



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

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

**LETTER OF INTEREST**

**LETTRE D'INTÉRÊT**

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

Terrasses de la Chaudière 4th Floor

10 Wellington Street

Gatineau

Québec

K1A 0S5

<b>Title - Sujet</b> HRP-RHP - Lowering the Queue	
<b>Solicitation No. - N° de l'invitation</b> EN920-190988/D	<b>Date</b> 2018-10-03
<b>Client Reference No. - N° de référence du client</b> 20190988	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$XE-681-33915
<b>File No. - N° de dossier</b> 681xe.EN920-190988	<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 2018-11-01</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Godard(681xe), Mario	<b>Buyer Id - Id de l'acheteur</b> 681xe
<b>Telephone No. - N° de téléphone</b> (613) 818-0360 ( )	<b>FAX No. - N° de FAX</b> (819) 956-2675
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA PORTAGE III 11 LAURIER ST Gatineau Quebec K1A0S5 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b> See Herein	<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>

## **Request for Information (RFI)**

### **Phoenix Pay Stabilization – Lowering the Queue**

#### **Public Services and Procurement Canada**

##### **1. Purpose and Nature of this RFI**

This RFI is a consultation initiative by which Public Services and Procurement Canada (PSPC) is requesting Industry feedback on solutions that may exist that will support Canada in achieving pay stabilization. Following this, Canada may use that industry feedback to advance one or a series of Request for Proposals (RFPs) with the focus on the ability to deliver the solution. The objective of this RFI is to request information from Industry that addresses the concise problem statement presented here, in a challenge format.

This RFI is neither a call for tender nor a Request for Proposal (RFP). No agreement or contract will be entered into directly pursuant to this RFI. The issuance of this RFI is not to be considered in any way a commitment by the Government of Canada, nor as authority to potential respondents to undertake any work that could be charged to Canada. This RFI is not to be considered as a commitment by Canada to issue a subsequent solicitation or award contract(s) for the work described herein.

Although the information collected may be provided as commercial-in-confidence (and, if identified as such, will be treated accordingly by Canada), PSPC may use the information to assist in drafting future solicitation or contract documents.

Respondents are encouraged to identify, in the information they share with Canada, any information that they feel is proprietary, third-party or personal. Please note that Canada may be obligated by law (e.g. in response to a request under the Access of Information and Privacy Act) to disclose proprietary or commercially-sensitive information concerning a respondent.

Participation in this RFI is encouraged, but is not mandatory. There will be no short-listing of potential firms for the purposes of undertaking any future work as a result of this RFI. Similarly, participation in this RFI is not a condition or prerequisite for the participation in any potential subsequent solicitations.

Respondents will not be reimbursed for any costs incurred by participating in this RFI.

##### **2. Background Information**

In August 2010, the Government of Canada embarked on a multi-year initiative to replace the aging payroll system used to pay approximately 300,000 Government of Canada employees. This initiative, called the Transformation of Pay Administration Initiative, consisted of two separate but equally important, related projects: the Pay Modernization Project and the Pay Consolidation Project.

The Pay Modernization Project replaced the Regional Pay System with a PeopleSoft based modern payroll system, an application that eventually came to be called Phoenix. Phoenix went live in February 2016 following a 5 year development cycle.

The Pay Consolidation Project consolidated the compensation function, which resided within each Government of Canada department, under Public Services and Procurement Canada and within a single location in Miramichi, New Brunswick. Today, 44 departments representing approximately 200,000 civil servants are provided with compensation services based out of the Miramichi Pay Centre and satellite pay offices across the country.

The Government of Canada's compensation processes and the Phoenix pay system have received extraordinary media coverage over the past two years, as the new system and the new processing operation have jointly struggled to pay employees accurately and on time. These struggles have led to an increasing backlog of compensation transactions and an ongoing government-wide initiative to address the backlog queue and stabilize pay operations. Reducing the queue is recognized as a key prerequisite to stabilizing pay.

Currently, the Government of Canada is examining all aspects of the HR-to-Pay environment, including a review of all systems and processes involved in the end to end chain, from the upstream HR processes that supply data to the downstream Payroll processes, with a view to stabilizing operations and lowering the queue of outstanding transactions awaiting processing.

### 3. RFI Challenge Question for Industry

**Lowering the Queue** – the number of transactions logged in the Case Management Tool, awaiting some level of compensation advisor action has been an ongoing challenge over the past two years. The current business and system processes are not enabling the Government to reduce the backlog. Canada is seeking innovative approaches to processing the outstanding backlog. Detailed information on the queue composition and queue history can be found here:

<https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/services-pay-pay-services/centre-presse-media-centre/mise-a-jour-update-eng.html>

Canada does not have a pre-conceived notion as to how to reduce the backlog and is open to suggestions from Industry on potential approaches to achieve this objective.

Canada is interested in receiving information that highlights:

- a) Best practices within high volume transaction processing environments and the accompanying case management technologies used to support efficient processing
- b) Approaches used within successful high volume payroll processing operations
- c) Various approaches to accelerating the close rate on the queue
- d) Industry ideas on how Canada could move forward with their HR and Pay systems in such a way as to reduce the volume of transactions that result in tickets in the queue.

### 4. RFI Response

Please submit your responses in writing to the Contracting Authority by the closing date of this RFI.

Solicitation No. - N° de l'offre  
EN920-190988/D  
N° de réf. du client - Client Ref. No.  
EN920-190988

N° de la modif - Amd. No.  
File No. - N° du dossier  
681xe.EN920-190988/D

Id de l'acheteur - Buyer ID  
681xe  
N° CCC / CCC No./ N° VME - FMS

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## **5. Inquiries**

All enquiries and any other communications related to this Notice should be directed to the Contracting Authority indicated in the Notice at the following email address:

TPSGC.PAAprovisionRHalaPaye-APHRtoPAYProcurement.PWGSC@tpsgc-pwgsc.gc.ca

**ALL OTHER TERMS AND CONDITIONS APPLY**