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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

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 HR-to-Pay Env Innovation Challenges	
Solicitation No. - N° de l'invitation EN920-190988/H	Date 2018-10-31
Client Reference No. - N° de référence du client 20190988	GETS Ref. No. - N° de réf. de SEAG PW-\$\$XE-681-34034
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 2018-11-29	
Time Zone Fuseau horaire Eastern Standard Time EST	
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: Godard(681xe), Mario	Buyer Id - Id de l'acheteur 681xe
Telephone No. - N° de téléphone (613) 818-0360 ()	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 – Training

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

3. RFI Challenge Question for Industry

Training – one of the identified challenges present in the existing environment is the lack of training material for the HR and Pay systems and the efficacy of the existing training materials. The Government of Canada is interested in hearing from vendors with proven PeopleSoft training solutions that would provide the ability to rapidly develop and deploy new training materials, to deliver training product and to measure the effectiveness of training materials, meaning having the ability to assess how the training materials contribute to improved user productivity.

There are 5 primary types of users in the HR-to-Pay environment, as well as secondary roles:

1. Compensation Advisors (CAs) – CAs perform all of the manual work in Phoenix to enter and revise transaction data that results in changes to employee pay and benefits.
2. Managers – primarily approve leave requests and timesheets submitted by their direct reports
3. Employees – primarily request leave and record timesheet data
4. HR Users – primarily enter data in the HR systems that flows to Phoenix via interfaces and drives changes to payroll
5. Secondary roles: Section 33 authorizers (authorize payments in Phoenix) and timekeepers (enter leave requests and timesheets on behalf of employees)

Canada is interested in receiving information that highlights:

- a. Innovative approaches to the development of training materials
- b. Innovative approaches on the delivery of training materials
- c. Proven approaches to measuring the effectiveness of training materials
- d. Other proven approaches to increasing user productivity

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EN920-190988/H
N° de réf. du client - Client Ref. No.
EN920-190988

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

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

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