



**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

<b>Title - Sujet</b> HR-to-Pay Env Innovation Challenges	
<b>Solicitation No. - N° de l'invitation</b> EN920-190988/J	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> 20190988	<b>Date</b> 2019-04-02
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XE-681-34759	
<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 2019-04-11</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> Ouellette(682xe), Kristen	<b>Buyer Id - Id de l'acheteur</b> 681xe
<b>Telephone No. - N° de téléphone</b> (613) 402-8745 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<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</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

### 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

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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**