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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

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

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Title - Sujet CRA Image Deposits	
Solicitation No. - N° de l'invitation EN891-182629/B	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 20182629	Date 2019-02-04
GETS Reference No. - N° de référence de SEAG PW-\$\$ZG-404-34473	
File No. - N° de dossier 404zg.EN891-182629	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-03-01	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: Papineau, Alain	Buyer Id - Id de l'acheteur 404zg
Telephone No. - N° de téléphone (613) 858-8997 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

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 third (003) solicitation amendment is raised to respond to Bidder's questions on the Request for Proposal (RFP) EN891-182629/B.

Question 6: Annex A, Statement of Work, Appendix 8 – "CRA Deposit Facility Volume and Value Forecasts for 2019 to 2024": Could you provide Cheque Volume Statistics for August 2019 through November 2019 for the Sudbury TC? Could you also provide Value forecasts for August 2019 through November 2019 for the Sudbury TC?

Answer 6: Volume forecasts for August 2019 through November 2019 were intentionally omitted from the forecast provided in Appendix 8. This is due to the fact that the CRA intends pursue a phased approach for the implementation of their two Tax Centres. The first Tax Centre expected to be implemented would be the Winnipeg, followed several months later by Sudbury. The volume forecast provided in Appendix 8 is intended to demonstrate this staggered approach.

Question 7: Annex A, Statement of Work, Appendix 7 – "Historical Settlement Values": Could we have value stats for October-December 2018?

Answer 7: Please see settlement values in the tables below.

Daily Transaction Values	
Date (dd/mm/yyyy)	Value
01/10/2018	\$229,488,160
02/10/2018	\$134,268,086
03/10/2018	\$175,427,008
04/10/2018	\$144,155,647
05/10/2018	\$85,095,385
09/10/2018	\$118,765,693
10/10/2018	\$120,071,395
11/10/2018	\$82,355,713
12/10/2018	\$95,518,696
15/10/2018	\$156,131,261
16/10/2018	\$75,567,138
17/10/2018	\$118,377,158
18/10/2018	\$111,058,908
19/10/2018	\$89,183,821
22/10/2018	\$123,944,666
23/10/2018	\$100,526,583
24/10/2018	\$119,121,531
25/10/2018	\$112,245,392
26/10/2018	\$102,466,059
29/10/2018	\$90,657,398
30/10/2018	\$93,224,049
31/10/2018	\$180,220,581

Daily Transaction Values	
Date (dd/mm/yyyy)	Value
01/11/2018	\$126,161,001
02/11/2018	\$203,977,509
05/11/2018	\$147,824,093
06/11/2018	\$172,266,352
07/11/2018	\$142,855,602
08/11/2018	\$154,976,249
09/11/2018	\$134,019,709
13/11/2018	\$90,589,372
14/11/2018	\$103,766,355
15/11/2018	\$122,786,241
16/11/2018	\$60,529,774
19/11/2018	\$86,031,834
20/11/2018	\$98,787,150
21/11/2018	\$97,268,789
22/11/2018	\$86,349,127
23/11/2018	\$92,047,943
26/11/2018	\$86,315,842
27/11/2018	\$117,036,383
28/11/2018	\$125,075,725
29/11/2018	\$82,684,328
30/11/2018	\$207,002,125

Daily Transaction Values	
Date (dd/mm/yyyy)	Value
03/12/2018	\$97,837,716
04/12/2018	\$173,926,133
05/12/2018	\$144,987,940
06/12/2018	\$126,193,289
07/12/2018	\$120,524,921
10/12/2018	\$73,955,247
11/12/2018	\$139,583,926
12/12/2018	\$126,495,592
13/12/2018	\$57,315,003
14/12/2018	\$123,399,247
17/12/2018	\$365,967,003
18/12/2018	\$174,453,221
19/12/2018	\$149,067,366
20/12/2018	\$152,721,184
21/12/2018	\$193,739,217
27/12/2018	\$247,195,151
28/12/2018	\$213,032,202
31/12/2018	\$290,540,649

Question 8: Annex A, Statement of Work, Section 2.4.1 – “Chargebacks”: Please advise what information CRA requires from the cheque in order to reconcile

Answer 8: The CRA would require an image of the front and back of the cheque to reconcile. Information is used from these areas of the cheque to ensure the chargeback is applied to the correct taxpayer account. The minimum info required is the image, front and back, and a reason for the chargeback.

Question 9: Annex A, Statement of Work, Appendix 8 – “CRA Deposit Facility Volume and Value Forecasts for 2019 to 2024”: Is it normal that the volume from December 2019 to July 2020 is exactly the same as that from December 2020 to July 2021?

Answer 9: Yes, this is the expectation based upon CRA forecasts for this period. Please note however that all statistics are estimated in good faith for informational purposes only and there is no guarantee that these predictions will materialize.

Question 10: The summary table of image deposit volumes contained in **ATTACHMENT 1 TO PART 3, PRICING SCHEDULE** (Table A1) has a volume variance of $\pm 700,000$ effects vs. the detailed table contained in **Annex A, Statement of Work, Appendix 8 – “CRA Deposit Facility Volume and Value Forecasts for 2019 to 2024”**. Which of two volumetrics should we use?

Answer 10: We have corrected the summary table in of image deposit and corresponding chargeback volumes contained in **ATTACHMENT 1 TO PART 3, PRICING SCHEDULE** (Tables A1 and B1) for Year 1 of the contract. Please amend as per the following:

DELETE: ATTACHMENT 1 TO PART 3, PRICING SCHEDULE, Table A1 – “Cheque Image Deposit Fees” in its entirety.

REPLACE WITH:

Table A1 – Cheque Image Deposit Fees

Annual Cheque Image Deposit Fees							
		A	B	C	D	E	F
	Category	Year 1	Year 2	Year 3	Year 4	Option Year 1	Option Year 2
1	Forecasted Annual Cheque Image Volume	3,240,000	4,220,000	3,750,000	3,330,000	2,960,000	2,630,000
2	Per Unit Cheque Image Fee	\$	\$	\$	\$	\$	\$
3	Annual Cheque Image Deposit Fees (Row 1 * 2)	\$	\$	\$	\$	\$	\$

DELETE: ATTACHMENT 1 TO PART 3, PRICING SCHEDULE, Table B1 – “Chargeback Fees” in its entirety.

REPLACE WITH:

Table B1 – Chargeback Fees

Chargeback Fees							
		A	B	C	D	E	F
		Year 1	Year 2	Year 3	Year 4	Option Year 1	Option Year 2
1	Estimated Chargeback Volumes	32,400	42,200	37,500	33,300	29,600	26,300
2	Chargeback Fee	\$	\$	\$	\$	\$	\$
3	Annual Chargeback Fees (rows 1 * 2)	\$	\$	\$	\$	\$	\$

Question 11: How many deposits could we receive per Tax Center per day (approximately the maximum number per Tax Center per day)?

Answer 11: Please see the response to Question #5 in solicitation amendment 002 for details on the volume of ICP files expected to be transferred each day.

Question 12: Annex A, Statement of Work, Section 2.8 (vi) – “Optional Service – Physical Cheque Deposits”: Will the authorization number of each Tax Center and the amount to be deposited appear on the daily summary of deposits that will be sent to us? Will any other information be contained in this summary?

Answer 12: The specific format of the daily summary of deposits would be formalized between the CRA and the Contractor at the time that the optional service is enacted; however it could certainly contain the authorization number for applicable Tax Centre should that be desired by the Contractor.

Question 13: Annex A, Statement of Work, Section 2.3(i) – “Image File Deposits”: Producing ICP files allows you to create virtual batch ticket forms. Knowing this, we would like to better understand why lots of physical forms would be required?

Answer 13: The CRA has stated that they utilize these batch ticket forms when running cheques through their processing equipment and would require the physical forms as part of this contract.

Question 14: Annex A, Statement of Work, Section 2.3.2 – “Exchange of ICP Files”: In the last paragraph, it is stated that the CRA will be able to send several files, from the tax centers, throughout the day. Could these be received after 14:00 EDT or will files only be received between 7:00 EDT and 14:00 EDT as it is written in **Annex A, Statement of Work, Section 2.3.1 – “ICP Files”**?

Answer 14: As described in in **Annex A, Statement of Work, Section 2.3.1 – “ICP Files”**, ICP files will only be exchanged each business day between the hours of 7:00 EDT and 14:00 EDT.

Question 15: Annex A, Statement of Work, Section 2.4.1 (i) – “Chargebacks”: Can you give us more details on the secure method of transmission approved by the CRA?

Answer 15: The method will depend upon the available method of transmission employed by the Contractor (and approved by CRA security). The intent would be to ensure that the transmission of all data is protected to prevent incomplete transmission, misrouting, unauthorized message alteration, or unauthorized disclosure.

Question 16: Annex A, Statement of Work, Section 2.4.1 (ii) – “Chargebacks”: Would each chargeback be debited separately or would the total of debits per Tax Centre be charged to the central account?

Answer 16: The expectation would be that a single total debit to the concentrator account would be posted for all chargebacks sent to the CRA via a secured means as indicated in **Annex A, Statement of Work, Section 2.4.1 (i) – “Chargebacks”**.

Question 17: Annex A, Statement of Work, Section 2.4.2 (ii) – “Contractor Initiated Adjustments”: Can you give us more details on the format recommended by the CRA, and should the transmission of these supporting documents be subject to the same secured transmission rules as the chargebacks?

Answer 17: As described above, the method will depend upon the available methods of transmission employed by the Contractor (and approved by CRA security). Again, the intent would be to ensure that the transmission of all personal information (should it be present as backup in the event of a contractor initiated adjustment) is protected to prevent incomplete transmission, misrouting, unauthorized message alteration, or unauthorized disclosure.

Question 18: Annex A, Statement of Work, Section 2.5 – “Settlement”: Can you specify whether a single MT103 message should be sent to the Bank of Canada including information on deposit amounts per file or deposit by tax center; or whether an MT103 per deposit should be sent to the Bank of Canada?

Answer 18: The preference would be for a single MT103 to be sent to the Bank of Canada per day. Should the Contractor which to provide additional details of individual deposits by Tax Centre, they could simply include multiple line items in SWIFT field 72 within a single MT103 message.

Question 19: Annex A, Statement of Work, Section 2.8 (iv) – “Optional Service – Physical Cheque Deposits”: The text mentions that the Contractor will receive a daily deposit summary which will summarize and provide a total of all of the physical deposits successfully transmitted that day. Should we assume that a summary will also be received for the total ICP files transmitted for the Sudbury and Winnipeg centers, considering that this text is part of the Optional Service and that this information is not found elsewhere in the RFP document?

Question 19: The daily deposit summary would only be applicable to the optional physical cheque deposit service. As per **Annex A, Statement of Work, Section 3 (i) – “REPORTING REQUIREMENTS”**, the expectation would be that each ICP file transferred would result in its own unique deposit.

Question 20: Annex A, Statement of Work, Section 4.1 (iv) – “Implementation of Service”: Our understanding that this is about implementing end-to-end connectivity between the CRA and the contractor and running the preliminary tests with X9 file samples within 20 days of the integration project start-up session between the two parties. Can you confirm our understanding?

Answer 20: Your understanding is essentially correct. We would certainly want to have a transmission mechanism agreed upon between the parties within this timeframe; whether or not testing has actually taken place during this period.

Question 21: How many follow-ups and inquiries will we receive per year, on average?

Answer 21: Forecasted chargeback volumes have been provided in **Annex A, Statement of Work, Appendix 8 – “CRA Deposit Facility Volume and Value Forecasts for 2019 to 2024”**. As for the volume other financial enquiries or follow-ups, this would be primarily dependent upon the accuracy and robustness of the Contractor's processing, reporting, and settlement activities.

Question 22: Will we have a resource person (by Tax Center or other possibility) to contact regarding follow-ups and requests?

Answer 22: Generally questions for CRA will flow through their central office (rather than through each Tax Centre) and contacts will certainly be provided during contract implementation. Likewise, financial enquiries will generally all flow through a central Receiver General contact.

All other terms and conditions will remain the same.