Corporate Finance Department
Materials Management Division

Winnipeg

295-2021 ADDENDUM 1

PROVISION OF CREDIT/DEBIT CARD PROCESSING SYSTEM

ISSUED: July 15, 2021
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<u>URGENT</u>

PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE REQUEST FOR PROPOSAL

THIS ADDENDUM SHALL BE INCORPORATED INTO THE REQUEST FOR PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS

Template Version: Ar20160708

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 10 of Form A: Proposal may render your Proposal non-responsive.

<u>FORM B- PRICES</u>

Replace: 295-2021 Form B: Prices with 295-2021 Addendum 1 - Form B(R1): Prices. The following is a summary of changes incorporated in the replacement Bid/Proposal Submission:

The addition of Item 29 – Interchange Fees -Visa and Item 30 – Interchange Fees- Mastercard.

<u>PART B – BIDDING PROCEDURES</u>

Revise: B2.1 to read: The Submission Deadline is 12:00 noon Winnipeg time, **July 21, 2021.**

Revise: B12.3(f) to read: The City's requirements with respect to Personal Information (D6), Information Security (D2.2(f)), and Records Management **(E4.1).**

<u>QUESTIONS AND ANSWERS</u>

Q1: Please provide a listing of all sites, including full address, which would require services?

A1: All the locations in Winnipeg are:

Community Services
395 Main Street
251 Donald St.
1-1050 Henderson Hwy.
4910 Roblin Blvd
365 Jefferson Ave.
2724 Pembina Hwy.
1168 Dakota St.
1910 Portage Avenue
1360 Pembina Hwy.
6 Fermor Ave.
1520 Corydon Ave.
765 Keewatin
20 West Gate
489 London Street

625 Osborne Street
100-131 Provencher Blvd
500 Salter Street
1 Transcona Blvd
999 Sargent Ave
66 Allard Ave
1195 Archibald Street
Animal Services – 1057 Logan Ave

Planning, Property, Development
3001 Notre Dame Ave
Unit 31 - 30 Fort Street
2nd Floor - 65 Garry St

Golf Services
10 Des Meurons St.
2021 Main St.
781 Crescent Dr.

Public Works
#107 - 1155 Pacific Ave.
2795 Ness Ave.

Parking Authority
495 Portage Ave
251 Donald St.

Transit
210 Portage Ave.
414 Osborne Street
421 Osborne St.
Main Floor, 510 Main St

City Clerks
Main Floor, 510 Main St

Police Services
245 Smith Street
151 Princess Street - P. O. Box 1680

Water and Waste
1901 Brady Road
1120 Waverley Street
1539 Waverley St

Fire and Paramedics
2nd Floor - 185 King St.
Main Floor - 185 King St.

Corporate Services
Main Floor - 510 Main Street

St. Boniface Bilingual Service Center
100 - 614 Des Meurons St.

Assessment and Taxation
457 Main Street

Q2:   Do you require onsite or courier install?

      A2:   Onsite install

Q3:   Do any of the locations require gift card acceptance? If accepting today, please provide name of gift card provider.

      A3:   Yes, Golf Services (Ideal POS) and Community Services (Documax)

Q4:   Is there any integration to a point-of-sale software or solution in place today, or anticipated in the future, to which the Contractor would need to integrate terminals or a Gateway (online) solution? If so, please list the software name(s) and version(s).

      A4:   As consumer's payment methods change, we would definitely want to add departments and websites in the future. All the websites used by the City of Winnipeg are as follows:

http://wpaebusiness.winnipeg.ca/eBusiness/Account/Portal
https://www.winnipeg.ca/bylawscreening/payticket/payOnline.stm
https://wplpay.winnipeg.ca/eCommerceWebModule/Home
https://payment.csfm.com/payments/winnipeg/form/index.php
www.winnipeg.ca/ppd/permits/permits_online.stm
efare.winnipegtransit.com
plus.winnipegtransit.com
https://policeinformationcheck.winnipeg.ca/

Parking Authority
1. T2 Flexport through Exact gateway
2. Library parkade 3M enterprise through NetEpay Gateway
3. Monthly permit payment through Orbital gateway
4. Customer service uses POS as well.

Police
There is currently an RFP (818-2020) for a new POS system that is yet to be awarded, which would need future integration with pin pads.

Golf Services- Ideal POS
- ppdportal.winnipeg.ca
- https://ppdportal.winnipeg.ca/Golf/Comm/request.jsp
- https://ppdportal.winnipeg.ca/Golf/orderFormCard.jsp
- https://www.tee-on.com/PubGolf/servlet/com.teeon.teesheet.servlets.golfersection.WebBookingAllTimesLanding?FromTrailSearch=true&OriginalReferrer=https://winnipeg.ca/&InFrameCourseCode=KILD&InFrame=true&CourseGroupID=11353#self

Transit
- e-Fare version 2.01.00.174 https://efare.winnipegtransit.com/e-Fare/login.html

Water and Waste
Flowpoint Cloud redirects the Customer to the Chase payment page from this URL:
https://winnipegmb.azurewebsites.net/Customer/frmChaseCustomerPost.aspx
It's behind the login wall, so it won't get redirected unless logged in with a Customer account.
The customer will be redirected to https://checkout.e-xact.com/payment with the appropriate POST variables set to make a payment.
- https://myutilitybill.winnipeg.ca/UtilityPortal/signin

Community Services
Our eComm site connects to a hosted Chase Payment site. The URL is
- https://wplpay.winnipeg.ca/eCommerceWebModule/Home
- https://ca.apm.activecommunities.com/leisureonline/Home

Animal Services
- https://payment.csfm.com/payments/winnipeg/form/index.php

Police
- https://www.winnipeg.ca/police/canine_memorial/donateNow.aspx
- https://policeinformationcheck.winnipeg.ca/

Fire
- https://secure.winnipeg.ca/FPSPmt/

Business License Online
- https://ppdportal.winnipeg.ca/CMS/m5my/a_ShowFolders.jsp?lid=NotLogoncms&pagename=../m5my/a_ShowFolders
- https://winnipeg.ca/cms/BLES/LS/business_licenses/

Board of Revisions Appeal Online
- https://secure.winnipeg.ca/ePayment/AppealForm.aspx

Q5:   What is the ratio of card-present to card-not-present transactions?

A5:

Processing Method	Percentage
Card Present	25%
Card Not Present (Mail order/ telephone order)	20%
Card Not Present (Online/ eCommerce)	55%
***Please note these are estimates based on 2019, 2020 and 2021 averages for January and February	

Q6:   In section D2.2 (e), City of Winnipeg has advised that card storage will be required. Please provide an estimate of the number of records to be stored?

A6:   Approximately four hundred and twenty-five thousand (425,000) credit cards stored.

Q7:   If storing cardholder tokenized data, will there be any need for merchant numbers to share the records (Global Tokenization)? Yes or No

A7:   No

Q8:   If storing cardholder records, would City of Winnipeg like to have automated billing updaters implemented for Visa and MasterCard? Yes or No

A8:   Yes, for some business units.

Q9:   Can the City of Winnipeg please provide a breakdown of the type of wireless terminals required? i.e. 4G cellular, bluetooth or WIFI setup.

A9:   The City of Winnipeg has fourteen (14) 4G "SIM" cards and eighteen (18) Bluetooth terminals.

Q10:   Where should proponents include interchange fees that have not been listed in Form B: Prices?

A10:   See 295-2021 Addendum 1 Form B(R1) – Prices.

Q11:   The submission process on Merx is broken out into Form A, Form B, and Additional Documents. Is it expected that the responses to sections C-F and any additional information be submitted as one document under the Additional Documents section within Merx?

A11: Yes, responses to sections C-F and any additional information should be submitted as one document under Additional Documents on Merx.

Q12: Is the reference to third party vendor Activenet in section E2.6j actually ActiveNetwork?

A12: Activenet and Activenetwork are considered the same company for this RFP.