

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. 004
Client Reference No. - N° de référence du client 20121555	Date 2014-01-10
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

Solicitation No. - N° de l'invitation

EN891-121555/B

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

20121555

Amd. No. - N° de la modif.

004

File No. - N° du dossier

406zgEN891-121555

Buyer ID - Id de l'acheteur

406zg

CCC No./N° CCC - FMS No/ N° VME

This solicitation amendment no. 004 is raised to amend the solicitation as detailed below:

1. Answer questions pertaining to the RFP;
2. Amend Annex A, Statement of Work, 2.3.1 Settlement, subsection b.; and
3. Amend Annex A, Statement of Work, 2.7 Service Level, subsection e..

1. Questions and Answers

Question 24

Solicitation page 52 (8 of 21 of Annex A). 1.1.g. A couple of years ago, Canada removed the requirement to fund the Card Organization types separately. As long as PWGSC can see these card types separately in our reports, can PWGSC accept settlement of credit card transactions together?

Response 24

Yes. Please see revised Annex A, SOW 2.3.1 Settlement, subsection b., below.

Question 25

Solicitation page 57 (13 of 21 of Annex A). 2.4.g. Regarding the requirement to obtain receipts, how does PWGSC obtain receipts today? Does your organization have signature capture software that stores receipt images? Regarding charge records, is the one year requirement only for resolving chargebacks?

Response 25

PWGSC currently relies on paper receipts as backup. The one year requirement is for resolving chargebacks.

Question 26

Solicitation pages 263-283. Attachment 1 to Part 3, Pricing Schedule. Can PWGSC provide the actual weights for the calculation formulas? For example, what weights are applied to W1-W5 in Part 1 of 1.1 (pg 4 of 21 of Attachment 1 to Part 3)?

Response 26

No, PWGSC will not provide the actual weights at this time.

Question 27

Solicitation page 290 (7 of 17 of Attachment 1 to Part 4). RT3.6, Alternative Card Authorization Service. From Addendum 2, the points for any answer to this requirement are the same. In light of MasterCard's zero floor limit, how does this affect the floor limits requested in the Service Level section (pg 67, or 23 of 121 of Annex A, section 2.7.e)? Will this service level be removed?

Response 27

Yes. Please see revised Annex A, SOW, 2.7 Service Levels, subsection e., below.

Question 28

Solicitation page 296 (13 of 17 of Attachment 1 to Part 4). RT6.3, Gift Cards. How many departments and agencies sold gift cards last year? How many gift cards were sold last year? Were they branded with Visa or MasterCard? What was the average amount put on a gift card?

Response 28

PWGSC currently does not accept gift cards, however, some departments have expressed interest in recent years. PWGSC simply wants to assess a bidder's ability to provide a gift card solution, should the need arise.

Question 29

Regarding the SACC Manual, Supplemental General Conditions Licensed Software, Section 4003 14 (2008-05-12) Enhancements or Improvements. The bidder interprets this clause to mean that we should provide any updates to the software for free during the 90-day period after you receive the software. After this 90-day period, we can apply our proposed charges for new releases and updates of the software. Is this correct?

Response 29

During the ninety (90) day period following Canada's acceptance of the Licensed Software the resulting Contractor agrees to provide Canada with all improvements, updates, upgrades and enhancements to the Licensed Software.

Question 30

RFP Pg 52 (8 of 21 of Annex A), 1.1.g., and RFP Pg 59 (15 of 21), 2.3.1.a. To clarify, is PWGSC opening the bank account, or is the Contractor opening the account for PWGSC?

Response 30

The Contractor is required to open a bank account on behalf of PWGSC. See subsection (a) of 2.3.1 Settlement.

Question 31

RFP Pg 59 (15 of 21), 2.3.1.a. For any fees incurred in maintaining the bank account and producing and transmitting properly formatted bank statements, can these bank fees be separately and directly invoiced to PWGSC? If so, where should we put these fees in our response to Annex B?

Response 31

These fees can be incorporating into the markups. See section 1.0 Contractor Markup.

Question 32

Pg 72 (28 of 121 of Annex A), Appendix 2. Are the current POS systems (including work stations and hardware) all provided by the current vendor? Is it the intention of PWGSC for the contractor to replace all current POS systems and hardware devices currently used?

Response 32

Yes. The intention of PWGSC is for the contractor to replace all current POS systems and hardware devices currently in use.

Question 33

Pg 72 (28 of 121 of Annex A), Appendix 2. Are current POS systems, work stations and hardware owned by PWGSC, rented or leased?

Response 33

PWGSC currently rents all POS systems, work stations and hardware from the incumbent service provider.

Question 34

Pg 72 (28 of 121 of Annex A), Appendix 2. What is the company name and product name, model and version of the devices utilized for four Unstaffed POS workstations (middleware)? What is the company name, product name and version of the payment processing interface currently utilized?

Response 34

Tender Retail.

Question 35

Pg 72 (28 of 121 of Annex A), Appendix 2. What is the company name, product name and versions of the six "Third Party Connections"? What agencies are using these connections?

Response 35

Please refer to Appendix 5 - Narrative Description of Customized Services in Departmental Offices (page 84) for further details.

Question 36

Pg 72 (28 of 121 of Annex A), Appendix 2. Is it the departmental offices intention to continue utilizing the six third party connections identified or have the contractor replace them?

Response 36

Ideally, PWGSC would like to continue using the third party connections identified. Where not possible, the expectation of PWGSC is that a comparable solution be made available to the departmental office.

Question 37

Pg 72 (28 of 121 of Annex A), Appendix 2. Concerning these third-party connections and solutions, does PWGSC have a direct contract with these companies? If not, how are they contracted?

Response 37

These third party connections and solutions are contracted separately by individual departments.

Question 38

Pg 84 (40 of 121 of Annex A), Appendix 5. What is the company name, product name and version of the middleware utilized by Dept 102 - National Battlefield Commission? Is this gateway based or software based? Is this the same solution utilized by Dept. 34 - Transport Canada? Is this middleware one of the 6 Third-Party Connections referred to in Appendix 2?

Response 38

This solution connects to the current contractor via Tender Retail. No, this solution represents one of the unstaffed POS workstations (middleware) referenced in Appendix 2.

Question 39

Pg 84 (40 of 121 of Annex A), Appendix 5. Concerning Dept. 35 – National Research Council, Is the integrated solution payment interface (provided by Paymetric) one of the 6 Third-Party Connections referred to in Appendix 2?

Response 39

Yes, this is one of the third-party connections referenced in Appendix 2.

Question 40

Pg 85 (41 of 121 of Annex A), Appendix 5. Concerning the payment transactions accepted by Dept. 124 – Parks Canada via the automated permit machines (integrated system interface by Ventek- First Choice Group Canada), are they customer-initiated card swipe transactions or card-not-present transactions? Is Ventek utilizing a third-party payment interface with this integration? If so, please provide the company name, product name and versions of the interface? Is this middleware one of the 6 Third-Party Connections referred to in Appendix 2?

Response 40

Customer-initiated, card swipe transactions are accepted through this solution. The terminals provided by Ventek connect to the current acquirer via IP Commerce. Yes, these represent four of the third-party connections referenced in Appendix 2.

Question 41

Pg 85 (41 of 121 of Annex A), Appendix 5. Concerning Dept. 127 – PWGSC, is Cale Systems utilizing a 3rd party payment interface for payment processing? If so please provide company name, product name and applicable versions. Are the payment transactions customer-initiated card swipe or card not present? Is this middleware one of the 6 Third-Party Connections referred to in Appendix 2?

Response 41

The terminals provided by Cale Systems connect to the current contractor via Tender Retail. This solutions represents one of the unstaffed POS workstations (middleware) referenced in Appendix 2. Customer-initiated, card swipe transactions are accepted through this solution.

Question 42

When does PWGSC expect to award a contract?

Response 42

Any resulting contract is expected to be awarded at the beginning of June 2014 with processing to begin no earlier than November 19, 2014.

Question 43

Do any of the integrated systems used by PWGSC (i.e. Ventek, Cale, Paymetric or the Receiver General Buy Button) support Interac transactions today?

Response 43

The Receiver General Buy Button (RBB) supports Interac Online transactions.

Question 44

Where the answer is yes, can PWGSC provide a listing of the pin pads devices used to accept these transactions?

Response 44

The RBB is not currently integrated with any pin pad.

Question 45

Is PWGSC currently renting the POS and Wireless devices listed in Annex A, Appendix 2?

Response 45

Yes.

Question 46

Can PWGSC outline the basic job responsibilities for those vendor supplied resources listed in Annex A, section 3.2.1 and where these individuals would need to be physically located during the term of the agreement?

Response 46

These resources would be required on an as and when-requested basis (through a Task Authorization), to complete custom RBB development. They would remain employees of the Contractor or its subcontractor and would perform the work at Contractor or subcontractor's facilities. For custom RBB development, the Contractor would bill PWGSC based on the per diem rate supplied in their bid in Attachment 1 to Part 3, Pricing Schedule, for each resource employed to complete the work.

Question 47

Will the vendor, and any third parties they may need to fulfill the requirement, be allowed to bill PWGSC separately for their services or do you require a single billing relationship with the primary vendor?

Response 47

PWGSC requires a single billing relationship with the primary vendor.

Question 48**Pg 288 (5 of 1**

7 of Annex C), RT 3.2. The POS Workstations have a requirement for “multi-merchant number functionality”. Is this functionality needed because there will be more than one merchant using a single terminal, or is it because a single merchant wants two different numbers for Visa and for MasterCard?

Response 48

POS workstations with multi-merchant number functionality would allow departments to allocate payments to multiple merchant numbers from a single device. This would be beneficial for some departments as it would simplify their reconciliation process. While this functionality is not a mandatory requirement, PWGSC will award points to any bid that offers this functionality.

Question 49

Pg 289 (6 of 17 of Annex C), RT 3.2. PC Software. How many agencies are using PC Software today? Does the PC Software offered by the vendor need to be loaded onto a PC, or can the vendor substitute a software-as-a-service, meaning an online application hosted by the vendor and accessed over the internet?

Response 49

Currently, department are only using software to connect parking terminals to the acquirer - Please refer to Appendix 5 - Narrative Description of Customized Services in Departmental Offices (page 84) for a listing. Though departments are not presently making use of PC software to integrate their POS solutions at service counters, given the size of some departments/agencies, this functionality may become necessary over the course of this contract. This rated criteria assesses a bidder's ability to deliver PC software that will allow departments/agencies to replace stand-alone POS terminals with integrated POS solutions. Provided that the offering is able to achieve this same result, PWGSC will consider PC software that is both loaded onto a PC or hosted by a vendor and accessed over the internet.

Question 50

Pg 289 (6 of 17 of Annex C), RT 3.2. Touch Tone Capture. Which vendor is providing your current touch tone capture functionality?

Response 50

Touch Tone Capture is currently provided by the incumbent contractor.

Question 51

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2.4.3 Change Management Process.

Question:

With regards to Section 2.4.3 Change Management Process, do these requirements apply to any changes to the overall E-commerce gateway (generally available to all acquirer merchant relationships) or only to changes that apply to the RGBB functionality directly?

Response 51

These requirements apply to all changes made to the RGBB. While the Contractor can continue to use its own change management process to regularly update its E-commerce COTS solution, when applying these same updates or RGBB-specific upgrades to the RGBB, it will need to follow the process specified in Section 2.4.3 Change Management Process.

The solicitation is hereby amended as follows:

2. At Annex A, Statement of Work, 2.3.1 Settlement, subsection b.:

DELETE:

- 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.

INSERT:

- 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 reported 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).

3. At Annex A, Statement of Work, 2.7 Service Level, subsection e.:

DELETE:

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

INSERT:

- e. If permissible as per card brand regulations, the floor limit for authorizations during planned and unplanned outages must be one-hundred dollars (\$100) or more.