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Bid Receiving - PWGSC / Réception des
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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

777 007

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| Title - Sujet HRP-RHP - Access Management | |
| Solicitation No. - N° de l'invitation EN920-190988/E | Date 2018-10-17 |
| Client Reference No. - N° de référence du client 20190988 | GETS Ref. No. - N° de réf. de SEAG PW-\$\$XE-681-33955 |
| File No. - N° de dossier 681xe.EN920-190988 | CCC No./N° CCC - FMS No./N° VME |
| Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-11-14 | |
| Time Zone Fuseau horaire Eastern Daylight Saving Time EDT | |
| 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: Vasilescu Popa(681xe), Daniela | Buyer Id - Id de l'acheteur 681xe |
| Telephone No. - N° de téléphone (613) 407-2593 () | FAX No. - N° de FAX (819) 956-2675 |
| Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA PORTAGE III 11 LAURIER ST Gatineau Quebec K1A0S5 Canada | |

Instructions: See Herein

Instructions: Voir aux présentes

| | |
|---|--|
| Delivery Required - Livraison exigée See Herein | 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)
Phoenix Pay Stabilization – Enhanced User Access Management
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 modernize payroll services for approximately 300,000 Government of Canada employees. This initiative, called the Transformation of Pay Administration (TPA) Initiative, consisted of two separate but equally important, related projects: the Pay Modernization Project and the Pay Consolidation Project.

The Pay Modernization Project entailed replacing the 40-year-old existing pay system (known as the Regional Pay System) with a commercial off-the-shelf system (PeopleSoft), now known as Phoenix. Today, payroll generates approximately \$900M in gross payments for GC employees on a bi-weekly basis.

Approximately 250,000 employees employed by 98 different departments and agencies are able to perform limited self-service actions that include reporting of extra duty pay (overtime) and correction of certain personal information within Phoenix. Approximately 7,000 employees

have specific duties related to processing pay. These “business users” have additional privileges within the Phoenix system, ranging from view only access to limited pages through ability to create, update or approve payroll information, to the ability to generate and run queries and to run processes related to issuance of pay.

Approximately 50 roles created within Phoenix are used to manage users with privileges over and above self-service.

To meet Privacy and financial control requirements, certain combinations of roles are not permitted or must have additional approvals prior to being assigned (segregation of duties). By the end of 2018, assignment of certain roles will also be restricted to a certain number of users per department.

The process (see **Appendix A**) is highly paper bound. While user access requests can be met quickly, departmental Security Access Control Officers (SACOs) and the Phoenix security team are challenged by requirements to maintain accesses that are consistent with user job requirements:

- Departmental Managers do not always inform SACOs of job changes that should lead to access changes;
- SACOs and the Security team lack tools to easily track and manage access privileges of departmental business users;
- SACOs and the Security team have difficulty quickly identifying users who violate the segregation of duties matrix for special review;
- SACOs and the Security team anticipate they will have difficulty quickly identifying users holding roles restricted in number by department; and
- SACOs and the Security team have difficulty providing evidence of practices around user access management that is acceptable to financial and privacy auditors.

In addition, the Case Management Tool and associated Business intelligence tool are currently used by the Pay Centre. The Case management tool is planned to be made available to POD departmental users and the Business Intelligence tool is planned to be made to users in pay centre departments. User access for these systems will need similar controls and processes.

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, with a view to stabilizing operations and lowering the queue of outstanding transactions awaiting processing.

3. RFI Challenge Question for Industry

Enhanced User Access Management – The original process developed for user access management envisioned a maximum of 3 business user roles in departments and a total of 2500 business users. The paper-based approach was deemed acceptable for the short term but would need automation within 3 - 5 years. With over 50 roles and approximately 7000 business users, the user access management process now needs to be automated.

Canada is seeking innovative approaches to managing multiple business users holding multiple roles across multiple organizations in an environment requiring access controls based on security and privacy requirements, and support for audits of practices.

Canada is interested in receiving information that highlights:

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- a. The vendor's recommended implementation approach to identifying, designing and delivering automated user access management, including potential implementation timelines;
- b. Reference projects that demonstrate success in improving user access management in complex processes such as payroll;
- c. Pricing models associated with acquiring user access management services, including approaches that correlate achieving project objectives to vendor compensation; and
- d. The required technical architecture on which required technology would operate.

4. RFI Response

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

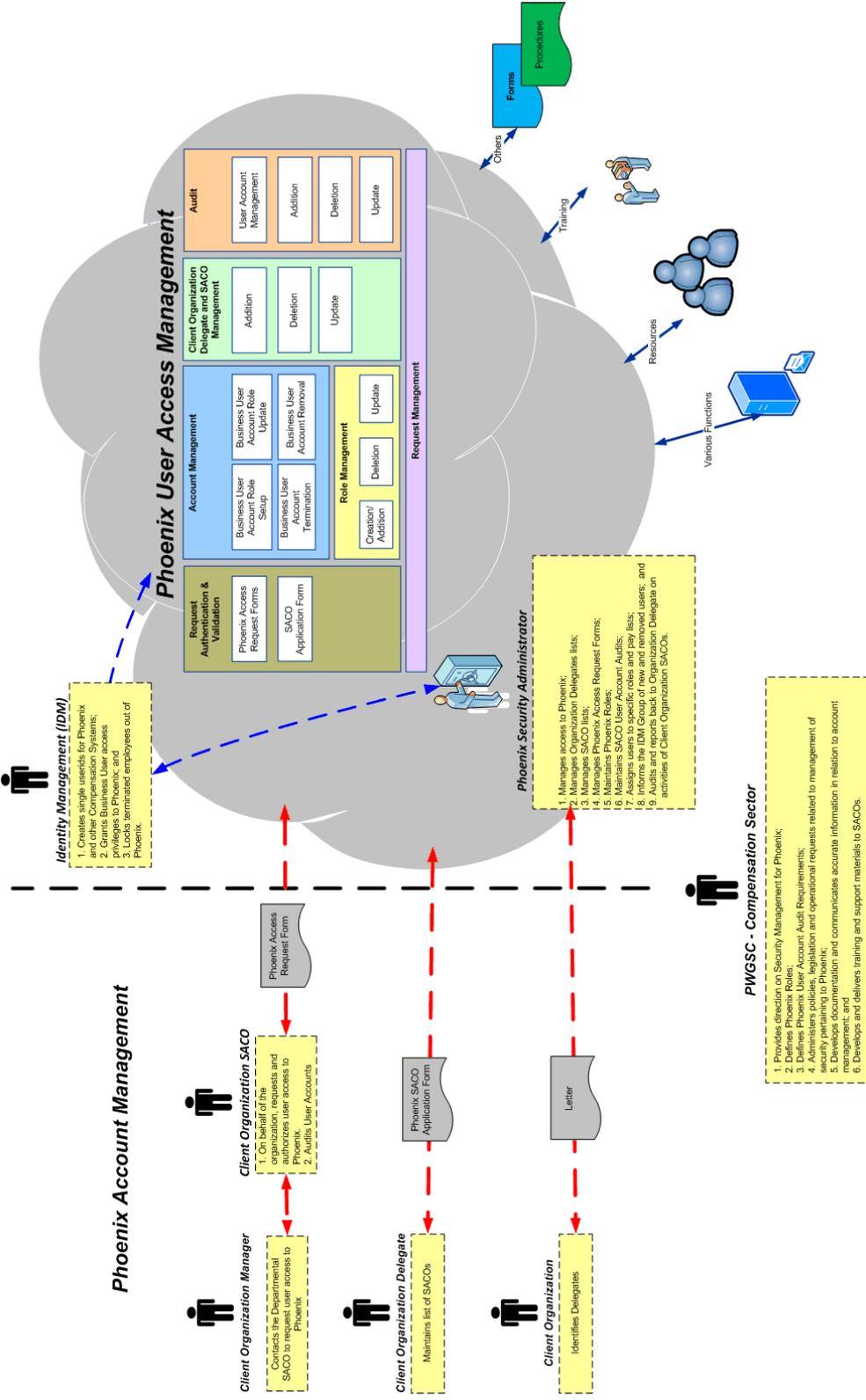
5. Inquiries

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

APPENDIX A: PHOENIX USER ACCESS MANAGEMENT CONTEXT



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Access for business users is requested by a manager for an employee. The manager and employee must both sign various declarations related to privacy and security of information accessed.

The form (paper) is than validated by the departmental Security Access Control Officer (SACO), who ensures the form has been completed correctly and that the requested access does not violate the segregation of duties matrix.

If the segregation of duties matrix is violated, the request is either refused or the Departmental Chief Financial Officer must countersign the request.

The SACO then countersigns the form, scans and forwards the request to the Phoenix Security team via email.

The Phoenix security team validates the request, ensuring the form has been completed correctly. If the requested access violates the segregation of duties matrix, the team ensures all signatures are in place, enters the person's name on the register of users violating the matrix. The Phoenix Security Team also confirms any necessary training conditions have been met. The form is filed for audit purposes and the user is then granted the requested access in Phoenix.

Starting at the end of 2018, the number of users permitted to have certain roles will be limited. SACOs will be required to manage requests within these limits, as will the Phoenix Security team.