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PWGSC/TPSGC Acquisitions
1045 Main Street
1st Floor, Lobby C
Unit 108
Moncton, NB E1C 1H1
Bid Fax: (506) 851-6759

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 document contains a security requirement.

Vendor/Firm Name and Address

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1045 Main Street
1st Floor, Lobby C
Unit 108
Moncton, NB E1C 1H1

Title - Sujet Vocational Rehabilitation and Vocat	
Solicitation No. - N° de l'invitation 51019-128004/A	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client 51019-128004	Date 2013-10-22
GETS Reference No. - N° de référence de SEAG PW-\$MCT-011-4711	
File No. - N° de dossier MCT-2-35032 (011)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-12-03	
Time Zone Fuseau horaire Atlantic Standard Time AST	
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: Sharpe, Charlene A.	Buyer Id - Id de l'acheteur mct011
Telephone No. - N° de téléphone (506) 851-3467 ()	FAX No. - N° de FAX (506) 851-6759
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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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

Solicitation Amendment

Title Vocational Rehabilitation and Vocational Assistance Services

Solicitation Amendment No. 001

This solicitation is hereby amended to provide the following questions and answers

Q1. Page 7 of 202, section 1.4.2 - "...for some participants VAC will consider IVRPs with earnings potential below a Veteran's suitable gainful employment level." How will this be determined and how will it be measured against outcomes?

A1. The participant will be identified as Totally and Permanently Incapacitated (TPI) at the time of referral by VAC.

TPI participants, as well as participants with an Individual Vocational Rehabilitation Plan goal for an occupation below suitable gainful amounts, will need to be reported on separately.

Suitable and gainful employment is defined in the Glossary of term on p. 104 of 202.

Outcome measures for this group will be based on indicators related to improved employability.

Q2. Page 16 of 202, section 2.9.2 - "The Contractor must ensure that referred participants residing in Canada be assigned to a VRS located in the geographical location closest to the participant's location." And page 41 of 202, section 3.6.2, "Services in French and English are required in all locations." Is it VAC's expectation that there must be bilingual VRSs in all regions who meet the HR requirements laid out in the SOW?

A2. It is VAC's expectation that access to a bilingual VRS be made available in all regions. The bilingual VRS may not usually work in the geographical location closest to the participant but, if required, services in the participant's language of choice (English or French) must be provided regardless of where the person resides. Additional travel may be required to serve participants in regions where one language is not usually spoken. The same level of service is expected regardless of the language and location of the participant.

The expectation is still that for regions where services in French are usually required, for example province of Quebec and New Brunswick, the VRS in the closest geographical region be able to provide services in the person's language of choice.

Q3. Page 16 of 202, section 2.11.1.1 states, "Upon referral of a participant to the Contractor by Canada, the Contractor will be authorized to perform the assessments, as

needed and as outlined in the SOW in order to allow the Contractor a degree of independence and autonomy..." Does this authorization also include authorization to travel for these assessments or will that be separate?

A3. Travel authorization for either the participant or the assessor is included with this approval.

Q4. Page 16 of 202, section 2.11.1.1 - "Upon referral of a participant to the Contract by Canada, the Contractor will be authorized to perform the assessments as needed and as outlined in the SOW in order to allow the Contractor a degree of independence and autonomy...". Also in 2.11.1.2, "The VAC Case Manager will provide the Contractor with authorization to facilitate and coordinate the required assessments with referral of a file. The objective evidence provided in the reports should explain why the assessment was needed and how it served to further clarify the vocational potential of the participant." However in the graph in Appendix 15, underneath the IVA box there is a place for "Recommendation Approval". Will the contract require approval of the IVA before continuing into the assessment phase? If so, what is the expected turn-around time to receive that approval?

A4. The contract does not require approval before continuing in the assessment phase. Appendix 15 has been revised.

The IVA will still need to be submitted to VAC within 30 calendar days as per section 2.13.5.10 and include recommendations as per 2.13.5.9 including list of required assessments, if applicable, in order for the VAC Case Manager to be aware of what participants should expect as it relates to the assessment process.

Q5. Appendix 23 page 180 of 202 mentions that VAC Payment Rules and Limitations will be provided during the implementation period, can you give contractors an idea of the level of administrative work required for each service to ensure accurate pricing? A high level of administrative work will have a significant impact on price. For instance with the intake screen will a request for payment form (VAC 626) be required to be signed by the client, match each service provided, dated on or after the meeting date and provided as backup on each invoice? And can we assume that this will be one of the requirements for all services?

A5. VAC does not determine administrative information surrounding the payment processes on its own. VAC is bound generally by the administrative requirements established by the Treasury Board Secretariat in the area of verification of accounts submitted by contractors, and the subsequent requisitioning of payments. The most applicable documents for the obligations imposed upon the department, which directly affects the administrative requirements of the successful bidder, can be located in the following directives:

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=15790>

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=15784>

During the implementation phase, VAC will work collaboratively with the successful bidder to implement a system that provides an adequate level of supporting documentation to accompany the invoices that emanate from the contract. These processes will allow VAC to meet the fiduciary responsibilities imposed by the aforementioned central agency directives. The processes will be risk-informed, leverage technology to the greatest extent possible, and provide due consideration for the changes in process that will be required from the October 1, 2013 change in regulations aimed at simplifying administrative processes surrounding the Vocational Rehabilitation program.

Q6. What is the intended difference between the Intake Screening and Initial Vocational Assessment? Both require a review of all documentation, an in-person interview, and a report.

A6. The intended difference is to provide increased flexibility in assessing program participants.

An Intake Screening is a streamlined process where the participant would have already received vocational rehabilitation services from other sources and recent vocational information would be available.

This would be appropriate if the file was closed for a few months and a re-referral is later made.

The Initial Vocational Assessment report requires a more in-dept collection of information when the vocational potential of the participant is unknown or unclear.

Q7. VAC requires a medical consult to take place as part of the Initial Vocational Assessment for those referrals that require it. There is no allowance in the SOR to cover charges that physicians bill in these circumstances. Is it VAC's expectation that the contractor build that into their fees?

A7. Medical consults would be paid under "Ad Hoc Assessments" as a pass-through cost.

Q8. Please confirm that VAC is expecting the program is to be branded under the New Veterans Charter and not have its own program name.

A8. Yes, Vocational Rehabilitation and Vocational Assistance Services must be branded under Veterans Affairs Canada's New Veteran Charter.

Q9. Annex D: Page 13 of 36 - "Demonstration of provision of vocational rehabilitation and vocational assistance services and the length of time services have been provide..." do you mean in each specific location?

A9. Yes - length of time services have been delivered in each location.

Q10. Annex D: Page 16 of 36 - Bilingual information sessions - are these for VAC staff as part of the roll-out or for participants?

A10. Yes, these are for VAC staff as part of the implementation period of the contract.

Q11. Annex B - Basis of Payment page 4, 5, and 6 of 15 requests a "Unit Firm Price/Hourly Rate" on page 4 - on page 5 for the IVRP and Revised IVRP it request a "Unit Firm Price" then on page 6 at the bottom it requests a "Unit Firm Price/Hourly Rate" for intervention activities. Does the usage of "Unit Firm Price/Hourly Rate" give the contractor the choice of providing either a Unit firm price or hourly rate?

A11. Unit firm price is always required unless hours are indicated in the "Annual Evaluated Quantity" column. In cases where the annual evaluated quantity is indicated in hours, hourly rates are required.

Q12. Can you confirm if the following plans are to be included our RFP response or upon contract award?

- a. **Business Continuity Plan - Statement of Work Section 4.1.2**
- b. **Threat Risk Assessment - Statement of Work Section 4.1.3**
- c. **Security Incident and Response - Statement of Work Section 4.1.5**
- d. **Notification of Breach of Privacy - Statement of Work Section 4.1.2**
- e. **Test Plan - Statement of Work Section 8.2.5**
- f. **HR Plan - Statement of Work Section 10.1.3**

A12. a. Business Continuity Plan - Statement of Work Section 4.1.2: As stated in R4 of the Technical Evaluation Criteria, the security section of the technical bid should provide sufficient detail to allow for a complete and full understanding of the bidder's strategy for meeting the requirements outlined in the Policy on Government Security. As stated in 4.1.2, the Contractor must develop and finalize a BCP for VAC's approval. The BCP must be tested and approved by VAC prior to implementation.

b. Threat Risk Assessment - Statement of Work Section 4.1.3: As stated in R4 of the Technical Evaluation Criteria, the security section of the technical bid should provide sufficient detail to allow for a complete and full understanding of the bidder's strategy for meeting the requirements outlined in the Policy on Government Security. As stated in 4.1.3, VAC will undertake a Threat and Risk Assessment of the IT system within six months of contract award.

c. Security Incident and Response - Statement of Work Section 4.1.5: As stated in R4 of the Technical Evaluation Criteria, the security section of the technical bid should provide sufficient detail to allow for a complete and full understanding of the bidder's strategy for meeting the requirements outlined in the Policy on Government Security. As stated in 4.1.5.6, the Standard Operating Procedures for Security Incident Handling and Response must be developed by the Contractor in consultation with VAC during the contract implementation period.

d. Notification of Breach of Privacy - Statement of Work Section 4.12: As stated in R4 of the Technical Evaluation Criteria, the bidder's technical bid should include an overview of the plan for conforming to the applicable privacy policies, procedures, and guidelines including a demonstration their proposed privacy breach process. As stated in 4.12, following contract award, the Contractor must work with VAC to achieve resolution and compliance with Government of Canada privacy requirements.

e. Test Plan - Statement of Work Section 8.2.5: As stated in R8 of the Technical Evaluation Criteria, the bidder's technical bid should outline the information, IT systems and processes that will be tested. Bidders should describe how all the elements will be tested, including VAC infrastructure. As per section 8.2.5.1 of the SOW, the winning bidder must develop a testing strategy and plan, in conjunction with VAC personnel following contract award. The development of this plan should show up as a task on their master plan for the implementation period.

f. HR Plan - Statement of Work Section 10.1.3: As per R10 of the Technical Evaluation Criteria, the bidder must include a Human Resource Plan with their bid.

Q13. 2.13.6 Vocational Exploration Activities (VEA)

2.13.6.1 Vocational Exploration Activities will assist the participant in confirming realistic and attainable occupational choices as well as the ability to work at suitable gainful employment. In providing the VEA, the Contractor must perform, but is not limited to, one or more of the following assessments:

- 1. Achievement Testing;**
- 2. Vocational Interest Testing;**
- 3. Aptitude Testing;**
- 4. Labour Market Analysis (Required for all participants proceeding to an IVRP), and/ or;**
- 5. Standardized Transferable Skills Analysis.**

2.13.6.2 A complete description of the above tests and examples of the testing tools to be used is located in Appendix 1.

2.13.6.3 Output/Deliverable

A detailed report of the vocational exploration activities undertaken, including correspondence and list of documents reviewed from external sources during the process.

This section 2.13.6.3 indicates one report, however when we look at the Basis of Payment they are all listed separately to be billed – Achievement testing, Interest Testing, etc. We are unclear if we are to create one report per assessment, or one report for all assessments combined (creating a large and likely expensive report). How do you create one report (like the VAA) but bill for all separate assessment items? Also, does an LMA have to be a part of all VEAs instead of being separate (again creating a large and likely expensive report)?

A13. For the Vocational Exploration Activities (2.13.6), one report per assessment is to be created as per the Basis of Payment.

VAC does not require a vocational exploration activity global "report". This category of assessments is for situations where only one or a few vocational exploration assessments may be required as opposed to the more comprehensive Vocational Evaluation listed under 2.13.7 "Specialized Assessments".

As per the estimated quantities in the Basis of Payment, VAC estimates that a more comprehensive Vocational Evaluation will be required more often than a stand-alone interest test, for example.

Appendix 1 (p.117 of 202) describes the Vocational Evaluation this way:
"Vocational Evaluations: Vocational exploration and testing may be required when the participant's vocational potential and goals cannot be satisfactorily determined through the IVA. Vocational Evaluation will assist the participant in confirming realistic and attainable occupational choices and will help the vocationally confused participant explore realistic options.

This assessment should include the TSA, LMA, as well as Interest, Achievement, and Aptitude Testing. May also include Intelligence and personality testing."

The expectation is that a Vocational Evaluation Report will be submitted by the Contractor whenever a battery of vocational exploration tests is required. If one or two stand-alone tests is all that is required for a participant, then billing per assessment under Vocational Exploration Activity is expected.

The Labour Market Analysis (LMA) will be part of all Vocational Evaluations. When a comprehensive Vocational Evaluation (under 2.13.7) is not required, then an LMA would be developed under 2.13.6, "Vocational Exploration Activities".

AND

This solicitation is hereby amended to:

- (1) Reference: **Page 162 of 202 of Annex A, Statement of Work (Appendix 15, Flow Chart of Major Activities)**
DELETE Appendix 15 to the Statement of Work in its entirety; and
INSERT the **revised Appendix 15** to the Statement of Work attached.
- (2) Reference: **Page 163 of 202 of Annex A, Statement of Work (Appendix 16, CFMVRC Regulations)**
DELETE Appendix 16 to the Statement of Work in its entirety; and
INSERT the **revised Appendix 16** to the Statement of Work attached.
- (3) Reference: **Page 167 of 202 of Annex A, Statement of Work (Appendix 17, Relevant VAC Vocational Rehabilitation Policies)**
DELETE Appendix 17 to the Statement of Work in its entirety; and
INSERT the **revised Appendix 17** to the Statement of Work attached.
- (4) Reference: **Annex B, Basis of Payment**
Note there is **no change to the English version**; a change is reflected in the French version only. (original Annex B, Basis of Payment attached)

If your bid has already been forwarded and you wish to revise same, this revision should be sent either in a sealed envelope and mailed to the above address or by facsimile (506) 851-6759 and reach the undersigned before the appropriate closing date. The solicitation number and the closing date are to be shown on the outside of the sealed envelope or on the facsimile transmission.

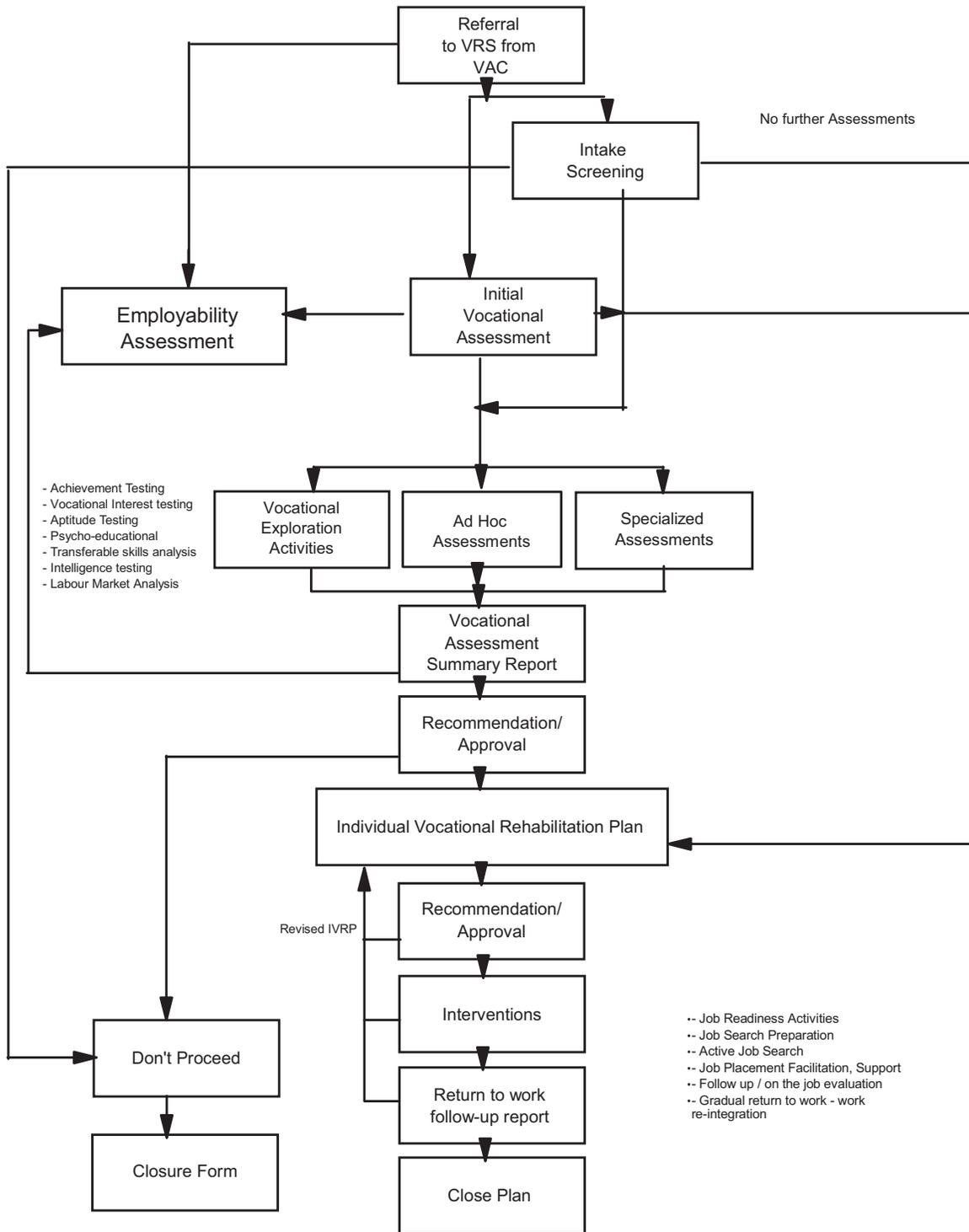
All other terms and conditions of the solicitation document remain unchanged remain unchanged.

All enquiries concerning this amendment are to be forwarded to:

Name Charlene Sharpe
Telephone No.: (506) 851-3467
Facsimile No: (506) 851-6759

(Derived from - Provenant de: XNB025D, 23/01/2008)

Appendix 15 – Revised October 2013 Flow Chart of Major Activities



Appendix 16- Revised CFMVRC Regulations

The following is the link to the relevant sections of Part 2 of the *Canadian Forces Members and Veterans Re-establishment and Compensation Regulations*:

<http://laws-lois.justice.gc.ca/eng/regulations/SOR-2006-50/page-2.html>

Appendix 17 – Revised Relevant VAC Vocational Rehabilitation Policies

Vocational Rehabilitation and Vocational Assistance – Rehabilitation Program

<http://www.veterans.gc.ca/eng/department/policy/document/1209>

Vocational Rehabilitation and Vocational Assistance – Training Expenses

<http://www.veterans.gc.ca/eng/department/policy/document/1807>

Vocational Rehabilitation and Vocational Assistance – Training Expenses – Transition Policy

<http://www.veterans.gc.ca/eng/department/policy/document/1808>

Totally and Permanently Incapacitated

<http://www.veterans.gc.ca/eng/department/policy/document/1208>

Other Rehabilitation Policies

Rehabilitation and Vocational Assistance Services – General

<http://www.veterans.gc.ca/eng/department/policy/document/1217>

Authorization of Rehabilitation Services and Vocational Assistance Services

<http://www.veterans.gc.ca/eng/department/policy/document/1198>

Rehabilitation Program Plan

<http://www.veterans.gc.ca/eng/department/policy/document/1213>

Rehabilitation Related Expenses – Other Than Training

<http://www.veterans.gc.ca/eng/department/policy/document/1199>

The following policy is effective for expenses incurred before October 1, 2013:

Vocational Rehabilitation Related Expenses – Training

Effective Date: May 18, 2012

Issuing Authority: Director General, Policy

Purpose

This policy provides direction on rehabilitation and vocational assistance expenses relating to a client's rehabilitation or vocational assistance plan that are defined under Subsection 15(1) or would be considered as a higher rate necessary to provide an appropriate standard of service considering the location and availability of training and any special or extraordinary expense associated with it under subsection 15(3) of the *Canadian Forces Members and Veterans Re-establishment and Compensation Regulations (CFMVRCR)*.

Definitions

1. **Rehabilitation Services:** are all services related to the medical, psycho-social and vocational rehabilitation of a person.
2. **Rehabilitation Plan:** consists of the identification of the functional and environmental barriers associated with the health problem(s) that are preventing the client from re-establishing, including the setting of realistic and achievable rehabilitation goals with the client based on an accurate bio-psycho-social description of the client's situation. The rehabilitation plan is then developed utilizing medical, psycho-social and vocational rehabilitation interventions designed to address the barriers and meet the rehabilitation goals.
3. **Individualized Vocational Rehabilitation Plan (IVRP):** is a needs based plan developed around an occupational choice. The individualized plan is based on the assessment of the Veteran's medical, psycho-social and vocational needs that list the activities to be undertaken with the intent to increase the client's capacity to a reasonable level based on the client's education, skills and experience.
4. **Vocational Assistance Plan:** includes employability assessments, career counselling, training, job-search assistance and job-finding assistance, whose object is to help a person to find appropriate employment.

Policy

Expenses for Rehabilitation Plans and Vocational Assistance Plans - Training Related Expenses Eligible for Reimbursement

5. The following training expenses may be approved under *CFMVRC* regulations subsection 15(1) (a) as part of a Rehabilitation Plan, or Vocational Assistance Plan (VAP). A higher rate may be authorized for any of the following categories under Section 15(3) of the regulations. For guidance on payment of higher costs refer to Sections 19-22 of this policy.

Tuition

6. The maximum cost of tuition is \$20,000 for the entire length of the program of training approved in the IVRP. Expenses in the “tuition” category may include, but are not limited to:
 - a) tuition costs;
 - b) application fees;
 - c) transcript costs; and,
 - d) student fees including cost for student IDs.

Books

7. All text books, workbooks, software titles and other resources needed to support learning objectives required by the training program are considered as a reasonable expense with no specified limit on cost.

Supplies

8. Supplies to a maximum of \$40.00 per month for the duration of the training program can include, but are not limited to, paper, pens, ink cartridges, binders and other materials required to participate in training.

Internet Fees

9. Internet Fees are allowed to a maximum of \$25.00 per month. Internet installation and maintenance costs are the responsibility of the client and will not be reimbursed unless in exceptional or extraordinary circumstances.

Additional Costs

10. Additional costs that may be required up to a maximum of \$500 per plan as identified before the program begins in conjunction with the training facility.
11. These additional costs may include, but are not limited to, fees such as licensing, fees for examination, security clearances, immunizations, first aid training, use of campus facilities/lockers, tools, participating in co-operative education work placements, and travel to work placements.

Safety Equipment and Special Clothing

12. Any basic safety equipment and special clothing, not provided by the training facility, but required to participate in training can be covered up to \$300 per plan.

Tutor

13. Up to 10 hours of tutoring costs per plan can be reimbursed. Exceeding these hours would be subject to consideration under Section 15(3) of the regulations.

Transportation to the Training Facility

14. A maximum of \$500 per month, at the rate of 15 cents per kilometre or a monthly transit pass, can be reimbursed to cover the costs of transportation to and from the training facility. This would also apply to other reasonable travel expenses or modes of travel such as daily transit fees for irregular travel or ferry charges.

Parking for Persons with Disabilities

15. In circumstances where a training facility does not provide disabled parking, clients with disabilities who hold a provincial disabled parking permit and are required to pay an additional fee in order to access a disabled parking space may be reimbursed for those additional parking costs.

Accommodations in Proximity of Training Facility

16. If the client is participating in a training program that does not allow for daily commuting from their place of residence, the costs of temporary accommodations, to a maximum of \$500 per month, will be reimbursed. If accommodations are required to house both the client and any dependents, the amount can be increased to a maximum of \$1,000 per month.

17. If the client must reside in temporary accommodations to participate in a training program, they are entitled to reimbursement for the cost of travel for 2 round trips from their place of residence to their temporary accommodations per plan. In exceptional circumstances, a higher accommodations rate and/or exceeding the number of round trips per plan may be considered under Section 15(3) of the regulations.

Additional Dependent Care

18. Fifty percent of the additional dependent care costs to a maximum of \$750 per month are eligible for reimbursement where:
 - a) the rehabilitation/vocational assistance client normally provides unpaid care to a minor child, disabled adult or elderly person on a regular basis.
 - b) the care is essential to ensure the personal safety or health of the individual or to maintain their activities of daily living,
 - c) the substitute care is required during the time period that the client is participating in a rehabilitation or vocational program activity,
 - d) the client has responsibility for arranging for paid temporary substitute care,
 - e) the cost incurred is additional to the cost of any paid care that is already provided to the dependent. For example, where prior to training a client is paying for a half day child care program and as a result of participating in training now requires a full day program, 50% of the added cost of changing to a full day program would be eligible for reimbursement.

Care may be provided by friends, close relatives or a professional provider as the circumstances require.

Payment of Higher Costs Arising out of Participation in Training

19. Section 15(3) of *CFMVRCA* permits the authorization of payments of costs at rates that are higher than the rates set out in Section 15(1)(a).
20. Higher rates under Section 15(3) may be authorized to ensure a client is provided with what they require to enable success in obtaining their occupational goal as determined by the Rehabilitation Plan or Vocational Assistance Plan.
21. Prior to authorizing a higher rate of expense it must be determined that:
 - a) the rate for the payment as set out in Section 15(1) is not sufficient to cover the cost of the IVRP approved training expenses for the client; and

- b) the additional higher rate considers the location and availability of training and any special or extraordinary expenses associated with it.
22. Additional considerations that may assist in determining the authorization of a higher rate are:
- a) associated training requirements;
 - b) not authorizing the higher rate will prohibit the client from being able to complete their training within the established times lines of the Plan; or
 - c) not authorizing the higher rate may jeopardize the overall objectives and success of the client's Rehabilitation Plan and re-establishment in civilian life.

Quality Assurance

23. The quality and rationale of decisions rendered under Section 15(3) are subject to quality review, monitoring and will be evaluated to ensure that the higher training expense represents a reasonable course of action to achieve the client's vocational objective.
24. The decision-making process for the approval of expenses related to the Rehabilitation Plan will be evaluated to verify that all pertinent factors are considered and expenses are appropriate to meet the Rehabilitation Plan's objectives.

Completion of Rehabilitation Plan or Vocational Assistance Plan

25. All eligible expenses related to the Rehabilitation Plan or Vocational Assistance Plan must be authorized by the Case Manager. When the Rehabilitation Plan or Vocational Assistance Plan is deemed completed, no additional training or service expenses related to a Plan will be authorized for reimbursement.

Reimbursement Period for Participation Expenses

26. A claim for reimbursement must be made in writing within one year after the day on which the expenditure is incurred and must include proof of the expenditure.

Annex B
Basis of Payment
Vocational Rehabilitation and Vocational Assistance

The Contractor will be paid its costs reasonably and properly incurred in the performance of the work, as detailed below. Applicable taxes are extra.

1.0 Implementation Period

For the Implementation Period work detailed in section 6 of the SOW, the Contractor will be paid firm prices, following delivery and acceptance or performance of the Work as applicable, applicable taxes extra.

1.1 Initial Meeting

The Contractor will be paid an all inclusive firm price for its costs associated with the Initial Meeting at VAC's offices in Charlottetown, PEI, as described in section 6.3 of the SOW. This fixed price will include the cost for Contractor travel and accommodations.

Firm Price = \$_____ (not subject to escalation)

Payment will be made after the initial meeting has been completed.

1.2 IT System

The Contractor will be paid an all inclusive firm price for the cost associated with the development of a system meeting the requirements as described in section 8 of the SOW, including the design and layout of all reports and Data Extract File.

Firm Price = \$_____ (not subject to escalation)

Payment will be made upon VAC's acceptance of the Contractor's system and all reports and Data Extract File layouts.

1.3 Travel and Living Expenses – IT System

The Contractor will be paid the travel and living expenses incurred by the Contractor during the IT System development period to liaise with VAC. The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the National Joint Council (NJC) Travel Directive and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

All travel must have the prior authorization of the VAC Project Authority.

Annex B
Basis of Payment
Vocational Rehabilitation and Vocational Assistance

Payment will be made monthly based on eligible travel and living expenses incurred in the preceding month.

1.4 Participant Promotional Material

This category includes all communications products which outline and promote VAC's vocational rehabilitation and vocational assistance services to prospective participants as described in section 6.6 of the SOW.

The Contractor will be paid a firm price to cover the costs for content development, translation and design of communications and promotional material.

Firm Price = \$ _____ (not subject to escalation)

Payment will be made upon VAC's acceptance of the promotional material in HTML (where applicable) and PDF format.

1.5 Web site

The Contractor will be paid a firm price for the design, translation, development and implementation of a Web site as described in section 6.6.3 of the SOW. This Web site will be available in both English and French.

Firm Price = \$ _____ (not subject to escalation)

Payment will be made upon VAC's acceptance of the Web site.

1.6 Orientation Sessions

The Contractor will be paid a firm price for the development of the Contractor's program delivery orientation package and delivery of orientation sessions as described in section 6.6.7 of the SOW. The orientation sessions will be provided at up to twelve (12) VAC sites as detailed in the SOW. The price will also include the costs for developing, translating, printing and shipping orientation package materials to the specified VAC offices and all related travel costs.

<u>Site</u>	<u>Firm Price/Half Day Session</u>
Victoria, BC	\$ _____
Vancouver, BC	\$ _____
Edmonton, AB	\$ _____
Winnipeg, MB	\$ _____

Annex B
Basis of Payment
Vocational Rehabilitation and Vocational Assistance

<u>Site</u>	<u>Firm Price</u>
Ottawa, ON	\$ _____
Kingston, ON	\$ _____
Toronto, ON	\$ _____
Montréal, PQ	\$ _____
Quebec City, PQ	\$ _____
Saint John, NB	\$ _____
Halifax, NS	\$ _____
Charlottetown, PE	\$ _____
 Total Firm Price	 \$ _____ (not subject to escalation)

Payment will be made upon delivery of the orientation package and orientation sessions in the preceding month.

2.0 Vocational Rehabilitation and Vocational Assistance Core Services

The Contractor will be paid firm prices/hourly rates for the Work as described in section 2.0 of the SOW delivered by the Contractor during the operational period of the contract including the Contract Phase Out period.

NOTE: All quantities in this section are for evaluation purposes only.

2.1 Existing Files

Review of Existing Files and Participant Notification (Takeover of outstanding files)

Unit Firm Price/File \$ _____ X Evaluated Quantity (1000 Files) = Total Evaluated Price \$ _____

(The Firm Price is not subject to escalation)

2.2 Intake and Assessment

The Firm Prices/Hourly Rates for the following services will be subject to an annual adjustment commencing with Year Two of the contract based on the annual Economic Price Adjustment (EPA) Clause (See section 7.0 of this Basis of Payment). Unless otherwise stated, all services are to be provided with Firm Unit Prices/Hourly Rates.

Annex B
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<u>Vocational Rehabilitation and Vocational Assistance Core Services:</u>	<u>Annual Evaluated Quantity</u>	<u>Unit Firm Price/ Hourly Rate</u>	<u>Year One Evaluated Total Price</u>
2.2.1 Intake Screening	80	\$ _____	\$ _____
2.2.2 Initial Vocational Assessment	1100	\$ _____	\$ _____
2.2.3 Vocational Exploration Activities:			
2.2.3.1 Achievement Testing	40	\$ _____	\$ _____
2.2.3.2 Vocational Interest Testing	40	\$ _____	\$ _____
2.2.3.3 Aptitude Testing	40	\$ _____	\$ _____
2.2.3.4 Labour Market Analysis	130	\$ _____	\$ _____
2.2.3.5 Standardized Transferable Skills Analysis	500	\$ _____	\$ _____
2.2.4 Specialized Assessments:			
2.2.4.1 Psycho-educational Assessment	20	\$ _____	\$ _____
2.2.4.2 Psycho-vocational Assessment	240	\$ _____	\$ _____
2.2.4.3 Functional Capacity/ Abilities Evaluation	325	\$ _____	\$ _____
2.2.4.4 Physical Demands Analysis	5	\$ _____	\$ _____
2.2.4.5 Job Site Analysis	5	\$ _____	\$ _____
2.2.4.6 Ergonomic Assessment	10	\$ _____	\$ _____
2.2.4.7 Employability and Earning Capacity Assessment	550	\$ _____	\$ _____
2.2.4.8 Vocational Evaluation	245	\$ _____	\$ _____

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<u>Vocational Rehabilitation and Vocational Assistance Core Services:</u>	<u>Annual Evaluated Quantity</u>	<u>Unit Firm Price/ Hourly Rate</u>	<u>Year One Evaluated Total Price</u>
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The Contractor will be paid the actual cost incurred (rate charged by a third party for a missed appointment) by a participant with no allowance for overhead or profit - not to exceed the above-related Firm Price for specialized assessments.

2.2.5 Vocational Assessment Summary Report	650	\$ _____	\$ _____
2.2.6 Closure Form	675	\$ _____	\$ _____
2.2.7 Counselling	4500 hours	\$ _____	\$ _____
Sum of the Year One Evaluated Total Price for Section 2.2.			\$ _____

For evaluation purposes only, the Sum of the Year One Evaluated Total Price will be escalated by 2.5% annually for each of the remaining two (2) years plus any potential option years for a total of five (5) years. For example, if the Year One Evaluated Total Price was \$100,000, then the Year Two Evaluated Total Price would be \$102,500 (\$100,000 X 1.025), Year Three Evaluated Total Price would be \$105,062.50 (\$102,500 X 1.025) and so on.

2.2.8 Ad Hoc Specialized Assessments

The Contractor will be paid its costs reasonably and properly incurred for Ad Hoc Specialized assessments (see section 2.13.8 of the SOW) approved by the VAC Case Manager. Charges for these assessments are to be invoiced as and when incurred and will be paid at actual cost with no allowance for overhead or profit. (See Appendix 2 of SOW)

An ad hoc specialized assessment appointment missed by a participant will be paid at actual cost incurred (rate charged by a third party for a missed appointment) without any allowance for overhead or profit.

2.3 Planning

The Firm Prices/Hourly Rates for the following services will be subject to an annual

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adjustment commencing with Year Two of the Contract based on the Annual EPA Clause (See section 7.0 of this Basis of Payment).

<u>Vocational Rehabilitation and Vocational Assistance Core Services:</u>	<u>Annual Evaluated Quantity</u>	<u>Unit Firm Price</u>	<u>Year One Evaluated Total Price</u>
2.3.1 IVRP	450	\$ _____	\$ _____
2.3.2 Revised IVRP	220	\$ _____	\$ _____

Sum of the Year One Evaluated Total Price for Section 2.3. \$ _____

For evaluation purposes only, the Sum of the Year One Evaluated Total Price will be escalated by 2.5% annually for each of the remaining two (2) years plus any potential option years for a total of five (5) years.

2.4 Intervention

The Firm Prices/Hourly Rates for the following services will be subject to an annual adjustment commencing with Year Two of the Contract based on the annual EPA Clause (See section 7.0 of this Basis of Payment).

<u>Vocational Rehabilitation and Vocational Assistance Core Services</u>	<u>Annual Evaluated Quantity</u>	<u>Unit Firm Price/ Hourly/Rate</u>	<u>Year One Evaluated Total Price</u>
2.4.1 Intervention Activities: Job Readiness Job Search Preparation Active Job Search Job Placement Facilitation and Support Gradual Return to Work/Work Re-integration Follow-up Services On-the-job Evaluation	9600 hours	\$ _____	\$ _____
2.4.2 Progress Reports	2000	\$ _____	\$ _____
2.4.3 Closure Reports	425	\$ _____	\$ _____

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2.4.4 On-the-Job Evaluation Reports	421	\$ _____	\$ _____
Sum of the Year One Evaluated Total Price for Section 2.4.			\$ _____

For evaluation purposes only, the Sum of the Year One Evaluated Total Price will be escalated by 2.5% annually for each of the remaining two (2) years plus any potential option years for a total of five (5) years.

Payments will be made monthly based on services completed in the preceding month.

2.5 Travel and Living Expenses – Vocational Rehabilitation and Vocational Assistance Core Services

The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the National Joint Council (NJC) Travel Directive, and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

All travel must have the prior authorization of the VAC Case Manager.

Payment will be made monthly based on eligible travel and living expenses incurred in the preceding month.

2.6 Travel and Wait Time - Vocational Rehabilitation and Vocational Assistance Core Services

The Contractor (VRS) will be compensated for travel time and wait time. Travel time is considered to be the time elapsed between when the VRS left their residence or their office to reach the participant's location and then returned to the office or home from the participant's location. Specific details of departure and return times are required in order for reimbursement to be provided. Wait time is considered to be the time a VRS waits to meet with third-party service providers or missed in-person appointments with participants. Specific details of the time the VRS departed their residence or their office and returned are required in order for reimbursement to be provided.

Travel time and wait time claim forms are to be supported with time sheets signed by both the VRS and his/her manager and will be reimbursed at the rate specified in the Basis of Payment.

For evaluation purposes only, 500 annual hours will be used.

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Wait Time - Vocational Rehabilitation Specialist

Year One Firm Hourly Rate = \$ _____ X Annual Evaluated Quantity (500 Hours) =
Year One Evaluated Total Price \$ _____

The Firm Hourly Rate bid will be subject to an annual adjustment commencing with Year Two of the Contract based on the annual EPA Clause (See section 7.0 of this Basis of Payment).

For evaluation purposes only, the Year One Evaluated Total Price will be escalated by 2.5% annually for each of the remaining two (2) years plus any potential option years for a total of five (5) years.

Payments will be made monthly based on actual hours incurred in the preceding month.

3.0 Ongoing Contract Operations

The Contractor will be paid its costs reasonably and properly incurred for the following charges which are part of the ongoing contract operations costs including all aspects of contract and service management, regularly scheduled change management process, systems maintenance including ongoing management and program report production and distribution and the Claims Reimbursement Processing Unit. This also includes the Contract Phase Out period.

3.1 Contract Manager

The central administration of the vocational rehabilitation and vocational assistance contract must include a full-time position, identified as the Contract Manager, residing in Canada, who will act as the liaison between the Contractor and VAC and complete the role and responsibilities as described in section 5.3 of the SOW.

Contract Manager – Year One Firm Price: \$ _____

The Year One Firm Price will be subject to an annual adjustment commencing with Year Two of the Contract based on the annual EPA Clause (See section 7.0 of this Basis of Payment).

For evaluation purposes only, the Year One Firm Price will be escalated by 2.5% annually for each of the remaining two (2) years plus any potential option years for a total of five (5) years.

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The Contractor will be reimbursed authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for overhead or profit, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the [National Joint Council \(NJC\) Travel Directive](#) and with the other provisions of the directive referring to “travellers”, rather than those referring to “employees”.

All Contract Manager travel must be at the request of and pre-approved by the VAC Project Authority.

The Contractor shall submit invoices on a monthly basis for 1/12 of the Firm Price plus eligible Travel and Living expenses incurred in the preceding month.

3.2 Contract Administration Office and Contract Management

This price will cover the activities as described in sections 5.2 and 5.6 of the SOW, and includes costs for establishing and maintaining a contract administration office and the processes for contract management.

Contract Administration Office and Contract Management.

Year One Firm Price = \$ _____

The Year One Firm Price will be subject to an annual adjustment commencing with Year Two of the Contract based on the annual EPA Clause (See section 7.0 of this Basis of Payment).

For evaluation purposes only, the Year One Firm Price will be escalated by 2.5% annually for each of the remaining two (2) years plus any potential option years for a total of five (5) years.

The Contractor shall submit invoices on a monthly basis for 1/12 of the Firm Price.

3.3 Ongoing Systems Maintenance

This price will include costs to ensure that its system is available and fully functional as described in section 3.2.1.4 of the SOW. This price excludes implementation period costs previously identified in section 1 of this Basis of Payment.

Ongoing Systems Maintenance.

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Year One Firm Price = \$ _____

The Year One Firm Price will be subject to an annual adjustment commencing with Year Two of the Contract based on the annual EPA Clause (See section 7.0 of this Basis of Payment).

For evaluation purposes only, the Year One Firm Price will be escalated by 2.5% annually for each of the remaining two (2) years plus any potential option years for a total of five (5) years.

The Contractor shall submit invoices on a monthly basis for 1/12 of the Firm Price.

3.4 Web site Maintenance

This price will include costs of ongoing Web site maintenance. This price excludes the implementation period costs previously identified in section 1.5 of this Basis of Payment.

Web site Maintenance.

Year One Firm Price = \$ _____

The Year One Firm Price will be subject to an annual adjustment commencing with Year Two of the Contract based on the annual EPA Clause (See section 7.0 of this Basis of Payment).

For evaluation purposes only, the Year One Firm Price will be escalated by 2.5% annually for each of the remaining two (2) years plus any potential option years for a total of five (5) years.

The Contractor shall submit invoices on a monthly basis for 1/12 of the Firm Price.

3.5 Claims Reimbursement Processing Unit

This Year One Firm Hourly Rate includes the cost of establishing and maintaining a Claims Reimbursement Processing Unit for processing pass through expenses incurred by participants as described in section 5.4 of the SOW. This would include the cost for processing claims within service standards and responding to VAC and participant inquiries. Pass through expenses will be reimbursed at cost with no allowance for overhead or profit. **For evaluation purposes only**, 4,000 hours will be used.

Claims Reimbursement Processing Unit.

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Year One Firm Hourly Rate = \$ _____ X Annual Evaluated Quantity (4,000 hours)
= Year One Evaluated Total Price \$ _____

The Year One Firm Hourly Rate will be subject to an annual adjustment commencing with Year Two of the Contract based on the annual EPA Clause (See section 7.0 of this Basis of Payment).

For evaluation purposes only, the Year One Evaluated Total Price will be escalated by 2.5% annually for each of the remaining two (2) years plus any potential option years for a total of five (5) years.

Payments will be made bi-weekly based on actual hours worked to process claims paid to participants (for reimbursement of pass through costs) by the Contractor in the preceding two-week period

3.6 Ongoing Reports Production

This component consists of the costs of producing monthly, quarterly and annual reports as described in sections 8 and 11 of the SOW.

Ongoing Reports Production.

Year One Firm Price = \$ _____

The Year One Firm Price will be subject to an annual adjustment commencing with Year Two of the Contract based on the annual EPA Clause (See section 7.0 of this Basis of Payment).

For evaluation purposes only, the Year One Firm Price will be escalated by 2.5% annually for each of the remaining two (2) years plus any potential option years for a total of five (5) years.

The Contractor shall submit invoices on a monthly basis for 1/12 of the Firm Price.

4.0 As and When

This component allows VAC to authorize and pay for unforeseen changes to vocational rehabilitation and vocational assistance services resulting from changes in legislation, policy or any other requirements that are determined to be within the scope (as determined by the Contract Authority) of this contract as detailed in section 5.7 of the SOW. These charges are to be billed as and when incurred. These are non-recurring charges and must be approved as part of the VAC/Contractor Change Management

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Process. Any goods or services procured on behalf of the department, as part of the change management process, will be paid at actual cost with no allowance for overhead or profit.

NOTE: All Quantities are for evaluation purposes only.

<u>As and When</u>	<u>Annual Evaluated Quantity</u>	<u>Unit Firm Price/ Hourly/Rate</u>	<u>Year One Evaluated Total Price</u>
4.1 Senior Programmer	50 hours	\$ _____	\$ _____
4.2 Programmer	100 hours	\$ _____	\$ _____
4.3 Business Analyst	100 hours	\$ _____	\$ _____
4.4 Vocational Rehabilitation Specialist	100 hours	\$ _____	\$ _____
4.5 Web site Web Master	50 hours	\$ _____	\$ _____
Sum of the Year One Evaluated Total Price for Section 4.0.			\$ _____

The Year One Unit Firm Prices/Hourly Rates for the above services will be subject to an annual adjustment commencing with Year Two of the Contract based on the annual EPA Clause (See section 7.0 of this Basis of Payment).

For evaluation purposes only, the Sum of the Year One Evaluated Total Price will be escalated by 2.5% annually for each of the remaining two (2) years plus any potential option years for a total of five (5) years.

The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the National Joint Council (NJC) Travel Directive, and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

All travel must be pre-approved by the VAC Project Authority.

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Payments will be made monthly based on eligible expenses incurred in the preceding month.

4.6 As and When Requested Joint Sessions

Joint sessions may be required during the life of the contract at various locations as described in section 5.7.2 of the SOW.

The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the National Joint Council (NJC) Travel Directive, and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

Payments will be made monthly based on eligible expenses incurred in the preceding month.

5.0 Travel and Living Expenses - Participant Travel

The Contractor will only be reimbursed for pre-authorized travel and living expenses for participants which have been reasonably and properly incurred. This travel consists of two distinct rate types: (1) participant travel related to vocational assessments, and (2) participant travel related to vocational training. All travel must be pre-approved by the VAC Case Manager.

The Contractor's Claims Reimbursement Processing Unit will reimburse participants the cost of travel based upon the type (1 or 2 above) of travel incurred by the participant. The travel rates paid to the participant are described in section 2.26 of the SOW. The Contractor will be reimbursed actual costs incurred without any allowance for overhead or profit.

Payments will be made monthly based on eligible expenses incurred in the preceding month.

6.0 Contract Phase Out

The Contractor will be paid the firm, all-inclusive price including but not limited to, materials, labour, overhead and profit for the completion of all work to support complete and seamless transition to a new service provider for the vocational rehabilitation and

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vocational assistance services without interruption of service delivery to VAC or the participants as described in section 7 of the SOW.

The Contract Phase Out period will commence upon VAC's written notification.

Firm Price = \$ _____

The Firm Price for the above service will be subject to an annual adjustment commencing with Year Two of the Contract based on the annual EPA Clause (See section 7.0 of this Basis of Payment).

Once the Contract Phase Out has begun, the applicable Firm Price will become fixed and will no longer be subject to the EPA.

For evaluation purposes only, the Firm Price will be escalated by 2.5% annually for each of the remaining two (2) years plus any potential option years for a total of five (5) years to establish the Evaluated Firm Price.

Payment will be made upon completion of all work to support complete and seamless transition to a new service provider as described in section 7 of the SOW.

7.0 Annual Economic Price Adjustment

The Firm Hourly Rates/Prices in this Basis of Payment will be adjusted annually, on the first day of each contract year and/or option year, when exercised, by an amount established based on the percentage increase (decrease) in the annual average index of the Consumer Price Index for Canada, All-Items (not seasonally adjusted), published by Statistics Canada, Cansim, Table 326-0020, in accordance with the following formula:

$$\text{Escalation} = [(a/b) - 1] \times 100\%$$

Where:

a = Average of the monthly Consumer Price Index for Canada, for the 12 months ending 3 months prior to the current contract year.

b = Average of the monthly Consumer Price Index for Canada, for the 12 months ending 15 months prior to the current contract year.

Example assuming a Contract Start Date of April 1, 2014:

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In Year Two of the contract commencing April 1, 2015, the Year One Hourly Rates/Prices in this Basis of Payment would be increased by 2.38% based on the following assumptions:

$$a = 120.4$$

$$b = 117.6$$

$$\begin{aligned} \text{Escalation} &= [(a/b) - 1] \times 100\% \\ &= [(120.4 / 117.6) - 1] \times 100\% \\ &= [1.0238 - 1] \times 100\% \\ &= 2.38\% \end{aligned}$$