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RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC**  
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Place du Portage , Phase III  
Core 0B2 / Noyau 0B2  
Gatineau, Québec K1A 0S5  
Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government  
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services  
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Comments - Commentaires**

<b>Title - Sujet</b> Card Acceptance Service	
<b>Solicitation No. - N° de l'invitation</b> EN891-212587/A	<b>Date</b> 2021-06-21
<b>Client Reference No. - N° de référence du client</b> 20212587	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZG-428-39649	
<b>File No. - N° de dossier</b> 428zg.EN891-212587	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Eastern Daylight Saving Time EDT <b>on - le 2021-07-30</b> Heure Avancée de l'Est HAE	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Fournel, Karine	<b>Buyer Id - Id de l'acheteur</b> 428zg
<b>Telephone No. - N° de téléphone</b> (613) 858-8698 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>  Specified Herein Précisé dans les présentes	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

**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

<b>Delivery Required - Livraison exigée</b> See Herein – Voir ci-inclus	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

<b>TITLE .....</b>	<b>3</b>
<b>PART 1 – GENERAL INFORMATION.....</b>	<b>3</b>
1.1 INTRODUCTION .....	3
1.2 SUMMARY .....	3
1.3 DEBRIEFINGS .....	3
<b>PART 2 – BIDDER INSTRUCTIONS .....</b>	<b>4</b>
2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS .....	4
2.2 SUBMISSION OF BIDS .....	4
2.3 FORMER PUBLIC SERVANT.....	4
2.4 ENQUIRIES - BID SOLICITATION .....	6
2.5 APPLICABLE LAWS .....	6
2.6 IMPROVEMENT OF REQUIREMENT DURING SOLICITATION PERIOD.....	6
<b>PART 3 – BID PREPARATION INSTRUCTIONS .....</b>	<b>7</b>
3.1 BID PREPARATION INSTRUCTIONS .....	7
SECTION I: TECHNICAL BID.....	7
SECTION II: FINANCIAL BID .....	7
SECTION III: CERTIFICATIONS.....	8
SECTION IV: ADDITIONAL INFORMATION .....	8
<b>ATTACHMENT 1 TO PART 3, PRICING SCHEDULE .....</b>	<b>9</b>
<b>PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION .....</b>	<b>26</b>
4.1 EVALUATION PROCEDURES.....	26
4.1.1 <i>Phased Bid Compliance Process</i> .....	26
4.1.2 <i>Technical Evaluation</i> .....	29
4.1.3 <i>Financial Evaluation</i> .....	30
4.2 BASIS OF SELECTION.....	30
4.2.1 <i>Lowest Evaluated Price Per Point</i> .....	30
<b>ATTACHMENT 1 TO PART 4, TECHNICAL CRITERIA .....</b>	<b>32</b>
<b>PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION .....</b>	<b>38</b>
5.1 CERTIFICATIONS AND ADDITIONAL INFORMATION REQUIRED WITH THE BID .....	38
5.1.1 <i>Integrity Provisions - Declaration of Convicted Offences</i> .....	38
5.2 CERTIFICATIONS AND INFORMATION REQUIRED PRECEDENT TO CONTRACT AWARD .....	38
5.2.1 <i>Integrity Provisions – Required Documentation</i> .....	38
5.2.2 <i>Federal Contractors Program for Employment Equity - Bid Certification</i> .....	38
5.2.3 <i>Additional Certifications Required Precedent to Contract Award</i> .....	39
<b>ATTACHMENT 1 TO PART 5, ADDITIONAL CERTIFICATIONS REQUIRED PRECEDENT TO CONTRACT AWARD .....</b>	<b>40</b>
<b>PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS.....</b>	<b>41</b>
6.1 SECURITY REQUIREMENT .....	41
6.2 FINANCIAL CAPABILITY.....	41
<b>PART 7 – RESULTING CONTRACT CLAUSES .....</b>	<b>42</b>
7.1 STATEMENT OF WORK .....	42
7.1.1 <i>Optional Goods or Services, or both</i> .....	42
7.2 STANDARD CLAUSES AND CONDITIONS .....	42
7.2.2 <i>Supplemental General Conditions</i> .....	42
7.2.3 <i>Card Brands terms and conditions</i> .....	43

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

7.3	SECURITY REQUIREMENT .....	43
7.4	TERM OF CONTRACT .....	44
7.4.1	<i>Period of the Contract</i> .....	44
7.4.2	<i>Option to Extend the Contract</i> .....	44
7.4.3	<i>Option to Extend - Transition Period</i> .....	44
7.4.4	<i>Termination on Thirty Days Notice</i> .....	44
7.5	AUTHORITIES .....	44
7.5.1	<i>Contracting Authority</i> .....	44
7.5.2	<i>Project Authority</i> .....	45
7.5.3	<i>Contractor's Representative</i> .....	45
7.6	PAYMENT .....	45
7.6.1	<i>Basis of Payment</i> .....	45
7.6.2	<i>Canada's Total Liability</i> .....	46
7.6.3	<i>Method of Payment</i> .....	46
7.6.4	<i>SACC Manual Clauses</i> .....	46
7.6.5	<i>Electronic Payment of Invoices - Contract</i> .....	46
7.6.6	<i>Discretionary Audit</i> .....	46
7.7	INVOICING INSTRUCTIONS .....	46
7.8	CERTIFICATIONS AND ADDITIONAL INFORMATION .....	477
7.8.1	<i>Compliance</i> .....	47
7.8.2	<i>Federal Contractors Program for Employment Equity - Default by the Contractor</i> .....	477
7.9	APPLICABLE LAWS .....	47
7.10	PRIORITY OF DOCUMENTS .....	47
7.11	FOREIGN NATIONALS .....	48
7.12	INSURANCE REQUIREMENTS .....	48
7.13	GOVERNMENT SITE REGULATIONS .....	48
7.14	DISPUTE RESOLUTION .....	48
	<b>ANNEX A, STATEMENT OF WORK</b> .....	<b>49</b>
	<b>ANNEX B, BASIS OF PAYMENT</b> .....	<b>90</b>
	<b>ANNEX C, SECURITY REQUIREMENTS CHECK LIST</b> .....	<b>95</b>

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

## **TITLE**

Bid solicitation # EN891-212587/A for the provision of Card Acceptance Services in support of the Receiver General for Canada.

## **PART 1 – GENERAL INFORMATION**

### **1.1 Introduction**

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Attachments include Pricing Schedule, Technical Criteria and, Additional Certifications Required Precedent to Contract Award.

The Annexes include the Statement of Work, Basis of Payment and Security Requirements Check List.

### **1.2 Summary**

1.2.1 The Department of Public Works and Government Services Canada (PWGSC) requires a Contract with a single service provider to provide merchant acquirer services to federal government departments and agencies for the processing of payments received via credit and debit cards.

1.2.2 The resulting contract will not include deliveries of services within locations within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirements for deliveries of within locations within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador that are subject to CLCAs will have to be treated as a separate procurement not forming part of the bid solicitation.

### **1.3 Debriefings**

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

## PART 2 – BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2020-05-28) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 4 of Section 05, Submission of Bids, of Standard Instructions 2003 incorporated by reference above, is amended as follows:

Delete: 60 days

Insert: 240 calendar days.

#### 2.1.1 SACC Manual Clauses

A7035T (2007-05-25) List of Proposed Subcontractors

### 2.2 Submission of Bids

Bids must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit via e-post Connect by the date and time indicated on page one of the bid solicitation.

Note: For bidders needing to register with epost Connect the email address is: [tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca).

**Interested Bidders must register a few days prior to solicitation closing date.**

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions 2003, or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

Due to the nature of the bid solicitation, bids transmitted by facsimile or electronic mail to PWGSC will not be accepted.

### 2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, bidders must provide in writing before contract award for each question below, the answer and, as applicable, the information required.

If the Contracting Authority has not received the answer to the question and, as applicable, the information required by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the answer and, as applicable, the information required. Failure to

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

## Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the

Royal Canadian Mounted Police. A former public servant may be:

- (a) an individual;
- (b) an individual who has incorporated;
- (c) a partnership made of former public servants; or
- (d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act \(PSSA\)](#), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S., 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

## Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension?

Yes ( ) No ( )

If so, the Bidder must provide the following information for all FPS in receipt of a pension, as applicable:

- (a) name of former public servant; and
- (b) date of termination of employment or retirement from the Public Service.

By providing this information, bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

## Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587  
Yes ( ) No ( )

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

If so, the Bidder must provide the following information:

- a) name of former public servant;
- b) conditions of the lump sum payment incentive;
- c) date of termination of employment;
- d) amount of lump sum payment;
- e) rate of pay on which lump sum payment is based;
- f) period of lump sum payment including start date, end date and number of weeks; and
- g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

#### **2.4 Enquiries - Bid Solicitation**

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.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

#### **2.5 Applicable Laws**

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

#### **2.6 Improvement of Requirement During Solicitation Period**

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least fifteen (15) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

## **PART 3 – BID PREPARATION INSTRUCTIONS**

### **3.1 Bid Preparation Instructions**

a) Due to the nature of the bid solicitation, bids transmitted by facsimile will not be accepted.

b) The bid must be separated as follows:

Section I: Technical Bid  
Section II: Financial Bid  
Section III: Certifications  
Section IV: Additional Information

c) The Bidder must submit its bid electronically using the epost Connect service provided by Canada Post Corporation in accordance with section 08, Transmission by facsimile or by epost Connect, of the 2003 standard instructions. Sub-section 2, epost connect, contains instructions and conditions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation. Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

#### **Section I: Technical Bid**

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Part 4, Evaluation Procedures, contains additional instructions that bidders should consider when preparing their technical bid.

#### **Section II: Financial Bid**

**A.** Bidders must submit their financial bid in Canadian funds and in accordance with the pricing schedule detailed in Attachment 1 to Part 3.

**B.** Bidders must submit their prices and rates FOB destination; Canadian customs duties and excise taxes included, as applicable; and Applicable Taxes excluded.

**C.** When preparing their financial bid, Bidders should review clause 4.1.3, Financial Evaluation, of Part 4 of the bid solicitation; and article 7.6, Payment, of Part 7 of the bid solicitation.

#### **D. SACC Manual Clauses**

C3011T (2013-11-06) Exchange Rate Fluctuation

#### **E. Electronic Payment of Invoices - Bid**

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

Canada requests that bidders:

1. select option 1 or, as applicable, option 2 below; and
2. include the selected option in Section II of their bid.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

**Option 1:**

The Bidder accepts to be paid by the following Electronic Payment Instrument(s):

- Direct Deposit (Domestic and International)
- Electronic Data Interchange (EDI)
- Wire Transfer (International Only)
- Large Value Transfer System (LVTS) (Over \$25M)

**Option 2:**

- The Bidder does not accept to be paid by Electronic Payment Instruments.

**Section III: Certifications**

In Section III of their bid, bidders should provide the certifications required under Part 5 and, as applicable, any associated additional information.

**Section IV: Additional Information**

In Section IV of their bid, bidders should provide:

1. their legal name;
2. their Procurement Business Number (PBN);
3. the name of the contact person (provide also this person's mailing address, phone and facsimile numbers and email address) authorized by the Bidder to enter into communications with Canada with regards to their bid, and any contract that may result from their bid;
4. for Part 2, article 2.3, Former Public Servant, of the bid solicitation: the required answer to each question; and, if the answer is yes, the required information;
5. for Part 6, article 6.1, Security Requirement, of the bid solicitation:
  - a) for each individual who will require access to classified or protected information, assets or sensitive work sites:
    - 1) the name of the individual;
    - 2) the date of birth of the individual; and
    - 3) if available, information confirming the individual meets the security requirement as indicated in Part 7 - Resulting Contract Clauses; and
  - b) for each proposed location of work performance or document safeguarding, the address containing the information below.

Address:

Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code  
Country

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

## ATTACHMENT 1 TO PART 3, PRICING SCHEDULE

The Bidder must complete this pricing schedule and include it in its financial bid once completed. As a minimum, the Bidder must respond to this pricing schedule by including in its financial bid for each of the periods specified below its quoted all inclusive fee (in Can \$) for each of the categories identified.

The inclusion of volumetric data in this document does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data. Value and volume estimated forecasts are provided in *Annex A, Appendix 3 – Forecasted Card Acceptance Statistics for Contract and Option Periods*. Any estimated level of services specified in the pricing schedule detailed in Attachment 1 to Part 3 is provided for bid evaluation purposes only. It is only an approximation of the requirements and is not to be considered as a contract guarantee.

The only categories of fees that may be proposed are:

### 1. Transaction Fees:

- A. Acquired Transaction Fees
- B. Conveyed Transaction Fees
- C. Gateway Transaction Fees
- D. Interactive Voice Response (IVR) / Touch Tone Capture Transaction Fees
- E. Chargeback Fees

### 2. Device Rental and Other Fees:

- F. Standalone Countertop POS Terminal Rental Fees
- G. External Pinpad Rental Fees
- H. Short-Range Wireless Terminal Rental Fees
- I. Long-Range Wireless (Mobile) Terminal Rental Fees
- J. Long-Range Wireless (Mobile) Activation Fee
- K. Interactive Voice Response (IVR) / Touch Tone Capture Rental Fees
- L. Gateway Merchant Monthly Maintenance Fees
- M. 3D Secure 2.0 Transaction Fees
- N. Token Usage Fees

### 3. Optional Service Fees:

- O. Mapping Fee for the Custom Reconciliation File
- P. On-Site Device Installation Fees

#### Notes:

- All other costs to the bidder must be included in the above fees.
- The proposed fees must not exceed 5 digits after the decimal point. If more than 5 digits are proposed after the decimal point, Canada will not consider the sixth and following digits.

#### Calculation of Total Evaluated Price (TEP)

For evaluation purposes only, the Total Evaluated Price (TEP) will be the arithmetic sum of the following categories 1. Transaction Fees and 2. Device Rental and Other Fees, as described below. Please note that those optional service fees listed in Section 3 – Optional Service Fees, will not be utilized for evaluation purposes.

**Any grey fields are for evaluation purposes only and should not be completed by the bidder.**

**1. Transaction Fees**

The Contractor will be paid based on an Interchange-Plus pricing structure. The Transaction Fees outlined in this section are firm, all-inclusive transaction fees paid to the Contractor for the processing card transactions over the contract period. The contractor will also be reimbursed all pass-through fees, including interchange and network assessment fees, however these pass-through fees are not considered as part of this evaluation.

**A. Acquired Transaction Fees:**

- i. Firm all-inclusive unit fee per acquired transaction processed and settled as described in the Statement of Work Section (2.2) – “Card Processing”. This all-inclusive transaction fee must include all processing and reporting requirements. This fee will be applicable on all acquired transactions (currently Visa, MasterCard, Visa Debit, Debit MasterCard, China UnionPay, and Interac).

**Instructions**

- a. Bidders must clearly specify a firm all-inclusive acquired transaction processing fee for each contract year in row 2 of Table A1 (columns A, B, C, D, E, F, G, and H).
- b. The total annual estimated acquired transaction processing fees will be calculated as: (Estimated Acquired Transaction Volumes) x (Per Acquired Transaction Processing Fee). This calculation will be completed in row 3 of Table A1.

**Table A1 – Acquired Transaction Fees**

		A	B	C	D	E	F	G	H
	Category	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Option Year 1
1	Estimated Acquired Transaction Volumes	24,200,000	24,500,000	26,600,000	28,800,000	30,300,000	30,500,000	30,600,000	30,800,000
2	Per Acquired Transaction Processing Fee	\$	\$	\$	\$	\$	\$	\$	\$
3	Evaluated Annual Acquired Transaction Processing Fees (Row 1 * 2)	\$	\$	\$	\$	\$	\$	\$	\$

**B. Conveyed Transaction Fees**

- i. Firm all-inclusive unit fee per conveyed transaction processed as described in the Statement of Work Section (2.2.1) – “Conveyed Transaction Processing”. This all-inclusive transaction fee must include all processing and reporting requirements. This fee will be applicable on all conveyed transactions (currently AMEX and JCB).

**Instructions**

- a. Bidders must clearly specify a firm all-inclusive conveyed transaction processing fee for each contract year in row 2 of Table B1 (columns A, B, C, D, E, F, G, and H).
- b. The total annual estimated conveyed transaction processing fees will be calculated as: (Estimated Conveyed Transaction Volumes) x (Per Conveyed Transaction Processing Fee). This calculation will be completed in row 3 of Table B1.

**Table B1 – Conveyed Transaction Fees**

		A	B	C	D	E	F	G	H
	Category	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Option Year 1
1	Estimated Conveyed Transaction Volumes	1,160,000	1,160,000	1,380,000	1,420,000	1,460,000	1,470,000	1,480,000	1,490,000
2	Per Conveyed Transaction Processing Fee	\$	\$	\$	\$	\$	\$	\$	\$
3	Evaluated Annual Conveyed Transaction Processing Fees (Row 1 * 2)	\$	\$	\$	\$	\$	\$	\$	\$

**C. Gateway Transaction Fees**

- i. Firm all-inclusive unit fee per transaction processed using the gateway solutions outlined in the Statement of Work Section (3.3) – “Gateway Solutions”. This all-inclusive transaction fee must include all processing and reporting requirements, and shall be paid in addition to the “Acquired Transaction Fees” or “Conveyed Transaction Fees” outlined in Sections B and C of this Pricing Schedule.

**Instructions**

- a. Bidders must clearly specify a firm all-inclusive gateway transaction processing fee for each contract year in row 2 of Table C1 (columns A, B, C, D, E, F, G, and H).
- b. The total annual estimated gateway transaction processing fees will be calculated as: (Estimated Gateway Transaction Volumes) x (Per Gateway Transaction Processing Fee). This calculation will be completed in row 3 of Table C1.

**Table C1 – Gateway Transaction Fees**

		A	B	C	D	E	F	G	H
	Category	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Option Year 1
1	Estimated Gateway Transaction Volumes	14,200,000	14,700,000	16,200,000	17,600,000	18,700,000	19,000,000	19,300,000	19,600,000
2	Per Gateway Transaction Processing Fee	\$	\$	\$	\$	\$	\$	\$	\$
3	Evaluated Annual Gateway Transaction Processing Fees (Row 1 * 2)	\$	\$	\$	\$	\$	\$	\$	\$

**D. Interactive Voice Response (IVR) / Touch Tone Capture Transaction Fees**

- i. Firm all-inclusive unit fee per transaction processed using the IVR solution outlined in the Statement of Work Section (3.2) – “Interactive Voice Response (IVR) Functionality”. This all-inclusive transaction fee must include all processing and reporting requirements, and shall be paid in addition to the “Acquired Transaction Fees” or “Conveyed Transaction Fees” outlined in Sections B and C of this Pricing Schedule.

**Instructions**

- a. Bidders must clearly specify a firm all-inclusive IVR transaction processing fee for each contract year in row 2 of Table D1 (columns A, B, C, D, E, F, G, and H).
- b. The total annual estimated IVR transaction processing fees will be calculated as: (Estimated IVR Transaction Volumes) x (Per IVR Transaction Processing Fee). This calculation will be completed in row 3 of Table D1.

**Table D1 – IVR Transaction Fees**

		A	B	C	D	E	F	G	H
	Category	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Option Year 1
1	Estimated IVR Transaction Volumes	15,000	15,500	16,000	16,500	17,000	17,500	17,500	17,500
2	Per IVR Transaction Processing Fee	\$	\$	\$	\$	\$	\$	\$	\$

Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 428zg. EN891-212587

Buyer ID - Id de l'acheteur  
 428zg  
 CCC No./N° CCC - FMS No./N° VME

<b>3</b>	<b>Evaluated Annual IVR Transaction Processing Fees</b> (Row 1 * 2)	\$	\$	\$	\$	\$	\$	\$	\$
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**E. Chargeback Fees**

- i. Firm all-inclusive unit fee per chargeback as outlined in the Statement of Work Section (4.3) – “Chargebacks / Adjustments”. This all-inclusive transaction fee must include all processing and documentation requirements.

**Instructions**

- a. Bidders must clearly specify a firm chargeback processing fee for each contract year in row 2 of Table E1 (columns A, B, C, D, E, F, G, and H).
- b. The total annual estimated chargeback processing fees will be calculated as: (Estimated Chargeback Volumes) x (Per Chargeback Processing Fee). This calculation will be completed in row 3 of Table E1.

**Table E1 – Chargeback Fees**

		A	B	C	D	E	F	G	H
	Category	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Option Year 1
<b>1</b>	Estimated Chargeback Volumes	6,000	6,000	6,200	6,400	6,600	6,600	6,800	7,000
<b>2</b>	Per Chargeback Processing Fee	\$	\$	\$	\$	\$	\$	\$	\$
<b>3</b>	<b>Evaluated Annual Chargeback Processing Fees</b> (Row 1 * 2)	\$	\$	\$	\$	\$	\$	\$	\$

Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 428zg. EN891-212587

Buyer ID - Id de l'acheteur  
 428zg  
 CCC No./N° CCC - FMS No./N° VME

**Table 1.0 – Total Evaluated Annual Transaction Fees**

		1	2	3	4	5	6	7	8
		Contract Period Year 1	Contract Period Year 2	Contract Period Year 3	Contract Period Year 4	Contract Period Year 5	Contract Period Year 6	Contract Period Year 7	Option Year 1
Item Description		Annual All-Inclusive Fee							
1	A - Acquired Transaction Fees (Row 3 of Table A1)	\$	\$	\$	\$	\$	\$	\$	\$
2	B - Conveyed Transaction Fees (Row 3 of Table B1)	\$	\$	\$	\$	\$	\$	\$	\$
3	C - Gateway Transaction Fees (Row 3 of Table C1)	\$	\$	\$	\$	\$	\$	\$	\$
4	D - IVR Transaction Fees (Row 3 of Table D1)	\$	\$	\$	\$	\$	\$	\$	\$
5	E - Chargeback Fees (Row 3 of Table E1)	\$	\$	\$	\$	\$	\$	\$	\$
6	Total Evaluated Annual Transaction Fees =	\$(sum of col.1)	\$(sum of col.2)	\$(sum of col.3)	\$(sum of col.4)	\$(sum of col.5)	\$(sum of col.6)	\$(sum of col.7)	\$(sum of col.8)

Solicitation No. - N° de l'invitation  
**EN891-212587/A**  
 Client Ref. No. - N° de réf. du client  
**EN891-212587**

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
**428zg. EN891-212587**

Buyer ID - Id de l'acheteur  
**428zg**  
 CCC No./N° CCC - FMS No./N° VME

**2. Device Rental and Other Fees:**

The Contractor will be paid a firm all-inclusive monthly rate for the rental of equipment / applications. The monthly rental fees must include all applicable requirements for each equipment / application type listed in the Statement of Work Section (3) – “Processing Solutions”, including delivery, maintenance, repair/replacement, etc.

The Contractor must provide at least one model of each equipment / application in each of the sections F, G, H, I, and K (section J isn't a rental fee, but rather an activation fee). The Contractor should include all models that they have available under each of these categories, however only the lowest priced device will be considered for evaluation purposes. All other devices, upon approval by Canada, will be included within the resulting Contract regardless of whether they were used for evaluation purposes.

In addition to device rental fees, fees for other services are also being evaluated under this section.

**F. Standalone Countertop POS Terminal Rental Fees**

- i. Firm all-inclusive monthly rental fee per standalone countertop POS terminal as outlined in the Statement of Work Section (3.1) – “Physical POS Terminals / Pinpads”.

**Instructions**

- a. Bidders must clearly specify a monthly rental fee for each model of standalone countertop POS terminal in Table F1.
- b. The lowest priced device rental fee will be included in Table F2. The total annual estimated Standalone Countertop POS Terminal Monthly Rental Fees will be calculated as: (Estimated Standalone Countertop POS Terminal Volumes) x (Lowest Standalone Countertop POS Terminal Monthly Rental Fee) x (12 months). This calculation will be completed in row 4 of Table F2.

**Table F1 – Standalone Countertop POS Terminal Monthly Rental Fees**

Model	Firm, all-inclusive monthly rental fee for all contract and option periods (Per Unit)
	\$
	\$
	\$
	\$
	\$

**Table F2 – Standalone Countertop POS Terminal Rental Fees**

		A	B	C	D	E	F	G	H
	Category	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Option Year 1
1	Estimated Standalone Countertop POS Terminal Volumes	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500
2	Lowest Standalone Countertop POS Terminal Monthly Rental Fee (from Table F1)	\$	\$	\$	\$	\$	\$	\$	\$
3	Months	12	12	12	12	12	12	12	12
4	<b>Evaluated Annual Standalone Countertop POS Terminal Rental Fees</b> (Row 1 * 2 * 3)	\$	\$	\$	\$	\$	\$	\$	\$

**G. External Pinpad Rental Fees**

- i. Firm all-inclusive monthly rental fee per external pinpad as outlined in the Statement of Work Section (3.1) – “Physical POS Terminals / Pinpads”.

**Instructions**

- a. Bidders must clearly specify a monthly rental fee for each model of external pinpad in Table G1.
- b. The lowest priced device rental fee will be included in Table G2. The total annual estimated annual external pinpad rental fees will be calculated as: (Estimated External Pinpad Volumes) x (Lowest External Pinpad Monthly Rental Fee) x (12 months). This calculation will be completed in row 4 of Table G2.

**Table G1 – External Pinpad Monthly Rental Fees**

Model	Firm, all-inclusive monthly rental fee for all contract and option periods (Per Unit)
	\$
	\$
	\$
	\$
	\$

**Table G2 – External Pinpad Rental Fees**

		A	B	C	D	E	F	G	H
	Category	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Option Year 1
1	Estimated External Pinpad Volumes	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000
2	Lowest External Pinpad Monthly Rental Fee (from Table G1)	\$	\$	\$	\$	\$	\$	\$	\$
3	Months	12	12	12	12	12	12	12	12
4	Evaluated Annual External Pinpad Rental Fees (Row 1 * 2 * 3)	\$	\$	\$	\$	\$	\$	\$	\$

**H. Short-Range Wireless Terminal Rental Fees**

- i. Firm all-inclusive monthly rental fee per short-range wireless terminal as outlined in the Statement of Work Section (3.1) – “Physical POS Terminals / Pinpads”.

**Instructions**

- a. Bidders must clearly specify a monthly rental fee for each model of short-range wireless terminal in Table H1.
- b. The lowest priced device rental fee will be included in Table H2. The total estimated annual short-range wireless terminal rental fees will be calculated as: (Estimated Short-Range Wireless Terminal Volumes) x (Lowest Short-Range Wireless Terminal Monthly Rental Fee) x (12 months). This calculation will be completed in row 4 of Table H2.

**Table H1 – Short-Range Wireless Terminal Monthly Rental Fees**

Model	Firm, all-inclusive monthly rental fee for all contract and option periods (Per Unit)
	\$
	\$
	\$
	\$
	\$

**Table H2 – Short-Range Wireless Terminal Rental Fees**

		A	B	C	D	E	F	G	H
	Category	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Option Year 1
1	Estimated Short-Range Wireless Terminal Volumes	450	450	450	450	450	450	450	450
2	Lowest Short-Range Wireless Terminal Monthly Rental Fee (from Table H1)	\$	\$	\$	\$	\$	\$	\$	\$
3	Months	12	12	12	12	12	12	12	12
4	<b>Evaluated Annual Short-Range Wireless Terminal Rental Fees</b> (Row 1 * 2 * 3)	\$	\$	\$	\$	\$	\$	\$	\$

**I. Long-Range Wireless (Mobile) Terminal Rental Fees**

- i. Firm all-inclusive monthly rental fee per long-range wireless (mobile) terminal as outlined in the Statement of Work Section (3.1) – “Physical POS Terminals / Pinpads”.

**Instructions**

- a. Bidders must clearly specify a monthly rental fee for each model of long-range wireless terminal in Table I1.
- b. The lowest priced device rental fee will be included in Table I2. The total estimated annual long-range wireless terminal rental fees will be calculated as: (Estimated Long-Range Wireless Terminal Volumes) x (Lowest Long-Range Wireless Terminal Monthly Rental Fee) x (12 months). This calculation will be completed in row 4 of Table I2.

**Table I1 – Long-Range Wireless Terminal Monthly Rental Fees**

Model	Firm, all-inclusive monthly rental fee for all contract and option periods (Per Unit)
	\$
	\$
	\$
	\$
	\$

**Table I2 – Long-Range Wireless Terminal Rental Fees**

		A	B	C	D	E	F	G	H
	Category	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Option Year 1
1	Estimated Long-Range Wireless Terminal Volumes	450	450	450	450	450	450	450	450
2	Lowest Long-Range Wireless Terminal Monthly Rental Fee (from Table I1)	\$	\$	\$	\$	\$	\$	\$	\$
3	Months	12	12	12	12	12	12	12	12
4	<b>Evaluated Annual Long-Range Wireless Terminal Rental Fees</b> (Row 1 * 2 * 3)	\$	\$	\$	\$	\$	\$	\$	\$

**J. Long-Range Wireless (Mobile) Activation Fee**

- i. Firm all-inclusive one-time activation fee for each new long-range wireless accounts as outlined in the Statement of Work Section (3.1) – “Physical POS Terminals / Pinpads”.

**Instructions**

- a. Bidders must clearly specify a one-time setup fee for each new long-range wireless account activation for each contract year in row 2 of Table J1 (columns A, B, C, D, E, F, G, and H).
- b. The total estimated annual long-range wireless activation fees will be calculated as: (Estimated Long-Range Wireless Account Activation Volumes) x (Long-Range Wireless (Mobile) Activation Fee). This calculation will be completed in row 3 of Table J1.

**Table J1 – Long-Range Wireless (Mobile) Activation Fee**

		A	B	C	D	E	F	G	H
	Category	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Option Year 1
1	Estimated Long-Range Wireless Account Activation Volumes	10	10	10	10	10	10	10	10
2	Long-Range Wireless (Mobile) Activation Fee	\$	\$	\$	\$	\$	\$	\$	\$
3	<b>Evaluated Annual Long-Range Wireless (Mobile) Activation Fees</b> (Row 1 * 2)	\$	\$	\$	\$	\$	\$	\$	\$

**K. Interactive Voice Response (IVR) / Touch Tone Capture Rental Fees**

- i. Firm all-inclusive monthly rental fee per IVR account as outlined in the Statement of Work Section (3.2) – “Interactive Voice Response (IVR)”.

**Instructions**

- a. Bidders must clearly specify a monthly rental fee for each IVR account for each contract year in row 2 of Table K1 (columns A, B, C, D, E, F, G, and H).
- b. The total annual estimated IVR rental fees will be calculated as: (Estimated IVR Volumes) x (IVR Monthly Rental Fee) x (12 months). This calculation will be completed in row 4 of Table K1.

**Table K1 – Interactive Voice Response (IVR) / Touch Tone Capture Rental Fees**

		A	B	C	D	E	F	G	H
	Category	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Option Year 1
1	Estimated IVR Volumes	100	100	100	100	100	100	100	100
2	IVR Monthly Rental Fee	\$	\$	\$	\$	\$	\$	\$	\$
3	Months	12	12	12	12	12	12	12	12
4	<b>Evaluated Annual IVR Rental Fees</b> (Row 1 * 2 * 3)	\$	\$	\$	\$	\$	\$	\$	\$

**L. Gateway Merchant Monthly Maintenance Fees**

- i. Firm all-inclusive monthly rental fee per Gateway account as outlined in the Statement of Work Section (3.3) – “Gateway Solutions”.

**Instructions**

- a. Bidders must clearly specify a monthly rental fee for each Gateway account for each contract year in row 2 of Table L1 (columns A, B, C, D, E, F, G, and H).
- b. The total annual estimated Gateway account maintenance fees will be calculated as: (Estimated Gateway Merchant Accounts) x (Gateway Account Monthly Maintenance Fee) x (12 months). This calculation will be completed in row 4 of Table L1.

**Table L1 – Gateway Merchant Monthly Maintenance Fees**

		A	B	C	D	E	F	G	H
	Category	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Option Year 1
1	Estimated Gateway Merchant Accounts	450	450	450	450	450	450	450	450
2	Gateway Account Monthly Maintenance Fee	\$	\$	\$	\$	\$	\$	\$	\$
3	Months	12	12	12	12	12	12	12	12
4	<b>Evaluated Annual Gateway Account Maintenance Fees</b> (Row 1 * 2 * 3)	\$	\$	\$	\$	\$	\$	\$	\$

**M. 3D Secure 2.0 Transaction Fees**

- i. Firm all-inclusive unit fee per transaction processed using the 3D Secure 2.0 functionality outlined in the Statement of Work Section (3.3.7) – “Additional Gateway Requirements”. Please note that this fee would only include any Contractor markup, and would not include any pass-through costs that may be associated with 3D Secure 2.0, which shall be charged separately as pass-through fees.

**Instructions**

- a. Bidders must clearly specify a firm all-inclusive fee for 3D Secure 2.0 transaction processing for each contract year in row 2 of Table M1 (columns A, B, C, D, E, F, G, and H).
- b. The total annual estimated 3D Secure 2.0 transaction fees will be calculated as:  
 (Estimated 3D Secure Transaction Volumes) x (3D Secure Transaction Fee). This calculation will be completed in row 3 of Table M1.

**Table M1 – 3D Secure 2.0 Transaction Fees**

		A	B	C	D	E	F	G	H
	Category	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Option Year 1
1	Estimated 3D Secure 2.0 Transaction Volumes	8,000,000	8,000,000	8,500,000	9,000,000	9,000,000	9,000,000	9,000,000	9,000,000
2	3D Secure 2.0 Transaction Fee	\$	\$	\$	\$	\$	\$	\$	\$

Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 428zg. EN891-212587

Buyer ID - Id de l'acheteur  
 428zg  
 CCC No./N° CCC - FMS No./N° VME

<b>3</b>	<b>Evaluated Annual 3D Secure 2.0 Transaction Fees (Row 1 * 2)</b>	\$	\$	\$	\$	\$	\$	\$	\$
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**N. Token Usage Fees**

- i. Firm all-inclusive “per-click” fee every time a stored token is utilized to perform a transaction as outlined in the Statement of Work Section (3.3.7) – “Additional Gateway Requirements.”

**Instructions**

- a. Bidders must clearly specify a firm all-inclusive “per-click” fee for transactions processed using a stored token for each contract year in row 2 of Table N1 (columns A, B, C, D, E, F, G, and H).
- b. The total annual estimated token usage fees will be calculated as: (Estimated Token Usage Volumes) x (“Per-Click” Token Fee). This calculation will be completed in row 3 of Table N1.

**Table N1 – Token Usage Fees**

		A	B	C	D	E	F	G	H
	Category	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Option Year 1
<b>1</b>	Estimated Token Usage Volumes	200,000	200,000	220,000	250,000	250,000	250,000	250,000	250,000
<b>2</b>	“Per-Click” Token Fee	\$	\$	\$	\$	\$	\$	\$	\$
<b>3</b>	<b>Evaluated Annual Token Usage Fees (Row 1 * 2)</b>	\$	\$	\$	\$	\$	\$	\$	\$

Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 428zg. EN891-212587

Buyer ID - Id de l'acheteur  
 428zg  
 CCC No./N° CCC - FMS No./N° VME

**Table 2.0 – Total Evaluated Annual Device Rental Fees**

		1	2	3	4	5	6	7	8
		Contract Period Year 1	Contract Period Year 2	Contract Period Year 3	Contract Period Year 4	Contract Period Year 5	Contract Period Year 6	Contract Period Year 7	Option Year 1
Item Description		Annual All-Inclusive Fee							
1	F - Annual Standalone Countertop POS Terminal Rental Fees (Row 4 of Table F2)	\$	\$	\$	\$	\$	\$	\$	\$
2	G - Annual External Pinpad Rental Fees (Row 4 of Table G2)	\$	\$	\$	\$	\$	\$	\$	\$
3	H - Annual Short-Range Wireless Terminal Rental Fees (Row 4 of Table H2)	\$	\$	\$	\$	\$	\$	\$	\$
4	I - Annual Long-Range Wireless Terminal Rental Fees (Row 4 of Table I2)	\$	\$	\$	\$	\$	\$	\$	\$
5	J - Annual Long-Range Wireless (Mobile) Activation Fees (Row 3 of Table J1)	\$	\$	\$	\$	\$	\$	\$	\$
6	K - Annual IVR Rental Fees (Row 4 of Table K1)	\$	\$	\$	\$	\$	\$	\$	\$
7	L - Annual Gateway Account Maintenance Fees (Row 4 of Table L1)	\$	\$	\$	\$	\$	\$	\$	\$
8	M - Annual 3D Secure 2.0 Transaction Fees	\$	\$	\$	\$	\$	\$	\$	\$

Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 428zg. EN891-212587

Buyer ID - Id de l'acheteur  
 428zg  
 CCC No./N° CCC - FMS No./N° VME

	(Row 3 of Table M1)								
9	N - Annual Token Usage Fees (Row 3 of Table N1)	\$	\$	\$	\$	\$	\$	\$	\$
10	Total Evaluated Annual Device Rental and Other Fees =	\$ (sum of col.1)	\$ (sum of col.2)	\$ (sum of col.3)	\$ (sum of col.4)	\$ (sum of col.5)	\$ (sum of col.6)	\$ (sum of col.7)	\$ (sum of col.8)

**Summary of Charges – Total Evaluated Price (TEP) – FOR EVALUATION PURPOSES ONLY**

The Total Evaluated Price (TEP) will be the arithmetic sum of the annual fees calculated in Tables 1.0 and 2.0. Table 3.0 is for evaluation purposes only and should not be completed by the bidder.

**Table 3.0 – TOTAL EVALUATED PRICE (TEP)**

		1	2	3	4	5	6	7	8
		Contract Period Year 1	Contract Period Year 2	Contract Period Year 3	Contract Period Year 4	Contract Period Year 5	Contract Period Year 6	Contract Period Year 7	Option Year 1
Item Description		Annual All-Inclusive Fee							
1	Total Annual Transaction Fees (Row 6 of Table 1.0)	\$	\$	\$	\$	\$	\$	\$	\$
2	Total Annual Device Rental and Other Fees (Row 10 of Table 2.0)	\$	\$	\$	\$	\$	\$	\$	\$
Annual Evaluated Fee =		\$ (sum of col.1)	\$ (sum of col.2)	\$ (sum of col.3)	\$ (sum of col.4)	\$ (sum of col.5)	\$ (sum of col.6)	\$ (sum of col.7)	\$ (sum of col.8)
<b>TOTAL EVALUATED PRICE (TEP) =</b>								\$ _____	
(Sum of the Annual Evaluated Fees of columns 1,2,3,4,5,6,7, and 8)									

**3. Optional Service Fees:**

Although not considered as part of the evaluation, the Contractor can indicate fees in this section for optional services either proposed by the RG, or by the Contractor for additional functionality beyond the requirements of the Statement of Work. Please note that the RG maintains sole discretion as to whether any of these optional services will be implemented. Canada reserves the right to negotiate the fees for these optional Services.

**O. Mapping Fee for the Custom Reconciliation File**

The Bidder may propose a one-time firm fixed mapping fee to create a file that shall be used by used by a GOC merchant to support their reconciliation processes, as outlined in the Statement of Work Section (6.3) "Optional Reporting". Should the bidder be capable of providing this service, they should indicate their desire below and input a one-time mapping cost if required.

**Instructions**

- a. Bidders should clearly indicate whether or not they are able to provide this optional service in row 1 of Table Q1.
- b. If the Bidder indicates that they are able to provide this optional service in row 1, they should input the one-time cost of setting up such a file in row 2, if required.

**Table Q1 –Optional Mapping Fee for Custom Reconciliation File**

Custom Reconciliation File		
<b>1</b>	<b>Ability to Provide Optional Service</b>	<input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
<b>2</b>	<b>One-time Firm Fixed Setup Fee</b>	<b>\$</b>

**P. On-Site Device Installation Fees**

The Bidder may propose an all-inclusive one-time fee for on-site device installation services as outlined in the Statement of Work Section (3.1) – "Physical POS Terminals / Pinpads". Please note that on-site device installation is not common and only utilized by a small number of merchants, therefore the volumes on-site device setups are minimal (approximately 10 annually).

**Instructions**

- a. If the Bidder is able to provide this optional service, they should input the cost of on-site installation in row 1 of Table P1, if required.

**Table P1 – On-Site Device Installation Fees**

		A	B	C	D	E	F	G	H
	Category	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Option Year 1
<b>1</b>	On-Site Installation Fee (per site)	\$	\$	\$	\$	\$	\$	\$	\$

## **PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Procedures**

Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical evaluation criteria.

An evaluation team composed of representatives of Canada will evaluate the bids.

#### **4.1.1 Phased Bid Compliance Process**

##### **4.1.1.1 General**

- (a) Canada will conduct the Phased Bid Compliance Process (PBCP) described below for this requirement ONLY if Canada receives 4 or fewer Bids by the bid solicitation closing date.
- (b) Notwithstanding any review by Canada at Phase I or II of the PBCP, Bidders are and will remain solely responsible for the accuracy, consistency and completeness of their Bids and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in Bids or in responses by a Bidder to any communication from Canada.

THE BIDDER ACKNOWLEDGES THAT THE REVIEWS IN PHASE I AND II OF THIS PBCP ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE III THAT THE BID IS NON-RESPONSIVE, EVEN FOR MANDATORY REQUIREMENTS WHICH WERE SUBJECT TO REVIEW IN PHASE I OR II AND NOTWITHSTANDING THAT THE BID HAD BEEN FOUND RESPONSIVE IN SUCH EARLIER PHASE. CANADA MAY DEEM A BID TO BE NON-RESPONSIVE TO A MANDATORY REQUIREMENT AT ANY PHASE. THE BIDDER ALSO ACKNOWLEDGES THAT ITS RESPONSE TO A NOTICE OR A COMPLIANCE ASSESSMENT REPORT (CAR) (EACH DEFINED BELOW) IN PHASE I OR II MAY NOT BE SUCCESSFUL IN RENDERING ITS BID RESPONSIVE TO THE MANDATORY REQUIREMENTS THAT ARE THE SUBJECT OF THE NOTICE OR CAR, AND MAY RENDER ITS BID NON-RESPONSIVE TO OTHER MANDATORY REQUIREMENTS.

- (c) Canada may, in its discretion, request and accept at any time from a Bidder and consider as part of the Bid, any information to correct errors or deficiencies in the Bid that are clerical or administrative, such as, without limitation, failure to sign the Bid or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Bidder has specified as the price or of any component thereof that is subject to evaluation. This shall not limit Canada's right to request or accept any information after the bid solicitation closing in circumstances where the bid solicitation expressly provides for this right. The Bidder will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Bid being declared non-responsive.
- (d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2020-05-28) Standard Instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right, or in the circumstances described in subsection (c).
- (e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Bidder must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

#### 4.1.1.2 Phase I: Financial Bid

- (a) After the closing date and time of this bid solicitation, Canada will examine the Bid to determine whether it includes a Financial Bid and whether any Financial Bid includes all information required by the solicitation. Canada's review in Phase I will be limited to identifying whether any information that is required under the bid solicitation to be included in the Financial Bid is missing from the Financial Bid. This review will not assess whether the Financial Bid meets any standard or is responsive to all solicitation requirements
- (b) Canada's review in Phase I will be performed by officials of the Department of Public Works and Government Services.
- (c) If Canada determines, in its absolute discretion that there is no Financial Bid or that the Financial Bid is missing all of the information required by the bid solicitation to be included in the Financial Bid, then the Bid will be considered non-responsive and will be given no further consideration.
- (d) For Bids other than those described in c), Canada will send a written notice to the Bidder ("Notice") identifying where the Financial Bid is missing information. A Bidder, whose Financial Bid has been found responsive to the requirements that are reviewed at Phase I, will not receive a Notice. Such Bidders shall not be entitled to submit any additional information in respect of their Financial Bid.
- (e) The Bidders who have been sent a Notice shall have the time period specified in the Notice (the "Remedy Period") to remedy the matters identified in the Notice by providing to Canada, in writing, additional information or clarification in response to the Notice. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the Notice.
- (f) In its response to the Notice, the Bidder will be entitled to remedy only that part of its Financial Bid which is identified in the Notice. For instance, where the Notice states that a required line item has been left blank, only the missing information may be added to the Financial Bid, except that, in those instances where the addition of such information will necessarily result in a change to other calculations previously submitted in its Financial Bid, (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the Bidder and only these adjustments shall be made. All submitted information must comply with the requirements of this solicitation.

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

- (g) Any other changes to the Financial Bid submitted by the Bidder will be considered to be new information and will be disregarded. There will be no change permitted to any other Section of the Bidder's Bid. Information submitted in accordance with the requirements of this solicitation in response to the Notice will replace, in full, **only** that part of the original Financial Bid as is permitted above, and will be used for the remainder of the bid evaluation process.
- (h) Canada will determine whether the Financial Bid is responsive to the requirements reviewed at Phase I, considering such additional information or clarification as may have been provided by the Bidder in accordance with this Section. If the Financial Bid is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- (i) Only Bids found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II review.

#### 4.1.1.3 Phase II: Technical Bid

- (a) Canada's review at Phase II will be limited to a review of the Technical Bid to identify any instances where the Bidder has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Bid meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase III.
- (b) Canada will send a written notice to the Bidder (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Bid has failed to meet. A Bidder whose Bid has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Bid has been found responsive to the requirements reviewed at Phase II. Such Bidder shall not be entitled to submit any response to the CAR.
- (c) A Bidder shall have the period specified in the CAR (the "Remedy Period") to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.
- (d) The Bidder's response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Bidder which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Bid, the Bidder shall identify such additional changes, provided that its response must not include any change to the Financial Bid.
- (e) The Bidder's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Bid, the wording of the proposed change to that section, and the wording and location in the Bid of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder must include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Bidder's Bid, and failure of the Bidder to do so in accordance with this subparagraph is at the Bidder's own risk. All submitted information must comply with the requirements of this solicitation.
- (f) Any changes to the Bid submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in

full, **only** that part of the original Bid as is permitted in this Section.

- (g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Bid, but will be considered by Canada in the evaluation of the Bid at Phase II only for the purpose of determining whether the Bid meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase or decrease any score that the original Bid would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If so, the Bid will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as part of its Bid, but the Bidder's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Bid.
- (h) Canada will determine whether the Bid is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Bid is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- (i) Only Bids found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

#### **4.1.1.4 Phase III: Final Evaluation of the Bid**

- (a) In Phase III, Canada will complete the evaluation of all Bids found responsive to the requirements reviewed at Phase II. Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) A Bid is non-responsive and will receive no further consideration if it does not meet all mandatory evaluation criteria of the solicitation.

### **4.1.2 Technical Evaluation**

#### **4.1.2.1 Joint Venture Experience**

- a) Where the Bidder is a joint venture with existing experience as that joint venture, it may submit the experience that it has obtained as that joint venture.

Example: A bidder is a joint venture consisting of members L and O. A bid solicitation requires that the bidder demonstrate experience providing maintenance and help desk services for a period of 24 months to a customer with at least 10,000 users. As a joint venture (consisting of members L and O), the bidder has previously done the work. This bidder can use this experience to meet the requirement. If member L obtained this experience while in a joint venture with a third party N, however, that experience cannot be used because the third party N is not part of the joint venture that is bidding.

- b) A joint venture bidder may rely on the experience of one of its members to meet any given technical criterion of this bid solicitation.

Example: A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance service, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single criterion, such as the requirement for 3 years of experience providing maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-responsive.

- c) Joint venture members cannot pool their abilities with other joint venture members to satisfy a single technical criterion of this bid solicitation. However, a joint venture member can pool its individual experience with the experience of the joint venture itself. Wherever substantiation of a criterion is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. If the Bidder has not identified which joint venture member satisfies the requirement, the Contracting Authority will provide an opportunity to the Bidder to submit this information during the evaluation period. If the Bidder does not submitted this information within the period set by the Contracting Authority, its bid will be declared non-responsive.

Example: A bidder is a joint venture consisting of members A and B. If a bid solicitation requires that the bidder demonstrate experience providing resources for a minimum number of 100 billable days, the bidder may demonstrate that experience by submitting either:

- Contracts all signed by A;
- Contracts all signed by B; or
- Contracts all signed by A and B in joint venture, or
- Contracts signed by A and contracts signed by A and B in joint venture, or
- Contracts signed by B and contracts signed by A and B in joint venture.

that show in total 100 billable days.

- d) Any Bidder with questions regarding the way in which a joint venture bid will be evaluated should raise such questions through the Enquiries process as early as possible during the bid solicitation period.

#### **4.1.2.2 Mandatory Technical Criteria**

Refer to Attachment 1 to Part 4.

The Phased Bid Compliance Process will apply to all mandatory technical criteria.

#### **4.1.2.3 Point Rated Technical Criteria**

Refer to Attachment 1 to Part 4. Point-rated technical criteria not addressed will be given a score of zero.

#### **4.1.3 Financial Evaluation**

- 4.1.3.1** The volumetric data included in the pricing schedule detailed in Attachment 1 to Part 3 are provided for bid evaluated price determination only. They are not to be considered as a contract guarantee.

- 4.1.3.2** For bid evaluation and Contractor selection purposes only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

#### **4.2 Basis of Selection**

##### **4.2.1. Lowest Evaluated Price Per Point**

4.2.1.1 To be declared responsive, a bid must:

- (a) comply with all the requirements of the bid solicitation;
- (b) meet all mandatory evaluation criteria; and
- (c) obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria;

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

4.2.1.2 Bids not meeting 4.2.1.1 (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid obtaining the highest number of points nor the one with the lowest evaluated price will necessarily be accepted.

4.2.1.3 The evaluated price per point of a responsive bid will be determined by dividing its evaluated price by the overall score it obtained for all the point rated technical criteria detailed in Attachment 1 to Part 4.

4.2.1.4 The responsive bid with the lowest evaluated price per point will be recommended for award of a contract. In the event two or more responsive bids have the same lowest evaluated price per point, the responsive bid that obtained the highest overall score for all the point rated technical criteria detailed in Attachment 1 to Part 4 will be recommended for award of a contract.

## ATTACHMENT 1 TO PART 4, TECHNICAL CRITERIA

### 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.

<b>Mandatory Technical Criteria (MT)</b>			
For the purpose of the mandatory technical criteria specified below, the experience of the Bidder and its subcontractors, affiliates and suppliers, as applicable, will be considered.			
	A	B	C
Number	Mandatory Technical Criterion	Bid Preparation Instructions	Referenced Section/Page in Bidder's Proposal  (MT3 to MT10 require a signature or initials only)
<b>MT1</b>	The Bidder or Bidder's sub-contracted financial institution must be an Automated Clearing Settlement System (ACSS) direct clearer or ACSS group clearer member having direct clearing membership.	In their technical proposal, the Bidder must provide proof of ACSS membership such as a membership certificate, membership number or letter of acceptance from Payments Canada.	
<b>MT2</b>	The Bidder must be compliant with Payment Card Industry (PCI) Data Security Standards (DSS).	In their technical proposal, the Bidder must submit its attestation of compliancy provided by a card brand or the PCI council, or a Qualified Security Assessor (QSA).	
<b>MT3</b>	At bid closing, the Bidder must have acquired experience providing all of Visa, MasterCard, AMEX, and Interac card acceptance services over at least the last (five) 5 years on a continuous basis and in good standing.	The Bidder must confirm this capability by providing a signature or initials in column C of this table.	
<b>MT4</b>	The Bidder must have agreements in place with card brands such that they are able to process all of the card types listed in Section 2.2 "Card Processing" of the SOW.	The Bidder must confirm this capability by providing a signature or initials in column C of this table.	

Solicitation No. - N° de l'invitation  
**EN891-212587/A**  
 Client Ref. No. - N° de réf. du client  
**EN891-212587**

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
**428zg, EN891-212587**

Buyer ID - Id de l'acheteur  
**428zg**  
 CCC No./N° CCC - FMS No./N° VME

<b>MT5</b>	The Bidder must be able to provide all of the processing solutions in the manner outlined in Section 3 "Processing Solutions" of the SOW.	The Bidder must confirm this capability by providing a signature or initials in column C of this table.	
<b>MT6</b>	The Bidder must be able to conform to the batch closure, receipting, and chargeback/adjustment requirements as per Section 4 "Additional Business Requirements" of the SOW.	The Bidder must confirm this capability by providing a signature or initials in column C of this table.	
<b>MT7</b>	The Bidder must be able to perform post transactions to the Account and initiate settlement as per the requirements listed in Section 5 "Deposit and Settlement" of the SOW.	The Bidder must confirm this capability by providing a signature or initials in column C of this table.	
<b>MT8</b>	The Bidder must be able to meet the mandatory reporting requirements outlined in Section 6.1 "Merchant Reporting" and Section 6.2 "Reporting of Bank Statement Data to the Receiver General" of the SOW.	The Bidder must confirm this capability by providing a signature or initials in column C of this table.	
<b>MT9</b>	The Bidder must be able to produce invoices and supporting documentation as per the requirements listed in Section 7 "Invoicing" of the SOW.	The Bidder must confirm this capability by providing a signature or initials in column C of this table.	
<b>MT10</b>	The Bidder must be able to implement all services within the timelines required under Section 8.1 "Implementation of Service" and Section 8.2 "Implementation of Existing Merchants" of the SOW.	The Bidder must confirm this capability by providing a signature or initials in column C of this table.	

**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.

<b>Point Rated Technical Criteria (RT)</b>			
<p>For the purpose of the point rated technical criteria specified below the experience of the Bidder will be considered.</p> <p>Total Overall Maximum: 480 points</p> <p>Total Overall Minimum (70%): 336 points</p>			
<b>Experience and Functionality</b>			
<p><b>Total Maximum: 480 points</b></p> <p><b>Required Minimum (70%): 336 points</b></p>			
<p>As detailed in the SOW, the Government of Canada (GOC) provides card acceptance services for a large number of departmental offices located across Canada; all with their own diverse requirements. The following section is intended to evaluate the experience and functionality of the Bidder in providing services to clients with a similar posture to the GOC.</p>			
<b>Number</b>	<b>Point Rated Technical Criterion</b>	<b>Bid Preparation Instructions &amp; Weighting (Points)</b>	<b>Referenced Section/Page in Bidder's Proposal</b>
RT1	<p>The Bidder must demonstrate its experience in managing a card acceptance project with numerous sites by stating the number of sites for one (1) card acceptance project it has managed.</p> <p>At bid closing date, the Bidder must have provided services in this project for at least three (3) years.</p>	<p>The Bidder must provide a detailed description of one (1) project that meets the Point Rated Technical Criterion RT1.</p> <p>The Bidder should provide a reference name, address, and current telephone or e-mail address for the one (1) project cited.</p> <p>Points will be allocated according to the number of sites in the one (1) project (maximum of 125 points):</p> <ul style="list-style-type: none"> <li>i. 1,000 sites or more = 125 points.</li> <li>ii. Between 501 and 999 sites = 100 points</li> <li>iii. Between 401 and 500 sites = 70 points</li> <li>iv. Between 301 and 400 = 50 points</li> <li>v. Between 1 and 300 = 0 points</li> </ul>	
RT2	<p>The Bidder must demonstrate its ability to manage a card acceptance project for</p>	<p>The Bidder must provide a detailed description of one (1) project that meets the Point Rated Technical Criterion RT2.</p>	

	<p>which the sites have diverse requirements.</p> <p>At bid closing date, the Bidder must have provided services in this project for at least three (3) years.</p>	<p>The Bidder should provide a reference name, address, and current telephone or e-mail address for the one (1) project cited.</p> <p>Responses will be weighted based on the Bidder's experience in providing the following elements within one (1) card acceptance project (maximum of 80 points):</p> <ul style="list-style-type: none"> <li>i. Standalone countertop POS terminals (10 points)</li> <li>ii. Pinpads (10 points)</li> <li>iii. Short-range wireless/mobile POS workstations (10 points)</li> <li>iv. Long-range wireless/mobile POS workstations (10 points)</li> <li>v. Integrated sites (10 points)</li> <li>vi. Touch Tone Capture (10 points)</li> <li>vii. E-commerce component (10 points)</li> <li>viii. Geographical spread across Canada (1 point per Province or Territory, up to maximum 10 points)</li> </ul>	
<p>RT3</p>	<p>The Bidder must demonstrate its ability to provide card acceptance services for clients with complex and diverse organizational structures within the last five (5) years.</p>	<p>The Bidder must provide a detailed description of one (1) project that meets the Point Rated Technical Criterion RT3.</p> <p>The Bidder should provide a reference name, address, and current telephone or e-mail address for the one (1) project cited.</p> <p>Responses will be weighted based on the Bidder's experience in providing the following elements within one (1) card acceptance project (maximum 80 points):</p> <ul style="list-style-type: none"> <li>i. The card acceptance services provided in this one (1) project gave the supplier experience with:           <ul style="list-style-type: none"> <li>a) a public sector organization (10 points)</li> <li>b) a multi-jurisdictional organization (10 points)</li> <li>c) multiple distinct business lines (10 points)</li> <li>d) a complex IT environment (e.g., includes different business lines and web platforms as well as multiple integrations) (10 points)</li> </ul> </li> </ul>	

		<p>ii. The project complexity as measured by the organization PCI level.</p> <p>a) Level 1 or Level 2 merchant (40 points)</p> <p>b) Level 3 or Level 4 merchant (0 points)</p>	
RT4	Chargeback Reporting	<p>The Bidder should identify and describe in their technical proposal which of the following three (3) methods it will use to offer chargeback reporting to departmental offices (maximum 40 points):</p> <ol style="list-style-type: none"> <li>1. Chargeback notification and subsequent departmental offices responses provided through a secure online portal (40 points)</li> <li>2. Chargeback notification using secure online reporting or email. Subsequent departmental offices responses by mail (28 points)</li> <li>3. Chargeback notification and subsequent departmental offices responses by mail (20 points)</li> </ol>	
RT5	Breadth of Long-Range Wireless Network Coverage	<p>The Bidder's technical bid should specify which of the following telecommunication service provider(s) it will use for its offered solution:</p> <ul style="list-style-type: none"> <li>- Bell Mobility</li> <li>- Rogers</li> <li>- Telus</li> </ul> <p>Responses will be weighted based on the Bidder's network coverage for long-range wireless terminals as follows (maximum 30 points):</p> <ol style="list-style-type: none"> <li>1. All 3 of 3 (30 points)</li> <li>2. 2 of 3 (26 points)</li> <li>3. 1 of 3 (21 points)</li> </ol>	
RT6	Additional services	<p>The Bidder should identify and describe its ability to provide the following additional services within its offered card acceptance solution (maximum 65 points):</p> <ul style="list-style-type: none"> <li>• Optional reporting (as per SOW section 6.3) (15 points)</li> </ul>	

		<ul style="list-style-type: none"> <li>• Virtual Terminal – Pinpad integration to Ecommerce platform (as per SOW section 3.3.3) (15 points)</li> <li>• A PCI responsibility matrix (as per SOW section 3.1 v.) (15 points)</li> <li>• Store and forward functionality (as per SOW section 3.1) (15 points)</li> <li>• Optional Onsite installation (as per SOW section 3.1) (5 points)</li> </ul>	
RT7	Credit Card Processing Goals	<p>The Bidder should identify and describe how their proposed solution can help PSPC meet its goals related to :</p> <ol style="list-style-type: none"> <li>1. Network availability (up to 20 points)</li> <li>2. Network reliability (up to 20 points)</li> <li>3. Technology or processes that help merchants meet their PCI compliance objectives (up to 20 points)</li> </ol> <p>*NOTE: For 1 and 2 above, the Bidder should indicate how it will ensure that the requirements specified in Section 9.5 “Service Levels” of the SOW are met.</p> <p>Responses will be weighted using the following rating scheme to allocate <b>up to 20 points per goal</b> (maximum 60 points).</p> <ul style="list-style-type: none"> <li>• 100%, or 20 points = Stated criteria is dealt with in depth and information provided demonstrates an exceptional understanding of all elements of the stated criteria.</li> <li>• 80%, or 16 points = Information provided demonstrates understanding of all of the elements of the stated criteria.</li> <li>• 60%, or 12 points = Information provided demonstrates understanding for most of the elements relevant to the stated criteria.</li> <li>• 40%, or 8 points = Information provided demonstrates some understanding that is relevant to the stated criteria.</li> <li>• 20%, or 4 points = Information provided demonstrates a minimal understanding that is relevant to the stated criteria.</li> <li>• 0 %, or 0 points = Information provided does not address the criteria.</li> </ul>	

## **PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION**

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period. The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

### **5.1 Certifications and Additional Information Required with the Bid**

#### **5.1.1 Integrity Provisions - Declaration of Convicted Offences**

In accordance with the [Integrity Provisions of the Standard Instructions](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html), all bidders must provide with their bid, if applicable, the Integrity declaration form available on the Forms for the Integrity Regime website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

### **5.2 Certifications and Information Required Precedent to Contract Award**

The required certifications and additional information below should be submitted with the bid but may be submitted afterwards. If the required certifications and additional information are not submitted with the bid, the Contracting Authority will inform the Bidder of a time frame within which they must be submitted by the Bidder. Failure to provide the required certifications and additional information within the time frame specified will render the bid non-responsive.

#### **5.2.1 Integrity Provisions – Required Documentation**

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

#### **5.2.2 Federal Contractors Program for Employment Equity - Bid Certification**

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid List" available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid List" at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "FCP Limited Eligibility to Bid List" during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed Federal Contractors Program for Employment Equity certification before contract award. If the Bidder is a Joint Venture, the

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

Bidder must provide the Contracting Authority before contract award with a completed Federal Contractors Program for Employment Equity certification for each member of the Joint Venture. Attachment 1 to Part 5, Additional Certifications Precedent to Contract Award, includes a copy of the certification to provide.

### **5.2.3 Additional Certifications Required Precedent to Contract Award**

The required additional certifications to provide are included in Attachment 1 to Part 5, Additional Certifications Required Precedent to Contract Award .

## ATTACHMENT 1 TO PART 5, ADDITIONAL CERTIFICATIONS REQUIRED PRECEDENT TO CONTRACT AWARD

### 1. Federal Contractors Program For Employment Equity - Certification

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit the [Employment and Social Development Canada \(ESDC\) - Labour's website \(https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html\)](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html).

Date: \_\_\_\_\_ Instructions to the Bidder:(YYYY/MM/DD) If left blank, the date will be deemed to be the bid solicitation closing date.

Instructions to the Bidder: Complete both A and B.

A. Instructions to the Bidder: Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
- A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and / or permanent part-time employees.
- A5. The Bidder certifies having a combined workforce in Canada of 100 or more permanent full-time and/or permanent part-time employees.
- A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.

or

- A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity \(LAB1168\)](#) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form [Agreement to Implement Employment Equity \(LAB1168\)](#), duly signing it, and transmit it to ESDC-Labour.

B. Instructions to the Bidder: Check only one of the following:

- B1. The Bidder is not a Joint Venture.

or

- B2. The Bidder is a Joint venture. Instructions to the Bidder: Refer to the Joint Venture section of the Standard Instructions. If the Bidder is a Joint Venture, it must provide the Contracting Authority before contract award with a completed Federal Contractors Program for Employment Equity certification for each member of the Joint Venture.

## PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS

### 6.1 Security Requirement

6.1.1 Before award of a contract, the following conditions must be met:

- a. the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- b. the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
- c. the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
- d. the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7- Resulting Contract Clauses; and
- e. the Bidder must provide the address of each proposed site or premise of work performance and document safeguarding as follows:

Address:

Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code  
Country

If the information is not provided in or with the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

6.1.2 Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

6.1.3 For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

**NOTE:** Although there is no direct cost to seek a security clearance from the Government of Canada, the bidder must take into consideration that security clearance is a rigorous process that will require the supplier to allocate internal resources to coordinate several interactions with different sections of PWGSC. The organization needs to be listed and cleared by designating a security officer. The physical security for sites where the work is performed also will require clearances, as well as security screening of personnel performing the work. Finally the Information Technology (IT) components will need to be validated by the PWGSC security sector. Work can only begin once all security aspects have been cleared, which may take several months.

### 6.2 Financial Capability

SACC Manual clause [A9033T](#) (2012-07-16) Financial Capability

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

## PART 7 – RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

### 7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work in Annex A.

#### 7.1.1 Optional Goods or Services, or both

The Contractor grants to Canada the irrevocable option to acquire the goods, services or both described at Annex A of the Contract under the same conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment.

The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

### 7.2 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

#### 7.2.1 General Conditions

2035 (2020-05-28), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

The work must be exclusively performed by the Contractor or by the Subcontractors.

SACC 2035 06 Subcontracts, (2013-06-27) General Conditions - Higher Complexity - Services is amended to include the following:

2(d) Notwithstanding subsection (b) above, the Contractor must not subcontract, including with a parent, subsidiary or affiliate any function that involves providing a subcontractor with management of, control over, or access to, any Personal Information (as defined in the Contract) including the storage of Personal Information or the operation or maintenance of any system or facility, unless the Contracting Authority (in collaboration with the Canadian DSA) first consents in writing.

SACC 2035 06 Subcontracts, (2013-06-27) General Conditions - Higher Complexity - Services, is amended to include the following:

Without limiting the generality of the foregoing, the Contractor must ensure that any subcontractor is bound by and complies with, any requirements relating to privacy, security and Personal Information.

SACC 2035 20 Copyright, (2008-05-12) General Conditions - Higher Complexity - Services, is deleted.

#### 7.2.2 Supplemental General Conditions

The following supplemental general conditions apply to and form part of the Contract.

4001 (2015-04-01), Hardware Purchase, Lease and Maintenance

Solicitation No. - N° de l'invitation

EN891-212587/A

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

EN891-212587

Amd. No. - N° de la modif.

File No. - N° du dossier

428zg. EN891-212587

Buyer ID - Id de l'acheteur

428zg

CCC No./N° CCC - FMS No./N° VME

4002 (2010-08-16), Software Development or Modification Services

4003 (2010-08-16), Licensed Software

4004 (2013-04-25), Maintenance and Support Services for Licensed Software

4006 (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground Information

### 7.2.3 Card Brands terms and conditions

Canada recognizes that the Contractor may be required to comply with processes, and terms and conditions imposed by Card Brands (including but not limited to Visa, Mastercard, American Express). Therefore, the Contractor may notify Canada, in writing, of any situations where the Contractor believes that Canada has processes in place that are not compatible with terms and conditions imposed on the Contractor by the Card Brands. Canada will consider whether it can make any changes to its own processes so they can be compatible with the processes, and terms and conditions imposed by Card Brands on the Contractor.

### 7.3 Security Requirement

The following security requirement (SRCL and related clauses) provided by the [Industrial Security Program](#) apply and form part of the Contract:

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of PROTECTED B, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.
3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CSP, PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:

Address:

Street Number / Street Name, Unit / Suite / Apartment Number

City, Province, Territory / State

Postal Code / Zip Code

Country

- (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
- (b) *Contract Security Manual* (Latest Edition)

**NOTE:** Although there is no direct cost to seek a security clearance from the Government of Canada, the bidder must take into consideration that security clearance is a rigorous process that will require the supplier to allocate internal resources to coordinate several interactions with different sections of PWGSC. The organization needs to be listed and cleared by designating a security officer. The physical security for sites where the work is performed also will require clearances, as well as security screening of personnel performing the work. Finally the Information Technology (IT) components will need to be validated by the PWGSC security sector. Work can only begin once all security aspects have been cleared, which may take several months.

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

## **7.4 Term of Contract**

### **7.4.1 Period of the Contract**

The work is to be performed during the period of December 24, 2021 to December, 23 2028. The Contractor must not start providing the services until a written authorization is received from the Project Authority.

### **7.4.2 Option to Extend the Contract**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by one (1) additional one (1) year period under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

### **7.4.3 Option to Extend - Transition Period**

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor agrees that Canada may, at its discretion, extend the Contract by a period of twelve (12) months under the same conditions to ensure the required transition. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

The Contracting Authority will advise the Contractor of the extension by sending a written notice to the Contractor at least thirty (30) calendar days before the contract expiry date. The extension will be evidenced for administrative purposes only, through a contract amendment.

### **7.4.4 Termination on Thirty Days Notice**

Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.

In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.

## **7.5 Authorities**

### **7.5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: Karine Fournel  
Title: Contracting Authority  
Public Works and Government Services Canada  
Acquisitions Branch  
Directorate: Professional Services and Procurement Directorate  
Address: 10 Wellington Street, Gatineau, QC, K1A 0S5  
Telephone: 613-858-8698  
E-mail address: karine.fournel@tpsgc-pwgsc.gc.ca

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

### **7.5.2 Project Authority**

The Project Authority for the Contract is: To be filled in at contract award

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_- \_\_\_\_- \_\_\_\_

E-mail address: \_\_\_\_\_

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

### **7.5.3 Contractor's Representative**

To be filled in at contract award

## **7.6 Payment**

### **7.6.1 Basis of Payment**

#### **7.6.1.1 Firm Unit Price**

For the Work described in the Statement of Work in Annex A, the Contractor will be paid the firm unit prices specified in Annex B, Basis of Payment. Customs duties are excluded and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

### **7.6.2 Canada's Total Liability**

#### **7.6.2.1 Limitation of Expenditure**

- A. Canada's total liability to the Contractor under the Contract for authorized travel and living expenses must not exceed \$ \_\_\_\_\_. Customs duties are included and the Applicable Taxes are extra.

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability for travel and living expenses being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

1. when it is 75 percent committed, or
2. four (4) months before the contract expiry date,
3. as soon as the Contractor considers that the sum is inadequate for the completion of the Work requested in all authorized TAs, excluding Authorized TAs for Work described in Attachment 2, Implementation Project Milestones of the Appendix 12, RGBB Receiver General Buy Button, of the Statement of Work in Annex A, inclusive of any revisions, the applicable basis of payment of which is limitation of expenditure.

whichever comes first.

- B. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### **7.6.3 Method of Payment**

#### **7.6.3.1 Method of Payment – Monthly Payment**

For the Work described in the Statement of Work in Annex A, Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.

#### **7.6.4 SACC Manual Clauses**

C2000C (2007-11-30), Taxes - Foreign-based Contractor  
C0305C (2014-06-26), Cost Submission – Limitation of Expenditure or Ceiling Price

#### **7.6.5 Electronic Payment of Invoices - Contract**

The Contractor accepts to be paid using any of the following Electronic Payment Instruments:

- a. Direct Deposit (Domestic and International);
- b. Electronic Data Interchange (EDI);
- c. Wire Transfer (International Only);
- d. Large Value Transfer System (LVTS) (Over \$25M)

#### **7.6.6 Discretionary Audit**

C0705C (2010-01-11) Discretionary Audit

### **7.7 Invoicing Instructions**

#### **7.7.1 Invoicing Instructions**

1. The Contractor must submit invoices in accordance with the Statement of Work "Invoicing" Section (7). Invoices cannot be submitted until all work identified in the invoice is completed.

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

Each invoice must be supported by data on the various costing items, including details on interchange, association and processing fees, terminal rental fees, etc.

2. Invoices must be distributed as follows:

- a. The original must be forwarded to the Project Authority identified under the section entitled "Authorities" of the Contract; and
- b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

## 7.8 Certifications and Additional Information

### 7.8.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

### 7.8.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid List" available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>). The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

### 7.9 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_\_.

### 7.10 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the supplemental general conditions 4001 (2015-04-01) Hardware Purchase, Lease and Maintenance
- (c) the supplemental general conditions 4002 (2010-08-16) Software Development or Modification Services
- (d) the supplemental general conditions 4003 (2010-08-16) Licensed Software
- (e) the supplemental general conditions 4004 (2013-04-25) Maintenance and Support Services for Licensed Software
- (f) the supplemental general conditions 4006 (2010-08-16) Contractor to Own Intellectual Property Rights in Foreground Information
- (g) the general conditions 2035 (2020-05-28), General Conditions - Higher Complexity - Services;
- (h) Annex A, Statement of Work;
- (i) Annex B, Basis of Payment;
- (j) Annex C, Security Requirements Check List
- (k) the Contractor's bid dated \_\_\_\_\_, as clarified on \_\_\_\_\_ and, as amended on \_\_\_\_\_.

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

### **7.11 Foreign Nationals**

SACC Manual clause A2001C (2006-06-16), Foreign Nationals (Foreign Contractor)  
SACC Manual clause A2000C (2006-06-16), Foreign Nationals (Canadian Contractor)

### **7.12 Insurance Requirements**

SACC Manual clause G1005C (2016-01-28) Insurance – No Specific Requirement

### **7.13 Government Site Regulations**

A9068C (2010-01-11), Government Site Regulations

### **7.14 Dispute Resolution**

- 7.14.1 The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- 7.14.2 The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- 7.14.3 If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- 7.14.4 Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "**Dispute Resolution**".

## ANNEX A, STATEMENT OF WORK

### 1. OVERVIEW

#### 1.1 Introduction and Background

As the Receiver General for Canada (RG), the Minister of Public Services and Procurement Canada (PSPC) manages the operations of the federal treasury, including the receipt and payment of public money into and out of the Consolidated Revenue Fund (CRF).

Although the RG collects remittances through many arrangements, the requirements described within this Statement of Work (SOW) are solely for merchant acquirer services for the processing of payments received via credit and debit cards.

Currently federal government departments and agencies process credit and debit card payments using both card present and card-not-present solutions. In 2020, thirty-eight (38) departments and agencies processed approximately 10.8M transactions totalling \$5.9B. These values are expected to increase as revenue collection normalizes post-COVID, and departments and agencies continue to migrate towards e-commerce.

#### 1.2 Objective

Enter into a Contract with a single service provider, hereafter referred to as the Contractor, to provide merchant acquirer services for the processing of payments received via credit and debit cards.

#### 1.3 Definitions

Please refer to *Annex A, Appendix 1 – Definitions* for the definitions that are used throughout this document.

#### 1.4 Statistical Information

Historical volume statistics for credit and debit card remittances are provided in *Annex A, Appendix 2 – Historical Card Acceptance Statistics*.

In addition, card acceptance forecasts are provided in *Annex A, Appendix 3 – Forecasted Card Acceptance Statistics for Contract and Option Periods*. Although great care has been made to accurately predict the future volumes, there is no guarantee that these predictions will materialize. All statistics are estimated in good faith for informational purposes only and must not be construed to represent the volumes or values that the Government of Canada (GOC) will receive through the card acceptance service.

Finally, the inventory volumes for both point-of-sale (POS) and gateway setups are provided in *Annex A, Appendix 4 – Card Acceptance Inventory Volumes*.

#### 1.5 Working Relationships

The Contractor must maintain working relationships with:

- i. *American Express (AMEX)*: Although Canada will maintain a separate contract with AMEX, the Contractor must work effectively with them for the acceptance and processing of AMEX transactions as outlined in the “Conveyed Transaction Processing” Section (2.2.1).

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

- ii. *Financial Institution where the Concentrator Account is held*: The Contractor must open a Concentrator Account at a Large Value Transfer System (LVTS) participating Financial Institution (FI).
- iii. *Government of Canada Qualified Security Assessor (QSA)*: The Contractor must work with the GOC's contracted QSA as required to assist in their efforts related to Payment Card Industry Data Security Standard (PCI DSS) compliancy. This could include the provision of documentation, certifications, or any other relevant information regarding their processes that would be useful as part of PCI analysis/scoping.

## 2. SERVICE REQUIREMENTS

### 2.1 General Business Requirements

The Contractor must provide the following services:

- i. Accepting, processing and settling (acquiring) credit and debit card payments on behalf of the Receiver General for Canada in accordance with the "Card Processing" Section (2.2), and "Additional Business Requirements" Section (4).
- ii. Offering the card processing methods outlined in the "Processing Solutions" Section (3).
- iii. Opening of a Concentrator Account and posting of transactions in accordance with the "Deposit and Settlement" Section (5).
- iv. Meeting the various reporting requirements outlined in the "Reporting Requirements" Section (6).
- v. Producing invoices in accordance with the unique GOC requirements as outlined in "Invoicing" Section (7).
- vi. Transition of service from the previous and to any subsequent card acceptance service provider with no break in service, as outlined in the "Implementation" Section (8)
- vii. Meeting the additional requirements including service levels, support, documentation, and potential future business requirements as outlined in the "Other Requirements" Section (9).

### 2.2 Card Processing

The Contractor must accept, process and settle credit and debit card transactions on behalf of federal government departments and agencies; including sales, authorizations (valid for a period of three (3) to five (5) banking days as per the industry's standard), and refunds (both full and partial refunds). This must include assisting Departmental Offices in the implementation of various card processing options in accordance with the "Processing Solutions" Section (3).

Processing of the following card types are required though this contract:

- Visa;
- MasterCard;
- China UnionPay;
- Visa Debit;
- Debit MasterCard;
- Interac;
- Interac Online (IOP); and
- AMEX and Japan Credit Bureau (JCB) (as outlined in the "Conveyed Transaction Processing" Section (2.2.1))

#### 2.2.1 Conveyed Transaction Processing

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

The Contractor must, accept and process (convey) AMEX and JCB (provided through AMEX) transactions. The Contractor is responsible for maintaining a good working relationship with AMEX (and other brands upon request of the RG), which will ensure there is no disruption in the quality of service received by Canada.

The Contractor must provide these acceptance and processing services in accordance to its own arrangements with card brands, for which it does not acquire (e.g. AMEX and JCB). Canada currently has in place a separate contract with the card brand (AMEX) through which they will be responsible for the authorization and settlement of their own transactions. The Contractor must accept and process (convey) the AMEX's transactions, but is not responsible for authorization risks as AMEX is directly responsible for its own authorizations.

In processing conveyed transactions, the Contractor must:

- i. Incorporate merchant numbers provided by AMEX in new merchant setups. These merchant numbers shall be obtained directly by the GOC from AMEX and provided to the Contractor during the new merchant setup process.
- ii. Forward the card brand's credit card transactions to the card brand for transaction authorization. Such authorizations must remain valid for a period specified by the card brand. For AMEX, such authorizations are valid for a period of seven (7) days, as per AMEX standards.
- iii. As early as possible, but no later than 6:00 a.m. EDT on the banking day following each presentation date, the Contractor must deliver to the card brand:
  - a. A separate file of the card brand's Canadian federal government credit card transactions). The file must conform to the card brand's standard file format layout.
  - b. Each file delivered to the card brand by the Contractor must pass initial reconciliation steps as set out by the card brand. If the file fails to pass such steps, upon the card brand's request, the Contractor must provide a replacement or re-created file for that day's transactions.
  - c. If required, the card brand will request back-up, or replacement or re-created files from the Contractor.
  - d. Upon request by the card brand, the Contractor must provide test files of the card brand's credit card transactions to the satisfaction of the card brand.
- iv. The card brand will interact directly with Departmental Offices to obtain supporting documentation for each chargeback and to obtain signed copies of the card brand's credit card transaction receipts or charge records.
- v. The Contractor must recover funds from the card brand for its credit card transactions as follows:
  - a. The Contractor must provide the card brand with a bank account to which financial settlement will be made.
  - b. The card brand will make a settlement to the designated Contractor Account on the file delivery date (where the 6:00 EDT delivery time and reconciliation requirements were met) or the chargeback delivery date.
- vi. The Contractor may request the assistance of the card brand in tracing the card brand's card transactions, batches, files, chargebacks, etc.

### **3. PROCESSING SOLUTIONS**

The Contractor must provide the following processing solutions to departmental offices. Provision of these solutions include hardware/software rentals, installation advice, on-site installation, and help desk support, as required.

#### **3.1 Physical POS Terminals / Pinpads**

Federal government departments and agencies across Canada currently use POS terminals for both card-present transactions and in some cases for the manual processing of card-not-present transactions

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

received via mail order / telephone order (MOTO). The volume of POS terminals currently used by GOC departments and agencies is included in *Annex A, Appendix 4 – Card Acceptance Inventory Volumes*. Please note that these terminals are currently rented, and would therefore need to be replaced by the Contractor upon contract implementation. The types of terminals that the Contractor must provide on a monthly rental basis under the contract include:

- i. Standalone countertop POS terminals (dial-up and Ethernet connectivity).
- ii. External pinpads.
- iii. Wireless terminals (both short range and long-range mobile terminals).

In support of processing using these physical POS terminals, the Contractor must provide:

- i. Trackable delivery of terminals at all locations requested by federal government departments and agencies across Canada according to the service standards outlined in the "Service Levels" Section (9.5). Additionally, the Contractor must facilitate the return of terminals as well. The costs and organization related to shipping for both delivery and return of terminals must be borne by the Contractor.
- ii. Installation assistance and help desk support must be provided by the Contractor. Although not common, on site installation services may be requested by certain merchants. On site installation could therefore be offered by the Contractor as an optional service.
- iii. Hardware and software troubleshooting and device replacement (as necessary) upon notification by Departmental Offices, as per the service standards outlined in the "Service Levels" Section (9.5).
- iv. Terminals that have industry standard features including manual card entry functionality, magnetic (mag) stripe, contactless/Near Field Communication (NFC), and EMV chip and PIN processing.
- v. Terminals and solutions that are Point-to-point encryption (P2PE) protected or provide an equivalent means for reducing PCI scope for merchants. This could include the provision of a PCI responsibility matrix that outlines the PCI requirements that are covered as a result of the encryption and security features built into the device and associated software.
- vi. Devices that all support bilingual screen operations.
- vii. Devices have the ability for merchants to pass a reference number through with the transaction in order to assist with their reconciliation processes.
- viii. Terminals with accessibility functionality.
- ix. Capability for limiting access to certain functionality (e.g. refunds, batch closure, etc.) to authorized users.
- x. Functionality such that federal government departments and agencies are able to integrate (or semi-integrate) their POS software with the terminals.
- xi. Functionality for merchants to produce standard reports (e.g. merchant sub-total reports, batch reports, etc.) through the POS terminals.
- xii. Devices that are functional in remote locations (i.e. Parks Canada national parks). Devices with store-and-forward functionality that allows such merchants to continue to process transactions when unable to connect to the host are also advantageous.

Some federal government departments and agencies (notably Parks Canada) operate on a seasonal basis. In order to support merchants that operate on a seasonal basis, the Contractor must:

- i. Prior to the beginning of the merchant's operating season, organize the rollout of devices in coordination with the impacted department(s). The Contractor must confirm with the department which seasonal locations will require devices for the upcoming operating season. The Contractor must then initiate trackable delivery according to the seasonal delivery schedule.

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

- ii. At the end of the merchant's operating season, coordinate returns with the impacted department(s) and provide them with shipping waybills for the return of the seasonal devices.

Please note that Departmental Offices will be responsible for the procurement of their own printer supplies (paper rolls and ribbon cartridges). However, should the Contractor wish to offer this service directly to Departmental Offices they can do so, however this would be done outside of the scope of this contract, and Departmental Offices would need to be invoiced directly and not through this arrangement.

### 3.2 Interactive Voice Response (IVR) Functionality

Some federal government departments and agencies with low transaction volume utilize Interactive Voice Response (IVR) / Touch Tone Capture functionality to permit their employees to process MOTO transactions using a touch-tone phone. The Contractor must provide this functionality upon request.

### 3.3 Gateway Solutions

Federal government departments and agencies use a variety of methods to integrate their eCommerce storefronts, 3<sup>rd</sup> party solutions, and process MOTO transactions. The Contractor must provide the following Gateway solutions to support merchants:

#### 3.3.1 Hosted Solution

The Contractor must provide a hosted payment page interface that will permit clients of federal departments to complete their card transactions securely. The expected operation for payment processing will involve redirection of clients from the merchant's web storefront to a secure server hosted by the Contractor, in which customers will be able to submit their payment information to complete the online checkout process. This will eliminate the merchant's exposure to cardholder data.

In providing a Hosted Solution, the Contractor must provide:

- i. A solution that works with a wide range of browsers and on mobile.
- ii. The ability to apply business rules to display only the payment options enabled according to each storefront's merchant profile. For example, some merchants may choose only to accept debit products using their eCommerce solutions.
- iii. Payment pages presented in both official languages of Canada.
- iv. A hosted payment page that is compliant with the Government of Canada Standard of Web Accessibility as established by the Treasury Board, which includes the requirement that the page be Web Content Accessibility Guidelines (WCAG) 2.0 compliant.
- v. The ability to either generate a receipt on behalf of the merchant, or forward the cardholder and the response back to the merchant's site so that a custom receipt can be created. Generated receipts must conform to the requirements listed in the "Receipting" Section (4.2).
- vi. The ability for merchants to pass a reference number through with the transaction in order to assist with their reconciliation processes.

#### 3.3.2 Application Programming Interface (API)

In addition to the hosted interface, the Contractor must also provide an API solution so that departments can choose to integrate payment processing functionality into their eCommerce websites and other integrated solutions.

#### 3.3.3 Virtual Terminal Functionality

The Contractor must provide a Virtual Terminal (VT) interface, enabling authorized Departmental Office employees to manually process card-not-present credit card sales and authorizations using their

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

computer workstations. This functionality is typically used by merchants for the processing of MOTO transactions.

In addition to providing standard VT functionality in which card data is entered directly into a web interface provided by the Contractor, an optional service would be to provide an integrated pinpad that works with the VT such that sensitive card data can be entered directly into the pinpad and encrypted at the source. The intent of this functionality is to ensure that no unencrypted card data is entered directly into the VT, thus helping Departmental Offices reduce the scope of their card data environment for PCI purposes.

### 3.3.4 Batch Processing Interface

Although not widely used by federal government departments and agencies, the Contractor must provide a Batch Processing Interface, enabling merchants to submit batches for processing. The Batch Processing Interface must allow merchants to upload their transaction batch files for processing using a secure transmission method. Transaction responses must then be provided by the Contractor to the merchant.

### 3.3.5 Integrated solutions

A handful of federal government departments and agencies, on an exception basis, accept transactions through integrated electronic card acceptance solutions and would require support from the Contractor to help integrate / certify with 3rd party solutions. These solutions could include POS software providers, unstaffed parking terminals, unstaffed permit machines, etc.

### **Administrative Interface**

The Contractor must provide an Administrative Interface, available in both official languages, which permits:

- i. Authorized Departmental Office users to process voids, full or partial refunds against previously completed sales (up to a maximum of the original sale amount), and pre-authorized completions.
- ii. Authorized Departmental Office users to perform administrative functions such as executing queries, producing reports, conducting profile maintenance, etc.
- iii. Restriction of access based on permissions granted to authorized users according to configurable profile criteria.

### 3.3.7 Additional Gateway Requirements

For all applicable Gateway integration type(s), the Contractor must:

- i. Support fraud detection tools including: 3-D Secure 2.0, Address Verification Service (AVS), and Card Verification Value (CVV). Availability of additional fraud detection tools beyond those listed are advantageous, but not required.
- ii. Have the ability to accept digital wallets both in-browser and in-app, upon request of the RG.
- iii. Provide a testing environment which mirrors the production environment in which merchants are able to test their solutions using their specific integration characteristics prior to moving their solutions into production.
- iv. Have the ability to implement a convenience fee model that complies with industry regulations. Although the Government of Canada does not currently operate using convenience fees, it is conceivable that such a model might be required throughout the course of the contract.
- v. Have the ability to return a token for all transactions processed that will represent the PAN for the merchant and enable them to perform subsequent transactions using the token without having to re-enter the card information.

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

#### **4. ADDITIONAL BUSINESS REQUIREMENTS**

The following additional business requirements are applicable to all processing methods.

##### 4.1 Batch Closure

Batch closure is an integral part of the reconciliation activities for federal government departments and agencies, as only purchase and refund transactions from closed batches will be included in the daily settlement process. The Contractor must support the following batch closure options:

- i. *Automated Batch Closure:* The default setting for most merchants will be automated batch closure. The Contractor must be able to execute automated closure on all open batches for a given merchant that ensures all batches are closed just prior to end of day settlement cut-off time.
- ii. *Manual Batch Closure:* Manual batch closing is also required. Manual closing is used where many shifts exist and multiple closings are required in between shifts, or when an early closing is required to ensure deposits are made.

##### 4.2 Receipting

The Contractor must make available a Receipt or Customer Transaction Record for all transactions in real-time, and in bilingual (French and English) format, or in the customer's preferred official language. The receipt must contain the following information:

- Payment type
- Card type
- Amount and currency of transaction
- A client reference number
- An authorization number for approved transactions
- The date and time of the transaction
- The final approval status of the transaction along with bank response codes

##### 4.3 Chargebacks / Adjustments

The Contractor must provide credit card chargeback reporting that provides Departmental Offices with supporting documentation for each chargeback, including the partial credit card number and transaction number within five (5) banking days of the date it is processed to the Concentrator Account. Ideally chargeback notification and documentation should be provided to the merchant electronically.

All chargebacks and adjustments must be posted individually and separately to the Concentrator Account ensuring that the associated merchant number appears on the corresponding electronic Bank Statement.

##### 4.4 Enquiries

The Contractor must make every effort to resolve any enquiries including tracing of all card transactions, batches, files, chargebacks, etc., within five (5) business days when requested by the RG. Upon failure to resolve an enquiry within five (5) business days, the RG may escalate the enquiry within the Contractor's organization.

The Contractor must provide copies of credit card transaction reporting up to 18 months from the transaction date, upon request.

#### **5. DEPOSIT AND SETTLEMENT**

##### 5.1 Opening of a Concentrator Account

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

The Contractor must open a Concentrator Account at a LVTS participating FI in Canada, in the name of "The Receiver General for Canada – Card Acceptance". All agreements between the Contractor and the FI or charges by the FI related to the operation of the Concentrator Account are to be managed and paid by the Contractor

## 5.2 Posting of Transactions

Each banking day at midnight (or other time as approved by the RG) the Contractor must have a cut-off at which time any batches closed will be posted to the Concentrator Account. The amounts deposited for each merchant must total the value of all batches closed as at the cut-off time. The deposit(s) for each merchant must be broken down by card type. Basically, there will be up to six (6) deposits for each Merchant Number - one for each card type: Visa (including Visa Debit), MasterCard (including Debit MasterCard), AMEX, JCB, China UnionPay, and Interac (additional deposits may be required if other card types are accepted).

Each chargeback on the other hand must be posted separately to the Concentrator Account ensuring that the merchant number it is associated with is included on the corresponding Bank Statement File. The presentation date (the date that a transaction occurred and the batch containing it was closed prior to the designated cut-off time) must be the same as the concentrator date (the value date of when the transaction was posted to the Concentrator Account).

## 5.3 Settlement

The Contractor's LVTS participating FI must transfer daily all funds from the Concentrator Account to the RG's account at the Bank of Canada (BoC) before 14:00 EDT on the day following the presentation date. This transfer must include the total value of deposits from the previous day for all merchants as outlined in the "Posting of Transactions" Section (5.2).

The day on which the funds are transferred to the BoC will be known as the settlement date. Float interest will be applicable in situations where the settlement date is more than one banking day later than the presentation date, and will be calculated in accordance with the "Float" section (5.4).

The Contractor must initiate and send to the BoC before 14:00 EDT on the day following the presentation date a LVTS payment message MT103 in favour of the RG containing all deposits. The required MT103 formatting can be found in *Annex A, Appendix 8 – Bank of Canada LVTS Formatting Requirements*.

## 5.4 Float

As outlined in the "Settlement" Section (5.3), the Contractor must transfer daily all funds from the Concentrator Account to the RG on the banking day following the presentation date. Should the transfer of funds to the BoC (the Settlement Date) occur later than one banking day following the presentation date, the Contractor will be subject to float interest. This float interest will be calculated in accordance with the rate specified in the Memorandum of Understanding (MOU) negotiated between the direct clearing FIs and the Government of Canada. This rate is currently calculated as the bank rate (as per the Bank of Canada) less one quarter of one percent (0.25%), although the rate is subject to change. Any float interest will be billed to the Contractor's FI directly through the existing MOU monthly float and compensation process.

In the event an error is made on the part of the RG or the Contractor, or a situation involving exceptional circumstances occurs which causes a negative float impact to the Contractor or the RG beyond the interest rate stipulated in the MOU, a higher rate of interest may be paid up to, but not exceeding, the actual financial impairment incurred. Any such occurrence will be reviewed by the RG and the Contractor must adhere to the resulting decision made by the RG to rectify the situation.

## **6. REPORTING REQUIREMENTS**

## 6.1 Merchant Reporting

The Contractor, at a minimum, must make available to merchants:

### 6.1.1. Online Reporting Tool

The Contractor must provide an online reporting that permits merchants, or central GOC employees to perform transaction searches and produce a variety of reports. As part of the online reporting tool, the Contractor must:

- i. Ensure that transaction searches and reporting can be conducted at both the merchant and the chain (department) level; according to an individual user's authorized access. Ability to provide searching and reporting functionality in which authorized users can produce reports on all GOC chains at once is also beneficial, but not a requirement.
- ii. Have the ability to restrict access for individual users. For example, some users might require only merchant level access, some might require chain level access, and some might require access to all chains and merchants covered under the contract.
- iii. Ensure that reports can be downloaded in a format that can be imported into spreadsheet software for analysis (e.g. CSV format, Excel format).
- iv. Have reporting functionality for transaction searches/reports, batch reports for open or closed batches, chargeback reports, etc. Additionally, the Contractor must provide daily closed batch summary reporting, showing previous day's card transactions in each batch, card type totals for each batch, and totals which match to the Concentrator Account deposit postings.
- v. Provide the ability for merchants to automate the pull of standard reports through a secure mechanism (e.g. API, SFTP, etc).

### 6.1.2 Custom Reports

In support of the monthly invoice, the Contractor must provide:

- i. Electronic reports containing transaction details (either in full or refined by a factor such as amount, card type, etc.) with, but not limited to, the following data fields for a specified time period:
  - Chain identifier
  - Merchant identifier
  - Merchant name
  - Amount
  - Masked Primary Account Number (PAN)
  - Card brand
  - Transaction/batch date
  - Transaction type
  - Transaction fee
  - Processing method (must indicate whether it was a Gateway or physical POS transaction)
  - Transaction fee category as per the card brand, specified using a Fee Program Indicator (FPI), Interchange Rate Descriptor (IRD), program fee descriptors, etc.

Should such reporting be available for download at the whole of Government level (not downloaded individually by chain) using the Contractor's Online Reporting Tool, then this custom

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

report would no longer be a requirement (upon authorization by the RG).

- ii. A monthly electronic report of all transactions over five-thousand dollars (\$5,000) in a CSV format (or other mutually agreed format). The report must include as a minimum columns for transaction date, card type, masked card number, fee descriptor (such as an FPI or IRD), invoice number, transaction amount with subtotals by merchant number and departmental headquarters and grand totals. The report must be provided no later than the Contractor's monthly invoice.

## 6.2 Reporting of Bank Statement Data to the Receiver General

The Contractor must provide a daily EDI 821 electronic bank statement (or other format as approved by the RG – e.g. ISO20022, BAI II, etc) of the Concentrator Account to the RG by 08:00 EDT on the first business day following the concentrator date. The Contractor must ensure that the EDI 821 Bank Statement is in adherence with the protocol provided in *Annex A, Appendix 5* as well as the mapping provided in *Annex A, Appendices 6 and 7*. In particular, the Contractor must ensure that:

- i. Each deposit to the Concentrator Account is batched by card type. This means that each merchant should have up to six deposits per day, broken up by card type.
- ii. Chargebacks and adjustments are reported individually as per the requirements of the "Chargebacks / Adjustments" Section (4.3).
- iii. The first occurrence of the REF02 field contains Contractor assigned "IX" deposit trace number (unless otherwise agreed upon by the RG).
- iv. The second occurrence of the REF02 field is populated with the applicable merchant number associated with the transaction.
- v. Appropriate and distinct financial transaction codes are provided for all deposits and adjustment types in the FIR01 field.
- vi. The BGN03 segment is populated with the date that the funds were posted to the Concentrator Account (Concentrator Date).
- vii. The FIR07 segment is populated with the presentation date associated with each deposit.

## 6.3 Optional Reporting

Although not a requirement of the Contract, an optional service would include the provision of a customized reporting file for the Canada Revenue Agency (CRA) in order to assist with their internal reconciliation. Should this optional service be enabled, the Contractor would deliver a daily file to the CRA through a secured transmission mechanism (as approved by the CRA), that is formatted according to the record layout included in *Annex A, Appendix 9 – Optional Custom Reconciliation File*.

## **7. INVOICING**

Please take note that the GOC operates under a specific invoicing model that might not be in line with typical industry standards. Specifically, all fees for services rendered under this contract must be invoiced and never posted to the Concentrator Account or deducted from deposits.

Given that the pricing model used under this contract is Interchange-Plus pricing, the Contractor must provide to the GOC official documentation, from the applicable card brands, or an official communiqué between the Contractor and the card brands, validating the most current card acceptance fees levied by the card brands and issuers, such as interchange fees, assessment fees, etc., prior to invoicing.

Along with each monthly invoice the Contractor must also provide supporting data on costing items on the invoice, including details on interchange, association and processing fees, terminal rental fees, etc.

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

Additionally, the Contractor must have the ability to invoice at rates that the RG negotiates directly with the card brands as opposed to standard posted rates, where applicable.

## **8. IMPLEMENTATION**

### 8.1 Implementation of Service

The Contractor must begin implementation activities upon contract award. The existing contract for Card Acceptance Services expires December 23, 2021, followed by a 12 month transition period during which the RG must fully transition services to the new supplier. As such, the Contractor will be required to implement all services under this contract into production during the 12 month period beginning December 24, 2021. In order to accomplish this, the Contractor must perform activities including, but not limited to, the following:

- i. Participation of operational and technical teams in meetings or conference calls upon request of the RG in order to ensure an organized implementation.
- ii. Provide an experienced and qualified Project Manager who must:
  - a. Plan and organize work to be carried out by the Contractor.
  - b. Prepare and maintain a comprehensive work plan and schedule in order to ensure that all work is completed prior to the deadline to move to production.
  - c. Provide a project plan that includes a comprehensive work breakdown, a project schedule, level of required effort and resources, project risk tracking and weekly progress reports identifying any issues together with corrective actions.
  - d. Participation in initial meetings or conference calls with gateway clients to identify all solution options available and advise on solution implementation timelines.
  - e. Participate in scheduled progress meetings and/or other ad-hoc meetings with the RG.
- iii. Provide a Senior Technical Specialist that can assist federal government departments and agencies in the implementation of their gateway and 3<sup>rd</sup> party solutions.
- iv. Provide a list of contacts (name, telephone number, email address) of the Project Manager, Relationship Manager, and Senior Technical Specialist to handle any issues that may arise during the administration of this contract, as well as escalation contacts. The Contractor's list of authorized personnel must include specific contacts for daily operations, security access issues, system and technical support for the duration of the contract, including option years and transition period; and billing and invoicing matters. There must also be a working level contact to handle any day-to-day problems which may arise.
- v. Work with the RG on developing a mutually agreeable merchant setup form that includes all the components that are required in order to initiate a new merchant setup, or amendments to existing setups.
- vi. Liaising with their selected FI and BoC to finalize settlement arrangements.
- vii. Compliance with the electronic configuration and testing requirement stipulated in *Annex A, Appendix 5 - Current Protocol for Electronic Reporting of Bank Statements*. Transaction codes to be utilized in the EDI 821 bank statement must be provided at least one (1) week in advance of implementation. Any alternative formats to the EDI 821 bank statement must be submitted to the RG for approval at least ten (10) weeks prior to implementation.
- viii. Compliance with any other requirements as per the SOW.

### 8.2 Implementation of Existing Merchants

Upon contract award, the Contractor will need to begin work immediately with existing merchants to transition their current services to the new supplier. This work must be conducted such that the transitions are smooth with no break in service, and with minimal disruption to the government processes and operations. In order to ensure that all transitions are completed during the aforementioned transition

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

period, the Contractor must prepare and follow a viable transition plan, which is acceptable to all parties involved.

The Contractor must also provide expert change management assistance to assist the government during the transition to the Contractor's proposed solution, and during any subsequent transitions in transaction processing methodology during the term of the contract.

Should it be required, the Contractor must also provide support in facilitating the migration of certain transaction or token data from the prior card acceptance service provider to the Contractor.

### 8.3 Phase-out (Transition Period) Provisions

The Contractor must, at the end of the operational phase of the contract or upon notification by the Contracting Authority of our intent to terminate the contract, continue to provide the same level of service on a reduced volume basis, under the same terms, conditions and pricing as stipulated in the contract for a period not exceeding twelve (12) months.

The Contractor must ensure a smooth transition to any new Contractor at the end of this contract with no break in service and with minimal disruption to government processes and operations. This could include the migration of certain transaction or token data to the RG's new card acceptance service supplier.

## **9. OTHER REQUIREMENTS**

### 9.1 Contingency and Disaster Recovery

The Contractor must have a formal Contingency and Disaster Recovery Plan in place, in the event of power shortage, fire, labour disruption or any other situation that could lead to a disruption in provision of this service. In any such situation, the Contractor must use its best efforts to continue normal communications and reporting between it and the RG by alternate means that are mutually agreed upon between the parties.

### 9.2 Security and Integrity

The Contractor must:

- i. At all times, comply with the PCI DSS, and upon request, provide a statement verifying that its services are in compliance with PCI DSS.
- ii. The Contractor must support (by providing documentation, certifications or other relevant information regarding its processes) any PCI advisors, Qualified Security Assessors (QSAs), or Authorized Scanning Vendors (ASVs) hired by the Receiver General, in their efforts to assist the RG with PCI DSS governance and compliancy.

For PCI purposes, the GOC is not considered to be one organization, but rather each department or agency in scope of PCI is considered an independent entity. There are currently 38 of these independent federal departmental or agencies that are reporting on an annual basis for PCI purposes. The PCI level of these federal departments are between levels 2 and 4 based upon the volume of transactions processed annually.

### 9.3 Periodic Threat and Risk Assessments

The Contractor must provide information to assist the GOC in the preparation of a Statement of Sensitivity and Threat and Risk Assessment pertinent to the card acceptance service should one be required.

### 9.4 Language

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

The Contractor must provide services (including web pages and operating manuals) in both official languages of Canada (English and French). The Official Languages Act and Treasury Board Secretariat (TBS) policies and publications pertaining to this act can be viewed by accessing the following websites:

<http://laws-lois.justice.gc.ca/eng/acts/O-3.01/>

<http://www.tbs-sct.gc.ca/pol/index-eng.aspx>

### 9.5 Service Levels

The Contractor must meet as a minimum the following service levels:

- i. Complete the request for a new chain within five (5) business days, and complete new merchant requests within two (2) weeks of a setup request (unless otherwise mutually agreed upon).
- ii. Physical POS terminals and pinpads must be shipped within forty-eight (48) hours following the creation of an order. A tracking number must be provided for each order so that the merchant has visibility on the status of the shipment.
- iii. Bilingual Customer Service Help Desk must available twenty-four (24) hours per day, three-hundred, sixty-five (365) days per year. The help desk must:
  - a. Answer ninety percent (90%) of calls must on the first attempt.
  - b. Maintain an average queue wait time that does not exceed sixty (60) seconds for seventy-five (75%) of calls.
  - c. Ensure that technical callbacks (where problem causes interruption in customer service) do not exceed twenty (20) minutes.
  - d. Ensure that other callbacks do not exceed thirty (30) minutes.
- iv. Bilingual technical service help desk must available during working hours. Acknowledgement of non-emergency technical service request must be made within two (2) working hours of receipt, with support responses being provided within two (2) business days of receipt (unless mutually agreed).
- v. Card acceptance network services must be available twenty-four (24) hours per day, three-hundred sixty-five (365) days (unless otherwise agreed) per year with a system uptime in excess of ninety-nine and five tenths percent (99.5%) in the overall service components provided either directly or indirectly by the Contractor.
- vi. A minimum of five (5) days' notice must be provided for planned outages, and these outages must not exceed one percent (1%) of the host and gateway availability.
- vii. Unplanned outages must not exceed one percent (1%) of the host and gateway availability.
- viii. Problem reporting of all incidents causing interruption to customer service or timely and accurate settlement. The Contractor must notify the RG of all such incidents, no later than thirty (30) minutes following their occurrences. The Contractor must also provide details of the problem within two (2) banking days of the incident. Details must include a description of the problem, the root cause, dates and times of occurrence, current and planned actions for remediation, and, when feasible, metrics on transactions affected.
- ix. Have the required Gateway capacity to ensure seamless processing and operation for merchants and their users, even during peak processing season. This could include for the Canada Revenue Agency during peak tax season, or for Parks Canada on their park reservation release dates.
- x. The replacement of inoperable or malfunctioning hardware / software must not exceed:
  - a. Twenty-four (24) hours of a request for Departmental Offices located within four (4) hours of any large Canadian urban centre (population of one-hundred thousand (100,000) or more).

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

- b. Forty-eight (48) hours of a request for Departmental Offices located more than four (4) hours of any Canadian urban centre (population of one-hundred thousand (100,000) or more)

## 9.6 Support / Documentation

### 9.6.1 Documentation

The Contractor must provide bilingual documentation that will enable Departmental Offices to effectively utilize and integrate to each of the card acceptance processing methods. This could include user guides, gateway interface specifications, promotional materials, etc.

### 9.6.2 Ongoing Support

The Contractor must provide ongoing support through an operational Relationship Manager throughout the duration of the contract. Such support must include, but is not limited to:

- i. Manage all day-to-day activities including, but not limited to invoicing, reporting and contracting aspects.
- ii. Participation in meetings with the RG and/or merchants, as required, in order to provide guidance on various products and processing solutions specific to their operational environment. The Relationship Manager must also coordinate internally with product specialists, technical specialists, operational specialists, etc., in order to ensure participation of all required groups at these meetings.
- iii. Maintain availability to work with Departmental Offices to determine and propose the most efficient processing methods currently available, or that will become available, that are suited to the individual circumstances and requirements of the Departmental Offices.
- iv. Participation in monthly (or other intervals as determined by the RG) meetings with the RG in order to ensure detailed tracking/follow-up on any outstanding issues related to the contract. Participation in these meetings should be accompanied by an issue log that is maintained by the Contractor.
- v. Ensuring that the Relationship Manager is the central point of contact for any RG escalations. Merchants will be expected to deal with the Help Desk or Technical Support Desk for their enquiries, but the Relationship Manager will be the singular point of entry for any RG enquiries/escalations.
- vi. Ensuring that all services required as per the contract are provided, and within the timeframe stipulated by the defined service levels.

## 9.7 Future Business Requirements

The manner in which the RG conducts business is subject to change over time as new delivery channels and improved technologies are developed. The financial service sector is leading similar changes, including introducing new collection services that are more timely, cost effective and convenient. The public is demanding these services and expectations are reinforced by the increasing awareness of what technology should enable. To this end, the Contractor must keep the RG adequately informed of all relevant card industry changes and provide guidance and services that will assist federal government departments and agencies in providing innovative card acceptance services to their clients. This could include additional processing solutions, as well as additional fraud detection tools.

New services that are proposed will need to be presented to the Contracting Authority for review and will only be implemented by means of a formal signed amendment to the contract, if approved. Any work performed in the absence of a formal contract amendment is done at the Contractor's own risk.

Please note that new services presented will only be considered if they remain within the general scope of the overall requirement.

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. EN891-212587

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

## ANNEX A, APPENDIX 1 DEFINITIONS

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The following definitions are applicable to this SOW and may have different meanings in other contexts.

<u>Banking Day:</u>	Any day from Monday to Friday excluding national holidays as specified by Payments Canada definitions. Regional and civic holidays are considered to be banking days.
<u>Card Acceptance Service:</u>	The generic name for all Government of Canada solutions for the acceptance of credit and debit card payments that are accepted through this contract.
<u>Convey:</u>	The acceptance and transmission of transactions on behalf of a card brand, with which Canada has negotiated a separate arrangement for authorization and settlement.
<u>Client / Customer:</u>	Individual initiating a credit or debit card payment to a federal department or agency.
<u>Concentrator Account:</u>	Account established in the name of the "Receiver General for Canada – Card Acceptance", specifically for the deposit of federal credit and debit card remittances.
<u>Concentrator Date:</u>	Date the RG receives value in the Concentrator Account.
<u>Departmental Offices / Merchants:</u>	Federal government departmental office that has been authorized and set up by the RG to accept card remittances.
<u>EDI 821 Bank Statement</u>	File sent from the Contractor to the mapping utility to report Concentrator Account activity.
<u>Float:</u>	Value of Government of Canada receipts in transit between the Contractor and the Bank of Canada.
<u>Presentation Date:</u>	The date that a transaction occurred and the batch containing it was closed prior to the designated cutoff time.
<u>Settlement Date:</u>	Date the RG receives value at the Bank of Canada.
<u>Virtual Terminal:</u>	Online virtual point-of-sale terminal application software.

Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
 428zg  
 File No. - N° du dossier  
 428zg. EN891-212587

Buyer ID - Id de l'acheteur  
 428zg  
 CCC No./N° CCC - FMS No./N° VME

**ANNEX A, APPENDIX 2  
 HISTORICAL CARD ACCEPTANCE STATISTICS**

CALENDAR YEAR 2018						
Card Type	Total		Breakdown by Processing Method			
	Transaction Volumes	Transaction Values	Gateway (Hosted Solutions, API, and VT)		Other (POS and IVR)	
			Transaction Volumes	Transaction Values	Transaction Volumes	Transaction Values
Credit Card (Visa, MasterCard, UnionPay)	12,002,484	\$ 1,527,380,959	8,265,623	\$ 948,507,954	3,736,861	\$ 578,873,005
Conveyed Credit Card Transactions (AMEX & JCB)	796,285	\$ 167,045,294	629,312	\$ 100,303,597	166,973	\$ 66,741,697
Debit Card (Interac, Visa Debit, Debit MasterCard)	4,190,386	\$ 3,973,459,790	2,334,767	\$ 3,759,049,581	1,855,619	\$ 214,410,209
<b>Total</b>	<b>16,989,155</b>	<b>\$ 5,667,886,043</b>	<b>11,229,702</b>	<b>\$ 4,807,861,131</b>	<b>5,759,453</b>	<b>\$ 860,024,912</b>

CALENDAR YEAR 2019						
Card Type	Total		Breakdown by Processing Method			
	Transaction Volumes	Transaction Values	Gateway (Hosted Solutions, API, and VT)		Other (POS and IVR)	
			Transaction Volumes	Transaction Values	Transaction Volumes	Transaction Values
Credit Card (Visa, MasterCard, UnionPay)	12,395,999	\$ 1,612,642,994	8,973,716	\$ 1,143,073,966	3,422,283	\$ 469,569,028
Conveyed Credit Card Transactions (AMEX & JCB)	845,614	\$ 184,338,081	695,903	\$ 121,197,323	149,711	\$ 63,140,758
Debit Card (Interac, Visa Debit, Debit MasterCard)	4,205,215	\$ 4,058,106,338	2,501,045	\$ 3,886,299,885	1,704,170	\$ 171,806,453
<b>Total</b>	<b>17,446,828</b>	<b>\$ 5,855,087,414</b>	<b>12,170,664</b>	<b>\$ 5,150,571,174</b>	<b>5,276,164</b>	<b>\$ 704,516,239</b>

Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
 428zg  
 File No. - N° du dossier  
 428zg. EN891-212587

Buyer ID - Id de l'acheteur  
 428zg  
 CCC No./N° CCC - FMS No./N° VME

CALENDAR YEAR 2020						
Card Type	Total		Breakdown by Processing Method			
	Transaction Volumes	Transaction Values	Gateway (Hosted Solutions, API, and VT)		Other (POS and IVR)	
			Transaction Volumes	Transaction Values	Transaction Volumes	Transaction Values
Credit Card (Visa, MasterCard, UnionPay)	6,512,953	\$ 1,121,206,314	5,041,332	\$ 903,193,860	1,471,621	\$ 218,012,454
Conveyed Credit Card Transactions (AMEX & JCB)	398,038	\$ 143,662,367	343,602	\$ 118,499,540	54,436	\$ 25,162,828
Debit Card (Interac, Visa Debit, Debit MasterCard)	3,861,255	\$ 4,592,364,942	3,106,424	\$ 4,534,202,361	754,831	\$ 58,162,581
<b>Total</b>	<b>10,772,246</b>	<b>\$ 5,857,233,624</b>	<b>8,491,358</b>	<b>\$ 5,555,895,761</b>	<b>2,280,888</b>	<b>\$ 301,337,862</b>

Solicitation No. - N° de l'invitation  
**EN891-212587/A**  
 Client Ref. No. - N° de réf. du client  
**EN891-212587**

Amd. No. - N° de la modif.  
**428zg**  
 File No. - N° du dossier  
**428zg, EN891-212587**

Buyer ID - Id de l'acheteur  
**428zg**  
 CCC No./N° CCC - FMS No./N° VME

**ANNEX A, APPENDIX 3  
 FORECASTED CARD ACCEPTANCE STATISTICS FOR CONTRACT AND OPTION PERIODS**

The following is a summary of forecasted statistics for the initial seven (7) year contract period and one (1) additional one year option period.

Although great care has been made to accurately predict the future volumes, there is no guarantee that these predictions will materialize. All statistics are estimated in good faith for informational purposes only and must not be construed to represent the amount that the Government of Canada will receive through the card acceptance service.

CONTRACT YEAR 1						
Card Type	Total		Breakdown by Processing Method			
	Transaction Volumes	Transaction Values	Gateway (Hosted Solutions, API, and VT)		Other (POS and IVR)	
			Transaction Volumes	Transaction Values	Transaction Volumes	Transaction Values
Credit Card	18,930,000	\$ 1,907,200,000	10,217,143	\$ 1,430,400,000	8,712,857	\$ 476,800,000
Conveyed Credit Card Transactions	1,160,000	\$ 246,800,000	974,211	\$ 185,100,000	185,789	\$ 61,700,000
Debit Card	5,297,200	\$ 4,733,100,000	3,047,806	\$ 4,647,904,200	2,249,394	\$ 85,195,800
<b>Total</b>	<b>25,387,200</b>	<b>\$ 6,887,100,000</b>	<b>14,239,159</b>	<b>\$ 6,263,404,200</b>	<b>11,148,041</b>	<b>\$ 623,695,800</b>
CONTRACT YEAR 2						
Card Type	Total		Breakdown by Processing Method			
	Transaction Volumes	Transaction Values	Gateway (Hosted Solutions, API, and VT)		Other (POS and IVR)	
			Transaction Volumes	Transaction Values	Transaction Volumes	Transaction Values
Credit Card	19,220,000	\$ 1,907,000,000	10,488,500	\$ 1,468,390,000	8,731,500	\$ 438,610,000
Conveyed Credit Card Transactions	1,160,000	\$ 246,800,000	1,000,189	\$ 190,036,000	159,811	\$ 56,764,000
Debit Card	5,309,200	\$ 4,942,200,000	3,182,453	\$ 4,853,240,400	2,126,747	\$ 88,959,600
<b>Total</b>	<b>25,689,200</b>	<b>\$ 7,096,000,000</b>	<b>14,671,142</b>	<b>\$ 6,511,666,400</b>	<b>11,018,058</b>	<b>\$ 584,333,600</b>
CONTRACT YEAR 3						
Card Type	Total		Breakdown by Processing Method			
	Transaction Volumes	Transaction Values	Gateway (Hosted Solutions, API, and VT)		Other (POS and IVR)	
			Transaction Volumes	Transaction Values	Transaction Volumes	Transaction Values
Credit Card	21,195,810	\$ 2,119,581,000	11,809,094	\$ 1,653,273,180	9,386,716	\$ 466,307,820
Conveyed Credit Card Transactions	1,379,038	\$ 292,356,000	1,200,198	\$ 228,037,680	178,839	\$ 64,318,320
Debit Card	5,441,070	\$ 4,896,963,000	3,159,745	\$ 4,818,611,592	2,281,325	\$ 78,351,408
<b>Total</b>	<b>28,015,918</b>	<b>\$ 7,308,900,000.00</b>	<b>16,169,038</b>	<b>\$ 6,699,922,452.00</b>	<b>11,846,880</b>	<b>\$ 608,977,548.00</b>

Solicitation No. - N° de l'invitation  
**EN891-212587/A**  
 Client Ref. No. - N° de réf. du client  
**EN891-212587**

Amd. No. - N° de la modif.  
**428zg**  
 File No. - N° du dossier  
**428zg, EN891-212587**

Buyer ID - Id de l'acheteur  
**428zg**  
 CCC No./N° CCC - FMS No./N° VME

Card Type	Total		Breakdown by Processing Method					
	Transaction Volumes	Transaction Values	Gateway (Hosted Solutions, API, and VT)			Other (POS and IVR)		
			Transaction Volumes	Transaction Values	Transaction Volumes	Transaction Values	Transaction Volumes	Transaction Values
Credit Card	23,337,420	\$ 2,333,742,000	13,168,973	\$ 1,843,656,180	10,168,447	\$ 490,085,820		
Conveyed Credit Card Transactions	1,420,415	\$ 301,128,000	1,252,059	\$ 237,891,120	168,357	\$ 63,236,880		
Debit Card	5,437,033	\$ 4,893,330,000	3,157,401	\$ 4,815,036,720	2,279,632	\$ 78,293,280		
<b>Total</b>	<b>30,194,868</b>	<b>\$ 7,528,200,000.00</b>	<b>17,578,432</b>	<b>\$ 6,896,584,020.00</b>	<b>12,616,436</b>	<b>\$ 631,615,980.00</b>		

**CONTRACT YEAR 4**

Card Type	Total		Breakdown by Processing Method					
	Transaction Volumes	Transaction Values	Gateway (Hosted Solutions, API, and VT)			Other (POS and IVR)		
			Transaction Volumes	Transaction Values	Transaction Volumes	Transaction Values	Transaction Volumes	Transaction Values
Credit Card	24,812,800	\$ 2,481,280,000	14,178,743	\$ 1,985,024,000	10,634,057	\$ 496,256,000		
Conveyed Credit Card Transactions	1,463,019	\$ 310,160,000	1,305,937	\$ 248,128,000	157,082	\$ 62,032,000		
Debit Card	5,513,956	\$ 4,962,560,000	3,205,326	\$ 4,888,121,600	2,308,630	\$ 74,438,400		
<b>Total</b>	<b>31,789,774</b>	<b>\$ 7,754,000,000.00</b>	<b>18,690,005</b>	<b>\$ 7,121,273,600.00</b>	<b>13,099,769</b>	<b>\$ 632,726,400.00</b>		

**CONTRACT YEAR 5**

Card Type	Total		Breakdown by Processing Method					
	Transaction Volumes	Transaction Values	Gateway (Hosted Solutions, API, and VT)			Other (POS and IVR)		
			Transaction Volumes	Transaction Values	Transaction Volumes	Transaction Values	Transaction Volumes	Transaction Values
Credit Card	24,936,960	\$ 2,493,696,000	14,427,813	\$ 2,019,893,760	10,509,147	\$ 473,802,240		
Conveyed Credit Card Transactions	1,470,340	\$ 311,712,000	1,328,877	\$ 252,486,720	141,462	\$ 59,225,280		
Debit Card	5,541,547	\$ 4,987,392,000	3,221,365	\$ 4,912,581,120	2,320,182	\$ 74,810,880		
<b>Total</b>	<b>31,948,846</b>	<b>\$ 7,792,800,000.00</b>	<b>18,978,055</b>	<b>\$ 7,184,961,600.00</b>	<b>12,970,792</b>	<b>\$ 607,838,400.00</b>		

**CONTRACT YEAR 6**

Card Type	Total		Breakdown by Processing Method					
	Transaction Volumes	Transaction Values	Gateway (Hosted Solutions, API, and VT)			Other (POS and IVR)		
			Transaction Volumes	Transaction Values	Transaction Volumes	Transaction Values	Transaction Volumes	Transaction Values
Credit Card	25,061,760	\$ 2,506,176,000	14,679,031	\$ 2,055,064,320	10,382,729	\$ 451,111,680		
Conveyed Credit Card Transactions	1,477,698	\$ 313,272,000	1,352,016	\$ 256,883,040	125,682	\$ 56,388,960		
Debit Card	5,569,280	\$ 5,012,352,000	3,237,486	\$ 4,937,166,720	2,331,794	\$ 75,185,280		
<b>Total</b>	<b>32,108,738</b>	<b>\$ 7,831,800,000.00</b>	<b>19,268,533</b>	<b>\$ 7,249,114,080.00</b>	<b>12,840,205</b>	<b>\$ 582,685,920.00</b>		

**CONTRACT YEAR 7**

Solicitation No. - N° de l'invitation  
**EN891-212587/A**  
 Client Ref. No. - N° de réf. du client  
**EN891-212587**

Amd. No. - N° de la modif.  
**428zg**  
 File No. - N° du dossier  
**428zg, EN891-212587**

Buyer ID - Id de l'acheteur  
**428zg**  
 CCC No./N° CCC - FMS No./N° VME

OPTION YEAR 1						
Card Type	Total		Breakdown by Processing Method			
	Transaction Volumes	Transaction Values	Gateway (Hosted Solutions, API, and VT) Transaction Volumes	Transaction Values	Other (POS and IVR) Transaction Volumes	Transaction Values
Credit Card	25,187,200	\$ 2,518,720,000	14,932,411	\$ 2,090,537,600	10,254,789	\$ 428,182,400
Conveyed Credit Card Transactions	1,485,094	\$ 314,840,000	1,375,354	\$ 261,317,200	109,741	\$ 53,522,800
Debit Card	5,597,156	\$ 5,037,440,000	3,256,994	\$ 4,966,915,840	2,340,162	\$ 70,524,160
<b>Total</b>	<b>32,269,450</b>	<b>\$ 7,871,000,000.00</b>	<b>19,564,759</b>	<b>\$ 7,318,770,640.00</b>	<b>12,704,691</b>	<b>\$ 552,229,360.00</b>
TRANSITION YEAR						
Card Type	Total		Breakdown by Processing Method			
	Transaction Volumes	Transaction Values	Gateway (Hosted Solutions, API, and VT) Transaction Volumes	Transaction Values	Other (POS and IVR) Transaction Volumes	Transaction Values
Credit Card	25,313,280	\$ 2,531,328,000	15,187,968	\$ 2,126,315,520	10,125,312	\$ 405,012,480
Conveyed Credit Card Transactions	1,492,528	\$ 316,416,000	1,398,892	\$ 265,789,440	93,637	\$ 50,626,560
Debit Card	5,625,173	\$ 5,062,656,000	3,273,298	\$ 4,991,778,816	2,351,876	\$ 70,877,184
<b>Total</b>	<b>32,430,982</b>	<b>\$ 7,910,400,000.00</b>	<b>19,860,157</b>	<b>\$ 7,383,883,776.00</b>	<b>12,570,824</b>	<b>\$ 526,516,224.00</b>

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zg420. EN891-212587

Buyer ID - Id de l'acheteur  
zg420  
CCC No./N° CCC - FMS No./N° VME

**ANNEX A, APPENDIX 4  
CARD ACCEPTANCE INVENTORY VOLUMES**

<b>Processing Solution</b>	<b>Volume</b>
Countertop POS Terminal	494
Countertop POS Terminal with External Pinpad	922
Wireless – Short Range	429
Wireless – Long Range (4G)	439
IVR	76
Gateway*	133

\*Gateway integrations include Hosted Solutions, API, Virtual Terminals, and integrated/semi-integrated solutions.

## ANNEX A, APPENDIX 5

### CURRENT PROTOCOL FOR ELECTRONIC REPORTING OF BANK STATEMENTS

The current protocol for electronic reporting of bank statements is via EDI ANSI X12 standard formats, as follows:

#### 1. Transaction Sets

The following EDI Transaction Sets are exchanged between the parties:

- a. ANSI X12 Envelope Specifications (hereinafter called "Envelop");
- b. ANSI X12 821 Financial Information Reporting (hereinafter called "821");
- c. ANSI X12 997 Functional Acknowledgement (hereinafter called "997").

The Envelope and 821 mappings are attached as Appendix 6 and 7 of Annex A.

#### 2. Data Elements for 821s

821s currently must include the following data elements:

- a. Financial Institution's Number as assigned by Payments Canada;
- b. Transit Number of the branch where the Concentrator Account is located;
- c. The Concentrator Account number being reported on;
- d. Transaction Code (Type): It is preferred that transaction codes be in accordance with the list of acceptable INTER\*EDI Transaction Codes. As a minimum, separate codes are required for:

- H6 electronic deposits;
- bank initiated adjustments associated with H6 electronic deposits;
- H6 electronic payment returns (only upon request by RG);
- transactions associated with transfers to the Bank of Canada.

##### i. Unauthorized Postings

Action MUST be taken to stop unauthorized postings. Although the following transaction types are unauthorized for this Statement of Work, should they occur, as a minimum separate transaction codes are required for:

- manual over the counter (regular daily) deposits;
- bank initiated adjustments associated with manual over the counter (regular daily) deposits;
- returned items associated with manual over the counter (regular daily) deposits;
- electronic card deposits;
- Direct Deposits (DDs);
- bank initiated adjustments associated with DDs;
- wire deposits (WTs);
- bank initiated adjustments associated with WTs;
- bank initiated adjustments associated with electronic card deposits;
- returned items associated with electronic card deposits; and
- preauthorized debit (PAD) deposits;
- bank initiated adjustments associated with PAD deposits;
- returned items associated with PAD deposit.

- e. Transaction concentrator date;
- f. Transaction amount; and

- g. RR, ZZ, PQ, IT, IX, VR, PB Reference Numbers as specified in Appendix 7 of Annex A.

3. Configuration and Test Period

Currently the RG requires contractors to:

- a. Provide at least six (6) weeks prior to the Implementation Date, all mailbox and other pertinent information for system configuration.
- b. Provide at least six (6) weeks prior to the Implementation Date, the list of mnemonic codes (along with their meanings) to be used as transaction codes (types).
- c. Provide to the RG's test mailbox, a transmission of:
  - i. General 821 test data (which has been fabricated, and agreed to with the RG) at least four (4) weeks prior to the Implementation Date and as requested by the RG thereafter; and
  - ii. Real (\$0) 821 data for the Concentrator Account on a daily basis, starting at least three (3) weeks prior to the Implementation Date and as requested by the RG thereafter.
- e. Adhere to the RG 821/152 test plan and release procedures, unless otherwise mutually agreed. The RG Test Plans and Release Procedures will be provided upon request.

4. Reporting process upon Implementation

Currently, the RG requires contractors to:

- a. Adhere to the RG Test Plan and Release Procedures unless otherwise mutually agreed. The RG Test Plans and Release Procedures will be provided upon request.
- b. Forward each banking day, in clear text, an 821 of the Concentrator Account to the RG's electronic production mailbox by no later than 8:00 a.m. Eastern Standard Time (EST), on the first banking day following the concentrator date.
- c. Accept either a positive or negative 997 from the RG in response to each 821 transmitted by the contractor, taking follow-up action should the contractor not receive a 997 following each transmission. Follow-up action MUST take place by 10:00 a.m. EST, on the same day of each 821 transmission. Follow-up action MUST consist of a telephone call to the RG.
- d. Upon receipt (ISA09 and ISA10 of the ANSI X12 envelope) of a negative 997, correct the 821 and retransmit within 2 hours from the time of such receipt.
- e. In the event of inability to report as above, upon request by the RG, provide, in lieu of an 821, either a hard copy or alternate electronic form of the data elements listed in section 2 of Appendix 5 above. The foregoing medium MUST be mutually agreed.
- f. Forward each banking day to the RG a copy of supporting documentation for any postings to the Concentrator Account not covered by this Statement of Work, to be received the same day as the 821.

5. Sender Pays Transmission Costs

The Receiver General requires contractors to pay all costs associated with the transmission of 821s. This includes sending to the Receiver General Mailbox, and receiving from the Receiver General Mailbox.

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zg420. EN891-212587

Buyer ID - Id de l'acheteur  
zg420  
CCC No./N° CCC - FMS No./N° VME

**ANNEX A, APPENDIX 6**  
**821/152 ENVELOPE SPECIFICATIONS**

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**821/152 Envelope Specifications**

VERSION 003010

Receiver General

Release 3.02

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zg420. EN891-212587

Buyer ID - Id de l'acheteur  
zg420  
CCC No./N° CCC - FMS No./N° VME

### Receiver General Envelope Specifications

Interchange Control Version Number 00200

<u>SEG.ID</u>	<u>Name</u>	<u>Required</u>	<u>Loop</u>
ISA	Interchange Control Header	M	1
GS	Functional Group Header	M	GS 1 > 1
GE	Functional Group Trailer	M	GE 1 > 1
IEA	Interchange Control Trailer	M	1

*(M = mandatory)*

**Note:** Segments GS01 and GS08 have been significantly changed in this release 3.02.

**ISA**

**Interchange Control Header**

Indicates the beginning of an interchange

ISA	<b>ISA01 I01</b> Authorization Info. Qualifier <b>M ID 2/2</b>	<b>ISA02 I02</b> Authorization Information <b>M AN 10/10</b>	<b>ISA03 I03</b> Security Info Qualifier <b>M ID 2/2</b>	<b>ISA04 I04</b> Security Information <b>M AN 10/10</b>	<b>ISA05 I05</b> Interchange ID Qualifier <b>M ID 2/2</b>
*		*	*	*	
	<b>ISA06 I06</b> 1. Interchange 2. Sender ID <b>M ID 15/15</b>	<b>ISA07 I05</b> Interchange ID Qualifier <b>M ID 2/2</b>	<b>ISA08 I07</b> Interchange Receiver ID <b>M ID 15/15</b>	<b>ISA09 I08</b> Interchange Date <b>M DT 6/6</b>	<b>ISA10 I09</b> Interchange Time <b>M TM 4/4</b>
*		*	*	*	
	<b>ISA11 I10</b> Interchange Control Standards ID <b>M ID 1/1</b>	<b>ISA12 I11</b> Interchange Control Version # <b>M ID 5/5</b>	<b>ISA13 I12</b> Interchange Control Number <b>M N0 9/9</b>	<b>ISA14 I13</b> Acknow. Requested <b>M ID 1/1</b>	<b>ISA15 I14</b> Test Indicator <b>M ID 1/1</b>
*	<b>ISA16 I15</b> Sub-Element Separator <b>M AN 1/1</b>				
		N /			L

ISA01 Authorization Information Qualifier  
 Code identifying the type of information in ISA02. Use "00" to indicate no authorization information is present.

ISA02 Authorization Information  
 Used for additional identification or authorization of the sender or data contained in the interchange. Not used

ISA03 Security Information Qualifier

Code identifying the type of information in ISA04. Use "00" to indicate no security information is present.

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
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zg420. EN891-212587

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zg420  
CCC No./N° CCC - FMS No./N° VME

- ISA04 Security Information  
Identifies security information about the sender or data in the interchange.  
Not used.
- ISA05 Interchange ID Qualifier  
Designates the code structure used to identify the sender. Defined by the sender.  
For example, use "12" for Phone Number or "01" for DUNS.
- ISA06 Interchange Sender ID  
Published identification of the sender. Defined by the sender.
- ISA07 Interchange ID Qualifier  
Designates the code structure used to identify the receiver.  
For example, use "12" for Phone Number or "01" for DUNS.
- ISA08 Interchange Receiver ID  
To be provided by the Receiver General (RG) in accordance with the Receiver  
General Test Plan and Release Procedures.
- ISA09 Interchange Date  
Date the interchange was created. Format must be "YYMMDD".
- ISA10 Interchange Time  
Time the interchange was created. Format must be "HHMM".
- ISA11 Interchange Control Standards ID  
Code designating the standards body. Use "U".
- ISA12 Interchange Control Version Number  
Version number of the interchange control segments. Use "00200".
- ISA13 Interchange Control Number  
Unique identifier for the interchange. Created by the sender and must be the same as IEA02.
- ISA14 Acknowledgement Requested  
Code indicating whether or not an acknowledgement is requested by the sender.  
Receiver General will disregard.
- ISA15 Test Indicator  
Code indicating whether the interchange contains test or production data.  
Use either "**P**" for production or "**T**" for test.
- ISA16 Sub-element Separator  
Separating character for data element subgroups.  
Receiver General will disregard.

## GS

### Functional Group Header

Indicates the beginning of a functional group of documents

Solicitation No. - N° de l'invitation  
**EN891-212587/A**  
 Client Ref. No. - N° de réf. du client  
**EN891-212587**

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
**zg420. EN891-212587**

Buyer ID - Id de l'acheteur  
**zg420**  
 CCC No./N° CCC - FMS No./N° VME

GS	<b>GS01</b> <b>479</b>  Functional ID Code  <b>M ID 2/2</b>	*	<b>GS02</b> <b>142</b>  Application Sender's Code  <b>M AN 2/12</b>	*	<b>GS03</b> <b>124</b>  Application Recv's Code  <b>M AN 2/12</b>	*	<b>GS04</b> <b>29</b>  Group Date  <b>M DT 6/6</b>	*	<b>GS05</b> <b>30</b>  Group Time  <b>M TM 4/4</b>
	<b>GS06</b> <b>28</b>  Group Control Number  <b>M NO 1/9</b>	*	<b>GS07</b> <b>455</b>  Responsible Agency Code  <b>M ID 1/2</b>	*	<b>GS08</b> <b>480</b>  Version/Release IND. ID Cd.  <b>M ID 1/12</b>	N / L			

GS01    Functional ID Code  
 Code identifying a group of application related transaction sets. Transaction sets and codes acceptable to the RG include:

Transaction Set	Code
821	FR

GS02    Application Sender's Code  
 Code identifying the sender of the functional group.

GS03    Application Receiver's Code  
 Code identifying the receiver of the functional group. Use "**RECGEN**".

GS04    Group Date  
 Date the group was created. Format must be "**YYMMDD**".

GS05    Group Time  
 Time the group was created. Format must be "**HHMM**".

GS06    Group Control Number  
 Unique identifier of the group. Created by the sender and must be the same value as GE02.

GS07    Responsible Agency Code  
 Code identifying the standards agency used for this group. Value should be "**X**".

GS08    Version /Release /Industry Identifier Code  
 Receiver General's standard versions. Later versions may be supported if mutually agreed with the industry.

Transaction Set	Version
821, 820	"003010"

**GE**

**Functional Group Trailer**

Solicitation No. - N° de l'invitation  
**EN891-212587/A**  
 Client Ref. No. - N° de réf. du client  
**EN891-212587**

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
**zg420. EN891-212587**

Buyer ID - Id de l'acheteur  
**zg420**  
 CCC No./N° CCC - FMS No./N° VME

Indicates the end of a functional group of documents

GE	<b>GE01</b>	<b>97</b>	<b>GE02</b>	<b>28</b>	N / L	
*	Number of Incl. Sets		Group Control Number			
	<b>M</b>	<b>N0</b>	<b>1/6</b>	<b>M</b>		<b>N0</b>

GE01      Number of Transaction Sets  
 Value must equal the number of transaction sets included in this functional group.

GE02      Group Control Number  
 Must be the same value as GS06.

### IEA

#### Interchange Control Trailer

Indicates the end of an interchange

IEA	<b>IEA01</b>	<b>I16</b>	<b>IEA02</b>	<b>I12</b>	N / L	
*	Number of Incl. F. Groups		Interchange Control #			
	<b>M</b>	<b>N0</b>	<b>1/5</b>	<b>M</b>		<b>N0</b>

IEA01      Number of Included Functional Groups  
 Value must equal the number of functional groups contained in the interchange.

IEA02      Interchange Control Number  
 Unique identifier for the interchange. Must be the same as ISA13.

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zg420. EN891-212587

Buyer ID - Id de l'acheteur  
zg420  
CCC No./N° CCC - FMS No./N° VME

**ANNEX A, APPENDIX 7**  
**821 MAPPING**

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**821 MAPPING**

**VERSION 003010**

(Receiver General Financial Information Reporting)

***Release 2.12***

## 821 Financial Information Reporting (X.12 version 3010)

### Receiver General for Canada (release 2.12)

Upon mutual agreement with the industry, the Receiver General (RG) will support and supply mapping documents for versions above 3010.

**Table 1**

SEG. ID	Name	ANSI Req.	Max	R.G. Req	Min	Max	Loop
ST	Transaction set header	M	1	M	1	1	
BGN	Beginning segment	M	1	M	1	1	
N1	Name (forwarder of info)	M	1	M	1	1	N1/1
PER	Admin Comm. Contact	O	>1	O		>1	
N1	Name (Receiver of info)	M	1	M	1	1	N1/>1
PER	Admin Comm. Contact	O	>1	O		>1	
ACT	Account Identification	O	1	M	1	1	ACT/1
CUR	Currency	O	1	O		1	
BAL	Balance details	O	>1	M	1	>1	
FIR	Financial information	O	1	O	1	1	FIR/>1
REF	Reference numbers	O	>1	C	0	2	
SE	Transaction set trailer	M	1	M	1	1	

(M = mandatory; O = optional; C = conditional)

**Notes:**

1. N1 (preferred first occurrence) is the forwarder of the 821
2. N1 (preferred second occurrence) is the receiver of the 821 (the Receiver General)

## Segments and data elements

### ST

#### Transaction set header

Indicates the beginning of the transaction set

ST	ST01 143	ST02 329	
*	Trans Set ID Code	* Trans Set / Control No.	N L
	M ID 3/3	M AN 4/9	

ST01 - Transaction set identifier code  
 Mandatory element with the value of "821"

ST02 - Transaction set control number  
 This control number is used to uniquely identify each document sent between trading partners. It is suggested that this number be incremented by one greater than the previous transaction.

### BGN

#### Beginning segment

To indicate the beginning of a transaction set.

BGN	BGN01 353	BGN02 127	BGN03 373	BGN04 337	
*	Trans Set Purpose Code	* Reference Number	* Date	* Time	*
	M ID 2/2	M AN 1/30	M DT 6/6	O TM 4/4	
	BGN05 623				
	Time Zone / Qualifier				N L
	O ID 2/2				

BGN01 - Code identifying purpose of transaction set.  
 Mandatory element with the value of "00" indicating income tax withholdings, installments or arrears or "22" indicating all other financial reporting.  
 Mandatory element for EDI standard but not used by RG.

BGN02 - Uniquely identifies the transaction set.  
 This number will be comprised of two components:  
 1. Four digit Payments Canada Financial Institution (FI) ID indicating the originating FI  
 2. A combination of up to 26 digits, letters and or spaces that uniquely identifies the transaction.

BGN03 - Identifies the Banking Day when the account balance was noted.  
 (YYMMDD).

Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 zg420. EN891-212587

Buyer ID - Id de l'acheteur  
 zg420  
 CCC No./N° CCC - FMS No./N° VME

BGN04 - BGN05  
 Not used.

**N1**  
**NAME (preferred the 1<sup>st</sup> occurrence)**

The first occurrence of the N1 segment identifies the Forwarder of the financial information.

N1	N101 98	N102 93	N103 66	N104 67	N / L
*	Entity ID Code.	Name	ID Code. Qualifier	ID Code	
	M ID 2/2	M AN 1/35	C ID 1/2	C ID 2/17	

N101 - Entity ID code  
 Mandatory element with the value "FW" indicating the Forwarder.

N102 - Name  
 Name of the FI that is forwarding the information.

N103 - N104  
 Not used.

**N1**  
**NAME (preferred the 2<sup>nd</sup> occurrence)**

The second occurrence of the N1 segment identifies the Receiver of the financial information.

N1	N101 98	N102 93	N103 66	N104 67	N / L
*	Entity ID Code.	Name	ID Code. Qualifier	ID Code	
	M ID 2/2	M AN 1/35	C ID 1/2	C ID 2/17	

N101 - Entity ID code  
 Mandatory element with the value "AQ" indicating the "account of (destination party)".

N102 - Name

"REC GEN"	Deposit Facilities transactions, CRA electronic remittances.
"Receiver General for Canada"	
"205 REC GEN"	For all other remittances such as Bill Payment System (BPS).

N103 - N104  
 Not used.

Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 zg420. EN891-212587

Buyer ID - Id de l'acheteur  
 zg420  
 CCC No./N° CCC - FMS No./N° VME

**PER**  
**Administrative Communications Contact**

To identify a person or office to whom administrative communications should be directed. *RG* will disregard any data sent within this segment.

**ACT**  
**Account identification**

To specify account information.

ACT	ACT01 508 * Account Number M AN 10/21	ACT02 93 * Name O AN 1/35	ACT03 66 * ID Code Qualifier C ID 1/2	ACT04 67 * ID Code C ID 2/17
	ACT05 569 * Account # Qualifier C ID 1/3	ACT06 508 * Account Number C AN 1/35	ACT07 3 * Free Form Message O AN 1/60	N / L

ACT01 - Account number  
 Identifies the FI, transit and account number for which the balance *is reported*.  
 The field is broken down as follows:

- FI ID number char 1 - 4
  - Transit Number char 5 - 9
  - Account Number char 10 - 21
- Note: FI, transit and account number must be zero padded and right justified.

e.g.: FI ID number 0001  
 Transit Number 9999  
 RG's Account Number 1234

ACT01 = **000109999000000001234**

ACT02 - ACT07  
 Not used.

**CUR**  
**Currency**

To specify the currency used in a transaction. *RG* will disregard any data sent within this segment.

**BAL**  
**Balance details**

Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 zg420. EN891-212587

Buyer ID - Id de l'acheteur  
 zg420  
 CCC No./N° CCC - FMS No./N° VME

To identify the specific monetary balances associated with a particular account.

BAL	BAL01 951	BAL02 522	BAL03 782	
*	Balance Type Code	Amt. Qual. Code	Monetary Amount	N / L
	M ID 1/2	M ID 1/2	M R2 1/15	

BAL01 - Balance type code  
 "Y" for "Year-to-date" to identify up-to-date/ current balance.

BAL02 - Qualifies the amount listed in BAL03  
 "IB" for "Investable Balance" (ie. available balance) or "NL" Negative Ledger Balance.

BAL03 - Qualified by the code in BAL02  
 Monetary balance of the account.

**FIR**  
**Financial information**

To summarize a number of credit or debit transactions for a given account.

FIR	FIR01 702	FIR02 782	FIR03 380	FIR04 380
*	Fin Trans Code	Monetary Amount	Quantity	Quantity
	M ID 6/6	M R2 1/15	M R 1/10	M R 1/10
	FIR05 703	FIR06 478	FIR07 373	FIR08 337
*	Fin Info Type	CR/DR Flag Code	Date	Time
	M ID 1/1	M ID 1/1	O DT 6/6	O TM 4/4
	FIR09 623	FIR10 100		
*	Time Code	Currency Code		
	O ID 2/2	O ID 3/3		

FIR01 - Identifies the type of transaction. A List of codes and definitions must be provided.  
 Separate codes must be provided for:

- Card Deposits
- Bank Initiated Adjustments Associated with Card Deposits
- Chargebacks
- Transactions Associated with Transfers to the Bank of Canada.

FIR02 - Amount of the transaction  
 Must always be positive; FIR06 will flag credit or debit.

Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 zg420. EN891-212587

Buyer ID - Id de l'acheteur  
 zg420  
 CCC No./N° CCC - FMS No./N° VME

- FIR03 - Quantity  
**Number of transactions included in the FIR02 account posting amount (deposit, etc.).**
- FIR04 Recommend use "1".
- FIR05 - Identifies whether it is a detail or summary level of financial information.  
 Must equal "1" indicating "detail".
- FIR06 - Identifies whether FIR02 was a credit or debit to the account.  
 "C" for Credit, D for Debit.
- FIR07 - Value date of transaction (YYMMDD).
- FIR08 -FIR09  
 Not used.
- FIR10 - Currency code  
 Code for country in whose currency the charges are specified.

**REF**  
**Reference numbers**

REF	REF01 128	REF02 127	REF03 352	
*	Reference # Qualifier	* Reference Number	* Description	N / L
	M ID 2/2	M AN 1/30	C AN 1/80	

The RG reconciles deposit information based on the contents of the REF segment and it is conditional on the type of data being transmitted. The only instance in which an REF segment is not required is for Transfers to the Bank of Canada. The following is a table of the requirements of each data type.

Type of Financial Information Reporting (821)	M or O	REF01 1st Occurrence	REF02 1st Occurrence	M or O	REF01 2nd Occurrence	REF02 2nd Occurrence
Electronic Card Transactions where BGN01 = "22" (deposits, bank initiated adjustments reversing a deposit)	<b>M*</b>	IX	Unique tracer that may be variable in length (e.g. batch closure number)	M	VR	Merchant Number associated with transaction card type (may be variable in length)
(returned items, bank initiated adjustments reversing a returned item)	<b>M</b>	IX	Unique tracer that may be variable in length (e.g. Customer client number)	M	VR	Merchant Number associated with transaction card type (may be

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zg420. EN891-212587

Buyer ID - Id de l'acheteur  
zg420  
CCC No./N° CCC - FMS No./N° VME

						variable in length)
Transfer to the BOC	O					

### **Tracer numbers**

IX A unique tracer number to be used by departments for reconciliation of remittance data.

### **Authorization, Merchant, Transit and Corporate Creditor Identification Numbers**

Adjustments associated with the following element values must include the Tracer Number of the original deposit entry.

VR For use with Electronic Card transactions only. Provides the RG with the merchant number identifying the departmental office, which must be notified of the transaction. NOTE: all transactions, adjustments and returned items for Electronic Card transactions must include this merchant number.

**NOTE:** REF03 - Description for Card Acceptance Services.  
On the 1st occurrence: If REF01 equals to "IX" then REF03 is blank.  
On the 2nd occurrence: If REF01 equals to "VR" then REF03 must be card type "VISA", "M/C", "AMEX" or "DCARD".  
For other services - not used.

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zg420. EN891-212587

Buyer ID - Id de l'acheteur  
zg420  
CCC No./N° CCC - FMS No./N° VME

**SE**  
**Transaction set trailer**

Indicates the end of the transaction set.

SE	<table border="1"><tr><td>SE01</td><td>96</td></tr><tr><td>* Number of Incl. Seg.</td><td></td></tr><tr><td>M NO</td><td>1/6</td></tr></table>	SE01	96	* Number of Incl. Seg.		M NO	1/6	<table border="1"><tr><td>SE02</td><td>329</td></tr><tr><td>* Trans Set Control No.</td><td></td></tr><tr><td>M AN</td><td>4/9</td></tr></table>	SE02	329	* Trans Set Control No.		M AN	4/9	N / L
SE01	96														
* Number of Incl. Seg.															
M NO	1/6														
SE02	329														
* Trans Set Control No.															
M AN	4/9														

SE01 - Number of included segments  
The value must equal the number of segments in the transaction set.

SE02 - Transaction set control number  
Sender defined but it must equal the transaction set control number on the ST.

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zg420. EN891-212587

Buyer ID - Id de l'acheteur  
zg420  
CCC No./N° CCC - FMS No./N° VME

### ANNEX A, APPENDIX 8

#### BANK OF CANADA LVTS FORMATTING REQUIREMENTS

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SWIFT field code	SWIFT field name	Bank of Canada Required Information
20	Client Reference	Govt Card
23B	Bank Operation Code	CRED
32A	Value date, Currency, Settlement Amount	
50A	Ordering Customer	BIC of Contractor
57A	Account with Institution	BOC BIC
59	Beneficiary Customer	RG Account No. With BoC Receiver General
72	Bank to Bank Information	/ACC/550:revenueaccount:date:amount; <i>repeatable</i> or /BNF/550:revenueaccount:date:amount; <i>repeatable</i> or /REC/550:revenueaccount:date:amount; <i>repeatable</i>

Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 zg420. EN891-212587

Buyer ID - Id de l'acheteur  
 zg420  
 CCC No./N° CCC - FMS No./N° VME

## ANNEX A, APPENDIX 9

### OPTIONAL CUSTOM RECONCILIATION FILE

This section describes the record layouts and data attributes to be used by the Contractor to send information about successfully completed, funded transactions to the Canada Revenue Agency (CRA). Refer to the section below on sample transmission record layouts.

1. A Header record. This is always the first record in the file.
2. One or more detail records.
3. A Trailer record. This is always the final record in the file.

#### Transaction Status Reconciliation File Header Record Definition

Field	Format	Length	Value / Mask	Field Description/Comment
Record type		3	= '<H>'	
Deposit date	Date	10	YYYY-MM-DD	
Merchant ID	Numeric	13	IOL Merchant # assigned to CRA	
File format version	Alpha	20	= "RGGBB_CSV_Ver:1.2 "	Describes the current version of the report format
Record count	Numeric	7		The number of records in the file including the header and footer

#### Transaction Status Reconciliation File Detail Record Definition

Field	Format	Length	Value / Mask	Field Description/Comment
Record type		3	= '<D>'	
Customer Name	Alphanumeric	30		Passed parameters x_first_name + x_last_name OR "No Name Provided"
Account Name	Alphanumeric	50		Name of RGGBB Client
Reference number	Numeric	20	Equivalent to Reference_no	Field originally passed in x_invoice_num
Customer reference number	Alphanumeric	20		Field originally passed in x_po_num
Card Type	Alpha	20		
Status	Alpha	10		"Approved"   "Declined"   "Error"
Authorization number	Alphanumeric	6	Equivalent to Authorization_num	Authorization number between FI and the Contractor
Transaction Date / Time	Date	19	YYYY-MM-DD HH:MM:SS	
Merchant Name	Alphanumeric	50	Payment Page Name	
Terminal Name	Alphanumeric	50		Description of terminal used
Expiry Date	Alpha	5	YY/MM	
Gateway ID	Alphanumeric	9		A99999-99

Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 zg420. EN891-212587

Buyer ID - Id de l'acheteur  
 zg420  
 CCC No./N° CCC - FMS No./N° VME

Merchant ID	Numeric	13	IOL Merchant # assigned to CRA	
Tag	Numeric	10		Unique Id for each Transaction created by the Contractor
Amount	Decimal	10,2	Equivalent to DollarAmount	Field originally passed in x_amount
Card number	Numeric	19		Masked except for last 4 digits.
Transaction Type	Alphanumeric	30		See table below for values
Reference 3	Alphanumeric	30		Client defined reference field
Bank Issuer Name	Alphanumeric	30		Issuer name. N/A for
Bank Confirmation Number	Alphanumeric	15		CRA Issuer confirmation number (Hex 20 – 7E). N/A for CRA

#### Transaction Status Reconciliation File Trailer Record Definition

Field	Format	Mandatory/Optional	Value / Mask	Field Description/Comment
Record type		3	= '<F>'	
Merchant ID	Numeric	13	IOL Merchant # assigned to CRA	
Reconciliation record count	Numeric	7		Total number of transactions in the file
Net amount	Decimal	10,2		Total net dollar amount of the transactions in the file
Total sale count	Numeric	7	Should be = Record count	Total number of sale transactions
Total sale amount	Decimal	10, 2	Should be = Net amount	Total dollar amount of sale transactions
Total refund count	Numeric	7	Must be = 0.00	Total number of refund transactions
Total refund amount	Decimal	10,2	Must be = 0.00	Total dollar amount of refund transactions

## ANNEX B, BASIS OF PAYMENT

### A- Contract Period (From December 24, 2021 to December 23, 2028),

During the period of the Contract, the Contractor will be paid as specified below, for work performed in accordance with the Contract. Customs duties are included and taxes are extra, if applicable.

#### A. Pass-Through Fees

The Contractor will be paid based on an Interchange-Plus pricing structure. As such, the contractor will be reimbursed all pass-through fees, including interchange and network assessment fees. The Contractor must however provide to the GOC official documentation, from the applicable card brands, or an official communiqué between the Contractor and the card brands, validating the most current pass-through fees levied by the card brands and issuers, prior to invoicing.

#### B. Transaction Fees

##### 1. Acquired Transaction Fees

Firm all-inclusive unit price per acquired transaction processed and settled as described in the Statement of Work Section (2.2) – “Card Processing”. This all-inclusive transaction fee must include all processing and reporting requirements. This fee will be applicable on all acquired transactions (currently Visa, MasterCard, Visa Debit, Debit MasterCard, China UnionPay, and Interac).

Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 6	Contract Year 7	Option Year 1
\$	\$	\$	\$	\$	\$	\$	\$

##### 2. Conveyed Transaction Fees

Firm all-inclusive unit price per conveyed transaction processed as described in the Statement of Work Section (2.2.1) – “Conveyed Transaction Processing”. This all-inclusive transaction fee must include all processing and reporting requirements. This fee will be applicable on all conveyed transactions (currently AMEX and JCB).

Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 6	Contract Year 7	Option Year 1
\$	\$	\$	\$	\$	\$	\$	\$

##### 3. Gateway Transaction Fees

Firm all-inclusive unit price per transaction processed using the gateway solutions outlined in the Statement of Work Section (3.3) – “Gateway Solutions

Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 6	Contract Year 7	Option Year 1
\$	\$	\$	\$	\$	\$	\$	\$

**4. Interactive Voice Response (IVR) / Touch Tone Capture Transaction Fees**

Firm all-inclusive unit price per transaction processed using the IVR solution outlined in the Statement of Work Section (3.2) – “Interactive Voice Response (IVR) Functionality”.

Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 6	Contract Year 7	Option Year 1
\$	\$	\$	\$	\$	\$	\$	\$

**5. Chargeback Fees**

Firm all-inclusive unit price per chargeback as outlined in the Statement of Work Section (4.3) – “Chargebacks / Adjustments”. This all-inclusive transaction fee must include all processing and documentation requirements.

Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 6	Contract Year 7	Option Year 1
\$	\$	\$	\$	\$	\$	\$	\$

**C. Device Rental and Other Fees:**

**6. Standalone Countertop POS Terminal Rental Fees**

Firm all-inclusive monthly rental price per standalone countertop POS terminal as outlined in the Statement of Work Section (3.1) – “Physical POS Terminals / Pinpads”.

Model	Firm, all-inclusive monthly rental fee for all contract and option periods (Per Unit)
	\$
	\$
	\$
	\$
	\$

**7. External Pinpad Rental Fees**

Firm all-inclusive monthly rental price per external pinpad as outlined in the Statement of Work Section (3.1) – “Physical POS Terminals / Pinpads”.

Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 zg420. EN891-212587

Buyer ID - Id de l'acheteur  
 zg420  
 CCC No./N° CCC - FMS No./N° VME

Model	Firm, all-inclusive monthly rental fee for all contract and option periods (Per Unit)
	\$
	\$
	\$
	\$
	\$

**8. Short-Range Wireless Terminal Rental Fees**

Firm all-inclusive monthly rental price per short-range wireless terminal as outlined in the Statement of Work Section (3.1) – “Physical POS Terminals / Pinpads”.

Model	Firm, all-inclusive monthly rental fee for all contract and option periods (Per Unit)
	\$
	\$
	\$
	\$
	\$

**9. Long-Range Wireless (Mobile) Terminal Rental Fees**

Firm all-inclusive monthly rental price per long-range wireless (mobile) terminal as outlined in the Statement of Work Section (3.1) – “Physical POS Terminals / Pinpads”.

Model	Firm, all-inclusive monthly rental fee for all contract and option periods (Per Unit)
	\$
	\$
	\$
	\$
	\$

**10. Long-Range Wireless (Mobile) Activation Fee**

Firm all-inclusive one-time activation fee for each new long-range wireless accounts as outlined in the Statement of Work Section (3.1) – “Physical POS Terminals / Pinpads”.

Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 6	Contract Year 7	Option Year 1
\$	\$	\$	\$	\$	\$	\$	\$

Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 zg420. EN891-212587

Buyer ID - Id de l'acheteur  
 zg420  
 CCC No./N° CCC - FMS No./N° VME

**11. Interactive Voice Response (IVR) / Touch Tone Capture Rental Fees**

Firm all-inclusive monthly rental price per IVR account as outlined in the Statement of Work Section (3.2) – “Interactive Voice Response (IVR)”.

Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 6	Contract Year 7	Option Year 1
\$	\$	\$	\$	\$	\$	\$	\$

**12. Gateway Merchant Monthly Maintenance Fees**

Firm all-inclusive monthly rental price per Gateway account as outlined in the Statement of Work Section (3.3) – “Gateway Solutions”.

Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 6	Contract Year 7	Option Year 1
\$	\$	\$	\$	\$	\$	\$	\$

**13. 3D Secure 2.0 Transaction Fees**

Firm all-inclusive unit price per transaction processed using the 3D Secure 2.0 functionality outlined in the Statement of Work Section (3.3.7) – “Additional Gateway Requirements”.

Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 6	Contract Year 7	Option Year 1
\$	\$	\$	\$	\$	\$	\$	\$

**14. Token Usage Fees**

Firm all-inclusive “per-click” price every time a stored token is utilized to perform a transaction as outlined in the Statement of Work Section (3.3.7) – “Additional Gateway Requirements.”

Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 6	Contract Year 7	Option Year 1
\$	\$	\$	\$	\$	\$	\$	\$

**D. Optional Service Fees:**

Solicitation No. - N° de l'invitation  
EN891-212587/A  
Client Ref. No. - N° de réf. du client  
EN891-212587

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zg420. EN891-212587

Buyer ID - Id de l'acheteur  
zg420  
CCC No./N° CCC - FMS No./N° VME

**15. On-Site Device Installation Fees**

Firm all-inclusive one-time fee for on-site device installation services as outlined in the Statement of Work Section (3.1) – “Physical POS Terminals / Pinpads”.

Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Contract Year 6	Contract Year 7	Option Year 1
\$	\$	\$	\$	\$	\$	\$	\$

**16. Mapping Fee for the Custom Reconciliation File**

One-time firm fixed mapping fee to create a file that shall be used by used by a GOC merchant to support their reconciliation processes, as outlined in the Statement of Work Section (6.3) “Optional Reporting”.

<b>One-time Firm Fixed Mapping Fee</b>	<b>\$</b>
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## ANNEX C, SECURITY REQUIREMENTS CHECK LIST



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat EN891212587
Security Classification / Classification de sécurité UNCLASSIFIED

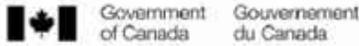
### SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Public Works and Government Services Canada	2. Branch or Directorate / Direction générale ou Direction BAD / RGT		
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant		
4. Brief Description of Work / Brève description du travail The Government of Canada (GC) requires a contractor to provide for card acquiring services for payments made via credit and debit cards payable to the Receiver General for Canada, as detailed in the Statement of Work (SOW).			
5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées? <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span>			
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span>			
5. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) / (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) <span style="float: right;"><input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui</span>			
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span>			
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span>			
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>	
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	

Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 zg420. EN891-212587

Buyer ID - Id de l'acheteur  
 zg420  
 CCC No./N° CCC - FMS No./N° VME



Contract Number / Numéro du contrat EN891212587
Security Classification / Classification de sécurité UNCLASSIFIED

**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
 Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui  
 If Yes, indicate the level of sensitivity:  
 Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
 Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  No / Non  Yes / Oui  
 Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
 Document Number / Numéro du document :

**PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMBLEMES			

Special comments:  
 Commentaires spéciaux : \_\_\_\_\_

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.  
 REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
 Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  No / Non  Yes / Oui  
 If Yes, will unscreened personnel be escorted?  
 Dans l'affirmative, le personnel en question sera-t-il escorté?  No / Non  Yes / Oui

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
 Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
 Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?  No / Non  Yes / Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
 Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?  No / Non  Yes / Oui

**INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)**

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
 Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
 Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?  No / Non  Yes / Oui

TBS/SCT 356-103(2004/12)

Security Classification / Classification de sécurité UNCLASSIFIED
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Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
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 zg420. EN891-212587

Buyer ID - Id de l'acheteur  
 zg420  
 CCC No./N° CCC - FMS No./N° VME



Contract Number / Numéro du contrat EN891212587
Security Classification / Classification de sécurité UNCLASSIFIED

**PART C - (continued) / PARTIE C - (suite)**

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.  
 Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.  
 Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
											A	B	C			
Information / Accès																
Personnel / Accès																
Production																
IT Media / Support IT																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

**If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".**  
**Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.**

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

**If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).**  
**Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).**

Solicitation No. - N° de l'invitation  
 EN891-212587/A  
 Client Ref. No. - N° de réf. du client  
 EN891-212587

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 zg420. EN891-212587

Buyer ID - Id de l'acheteur  
 zg420  
 CCC No./N° CCC - FMS No./N° VME



Contract Number / Numéro du contrat EN891212587
Security Classification / Classification de sécurité UNCLASSIFIED

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Menzies, Mark	Title - Titre Finance Officer	Signature Menzies, Mark <small>Digitally signed by Menzies, Mark Date: 2021.03.08 14:45:00'00'</small>	
Telephone No. - N° de téléphone 819-934-3942	Facsimile No. - N° de télécopieur 819-956-7595	E-mail address - Adresse courriel mark.menzies@tpsgc-pwgsc.gc.ca	Date 2021/03/08
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) LVERB/SRCL (TPSGC/PWGSC)	Title - Titre SO	Signature Demers, Patrice <small>Digitally signed by Demers, Patrice Date: 2021.04.15 16:11:30 -04'00'</small>	
Telephone No. - N° de téléphone --	Facsimile No. - N° de télécopieur --	E-mail address - Adresse courriel LVERB-SRCL@tpsgc-pwgsc.gc.ca	Date
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées) Karine Fournel	Title - Titre Supply Specialist	Signature Fournel, Karine <small>Digitally signed by Fournel, Karine CN = Fournel, Karine C = CA O = GC OU = PWGSC-TPSGC Date: 2021.04.21.11.59.48 -0400'</small>	
Telephone No. - N° de téléphone 819-858-8698	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel karine.fournel@pwgsc-tpsgc.gc.ca	Date
Stephanie Tompkins Contract Security Officer <a href="mailto:Stephanie.tompkins@tpsgc-pwgsc.gc.ca">Stephanie.tompkins@tpsgc-pwgsc.gc.ca</a>		Signature Tompkins, Stephanie <small>Digitally signed by Tompkins, Stephanie Date: 2021.04.19 13:13:20 -04'00'</small>	

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité  
UNCLASSIFIED

