



RETURN BIDS TO:

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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

K1A 0S5

Title - Sujet HRP-RHP-Improving User Experience	
Solicitation No. - N° de l'invitation EN920-190988/F	Date 2018-10-18
Client Reference No. - N° de référence du client 20190988	GETS Ref. No. - N° de réf. de SEAG PW-\$\$XE-681-33963
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 2018-11-15	
Time Zone Fuseau horaire Eastern Standard Time EST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" 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 – Improving User Experience

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 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 Consolidation Project entailed transferring the pay services of departments and agencies to a new Public Service Pay Centre. Today, approximately 200,000 employees' pay is managed through the Pay Centre and associated satellite offices.

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.

- Employees are able to perform limited self-service actions within the system that include reporting of extra duty pay (overtime) and correction of certain personal information. Extra duty pay is workflowed through a two-step approval process prior to payment.
- Pay related Human Resource information, such as employee name, tombstone information and job information, is either transferred directly into Phoenix from the departmental HR system via messaging, or is manually rekeyed by Compensation Advisors.

With the implementation of Phoenix, the Pay Centre and the Phoenix system itself were quickly overwhelmed with high volumes of pay transactions. Compensation advisors became unable to keep up with requests for pay actions.

A number of actions were taken to ensure issues with pay were identified and actioned however, it became clear that the user experience was a significant source of problems.

- Employees are confused with multiple points of entry into the pay problem resolution process;
- Users find the Phoenix system and process to request changes to their pay (Pay Action Request) to be cumbersome and, at times, counter-intuitive. For example:
 - Users find the Pay Action Request form to be too paper oriented;
 - Users need to navigate through too many pages;
 - Processing certain pay related HR transactions is too complex;
 - Financial officers and departmental staff supporting employees need to go to too many places in the system to review pay; and
 - Employees want to access their pay information outside of the GC environment.

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

Improving User Experience – The original design vision for user's experience in the context of payroll operations at the Pay Centre and with associated pay systems (Phoenix, Case management tool) has not been successful. A better user experience is required overall, to provide:

- a) Employees with an easier and more transparent interaction with the Pay Centre;
- b) Business users with more efficient use of the Case Management tool and Phoenix system; and
- c) All stakeholders with more timely and targeted access to pay information.

These requirements span the Pay Process starting from pay requests through processing and approving pay, to providing information on payroll results to employees and to departments and reporting issues with pay.

Canada is seeking innovative approaches to improving user experience in complex pay processes.

Canada is interested in receiving information that highlights:

- a) the vendor's recommended approach to identifying and selecting improvements to end-to-end user experience across multiple processes, organizations and systems;
- b) the vendor's recommended implementation approach to designing and delivering improvements in the user experience, including potential implementation timelines;
- c) reference projects that demonstrates success in improving user experience in complex processes such as payroll;
- d) pricing models associated with acquiring user enhancement services, including approaches that correlate achieving project objectives to vendor compensation; and
- e) 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