features (15 points) b. 3 of 4 (12 points)

		<ul style="list-style-type: none"> - Integrated functionality <ol style="list-style-type: none"> 2. Pinpad <ul style="list-style-type: none"> - Reduced PCI DSS scope - Space saving features - Integrated functionality 3. POS Workstation Wireless / Mobile (long range) <ul style="list-style-type: none"> - Multi-merchant number functionality - Reduced PCI DSS scope - Space saving features - Extended Battery life 4. POS Workstation Wireless / Mobile (short range) <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 5. PC software <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 6. Touch Tone Capture <ul style="list-style-type: none"> - CVV functionality - AVS functionality - Ease of use - Toll-free access 	<ul style="list-style-type: none"> c. 2 of 4 (9 points) d. 1 of 4 (6 points) <ol style="list-style-type: none"> 4. Maximum 22 points <ul style="list-style-type: none"> a. All 5 features (22 points) b. 4 of 5 (18 points) c. 3 of 5 (15 points) d. 2 of 5 (10 points) e. 1 of 5 (5 points) 5. Maximum 8 points <ul style="list-style-type: none"> a. All 3 features (8 points) b. 2 of 3 (6 points) c. 1 of 3 (4 points) 6. Maximum 20 points <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> <ol style="list-style-type: none"> 1. If help desk support will be provided: <ol style="list-style-type: none"> a. Entirely in-house b. Through a 3rd party centre (even if partially). Please specify the company. 2. Where help desk support will be accessible: <ol style="list-style-type: none"> a. Worldwide b. United States and Canada c. Canada 3. Where toll-free help desk support will be available: <ol style="list-style-type: none"> a. Worldwide b. United States and Canada c. Canada 	<p>Responses will be weighted as follows (maximum 60 points):</p> <ol style="list-style-type: none"> 1. Maximum 15 points <ol style="list-style-type: none"> a. 15 points b. 11 points 2. Maximum 20 points <ol style="list-style-type: none"> a. 20 points b. 14 points c. 10 points 3. Maximum 25 points <ol style="list-style-type: none"> a. 25 points b. 17 points c. 14 points
RT3.4	Basic hardware	The Bidder should identify how basic	Responses will be weighted as

	/ software installation (see Annex A, Appendix 1 – Definitions)	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	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 for transaction values above a floor limit of \$20.00 (all transactions under \$20.00 are processed without	Responses will be weighted as follows (Maximum 60 points): All responses will be awarded the maximum of 60 points.

		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 and French at anytime on every customer web interface, including any error message. 2. English and French text will be	Responses will be weighted as follows (maximum 35 points): 1. 35 points 2. 21 points 3. 21 points

		<p>displayed on each customer web interface.</p> <p>3. 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.</p>	
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"> 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 25 points):</p> <ol style="list-style-type: none"> 1. 25 points 2. 18 points 3. 10 points 4. 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"> 1. 3 levels: 40 points 2. 2 levels: 25 points 3. 1 level: 21 points
RT4.4	Browser Support	<p>The Bidder should identify 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"> 1. Internet Explorer <ol style="list-style-type: none"> a. The latest 3 versions b. The latest 2 versions c. The latest version 2. Mozilla Firefox <ol style="list-style-type: none"> a. The latest 10 versions b. The latest 5 versions c. The latest version 3. Google Chrome <ol style="list-style-type: none"> a. The latest 15 versions b. The latest 10 versions c. The latest version 4. Safari 	<p>Responses will be weighted as follows (maximum 100 points):</p> <ol style="list-style-type: none"> 1. Maximum 30 points <ol style="list-style-type: none"> a. 30 points b. 25 points c. 15 points 2. Maximum 25 points <ol style="list-style-type: none"> a. 25 points b. 20 points c. 15 points 3. Maximum 25 points <ol style="list-style-type: none"> a. 25 points b. 20 points c. 15 points 4. Maximum 10 points <ol style="list-style-type: none"> a. 10 points b. 8 points c. 6 points 5. Maximum 10 points

		<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
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 (24) hours per day, seven (7) days per week d. Scheduling required and available during regular 	<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

		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 three (3) years of bid closing date (provide completion date)	Responses will be weighted as follows (maximum 20 points): 1. 20 points 2. 15 points 3. 10 points 4. 6 points
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 3. Stand-alone terminal functionality incorporated in standard terminal rental price 4. Online card processing functionality 5. Availability <ol style="list-style-type: none"> a. Currently available b. In development, 	<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 d. 1 point

		<p>available within one (1) year of bid closing date (provide completion date)</p> <p>c. In development, available within two (2) years of bid closing date (provide completion date)</p> <p>d. In development, available within three (3) years of bid closing date (provide completion date)</p>	
RT6.3	Gift Cards	<p>The Bidder should identify which of the following scenarios best represents its gift card solution:</p> <ol style="list-style-type: none"> 1. Ability to produce and accept Gift Cards on behalf of federal departments. <ol 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 <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 (maximum 16 points):</p> <ol style="list-style-type: none"> 1. Maximum 6 points <ol style="list-style-type: none"> a. 3 points b. 3 points 2. 3 points 3. 3 points 4. Maximum 4 points <ol style="list-style-type: none"> a. 4 points b. 3 points c. 2 points d. 1 point
RT6.4	Other Credit Card Brands	<p>The Bidder should identify the credit card brands, for which it currently:</p> <ol style="list-style-type: none"> 1. Acquires (i.e. accepts, authorizes and settles) transactions (apart from Visa and MasterCard). <ol style="list-style-type: none"> a. Two or more card brands (please specify) b. One card brand (please 	<p>Responses will be weighted as follows (maximum 20 points):</p> <ol style="list-style-type: none"> 1. Maximum 12 points <ol style="list-style-type: none"> a. 12 points b. 8 points 2. Maximum 8 points <ol style="list-style-type: none"> a. 8 points b. 6 points c. 4 points

		<p>specify)</p> <p>2. Conveys (i.e. accepts and transmits) transactions (apart from AMEX).</p> <ol style="list-style-type: none"> a. Three or more card brands (please specify) b. Two card brands (please specify) c. One card brand (please specify) 	
RT6.5	Other Debit Card Brands	<p>The Bidder should identify any other Canadian-issued debit card brands, apart from Interac, it is currently accepting.</p> <ol style="list-style-type: none"> 1. Two or more card brands (please specify) 2. One card brand (please specify) 	<p>Responses will be weighted as follows (maximum 10 points):</p> <ol style="list-style-type: none"> 1. 10 points 2. 8 points
RT6.6	Card-present functionality within the RGBB	<p>The Bidder should demonstrate the ability of its RGBB solution to provide card-present status for credit card transactions. It should demonstrate:</p> <ol style="list-style-type: none"> 1. How card information is captured: <ol style="list-style-type: none"> a. EMV-chip reader b. Mag-stripe reader c. Other (please specify) 2. The interfaces with which this could be integrated: <ol style="list-style-type: none"> a. Virtual Point-of-Sale (VPOS) b. Hosted Payment Page (for use as a POS kiosk) c. API 3. 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 (maximum 50 points):</p> <ol style="list-style-type: none"> 1. Maximum 25 points <ol style="list-style-type: none"> a. 15 points b. 5 points c. 5 points 2. Maximum 15 points <ol style="list-style-type: none"> a. 5 points b. 5 points c. 5 points 3. Maximum 10 points <ol style="list-style-type: none"> a. 10 points b. 7 points c. 5 points d. 2 points
RT6.7	US dollar Settlement	<p>The Bidder should describe its ability to provide settlement of US dollar</p>	<p>Responses will be weighted as follows (maximum 12 points)</p>

		<p>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) 	<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 (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 6 points):</p> <ol style="list-style-type: none"> 1. 6 points 2. 4 points 3. 3 points 4. 2 points

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
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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