Part - Partie 1 of - de 2
See Part 2 for Clauses and Conditions
Voir Partie 2 pour Clauses et Conditions

Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions -
TPSGC
11 Laurier St. / 11, rue Laurier
Place du Portage , Phase III
Core 0B2 / Noyau 0B2
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise
indicated, all other terms and conditions of the Solicitation
remain the same.

Ce document est par la présente révisé; sauf indication contraire,
les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Title - Sujet Card Acceptance Service	
Solicitation No. - N° de l'invitation EN891-212587/A	**Amendment No. - N° modif.** 001
Client Reference No. - N° de référence du client 20212587	**Date** 2021-07-12
GETS Reference No. - N° de référence de SEAG PW-$$ZG-428-39649	
File No. - N° de dossier 428zg.EN891-212587	**CCC No./N° CCC - FMS No./N° VME**

Solicitation Closes - L'invitation prend fin
at - à **02:00 PM**   Eastern Daylight Saving Time EDT
on - le **2021-07-30**   Heure Avancée de l'Est HAE

F.O.B. - F.A.B.
Plant-Usine: ☐ **Destination:** ☐ **Other-Autre:** ☐

Address Enquiries to: - Adresser toutes questions à: Fournel, Karine	**Buyer Id - Id de l'acheteur** 428zg
Telephone No. - N° de téléphone (613) 858-8698 ( )	**FAX No. - N° de FAX** ( ) -

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
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 Floo
Terrasses de la Chaudière 5e étage
10 Wellington Street
10, rue Wellington
Gatineau
Québec
K1A 0S5

Telephone No. - N° de téléphone
Facsimile No. - N° de télécopieur

Name and title of person authorized to sign on behalf of Vendor/Firm
(type or print)
Nom et titre de la personne autorisée à signer au nom du fournisseur/
de l'entrepreneur (taper ou écrire en caractères d'imprimerie)

Signature   **Date**

Canada

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The following Request for Proposal (RFP) Amendment 001 is issued to replace:

a) Part 7 – Resulting Contract Clauses, paragraph 7.4.1 Period of the Contract
b) Annex A, Statement of Work, Paragraph 8.1
c) Annex B, Basis of Payment, title A – Contract Period
d) Article 2.1 Standard Instructions, Clauses and Conditions
e) Responses to Questions and Answers No 1 and 2, amendment to Attachment 1 to Part 3 – Pricing Schedule and amend Annex B – Basis of Payment.

Please note that all mention of a potential contract start date in other sections of the RFP are estimated and subject to change.

---

a) **Delete:** Part 7 – Resulting Contract Clauses, paragraph 7.4.1 Period of the Contract, in it's entirety.

   Insert:

   7.4.1   Period of the Contract

   The period of the Contract is seven (7) years commencing from date of Contract award. The Contractor must not start providing the services until a written authorization is received from the Project Authority.

b) **Delete:** Annex A, Statement of Work, Paragraph 8.1 in it's entirety.

   Insert: 8.1 Implementation of Service

   The Contractor must begin implementation activities upon contract award, currently anticipated no earlier than December 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 3rd 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 an 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.

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    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.

c)   **Delete:** the title "**A - Contract Period (From December 24, 2021 to December 23, 2028)**" from Annex B, Basis of Payment

    Insert: A - Contract Period (From Date of Contract Award to seven (7) years later)

d)   **Delete: Section 2.1 Standard Instructions, Clauses and Conditions**

    Insert: 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: 300 calendar days.

2.1.1   SACC Manual Clauses

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

e)   Responses to Question and Answer No. 1 and 2

Question 1: In reference to *Attachment 1 - Part 2.6, Improvement of Requirement During Solicitation Period:*

Would Public Works and Government Services Canada (PWGSC) allow us to add an appendix where we could input fees regarding innovative solutions, additional products and services for our submission?

Specifically, could a costing item related to the storage tokens/records that can then be used to support the tokenization requirements outlined in the Statement of Work Section (3.3.7) – "Additional Gateway Requirements" be added? The cost for this service would be based upon volume of tokens/records stored.

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Response 1:

As the storage of tokens for later use relates directly to a requirement of the Statement of Work (SOW) for tokenization, PWGSC will be amending both the *Attachment 1 to Part 3 – Pricing Schedule*, and *Annex B - Basis of Payment,* such that costing of this item shall be evaluated as part of the Financial Bid.

Please note that bidders are also permitted to include an appendix where they could input fees regarding innovative solutions that are outside of the scope of the work presented within the SOW, however these items would not form part of the bid evaluation and would only be enacted through a formal contract amendment upon the request of PWGSC.

Question 2: In reference to *Attachment 1 - Part 7.3, Security Requirement:*

Can PWGSC confirm if the level of protected information and assets – Protected B is a new requirement or the security level of Protected A will be considered and can apply to the Contract?

Response 2:

The security level for this contract has been determined at the protected B level. As such, security clearances will be undertaken and provided at that level. The process is similar for both protected A and protected B, but Protected B allows for additional collection of personal data mainly used in enhancing security such as the Address Verification Service (AVS) and other security oriented tools.

DELETE: *ATTACHMENT 1 TO PART 3, PRICING SCHEDULE* in its entirety.

REPLACE WITH:

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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 firm all-inclusive fee (in Cdn $) 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
   O. Monthly Token Storage Fees

3. **Optional Service Fees:**
   P. Mapping Fee for the Custom Reconciliation File
   Q. On-Site Device Installation Fees

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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.

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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)	$	$	$	$	$	$	$	$

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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

	Category	A Year 1	B Year 2	C Year 3	D Year 4	E Year 5	F Year 6	G Year 7	H 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)	$	$	$	$	$	$	$	$

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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)	$	$	$	$	$	$	$	$

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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	$	$	$	$	$	$	$	$
3	**Evaluated Annual IVR Transaction Processing Fees** (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

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

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Table 1.0 – Total Evaluated Annual Transaction Fees

	1 Contract Period Year 1	2 Contract Period Year 2	3 Contract Period Year 3	4 Contract Period Year 4	5 Contract Period Year 5	6 Contract Period Year 6	7 Contract Period Year 7	8 Option Year 1
Item Description	Annual All-Inclusive Fee	Annual All-Inclusive Fee	Annual All-Inclusive Fee	Annual All-Inclusive Fee	Annual All-Inclusive Fee	Annual All-Inclusive Fee	Annual All-Inclusive Fee	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)

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.

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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)
	$
	$
	$
	$
	$

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Table F2 – Standalone Countertop POS Terminal Rental Fees

	Category	A Year 1	B Year 2	C Year 3	D Year 4	E Year 5	F Year 6	G Year 7	H 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	Evaluated Annual Standalone Countertop POS Terminal Rental Fees (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.

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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

	Category	A Year 1	B Year 2	C Year 3	D Year 4	E Year 5	F Year 6	G Year 7	H 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

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

Table H2 – Short-Range Wireless Terminal Rental Fees

	Category	A Year 1	B Year 2	C Year 3	D Year 4	E Year 5	F Year 6	G Year 7	H 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	Evaluated Annual Short-Range Wireless Terminal Rental Fees (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

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

Table I2 – Long-Range Wireless Terminal Rental Fees

	Category	A Year 1	B Year 2	C Year 3	D Year 4	E Year 5	F Year 6	G Year 7	H 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	Evaluated Annual Long-Range Wireless Terminal Rental Fees (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

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		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	Evaluated Annual Long-Range Wireless (Mobile) Activation Fees (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.

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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	Evaluated Annual IVR Rental Fees (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.

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Table L1 – Gateway Merchant Monthly Maintenance Fees

	Category	A Year 1	B Year 2	C Year 3	D Year 4	E Year 5	F Year 6	G Year 7	H 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	**Evaluated Annual Gateway Account Maintenance Fees** (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.

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Table M1 – 3D Secure 2.0 Transaction Fees

	Category	A Year 1	B Year 2	C Year 3	D Year 4	E Year 5	F Year 6	G Year 7	H 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	$	$	$	$	$	$	$	$
3	Evaluated Annual 3D Secure 2.0 Transaction Fees (Row 1 * 2)	$	$	$	$	$	$	$	$

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.

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Table N1 – Token Usage Fees

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

O.

i. **Monthly Token Storage Fees**

Firm all-inclusive monthly storage fee per token in support of the tokenization requirement outlined in the Statement of Work Section (3.3.7) – "Additional Gateway Requirements."

Instructions

a. Bidders must clearly specify a monthly storage fee for each token for each contract year in row 2 of Table O1 (columns A, B, C, D, E, F, G, and H).

b. The total annual estimated token storage fees will be calculated as: (Estimated Token Volumes) x (Monthly Token Storage Fee) x (12 months). This calculation will be completed in row 4 of Table O1.

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Table O1 – Token Storage 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 Token Volumes	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000
2	Monthly Token Storage Fee	$	$	$	$	$	$	$	$
3	Months	12	12	12	12	12	12	12	12
4	Evaluated Annual Token Storage Fees (Row 1 * 2 * 3)	$	$	$	$	$	$	$	$

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	Annual All-Inclusive Fee	Annual All-Inclusive Fee	Annual All-Inclusive Fee	Annual All-Inclusive Fee	Annual All-Inclusive Fee	Annual All-Inclusive Fee	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)	$	$	$	$	$	$	$	$

#		col.1	col.2	col.3	col.4	col.5	col.6	col.7	col.8
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 (Row 3 of Table M1)	$	$	$	$	$	$	$	$
9	N - Annual Token Usage Fees (Row 3 of Table N1)	$	$	$	$	$	$	$	$
10	O – Annual Token Storage Fees (Row 4 of Table O1)	$	$	$	$	$	$	$	$
11	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.

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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	Annual All-Inclusive Fee	Annual All-Inclusive Fee	Annual All-Inclusive Fee	Annual All-Inclusive Fee	Annual All-Inclusive Fee	Annual All-Inclusive Fee	Annual All-Inclusive Fee
1	Total Annual Transaction Fees (Row 6 of Table 1.0)	$	$	$	$	$	$	$	$
2	Total Annual Device Rental and Other Fees (Row 11 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)

TOTAL EVALUATED PRICE (TEP) = $_____
(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 he 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.

P. 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.

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Instructions

   a. Bidders should clearly indicate whether or not they are able to provide this optional service in row 1 of Table P1.

   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 P1 –Optional Mapping Fee for Custom Reconciliation File

		Custom Reconciliation File	
1	**Ability to Provide Optional Service**	☐ **Yes**	☐ **No**
2	**One-time Firm Fixed Setup Fee**	**$**	

Q.   **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 Q1, if required.

Table Q1 – On-Site Device Installation Fees

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

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DELETE: *ANNEX B, BASIS OF PAYMENT* in its entirety.

REPLACE WITH:

ANNEX B

BASIS OF PAYMENT

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).

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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
$	$	$	$	$	$	$	$

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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".

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)
	$
	$
	$
	$
	$

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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
$	$	$	$	$	$	$	$

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
$	$	$	$	$	$	$	$

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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
$	$	$	$	$	$	$	$

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.
001
File No. - N° du dossier
428zg. EN891-212587

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

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15. Monthly Token Storage Fees

Firm all-inclusive monthly storage fee per token in support of the tokenization requirement 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:
16. 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
$	$	$	$	$	$	$	$

17. 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".

One-time Firm Fixed Mapping Fee	$