



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

THIS RFP CONTAINS A SECURITY
REQUIREMENT.

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/J	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 20190988	Date 2019-04-02
GETS Reference No. - N° de référence de SEAG PW-\$\$XE-681-34759	
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 2019-04-11	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
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: Ouellette(682xe), Kristen	Buyer Id - Id de l'acheteur 681xe
Telephone No. - N° de téléphone (613) 402-8745 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	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

Amendment 003

This Amendment serves to provide answers to questions 10 through 17, regarding the Request for Proposal (RFP) EN920-190988/J – Stream 3.

IMPORTANT REMINDER FOR INDUSTRY: To facilitate search for industry all current and future postings related to Stabilizing Phoenix innovations and the HR and Pay 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**”.

TRACKING LOG OF QUESTIONS AND ANSWERS PROVIDED TO DATE

QUESTIONS AND ANSWERS	PROVIDED IN DOCUMENT
Questions and Answers 1 to 9	Amendment 001
Questions and Answers 10 to 17	Amendment 003

Q#	QUESTION	RESPONSE
10	Could you provide the ticket backlogs and transaction types broken down by department? We feel that a more effective resolution path is to start with focused department-level data sets and address as many tickets as possible within them to get to a clean data set versus picking at tickets across the GOC.	No, information broken down by department will not be provided.
11	Could you outline the steps required to “close” a ticket by ticket type (which data elements are required / updated and in which systems). If not available for all ticket sub-types, could we prioritize those transactions with the highest volumes (ex: acting worklist transactions)?	This information is not necessary to prepare this bid. However, this level of detail would be provided to the winning bidder(s) once they are able to consult the SMEs at the Pay Centre.
12	If additional data will be made available, we request an extension so that we can consume it and update our proposal accordingly.	No additional data will be provided.
13	Does the 3-month time frame assume the vendor has access to tickets and required data immediately on Day 1?	Yes.
14	If the data required to close a ticket includes more data than what is provided in the ticket (ex, core HR record), will that be provided?	Further information will not be provided for the purpose of bidding.
15	What GOC resources will be made available to assist with data gathering in support of this initiative?	Access to environments (testing or development depending on the Project) and SMEs will be provided.
16	Could you provide transaction occurrences in the “Other” category broken down by the sub-types provided in the RFP, given this is where the bulk of the tickets sit?	For the purpose of bidding, it is recommended to use the other HR Transaction Types such as Acting, Promotion etc. (the other 8 types). The

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

N° de la modif - Amd. No.
003
File No. - N° du dossier
682xe.EN920-190988/J

Id de l'acheteur - Buyer ID
682xe
N° CCC / CCC No./ N° VME - FMS

	If the breakdown is not required for the full sub-type list, could we get direction on which are most common and the % of occurrences for those?	detail of what is included in Other will not be provided at this point.
17	Can the Crown kindly confirm if R-1 and R-3 must relate to a vendors experience implementing software or non-software solution, including big data, for the purposes of resolving Pay and HR cases? I.e. that big data implementations of software or non-software solutions for non-Pay and non-HR cases does not meet the required criteria?	All projects, including software, non-software, big data, must still be related to HR and Pay in order to be compliant.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED