



REQUEST FOR INFORMATION (RFI) - to seek information on modern pay system functionalities to procure a new pay system for active and retired senators.

Subject: RFI –Pay & Pension - Senators

This RFI is issued solely to seek information about a modernization and / or replacement of the pay and pension system that is currently being used for active and retired senators.

Issue Date:	Closing Date and Time:	RFI No:
January 24, 2024	February 16, 2024, 11AM EST	SEN-068 23/24

SENATE INFORMATION

<p>For all inquiries:</p> <p>Contact: Christine Tremblay Title: Senior Procurement Advisor Address: 40 Elgin Street, 11th floor, Ottawa, ON K1A 0A4, Canada Telephone no: 613-995-8888 x4 Email: Proc-appr@sen.parl.gc.ca</p>	<p>Response can be delivered by e-mail only to the address of the Contracting Authority below.</p> <p>Email:Proc-appr@sen.parl.gc.ca</p> <p>PLEASE MARK ALL CORRESPONDANCE WITH THE RFI NUMBER INDICATED ABOVE.</p>
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NOTICE

This RFI is issued solely for information and planning purposes and does not constitute a solicitation or obligation on the part of the Senate of Canada. Neither unsolicited proposals nor any other kind of offers will be considered in response to this RFI. Vendors will not be reimbursed any costs associated with developing responses and/or providing information in response to this RFI and/or any follow-up information requests.

Any information submitted in response to this RFI will become the property of the Senate of Canada and will not be returned. Any/all information received in response to this RFI that is marked Proprietary will be handled accordingly. Such restrictions should be clearly indicated on each sheet containing such information.

In the event that the Senate issues a competitive solicitation as a result of this RFI, the Senate of Canada intends to issue a non-restrictive solicitation to maximize competition and seek the best value. The final acquisition strategy and evaluation methodology are still to be determined.

CONTACT INFORMATION

Name of Firm:	
Name of contact:	
Email Address:	
Telephone Number:	

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PART 1 – INSTRUCTIONS

BACKGROUND AND PURPOSE OF THIS RFI

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The current Senate pay system for managing the pay of both active and retired senators has reached the end of its useful life; its features are severely limited and cannot perform required calculations. Ensuring the accuracy and timeliness of pay to senators using the current pay system requires a significant amount of manual intervention. The system causes inefficiencies as it cannot automatically adjust pay or respond to pension plan adjustments.

In the event that the Senate issues a competitive solicitation as a result of this RFI, the Senate of Canada intends to issue a non-restrictive solicitation to maximize competition and seek the best value. The final acquisition strategy and evaluation methodology are still to be determined.

INSTRUCTIONS

- It is requested that responses be submitted in softcopy format to the electronic mailing address indicated on page 1.
- Each respondent is solely responsible for ensuring its response is delivered on time per the instructions specified in this RFI.
- The Senate reserves the right to cancel this RFI at any time.
- Responses may be in English or French.

INQUIRIES

Because this is not a bid solicitation, the Senate may not respond to enquiries in writing or circulate answers to all potential suppliers/respondents.

Please address all inquiries about this RFI to the Contracting Authority:

Christine Tremblay
Senior Procurement Advisor
The Senate of Canada
Finance and Procurement Directorate
40 Elgin Street Ottawa, 11th floor
Ottawa, ON K1A 0A4

Telephone: 613-995-8888 x 4
<mailto:Proc-appr@sen.parl.gc.ca>

REVIEW OF RFI RESPONSES

- Responses will not be formally evaluated.
- All responses shall be held confidential and shall remain the property of the Senate once received and will not be returned to the respondent.
- Respondents are advised that information submitted may be used in the development of future Senate bid solicitation documents.

- The Senate will review all responses received by the RFI closing date. The Senate may, at its discretion, review responses received after the RFI closing date.
- Not responding to this RFI shall in no way penalize the bidders to any future bid solicitations.

CONFIDENTIALITY

- All information obtained from this RFI will be treated as confidential.
- Respondents should mark any portions of their response that they consider proprietary or confidential.

FOLLOW UP

- The Senate may contact any respondents to follow up with additional questions or for clarifications on any aspect of a response.

PART 2 – STATEMENT OF REQUIREMENT

1. Subject

The Senate of Canada, hereinafter referred as to “the Senate”, is seeking information on modern pay system functionalities to establish the business requirements and cost for a new solution that can manage the pay and pension for active and retired senators. The Senate is open to exploring separate solutions for active and retired senators.

2. Introduction

The Senate of Canada, hereinafter referred as to “the Senate”, is seeking information on modern pay system functionalities to establish the business requirements and cost for a new solution that can manage the pay and pension for active and retired senators. The Senate is open to exploring separate solutions for active and retired senators.

3. Goal of this Request for Information (RFI)

This RFI will enable the Senate to gain information on modern pay and pensions systems on the market. Senate Human Resources is exploring and building the business requirements for a specialized pay and pensions system. The Senate expects vendors to provide budgetary estimates as part of their responses to this RFI.

PART 3 - QUESTIONS FOR THE INDUSTRY

Respondents are not required to respond to all the following questions.

Please provide as much detail as possible for the following questions.

We also strongly encourage you to take this opportunity to ask questions and raise any concerns you might have in your answers to this RFI.

Q1: Using the table below, indicate if your proposed solution can meet the following requirements:

Business Requirements	Comments
Reliability: Can you ensure a system availability of rate of 99.99% (if cloud hosting 95% is adequate)	
Support: The vendor must support the solution in their roadmap for at least the next five (5) years	
Configurable: Ability to configure, read, update, and delete business rules <ul style="list-style-type: none"> • Must be able to change existing configuration and core rules over time as required (e.g., pension plan rate changes) 	
Integration: Ability to transfer data to the ERP system <ul style="list-style-type: none"> • General Ledger • Auto-fill interface/transfer data 	
Portal/Self-Service: Ability for the system to be accessed by End Users to view and download files such as T4, Pay stubs, etc.	
Navigation: Easy to use interface with minimal clicks for system users. <ul style="list-style-type: none"> • Most information on first page • Easy to navigate/intuitive design 	
Supported Mobile Portal: Ability for the solution to be compatible with smart phones.	
Troubleshooting: The Senate should have ways to mimic any user or user type to allow for troubleshooting.	
Branding: ability to display Senate logo <u>on reports and outputs</u> .	
Bilingual: System must support both English and French (system and report outputs) <ul style="list-style-type: none"> • The solution should allow the user to choose to display the user interface in their language of choice, regardless of Operating System and Browser languages. • The solution should have the ability to send bilingual system notifications sent to the user community. 	
Financial Controls <ul style="list-style-type: none"> • Automated, digital audit trail • Ability to submit tasks and approve electronically 	
Alerts: <ul style="list-style-type: none"> • Email notifications when a pay stub is available 	

Business Requirements	Comments
<ul style="list-style-type: none"> Ability for the Senate to custom automated email notifications to users 	
<p>Email Integration: The solution could provide email integration mechanisms with Microsoft Exchange Azure.</p>	
<p>Statistics: The solution should be able to provide web statistics through Google Analytics, or built-in features or another mechanism.</p>	
<p>Monitoring: The solution is expected to allow the Senate’s IT team to monitor its status. Monitoring can be accomplished via a status page, monitoring tools or other mechanisms. The solution should also send email alerts and a list of specific users when an anomaly is detected.</p>	
<p>Test environment: New features should be deployed to non-production environments first and allow for a testing period before being deployed into production.</p>	
<p>Confidential Information privacy: The solution should offer the ability to obfuscate production data, prior to bringing it into the testing environment, in order to protect personal information.</p>	
<p>Controls: The Cloud Service Provider should implement controls to ensure appropriate isolation of resources.</p>	
<p>Interface: Ability to submit files to bank/pay provider for payment processing (going through Finance as an internal control).</p>	
<p>Interface: Must be able to import historical data from legacy system.</p>	
<p>Payment: Ability to deposit in international bank accounts.</p>	
<p>ACTIVE SENATORS ONLY</p>	
<p>Payment: Ability to calculate pension contributions (including all different scenarios, reach YMPE, reach age 71, reach 75% etc.)</p>	
<p>Payment: Ability to calculate retroactive payments and recover correct deficiency amounts</p> <ul style="list-style-type: none"> Previous pay period corrections Additional salaries (paid for additional Senate roles) 	
<p>Payment: Ability to pay pro-rate mid-month entries based on the number of days each month</p> <ul style="list-style-type: none"> Senators are paid a flat amount per month. Pro-rated calculations are impacted by the number of days per month. 	
<p>Payment: Ability to pay additional salaries and pro-rate accordingly</p> <ul style="list-style-type: none"> Additional salaries (nominations), second and third roles. 	
<p>Payment: Ability to collect accurate deductions</p> <ul style="list-style-type: none"> Automate deduction formulas and calculations. Taxable benefits (calculations must be able to recognize up to 4 decimal points). 	
<p>Payment: Taxable Benefits (including pension contributions)</p>	

Business Requirements	Comments										
<ul style="list-style-type: none"> • Ability to calculate adjusted salary (rounded as per rules). • Ability to automatically calculate taxable benefits based on adjusted salary and provided formula. • Ability to calculate adjusted salary based on new/additional salaries or rate changes. 											
<p>Payment: Ability to pay other entitlements</p> <ul style="list-style-type: none"> • Ability to calculate and pay benefits to Senators without pay • Ability to apply deductions and additional transactions and corrections (non-attendance) 											
<p>Salary Scales: Ability to do bulk rate changes</p> <ul style="list-style-type: none"> • April 1st – indemnity and additional salary scales • Ability to maintain date ranges on rates • Dental, Pension Contribution rates, etc. 											
<p>Platform: Ability to simulate payroll processing and view results</p>											
<p>Reporting: Ability to create T4, Relevé 1 forms</p> <ul style="list-style-type: none"> • Ability to send T4 forms to CRA directly • Ability to calculate and complete Box 52 (complex, specific formula for Senators) • Ability to create a T4/T4A manually (blank form) 											
RETIRED SENATORS ONLY											
<p>Payment: Ability to prorate first month payment/last month when they pass away</p>											
<p>Indexing: Ability to calculate cumulative indexing based on formula and <u>date of retirement</u> (excel spreadsheet can be provided for full detail).</p>											
<p>Payment: Ability to split the income tax total into 2 amounts (MPRA/RCA). Ex:</p> <table border="1" data-bbox="175 1669 797 1776"> <thead> <tr> <th>Total Pension</th> <th>Income Tax</th> <th>MPRA TAX</th> <th>RCA Tax</th> <th>Total TAX</th> </tr> </thead> <tbody> <tr> <td>\$10,083.23</td> <td>\$2,519.31</td> <td>\$2,174.67</td> <td>\$344.64</td> <td>\$2,519.31</td> </tr> </tbody> </table>	Total Pension	Income Tax	MPRA TAX	RCA Tax	Total TAX	\$10,083.23	\$2,519.31	\$2,174.67	\$344.64	\$2,519.31	
Total Pension	Income Tax	MPRA TAX	RCA Tax	Total TAX							
\$10,083.23	\$2,519.31	\$2,174.67	\$344.64	\$2,519.31							
<p>Payment: Ability to collect accurate deductions and make bulk updates for dental and health.</p>											
<p>Payment: Taxable Benefits (Post retirement Life Insurance)</p> <ul style="list-style-type: none"> • Ability to calculate adjusted salary at retirement (rounded as per rules). • Ability to automatically calculate taxable benefit based on adjusted salary – reduction of 25% per year for four years 											
<p>Payment: Ability to produce T4A, T4A-RCA, Relevé 1 and Relevé 2.</p>											
<p>Payment: Ability to pay death gratuity, return of contributions to Estate or family member and produce T4A-T4A-RCA slips If unable to pay via the pay system, Ability to create a manual slip as required (e.g., death gratuity, ROC)</p>											

Business Requirements	Comments
Reports: Ability to add all benefits and taxable benefits payments	
Payment: Ability to tax according to the province of residence.	
Payment: Ability to deduct additional provincial and federal tax.	
Payment: Ability to pay MPRA and RCA income tax separately for T4 purposes.	

Q2: In addition to the business requirements listed above, what other specific features does your payroll system offer? Please provide more information on your solution.

Q3: Is your system able to process regular pay for active employees as well as pension payments for retirees?

**Q4: a) How does your system ensure compliance with tax regulations and employment legislation?
b) Does your system provide regular updates to reflect changes in tax tables and employment legislation?**

Q5: What kind of training can you provide for administrators and end users?

Q6: Describe your customer service support model.

Q7: How long does the deployment and implementation process typically take for a small organization?

Q8: How does the system manage user permissions and access control, and can different roles be assigned different levels of access?

Q9: What is the overall satisfaction of existing clients with the system?

Q10: Please provide a cost breakdown estimate (implementation, licensing, yearly maintenance fee)

Q11: What deployment options are available with your solution (e.g., On-premises, Software as a Service (SaaS), both)?

Q12 - For SaaS solutions, who is your Cloud Service Provider (CSP)?

Q13 - For SaaS solutions, do you offer the ability for clients to hosts their data in Canada only?

Q14 - Describe your cybersecurity program and how you mitigate risk to the confidentiality, integrity, and availability of your client's data? Your answer can include, but should not be limited to items such as vulnerability assessments, penetration testing, threat and risk assessment, secure code review, etc.

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Q15 – Do you hold any industry standard IT Security Certifications (e.g. SO/IEC 27001, SO/IEC 27017, SOC 1, SOC 2, etc.)?

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Q16 - What options does your solution offer for account management and authentication for both end users and Senate solution administrators (e.g., single sign on, multifactor authentication, etc.)?

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Q17 - Does your system have in place mechanisms to enforce the Senate's retention and disposition periods?

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Q18- Can your system transfer and delete data on termination of the contract (data exit strategy)?

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Q19- Does your system provide sufficient metadata (including the possibility of renaming system-supplied metadata if possible, and adding new metadata if necessary) to tag and describe data?

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Q20- Does your system meet WCAG 2.0 level AA accessibility requirements?

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Q21- Does your system provide integration for other systems or extractions, like an API interface?

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Q22- How does the system handle Authorization, how granular are the permissions?

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Q23- If a mobile application is provided by the vendor, could it be managed through Microsoft Intune?

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