



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 0B2 / Noyau 0B2

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

Terrasses de la Chaudière 5th Floor

Terrasses de la Chaudière 5e étage

10 Wellington Street

10, rue Wellington

Gatineau

Québec

K1A 0S5

Title - Sujet Acquisition Card	
Solicitation No. - N° de l'invitation EN891-203243/A	Amendment No. - N° modif. 004
Client Reference No. - N° de référence du client 20203243	Date 2020-08-26
GETS Reference No. - N° de référence de SEAG PW-\$\$ZG-428-38343	
File No. - N° de dossier 428zg.EN891-203243	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-09-04	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
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: Fournel, Karine	Buyer Id - Id de l'acheteur 428zg
Telephone No. - N° de téléphone (613) 858-8698 ()	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 fourth (004) solicitation amendment is raised to answer questions from the Industry.

Q34: Annex A Statement of Work 1.5: If a selected MC Issuer is not an incumbent will all departments and cards currently with the MC incumbent be required to be converted to the new MC Issuer? I assume this would also be applicable for the VISA Issuer?

A34: Departments are not required to convert/switch. Departments can chose to use either cards or one.

Q35: 1.2 – Page 4 If one of the incumbent FI's have their business reaffirmed for the next contract, is the incumbent required to reissue new plastic.

A35: No.

Q36: 1.3 – Page 45 How many departments currently use VISA Cards

A36: 19.

Q37: 1.3 – Page 45 How many departments are currently using MasterCard cards

A37: 121.

Q38: 1.6 – page 43 - How many transactions are deemed large ticket transactions and qualify for the LT rates and what percentage is this of the overall volume?

A38: Large tickets over \$10K is about 4,000 transactions, yearly, which represents an estimated 6% of total yearly spend volume.

Q39: 1.6 – page 43 How many custom Merchant Negotiated Interchange rates have been established vendors and what percentage of volume is processed under such schemes?.

A39: Interchange rates are proprietary and confidential; thus not disclosed.

Q40: 2.4 iii - P.48 Requests for Card Issuance and re-issuance have proper DC approval: What is the approval process.

A40: Designated employee to fill the appropriate acquisition card issuance/reissuance form, then submit it to the DC or its designated manager for approval. DC insures proper controls are in place for any issuance/reissuance approval process.

Q41: 2.4 states "The following requirements must be met, either through one report or through several different reports: includes Other exception and customized reports as identified by a department - please provide examples

A41: Various reports are requested per the P.A. as per section 2.4: Management Information Data – Departments and Project Authority. These reports are also made available to departments to be pulled-out as needed. For some reason, the P.A. or departments may need custom reports such as: level-3 data on specific merchants, detailed delinquencies based on product-items, fraudulent transactions, etc...

Q42: 2.6 – Page 52 Electronic Access System: Please clarify: Requirements for this system, which must permit two-way exchanges between departments and the Contractor. Does electronic two-way exchange communication need to be department to department and department to contractor? Should the sentence be interpreted as two-way exchanges between the Contractor and respective contracted department, or is the intent to have department to department communication capabilities as well?

A42: In this case, the contractor must insure a two-way exchange between the contractor and all participating departments individually. Department-to-department is an internal government process.

Q43: 2.7 – Page 53 Can Canada provide the number of monthly paper statements vs. the number of electronic e-statements required?

A43: Paper-based statements represent less than 10% of the total.

Q44: 2.7 – Page 53 Do cardholders have the option of receiving both paper and electronic statements?

A44: Yes.

Q45: P55 –3.1, 4th paragraph: payments past 30 days. What volume of payments go beyond 30 days for the VISA program?

A45: \$138K yearly.

Q46: P55 –3.1, 4th paragraph: payments past 30 days. What volume of payments go beyond 30days for the MasterCard program?

A46: The terms are for 30 days, MasterCard does not allow the departments to pay later than that.

Q47: P55 3.2 Do the current providers actually use the posted Bank of Canada wholesale interbank rates today for foreign currency conversion or are the network association rates less the assessments acceptable?

A47: Current providers use the Bank of Canada interbank rates.

Q48: P55 3.2 – How does Canada deal with Dynamic Currency Conversion, when the merchant processes the FX and determines the settled currency amount

A48: Very little dynamic currency is seen on this program.

Q49: P57: 3.6 – xii: How many accounting software types are being used by the departments with which API's interface?

A49: SAP and Oracle are the main ones; others are Free Balance and G/X.

Q50: P62: 4.2 How many convenience cheques were cleared in the last 12 months.

A50: Previously answered. Approximately 900 cheques annually.

Q51: P62: 4.2 – second last bullet: Does the imaging of front and back of cheques suffice for archiving P62: 4.2 – last bullet: Given that cheques require carbon copies, is the carbon copy of the cheque not sufficient to determine the details of the cheque that is lost?

A51: Yes. The contractor must provide a photocopy of the convenience cheque and deliver it to the requesting department in its place.

Q52: P62: 4.2 What CAD dollar volume was processed in the last 12 months for convenience cheques, as FI's are required to finance these amounts without compensation.

A52: About \$660K annually.

Q53: We understand fraud is deducted from rebate in the current program. Will the fraud deduction from rebate be allowed during the upcoming term of the contract?

A53: Yes.

Q54: Since convenience cheques do not generate any interchange revenue and in fact have an associated funding cost, please confirm they will not be included in the volume for the purposes of calculating rebate

A54: Confirmed. Please note that convenience cheques are very seldom used and should not influence a Bidder's calculation of the rebate.

Q55: SOW 2.3, iv & v. – hyperlink is not valid and no longer exists. Please provide update.

A55: <https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/federal-identity-program/manual.html>

Q56: MTC1: When referring to the provision of a certified letter from a client, does this mean signed on company letterhead? Or does the letter need to be certified by a notary?

A56: Signed by authorized officer on official letterhead.

Q57: MTC3: We are the proprietary issuer of a major card brand. Would we then be exempt from this certified letter requirement or would you like us to provide?

A57: All bidders must provide.

Q58: RTC2.2: Please define/identify the Reporting File Structures. Does it refer to the requirements for each report and subsequent requirements that must be met through several different reports [bullets]? Or is it referring to components [i) through xi)] that are to be provided to the PA on a monthly basis?

A58: Both, For the PA on a monthly basis as well as for either through one report or through several different reports as requested by departments.
