



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions -
TPSGC

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau, Québec K1A 0S5

Bid Fax: (819) 997-9776

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

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

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

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Business Management and Consulting Services Division
/ Division des services de gestion des affaires et de
consultation

Terrasses de la Chaudière 5th Floor

Terrasses de la Chaudière 5e étage

10 Wellington Street

10, rue Wellington

Gatineau

Québec

K1A 0S5

Title - Sujet Card Acceptance Service	
Solicitation No. - N° de l'invitation EN891-212587/A	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 20212587	Date 2021-07-16
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: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Fournel, Karine	Buyer Id - Id de l'acheteur 428zg
Telephone No. - N° de téléphone (613) 858-8698 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

This third (003) solicitation amendment is raised to answer questions from the Industry.

Question 6: In regards to the Interactive Voice Response (IVR) system, what solution is Public Works and Government Services Canada (PWGSC) using at the moment? Is it a third party solution or a solution provided by your incumbent processing partner?

Response 6: Currently Government of Canada (GOC) employees use the IVR system to manually enter credit card information using a touch-tone telephone. This service is not provided by a third party, but is rather provided by our existing processing partner.

Question 7: How are IVR transactions processed? Does the PWGSC employee enter the credit card information in the IVR system to process the transaction or does the card holder?

Response 7: The card holder does not use the IVR system to process transactions. GOC employees use it to process transactions received via mail order / telephone order (MOTO).

Question 8: Is the IVR solution linked to a virtual terminal or a completely independent telephone solution?

Response 8: The existing IVR solution is an independent telephone solution

Question 9: Is the gateway debit volume Visa/MC debit or Interac direct? If it is Interac direct, how are the transactions processed? A third party (or the banks directly) or through your incumbent?

Response 9: Gateway debit volumes include Visa Debit, Debit MasterCard, as well as Interac Online (IOP). IOP functionality is not provided by a third party, but is managed through our existing card acceptance contract.

Question 10: Can you provide a list of solutions you are currently using (hosted solutions, POS, unattended kiosk, etc.)?

Response 10: The GOC currently utilizes a variety of solutions including:

- Standalone countertop POS terminals
- Wireless terminals
- IVR functionality
- Hosted solutions
- API connections
- Virtual terminal
- Batch processing
- Unattended kiosks (parking and permit machines, etc).

Please note that the solutions used by GOC departments continue to evolve and the bidder would be required to provide all the solutions outlined in the Statement of Work.

Question 11: Are bidders expected to submit one (1) proposal document that contains the technical bid, financial bid, certifications and additional information or does PWGSC require each to be submitted as separate documents?

Response 11: As per Part 3 – Bid Preparation Instructions, section b): The bid must be separated as follows:

Section I: Technical Bid

Section II: Financial Bid

Section III: Certifications

Section IV: Additional Information

Question 12: Will a bid be disqualified if a mandatory requirement is not met?

Response 12: As per Attachement 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.