



**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**

**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

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>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> 20190988	<b>Date</b> 2018-10-26
<b>GETS Reference No. - N° de référence 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> Fuseau horaire 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>	

**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 (type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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**Request for Information (RFI) -  
Phoenix Pay Stabilization – Lowering the Queue  
AMENDMENT # 001**

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**IMPORTANT REMINDER FOR INDUSTRY: To facilitate search for industry, all current and future postings related to Stabilizing Phoenix innovations and the Next Generation solution will include “HRP-RHP” in the title. Please note that vendors can subscribe to tender notice updates (RSS, ATOM, e-mail) using the keyword “HRP-RHP”.**

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**REQUEST FOR INFORMATION (RFI) AMENDMENT # 001**

**REASON FOR AMENDMENT:** This amendment is raised to provide Questions and Answers to industry.

**Question 1:** We have a question to submit regarding the above mentioned RFI. The RFI targets the responses on a few areas where the Crown has questions, specifically:

- 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.

We appreciate that PSPC has narrowed the field of content for responses to these areas. Would PSPC please clarify if it has been working with the prime contractor or another vendor to prioritize/frame these questions? If so, would those vendors be precluded from responding to an RFP that would potentially result from the RFI? It would be important for the Crown to protect itself from conflict of interest, and respondents would want to ensure that their proprietary responses would not be reviewed by potential competitors.

**Answer 1:** PSPC has not utilize the services of the prime contractor. Independent contractors on a time and material basis have been used in the preparation to prioritize/ frame the questions/challenges. These contractors are bound by a conflict of interest clauses contained in their respective contracts. The terms and conditions that will be used to qualify the suppliers for the Phoenix Stabilization initiatives will ensure that the process will be conducted in a fair, open and transparent manner. The Standard Instructions for Competitive Requirements contain Conflict of interest/unfair advantage provisions. The Government of Canada reserves the right to hire third party contractors to provide services in any part of the solicitation processes. PSPC will have non-disclosure agreements signed by the members working on the project team.

**Question 2:** We think that we can help solve some of the current challenges that GoC is facing with the current solution. We would like to discuss with the PSPC stakeholders in charge of the stabilization team. Can you please provide this information?

**Answer 2:** PSPC will be issuing an Invitation to Qualify document where potential bidders will have an opportunity to request one-on-one meetings with the PSPC stakeholders.

**ALL TERMS AND CONDITIONS OF THIS REQUEST FOR INFORMATION (RFI) REMAIN  
UNCHANGED**