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**Bid Receiving - PWGSC / Réception des soumissions
- TPSGC**

**Place du Portage, Phase III
Core 0B2 / Noyau 0B2
11 Laurier St., 11, rue Laurier
Gatineau
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 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
Québec
K1A 0S5

Title - Sujet In-Service Support for Pay System	
Solicitation No. - N° de l'invitation EN260-171550/A	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client 20171550	Date 2017-01-23
GETS Reference No. - N° de référence de SEAG PW-\$\$XE-663-30569	
File No. - N° de dossier 663xe.EN260-171550	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-02-28	
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: Chu, Xi	Buyer Id - Id de l'acheteur 663xe
Telephone No. - N° de téléphone (819) 420-2238 ()	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

Request for Information(RFI)**Solicitation Amendment: 001****Purpose:**

To respond to the questions regarding the RFI.

QUESTIONS AND ANSWERS**QUESTION: 1**

Are there any seasonal fluctuation in payments / pay adjustments inflows? Please describe the period of fluctuation.

ANSWER: 1

Yes, there are seasonal fluctuations. For example, Parks Canada hires students in April and Canada Revenue Agency hires terms/casuals for the tax season. Employees often hold off on inputting their overtime until just before summer holidays. PSPC also see larger number of pay adjustments at the end of the calendar year.

QUESTION: 2

Do you have a business change management methodology in place that you would wish us to follow / integrate with for PSPC Services implementation?

ANSWER: 2

Yes, the Compensation Sector, working together with IT colleagues in PSPC's CIO Branch, has an established and structured change management methodology which leverages ClearQuest as a tracking, monitoring and change repository tool. For operational issues, the Sector utilizes a structured incident management methodology and tool set that permits a more immediate response. The Sector has full-time resources dedicated to managing change from needs, through business, functional and technical requirements, analysis, design, testing, deployment, and communications.

QUESTION: 3

Do you have an internal Communications Team in place to support the programme? If so, will they exclusively manage all interactions with the business?

ANSWER: 3

PSPC has resources dedicated to support issuing system change notifications and directives. However, this team is made up of pay subject matter experts and will benefit from the service provider providing clear communication support capable of explaining system changes/updates in terms that can be easily understood by Government of Canada user community.

QUESTION: 4

To what extent do you anticipate the need for external stakeholder engagement, e.g. 3rd party suppliers / partners or external customers?

ANSWER: 4

PSPC will manage all external stakeholder engagement; however operational support experts are occasionally asked to attend presentations, meetings and round table discussions to add clarity and minimize mis-interpretations.

QUESTION: 5

What is the current level of availability of the documentation for HR and Payroll processes?

ANSWER: 5

There is extensive documentation of HR and Payroll processes available, including process flows and checklists specifically created for operational support.

QUESTION: 6

Can PSPC please provide the frequency of audits and type of audits to be performed every year?

ANSWER: 6

PSPC is subject to a number of audits each year. Some are regular, recurring audits: As part of the Audit of the Accounts of Canada, the Auditor General tests Application and IT General Controls each year, normally starting in September and running through December. PSPC also test its controls frameworks for the Pay Centre and any remaining Application and IT General Controls each year, normally January through March. There are also annual Security audits. Other audits occur from time to time. Many are internal and originate either from PSPC Internal audit or from CIOB and are normally related to a specific topic. For example in 2017, PSPC will conduct an internal privacy audit. Others are external in origin and also are normally related to a specific topic. In general any audit relies on findings of the Office of the Auditor General (OAG) audit, and does not replicate tests.

QUESTION: 7

What are the specific requirements for archiving in terms of duration and retention?

ANSWER: 7

There are no current archiving requirements, they need to be defined. PSPC currently keeps everything.

QUESTION: 8

How are the payroll inputs /requests submitted currently for the payroll run? Is there a standard request form? Are the requests in free text or are they structured?

ANSWER: 8

Employees whose departments are serviced by the Pay Centre have to send a Pay Action Request (PAR) form to the pay centre indicating the work that they would like to be done (i.e., work type, work sub-type) on their account. The request is imaged and sent to the Case Management Tool where a case is created. The case is then assigned to a Compensation Advisor (CA) who inputs the transaction into Phoenix. The PAR form can be found here: <https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/paye-centre-pay/demande-employee-request-eng.html>. In this case, there is a standard request form.

Employees whose departments are not serviced by the Pay Centre will contact their Compensation Advisor to make their request either by phone, email, fax, or in person depending on their operating model. The Compensation Advisor then inputs the transaction into either Phoenix or their own departmental system which then flows through to Phoenix. Depending on the department, a request could be made using a standard form or free form text.

QUESTION: 9

Can PSPC please confirm if the requirement is to consolidate all transactional payroll services into one location and retain regulatory requirements under Group and business lines? Or Does PSPC have centralized payroll processing team which runs payroll for all locations?

ANSWER: 9

PSPC's Compensation Sector has a centralized payroll operations and services team providing processing, system controls and remittance/reconciliation services. There are a few pay offices across the country that provide system input support for complex transactions, but the system control and operations function is centralized.

QUESTION: 10

How are the payroll reports generated and analyzed? Does PSPC have another application to review the same or is it manually reviewed currently?

ANSWER: 10

Payroll queries and extracts are produced either on an ad-hoc basis or during the course of payroll processing. The reports are produced in many formats including but not limited to Portable Document Format, Microsoft Excel files, comma separated value files and text files. Normally, an analyst will review the reports manually but in some cases, the report is uploaded into another system to produce an output for other objectives. For example, when processing payroll, four extract files are produced. They are reconciled, balanced, and uploaded into the Common Departmental Financial System (CDFS) in order to produce the departmental expenditure files, payroll system general ledger file, etc.

QUESTION: 11

Is there any payroll run on the weekends?

ANSWER: 11

Government pay is overwhelmingly issued according to a bi-weekly period with pay issued by the Receiver General 2 weeks following the end of the pay period (the pay system does not cut cheques or issue payments). There are a small number of employees that are paid on a monthly basis. Each pay period involves multiple cycles to prepare and process pay. A pay processing calendar can be found here: <http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/calendrier-schedule/2017/service-phoenix-2017-eng.html>. For example, under the month of January 2017, first pay day is on Wed, Jan 11th. You will note the week prior that there are various cutoffs called off-cycle and on-cycle, including scheduled G/L and extract/remittance runs on the weekend.

QUESTION: 12

Are all transactions electronic only?

ANSWER: 12

All transactions for PeopleSoft departments are entered into PeopleSoft HR and flow through to Phoenix electronically. Certain transactions are then modified, or entered manually by Compensation Advisors in the Pay Centre. The Pay Centre services approximately 196,000 GC employees out of 300,000 and 46 out of 101 departments. There are 5 departments (Canada Revenue Agency, Canada Border Services Agency, Transport Canada, Statistics Canada and Canadian Space Agency) not using PeopleSoft HR that also send transactions electronically to Phoenix. Like the Pay centre, certain transactions are then modified or entered manually by these departments' own Compensation Advisors. The remaining organizations have their own Compensation Advisors who manually enter payroll transactions into Phoenix. These last organizations are typically smaller in size. Note that Phoenix does not issue payments. Instead, a file containing detailed payment instructions is sent to the Standard Payment System at the end of each on and off cycle in a pay period. The Standard Payment System then issues payments, either electronic or paper cheque, according to these instructions. At this point in time, all payments from a given pay period are issued on the same date.

QUESTION: 13

May we assume the contract period includes transition plus 5 years?

ANSWER: 13

PSPC is contemplating a long term agreement which will be comprised of an initial contract period and a number of option periods. The specific length of the initial contract period and the number of option periods has yet to be determined. There will be transition periods at the beginning and the end of any potential contract.

QUESTION: 14

Please confirm if Canada is only looking at any specific type of pricing from the supplier.

ANSWER: 14

Depending on the type of the service delivery model, PSPC is open to various pricing methods proposed by the suppliers.

QUESTION: 15

What would be your preference on the currency for commercials?

ANSWER: 15

Under the contract, it is anticipated that all Work will be charged and paid in Canadian dollars.

QUESTION: 16

Do you have a change management strategy for this program? If yes, would you like the selected vendor to own it?

ANSWER: 16

Yes, PSPC has a change management strategy in place for the program. It is not owned by the current Contractor. PSPC is open to other change management strategies proposed by the suppliers.

QUESTION: 17

Does the supplier need to be certified with any type of regulatory certifications or compliant to provide payroll services for the Canadian government?

ANSWER: 17

No. PSPC requires the Contractor to provide support to the payroll system instead of payroll services. However, the Contractor must comply with various policies, regulations, directions and standards as they are relevant and applicable to the contract requirements.

QUESTION: 18

Please advise all channels for Employee Support - call, e-mail or chat? Which call system is used? Which Workflow system/Case Management does PSPC use across all its location?

ANSWER: 18

Employee support is provided by call and email. Regular phones are used for the call system. For the pay system, PSPC has been using a homegrown case management system but is in preliminary planning to modernize it.

QUESTION: 19

To help establish stakeholders, do you have current organization charts in place (to be made available at the start of the program)?

ANSWER: 19

Organization charts are in place; however they will be only shared with the Contractor after the contract is awarded.

QUESTION: 20

What will be the level of support provided by PSPC for knowledge transfer, remote support during transition and technology setup at suppliers' locations? Will PSPC be able to provide a training / test environment during transition?

ANSWER: 20

PSPC anticipates a transition period between 6 months to one year for the transition-out of the current Contractor and a transition-in of the new Contractor. A training/test environment can be provided during transition.

QUESTION: 21

What is the size of IT Risk office of PSPC in terms of people, location presence, etc.?

ANSWER: 21

PSPC has no IT Risk office associated with the pay system or pay program.

QUESTION: 22

Industry certainly appreciates various opportunities (i.e. RFI, ITQ, RRR, draft RFP and final RFP) provided by this procurement. Can PSPC advise the level of effort it anticipates from the suppliers with respect to consultations and engagement?

ANSWER: 22

The need for external stakeholder engagement would depend on the solution/model proposed by the supplier. PSPC aims to conduct an effective and efficient engagement process with strong collaboration and support from the suppliers to minimize the cost and time associated with the process for both parties.

QUESTION: 24

Are there any certified payroll professionals performing the job currently in the locations in scope? If yes, can we understand the certifications and if that is a requirement for the suppliers?

ANSWER: 24

PSPC requires the Contractor to provide support to the payroll system instead of payroll services. For greater clarity, PSPC anticipates that Contractor's resources assigned to the Work should have obtained sufficient, recent and relevant PeopleSoft payroll experience.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME