

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. 003 |
| Client Reference No. - N° de référence du client 20121555 | Date 2013-12-23 |
| 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 |

This solicitation amendment no. 003 is raised to answer questions pertaining to the RFP, as detailed below:

Questions and Answers:

Question 18

RT4.5 – 1- On Attachment 1 to Part 4 (Technical Criteria) Can you explain or confirm - that dollar volume controls; refers to the maximum purchase transaction value

Response 18

Yes. Dollar volume controls refer to the maximum purchase transaction value.

Question 19

RT6.6 – 2-(b) On Attachment 1 to Part 4 (Technical Criteria) Can you explain how a client facing Kiosk using a HPP will process card present transactions? Hosted Payment Page (for use as a POS kiosk)

Response 19

We envision a solution whereby a card-accepting department, rather than staffing a service counter, would setup self-serve kiosks that would connect with the RGBB HPP interface and allow customers to make card present transactions. Such functionality may require that an EMV chip reader be compatible with the RGBB HPP interface.

Question 20

RT6.3 -2-On Attachment 1 to Part 4 (Technical Criteria) Ability to accept Gift Cards produced by third parties on behalf of federal departments. Can you provide the name(s) of the third parties for gift cards?

Response 20

Since the Government of Canada currently does not accept gift cards, it has no requirement for acceptance of specific third party gift cards. RT6.3 is a more general question which attempts to gauge whether a bidder has the capacity to accept third party gift cards, or if it is only able to accept those it produces in-house.

Question 21

Annex A – Statement of Work - Page 38 of 121 under the Visa table there is there an error in the 2021/22 and 2014/15 values and volumes?

Response 21

Please see the revised Visa and MasterCard Projected Sales and Transactions tables provided below.

Question 22

The projected Sales and Transactions on **Appendix 4 pages 38 of 121** - Do they include the RGBB transactions on dollar values. We need the information on the total amount going thru in order to evaluate the LVTS portion of the requirement.

Response 22

Yes. The Projected Sales and Transactions volumes include RGBB. Please refer to amended volumes for Visa and MasterCard (see attached).

Question 23

Annex A – Statement of Work - 2.3.1. Settlement – Can you confirm or/and explain the float interest responsibility - For example;

- On December the 18th at 7:15pm EST Moneris sends payments for transactions to RBC. RBC will receive the payments on the 19th and send the payment to BOC on the 19th by 3pm EST. Which would mean Moneris is responsible for **0 floating day**
- On December the 18th at 7:15pm PST Moneris sends payments for transactions to RBC. RBC will receive the payments on the 19th and send the payment to BOC on the 20th by 3pm PST. Which would mean Moneris is responsible for **1 floating day**

or

- On December the 18th at 7:15pm EST Moneris sends payments for transactions to RBC. RBC will receive the payments on the 19th and send the payment to BOC on the 19th by 3pm EST. Which would mean Moneris is responsible for **1 floating day**
- On December the 18th at 7:15pm PST Moneris sends payments for transactions to RBC. RBC will receive the payments on the 19th and send the payment to BOC on the 20th by 3pm PST. Which would mean Moneris is responsible for **2 floating day**

Response 23

Float is applied in situations where the Settlement Date (i.e. The date the Receiver General receives value at the Bank of Canada) occurs after the Presentation Date for any given transaction. For instance, if the presentation date for a transaction is December 18th at 7:15pm EST and the funds are transferred to the Bank of Canada on December 19th prior to the 3pm EST cut-off (Settlement dated December 19th), the Contractor will owe the Receiver General one day's float. If the transfer to the Bank of Canada occurs after the 3pm EST cut-off on December 19th, the Contractor would owe the Receiver General two day's float.

Amendment 003

Answer to Question 22: from the Statement of Work, Appendix 4, p.38

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 | \$35,812,852.10 | 27,305 |
| 2015/16 | \$500,100,796.87 | 3,355,569 | \$149.04 | \$92,080,920.62 | \$403,454,433.54 | 343,097 |
| 2016/17 | \$663,203,125.73 | 4,535,202 | \$146.23 | \$122,112,091.72 | \$534,920,746.27 | 463,703 |
| 2017/18 | \$698,009,931.85 | 4,839,160 | \$144.24 | \$128,520,885.25 | \$562,905,217.86 | 494,781 |
| 2018/19 | \$735,284,518.64 | 5,165,861 | \$142.34 | \$135,384,058.22 | \$592,872,139.64 | 528,185 |
| 2019/20 | \$775,233,042.39 | 5,517,149 | \$140.51 | \$142,739,569.08 | \$624,987,221.13 | 564,102 |
| 2020/21 | \$818,080,906.83 | 5,895,026 | \$138.77 | \$150,628,920.24 | \$659,431,609.19 | 602,739 |
| 2021/22 | \$787,028,065.60 | 5,823,423 | \$135.15 | \$144,911,324.46 | \$634,193,781.00 | 595,418 |
| 2022/23** | \$166,380,304.17 | 1,296,984 | \$128.28 | \$30,634,727.39 | \$133,980,981.71 | 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 | \$18,814,677.81 | 15,437 |
| 2015/16 | \$263,126,811.62 | 1,966,471 | \$133.81 | \$13,437,319.85 | \$246,766,514.99 | 210,062 |
| 2016/17 | \$369,502,470.11 | 2,740,225 | \$134.84 | \$18,869,695.74 | \$346,559,681.32 | 292,716 |
| 2017/18 | \$410,891,561.73 | 3,012,758 | \$136.38 | \$20,983,347.55 | \$385,430,032.63 | 321,828 |
| 2018/19 | \$457,111,857.15 | 3,313,089 | \$137.97 | \$23,343,718.54 | \$428,843,541.52 | 353,910 |
| 2019/20 | \$508,748,297.87 | 3,644,122 | \$139.61 | \$25,980,680.41 | \$477,350,964.19 | 389,272 |
| 2020/21 | \$566,459,039.69 | 4,009,070 | \$141.29 | \$28,927,843.76 | \$531,572,086.98 | 428,256 |
| 2021/22 | \$592,478,617.32 | 4,135,806 | \$143.26 | \$30,256,607.58 | \$556,074,521.83 | 441,794 |
| 2022/23** | \$139,964,609.84 | 992,682 | \$141.00 | \$7,147,691.33 | \$131,341,390.06 | 106,040 |