

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Contracting Authority - Jeremy Chapple  
jeremy.chapple@tpsgc-pwgsc.gc.ca

**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 Transformation and Systems Integration  
Service/Division de transformation des opérations et  
d'intégrat  
Special Procurement Initiative Dir  
Dir. des initiatives spéciales  
d'approvisionnement  
11 Laurier, Place du Portage III  
12C1  
Gatineau  
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K1A 0S5

<b>Title - Sujet</b> TRAINING PARTNERSHIP STRATEGY	
<b>Solicitation No. - N° de l'invitation</b> EN260-133540/A	<b>Amendment No. - N° modif.</b> 002
<b>Client Reference No. - N° de référence du client</b> 20133540	<b>Date</b> 2013-06-06
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XE-670-26004	
<b>File No. - N° de dossier</b> 670xe.EN260-133540	<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> <b>on - le 2013-06-28</b>	
<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> Chapple(XE Div.), Jeremy	<b>Buyer Id - Id de l'acheteur</b> 670xe
<b>Telephone No. - N° de téléphone</b> (819) 956-1004 ( )	<b>FAX No. - N° de FAX</b> (819) 956-8303
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<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/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

Solicitation No. - N° de l'invitation

EN260-133540/A

Amd. No. - N° de la modif.

002

Buyer ID - Id de l'acheteur

670xe

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

20133540

File No. - N° du dossier

670xeEN260-133540

CCC No./N° CCC - FMS No/ N° VME

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Amendment 002 is raised to revise the RFI closing date to June 28, 2013.

**PLEASE FIND ALL RELEVANT RFI DOCUMENTATION ATTACHED**

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**REQUEST FOR INFORMATION REGARDING**

**TRANSFORMATION OF PAY ADMINISTRATION INITIATIVE**

**TRAINING PARTNERSHIP STRATEGY**

**FOR**

**PUBLIC WORKS AND GOVERNMENT SERVICES CANADA**

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**REQUEST FOR INFORMATION REGARDING**

**TRANSFORMATION OF PAY ADMINISTRATION INITIATIVE**

**TRAINING PARTNERSHIP STRATEGY**

**FOR**

**PUBLIC WORKS AND GOVERNMENT SERVICES CANADA**

**A.1 Background and Purpose of this Request for Information (RFI)**

**BACKGROUND:**

The Accounting Banking and Compensation (ABC) Branch of Public Works and Government Services Canada (PWGSC) has established the Transformation of Pay Administration (TPA) initiative which includes two major initiatives: the Pay Modernization Project and the Consolidation of Pay Services Project (CPSP).

- The goal of the Pay Modernization Project is to replace the 40-year-old Regional Pay System (RPS) with a modern, commercial, off-the-shelf pay system (PeopleSoft). Once fully implemented in 2015-16, the new modernized system will establish a platform for more efficient compensation processes. This project will offer extensive Web capabilities for managers and employees of departments using the government-endorsed GC Human Resource Management System.
- The goal of the Consolidation of Pay Services project is to consolidate pay services from departments to a newly established Pay Centre in Miramichi, New Brunswick. The consolidated model will allow for greater management control and standardization, leading to reduced duplication, cost savings and improved efficiencies for the Government of Canada.

The Consolidation of Pay Services Project will gradually transfer pay services from the 57 departments and agencies using or planning to use the Government of Canada Human Resources Management System (PeopleSoft) to the new Public Service Pay Centre, reaching its full staff complement of 550 by 2015-16. A total of 184,000 pay accounts will be transferred to the Public Service Pay Centre. Since the majority of the employees hired for the Public Service Pay Centre will be new to compensation and also new to government, employees will receive comprehensive training. Employees hired as Compensation Advisor Trainees will also participate in a Professional Development Program. The following schedule outlines the projected number of pay accounts transferred and employees hired by the pay centre for each Wave:

- Wave 1 – March 2012 to August 2013 (18 months), with 20,000 accounts transferred in Stages and 146 employees hired.
- Wave 2 – September 2013 to February 2015 (18 months), with 40,000 accounts transferred in stages and 197 employees hired.
- Wave 3 – January 2015 to December 2015 (12 months), with 32,000 accounts transferred in stages and 207 employees hired (for a total of 550 employees of which 460 are Compensation Advisors).

- Transfer of the 92,000 remaining accounts with Pay Modernization Project's implementation of the new GC Pay Solution to be completed in three rollouts starting summer 2015.

#### **PURPOSE OF THE RFI:**

Public Works and Government Services Canada is issuing this RFI in order to gauge the Educational Services Industry's interest in establishing long term sustainable partnerships with Canada for the training of future compensation employees and to seek feedback from the Educational Services Industry on the proposed strategy outlined in Annex A. All stakeholders are encouraged to provide information that they feel PWGSC should be aware of in the development of a training partnership strategy.

#### **A.2 Nature of Request for Information**

This is not a bid solicitation. This RFI will not result in the award of any contract or an offer of employment opportunities or offers. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

#### **A.3 Nature and Format of Responses Requested**

Respondents are requested to provide answers to the questions in Annex B and to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

#### **A.4 Response Costs**

Canada will not reimburse any respondent for expenses incurred in responding to this RFI including, but not limited to, expenses incurred for participating in any Post Submission Review Meetings.

#### **A.5 Treatment of Responses**

- Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.
- Review Team:** A review team composed of representatives of PWGSC will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the *Access to Information Act*.

- (d) **Follow-up Activity:** Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

#### **A.6 Contents of this RFI**

- (a) This RFI contains specific questions addressed to all industry stakeholders in order to establish a training partnership strategy.

This document remains a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that is ultimately published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft document are welcome.

#### **A.7 Questions to Industry**

- (a) Please refer to Annex B.

#### **A.8 Volumetric Data**

All volumetric data contained in this RFI is being provided to respondents purely for information purposes. Although it represents the best information currently available to PWGSC, Canada does not guarantee that the data is complete or free from error.

#### **A.9 Format of Responses**

- (a) **Cover Page:** If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.

- (b) **Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:

- (i) the title of the respondent's response and the volume number;
- (ii) the name and address of the respondent;
- (iii) the name, address and telephone number of the respondent's contact;
- (iv) the date; and
- (v) the RFI number.

- (a) **Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.

- (b) **Number of Copies:** Canada requests that respondents submit responses by E-mail to the Contracting Authority.

Respondents should be aware that the PWGSC standard word processing format is Microsoft Word. However, electronic responses may also be submitted in either Lotus WordPro or Adobe PDF format.

#### **A.10 Enquiries**

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority: Jeremy Chapple  
E-mail Address: jeremy.chapple@tpsgc-pwgsc.gc.ca  
Telephone: (819) 956-1004  
Facsimile: (819) 953-3703

#### **A.11 Submission of Responses**

- (a) **Time and Place for Submission of Responses:** Suppliers interested in providing a response should email their response to the Contracting Authority identified above by the time and date indicated on page 1 of this document.
- (b) **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the Contracting Authority.
- (c) **Identification of Response:** Each respondent should ensure that its name and return address is provided and that the solicitation number and the closing date appear legibly appear legibly in the subject line of the e-mail.

## ANNEX A

### SCOPE OF THE PROPOSED STRATEGY

PWGSC, through the Consolidation of Pay Services Project is currently exploring partnerships with educational institutions to train compensation advisors through an accredited payroll program. Educational institutions could serve as a valuable aid to the Pay Centre recruitment program since many of the existing and future students may be interested in career opportunities within the Public Service Pay Centre.

The training provided to compensation employees is delivered in both official languages and is divided into three categories:

1. **Business Training** - includes generic payroll knowledge such as the federal and provincial income tax acts and regulations and knowledge related to the federal public service with respect to compensation policies, collective agreements, overview of compensation and the organizations involved in the administration of compensation in the Government of Canada.
2. **System Training** - includes training on the compensation legacy systems such as the Regional Pay System and when developed, the new GC Pay Solution.
3. **Other Corporate Training** – including courses such as health and safety and values and ethics.

PWGSC has issued this Request for Information (RFI) to better understand the marketplace capability in terms of what educational institutions are both capable and willing to deliver with respect to the partnership strategy. This RFI is intended to solicit ideas on how a partnership strategy could be formulated from a training perspective and covers a wide range of questions to encourage innovative thinking and possible opportunities to optimize educational institution infrastructures and capabilities.

The responses gathered from the RFI will help to determine the next steps required to achieve the outcome of a robust and sustainable partnership strategy with educational institutions.

### Objectives

The following outlines PWGSC's objectives with respect to the partnership strategy:

1. Establish sustainable partnerships with educational institutions for the training of compensation employees
2. Provide a pool of graduates for potential employment in compensation for the federal government and in particular with the Public Service Pay Centre located in Miramichi, New Brunswick.



## **Scope of the Educational Institution Partnerships Strategy**

The scope of the partnership strategy will include all of the training currently provided to compensation employees. Training is required to be provided in both official languages and for the compensation employees at the Pay Centre, is primarily delivered onsite. Please refer to *Annex C* for a description of the existing courses offered for both the Compensation Advisor training and the Compensation Advisor Trainee Professional Development Program.

The course content identified in *Annex C* is currently being analyzed to determine what could be in scope for delivery by educational institutions to students enrolled in an accredited payroll program or to the employees of the Public Service Pay Centre.

It is anticipated that a major element of the strategy will focus on supplementing current educational institution course curriculum with compensation employee training material. By supplementing existing course curriculum with compensation or specialized training material that is currently provided internally within PWGSC, the potential exists for graduating students to be better prepared for a career in the public and private sectors. Careers in the public sector include the Public Service Pay Centre which provides pay services to PeopleSoft organizations and other government departments who are non-PeopleSoft organizations.

Based on the above information, this RFI has been issued to determine what training educational institutions are both capable and willing to deliver through the formation of a partnership strategy. The responses gathered will help to determine the next steps required to achieve the outcome of a robust and sustainable partnership strategy with the educational institutions.

## ANNEX B

### QUESTIONS TO INDUSTRY

This RFI process is an opportunity for PWGSC to openly engage the Educational Services Industry in order to solicit feedback on the proposed strategy. Though it is not necessary to respond to this RFI, responses will be extremely valuable in determining the best approach in creating partnerships between Canada and the Educational Services Industry. Canada encourages respondents to provide feedback to the questions set out below and in regards the proposed strategy outlined in Annex A. When responding to the questions below, please ensure that your answers provide the rationale, details, and potential impact for any change that you suggest.

Please review Annex A, C, D and E to assist in responding to the following questions:

1. Would the Educational Services Industry be interested in teaching compensation course material provided by Public Works and Government Services Canada?
2. Would the Educational Services Industry have any restrictions, or issues, surrounding using course material provided by the federal government? If yes, can you explain what they are?
3. Given the answer above, would the Educational Services Industry be willing to provide the course at no cost if all the required course material were provided?
4. How much lead time is required prior to incorporating the course material into an existing curriculum before it can be taught?
5. How might a partnership strategy be formulated?
6. What would the Educational Services Industry require in order to adopt the material into an existing curriculum? Is there additional government supplied resources or material that the Educational Services Industry would require?
7. As part of the partnership arrangement on compensation training and accreditation, would inclusion of Co-Op opportunities for students taking the proposed course be of interest to the Educational Services Industry?
8. The Government of Canada continues to renew its public service by regular hiring of students. How are government opportunities currently being communicated in the Educational Services Industry (eg. Federal Student Work Experience Program (FSWEP) or Co-op programs)?
9. Does the Educational Services Industry see added value in offering compensation material/courses as part of your curriculum (ex. an increase in enrolment etc.)? Can you explain further and/or provide additional details?
10. What type of commitment, contract or formal agreement would the Educational Services Industry require in order to adopt this course material?
11. PWGSC is currently analyzing the volume of compensation course material that could potentially be delivered through the Educational Services Industry; currently there may be 30 to 100 hours of classroom instruction.
  - What is the Educational Services Industry's feedback on how this content could be integrated into an existing program?

- In general, how much lead time would be required to include 30 to 100 hours of instruction into a course curriculum?

12. PWGSC as part of its e-learning strategy is looking to potentially offer more on-line material. Can you elaborate on how the Educational Services Industry could incorporate this into the partnership strategy?
13. Canada is committed to offering courses in both English and French; does the Educational Services Industry foresee any issues in offering the course in both official languages?
14. What are the necessary tools, equipment and process required to deliver course material?

## ANNEX C

### DESCRIPTION OF THE EXISTING TRAINING AND COURSES PROVIDED BY THE GOVERNMENT OF CANADA

This Annex provides a brief description and the courses currently offered for both the Compensation Advisor training and the Compensation Advisor Trainee Professional Development Program. For the scope of the training requirement please refer to Annex D.

#### 1) Compensation Advisor Training

Compensation Advisors hired to provide pay administration services the Public Service Pay Centre or any department or agency across government must complete a series of training courses. Courses are provided by Pay Policies and Training Service Delivery (PPTSD) within the Accounting, Banking and Compensation Branch of PWGSC. Trainers are located within 6 Regional Pay Offices across Canada. Training of Compensation Advisors and Compensation Advisor Trainees is provided on location at the Public Service Pay Centre in a training room with a capacity for 58 people and 1 instructor. The table below outlines the course title, delivery method, topic and duration of the course provided to Compensation Advisors and Compensation Advisor Trainees who are outlined in more detail in the Section 2.

#### Compensation Advisor Training

Title	Delivery Method	Lessons	Topic	Course Duration
Compensation Advisor Fundamentals	Classroom	Lesson 1	ABCs of Compensation	4 days
		Lesson 2	Compensation Advisor	
		Lesson 3	Public Service	
		Lesson 4	Regional Pay System	
		Lesson 5	Payment Processing	
		Lesson 6	Personal Record Identifier (PRI) Management (PRI replaced Social Insurance Number)	
		Lesson 7	Entitlements and Deductions	
		Lesson 8	Pension Plan	
PSHCP (Public Service Health Care Plan)	Classroom	Lesson 1	N/A	3 days
		Lesson 2	N/A	
		Lesson 3	N/A	
PSHCP Employer-Paid Coverage	On-line			0.5 days
PSHCP Comprehensive Coverage	Self-paced			0.5 days

Title	Delivery Method	Lessons	Topic	Course Duration
Compensation Advisor Fundamentals	Classroom	Lesson 1	ABCs of Compensation	4 days
Disability Insurance Plan	On-line			2 days
Disability Insurance	Classroom			1 day
Public Service Management Insurance Plan	On-line			2.5 days
Public Service Management Insurance Plan	Classroom			1.5 days
PSMIP Employer-Paid Coverage	Self-paced			0.5 days
Public Service Dental Care Plan	On-line			0.5 days
Beginner's On-line pay	Classroom	Lesson 1	Review of Compensation Advisor Fundamentals	5 days
		Lesson 2	Entitlements and Deductions	
		Lesson 3	Taken on Strength	
		Lesson 4	Basic Salary Changes I	
		Lesson 5	Basic Salary Changes II	
		Lesson 6	Status Changes & Time Related Activity	
		Lesson 7	Account Activities	
		Lesson 8	On-line Pro Forma and Error Correction	
Leave with Income Averaging (LIA) / Pre-retirement Leave (PRL)	Classroom	Lesson 1	Basic LIA Principles	4 days
		Lesson 2	Leave with Income Averaging	
		Lesson 3	Pre-Retirement Transition Leave	
Advanced Pay	Classroom	Lesson 1	Continuous Employment, Continuous Service, Discontinuous Service	3 days
		Lesson 2	Part Time Employment	
		Lesson 3	Severance Pay	
PeopleSoft Training	Classroom		PeopleSoft	1 day
Specialized Training (part of the Compensation Advisor Trainee Professional Development Program)	Classroom	N/A	New Hire	5 days
	Classroom	N/A	Change in Employment	5 days
	Classroom	N/A	Change Employee Profile	5 days
	Classroom	N/A	Change to Basic Pay	5 days
	Classroom	N/A	Leave Administration	5 days
	Classroom	N/A	Payment Mgmt Control	5 days
	Classroom	N/A	Termination	5 days

## **2) Compensation Advisor Trainee Professional Development Program**

Compensation Advisor Trainees are hired by the Public Service Pay Centre and participate in a Professional Development Program (PDP). The PDP supports employee learning and development and teaches the required knowledge, skills and abilities to provide pay services to clients across the Government of Canada. The PDP contributes to establishing the Pay Centre as a provider of quality and timely compensation services.

The PDP helps develop knowledge, skills and abilities by providing classroom training, on-the-job experience, and one-on-one coaching across the seven training modules. The modules are grouped by pay events.

There are three phases in the Professional Development Program including the Orientation Phase, Learning Phase and Sustainment Phase as described below:

### **1. Orientation Phase**

The Orientation Phase provides mandatory corporate training for approximately five to seven weeks and some of the topics covered include orientation to the public service, orientation to PWGSC, health and safety, security, values and ethics, client service excellence, and pay in the government. It should be noted that some of the courses identified in the Compensation Advisor training table above are also delivered during the Orientation Phase.

### **2. Learning Phase**

The Learning Phase Provides classroom and on-the-job experience which includes the Specialized Training modules outlined in the table above including, New Hire, Change in Employment, Change Employee Profile, Change to Basic Pay, Leave Administration, Payment Management Control and Termination.

Compensation Advisor Trainees are evaluated on each classroom course through a written knowledge test. It should be noted that some of the courses identified in the Compensation Advisor training table are delivered during the Learning Phase. A comprehensive training schedule is developed for each 18 month period. This period will be reduced in January 2015 to 12 months.

### **3. Sustainment Phase**

The Sustainment Phase provides ongoing practice for all modules presented in the Learning Phase and provides Compensation Advisor Trainees with the opportunity to sharpen their pay processing skills.

The duration of the Professional Development Program is approximately 18 months and it should be noted that for Wave 3 of the Project starting in January 2015, this duration decreases to 12 months as less training (including system training) will be required with the introduction of automation and the inclusion of business rules in the new PeopleSoft Pay System.

**ANNEX D**

**TRANSFORMATION OF PAY ADMINISTRATION INITIATIVE**

**TRAINING REQUIREMENTS**

Under the umbrella of the Transformation of Pay Administration Initiative, PWGSC training requirements exist for both the Pay Modernization Project and the Consolidation of Pay Services Project. The training strategy and rollouts of the new GC Pay Solution must be aligned and included within the educational institution partnership strategy. As a result of this RFI, a portion of the training may be included as part of the educational institution partnership strategy.

**1) Scope of Consolidation of Pay Services Project Training**

The scope of the Consolidation of Pay Services project training includes the 550 employees hired in the Public Service Pay Centre in Miramichi, New Brunswick to support and provide pay administration services for the 57 departments and agencies that are using or planning to use the PeopleSoft Human Resources Management System and the Regional Pay System. There will also be an ongoing training requirement for employees of the Pay Centre or Compensation Advisors across government due to attrition, retirements, as well as possible leave situations (i.e. maternity leave).

## ANNEX E

### GLOSSARY OF TERMS, ACRONYMS & ABBREVIATIONS

<b>ABC Branch</b>	The Accounting Banking and Compensation Branch
<b>Canadian Educational Institutions</b>	Consists of Canadian public and private schools, community colleges, universities and private institutions who deliver educational training and instruction.
<b>Co-Op</b>	Cooperative Education; a Co-Op is a program delivery mode that relates classroom learning to the work off-campus by formally integrating work experience into a student's program of studies. Co-ops are partnerships between students, employers and educational institutions.
<b>CPSP</b>	The Consolidation of Pay Services Project
<b>Educational Services Industry</b>	<p>Is comprised of establishments primarily engaged in providing instruction and training in a wide variety of subjects. This instruction and training is provided by specialized establishments, such as schools, colleges, universities and training centres. These establishments may be privately owned and operated, either for profit or not, or they may be publicly owned and operated.</p> <p>Educational services are usually delivered by teachers who explain, tell, demonstrate, supervise and direct self-learning. Instruction is imparted in diverse settings, such as educational institutions, the workplace or the home (through correspondence, television or other means).</p>
<b>FSWEP</b>	Federal Student Work Experience Program
<b>GC</b>	Government of Canada
<b>HRMS</b>	Human Resource Management System
<b>PayMod</b>	The Pay Modernization Project
<b>PWGSC</b>	Public Works and Government Services Canada
<b>RFI</b>	Request for Information
<b>RPS</b>	Regional Pay System
<b>TPA Initiative</b>	Transformation of Pay Administration Initiative