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**E2L 2B9**

**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**

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
**Public Works Government Services Canada- Bid**  
**Receiving / Réception des soumissions**  
**189 Prince William Street**  
**Room 405**  
**Saint John**  
**New Bruns**  
**E2L 2B9**

<b>Title - Sujet</b> VAC Occupational Therapists	
<b>Solicitation No. - N° de l'invitation</b> 51019-145040/A	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> 51019-145040	<b>Date</b> 2015-02-06
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$PWB-020-3551	
<b>File No. - N° de dossier</b> PWB-4-37104 (020)	<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 2015-02-26</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Atlantic Standard Time AST
<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> Donovan, Janine PWB	<b>Buyer Id - Id de l'acheteur</b> pwb020
<b>Telephone No. - N° de téléphone</b> (506) 636-5347 ( )	<b>FAX No. - N° de FAX</b> (506) 636-4376
<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>

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This Solicitation Amendment No. 3 is raised to include the following Addendum No. 3.

The following addendum to the Request for Proposal Document is effective immediately. This addendum shall form part of the Contract Documents.

All other terms and conditions remain the same.

Addendum No. 3

**1. EXTENSION OF TIME**

Notice is hereby given that the time for the reception of tenders previously due February 19, 2015 is hereby extended to **14:00 hours, February 26, 2015.**

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## **2. QUESTIONS AND ANSWERS**

### **Question 1**

There appears to be an error in the Section 7.1 of the French Annex A – Statement of Work. It indicates that we must have a qualified backup resource with the same security requirements to replace the Nurse. Did you mean Occupational Therapist instead of Nurse?

### **Answer 1**

Refer to amendment 002 for clarification.

### **Question 2**

Is it mandatory that the backup be security cleared? If it is mandatory, who requests the security clearances?

### **Answer 2**

Yes, all proposed back up/replacement resources must meet the security requirements at contract award. The Contractor is required to request the security clearances from the PWGSC Industrial Security Sector.

### **Question 3**

With respect to Annex C contained in the French RFP dated 2015-01-20. Does the bidder have to supply a copy of diplomas and a copy of the transcript to meet Mandatory Criteria 1? If a transcript is required, does the bidder still have to submit a transcript if it was issued from a recognized University?

### **Answer 3**

Refer to the French Amendment 002 for clarification.

### **Question 4**

With respect to mandatory criteria 3 of Annex C contained in the RFP dated 2015-01-20, what is applicable documentation to back up the time and experience?

### **Answer 4**

To meet the criteria, the technical proposal must state that the proposed individual(s) has the required experience and the proposal must clearly demonstrate how this experience was obtained. Annex "C" outlines how the amount of experience will be calculated. The bidder could substantiate their statement with a detailed resume or some other relevant documentation.

### **Question 5**

There appears to be some errors in the French RFP document dated 2015-01-20 with respect to the number of points available for some of the point rated requirements, please advise.

### **Answer 5**

Refer to the French Amendment 002 for clarification.

### **Question 6**

Will the back up/relief resource(s) be evaluated?

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**Answer 6**

Further to amendment 002, for a proposal to be deemed responsive, the primary and back up/replacement resource(s) will have to meet all the mandatory criteria. Failure to do so will deem the proposal non-responsive. Only the primary resource(s) will be point rated.

**Question 7**

Assuming the back up/replacement resource meets the mandatory evaluation criteria. During the contract period, can the back up/replacement resource also be a home assessment Occupational Therapist that provides OT services under another Veterans Affairs Canada contract? If not, why?

**Answer 7**

All contractors and their resources must comply with the spirit of the Government of Canada policies relating to conflict of interest. It would only be under exceptional circumstances to allow a primary or back up/replacement resource to provide services as an external fee-for-service provider. Each case will be examined on its own merits, including in consideration of the need for additional service providers in a given area. It is prudent to say that fee-for-service status for all new resources who may have previously held provider status will be re-evaluated, and unless there is a compelling need for those services, then they would not be able to hold two roles.

**Question 8**

What are the numbers of hours per year for the contract and option years?

**Answer 8**

See amendments 001 & 002.

**Question 9**

What days will the resources be required to work?

**Answer 9**

The Project Authority will schedule the days to be worked as per section 5.0 of Annex A – Statement of Work

**Question 10**

In Annex B, for the OT services in Quebec, Valcartier and Bagotville, it indicates that services are to be provided in English and French. Then on the next page of the RFP it says the services are required in French. Please clarify that this is not a duplication error.

**Answer 10**

It is not an error; it is the intention to award 2 separate contracts. One will be a French requirement and one will be a bilingual requirement.

**Question 11**

In Appendix A to Annex A – Statement of work there are locations with multiple cities, why are they grouped together and not separate requirements?

**Answer 11**

The cities are grouped together in this manner due to the nature of the work.

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**Question 12**

For the bilingual requirement, mentioned in question 10, how many days per week will the resource have to work from Bagotville?

**Answer 12**

The resource will be required to work from Bagotville approximately one to two times per month.

**Question 13**

For the French requirement, mentioned in question 10, how many days per week will the resource have to work from Bagotville?

**Answer 13**

The resource will be required to work from Bagotville approximately one to two times per month.

**Question 14**

Regarding the North Bay requirement only, would VAC consider issuing two contracts for this particular requirement?

**Answer 14**

After further consideration, it has been decided that one contractor will be required to provide two primary resources for this requirement.

**Question 15**

With respect to the rating grid, is there a conversion between hours worked per year to months?

**Answer 15**

A year is 1950 hours and month is 162.5 hours.

**Question 16**

What geography do each of the locations in Ontario cover?

**Answer 16**

The majority of the works take place in the VAC office in the city indicated in Amendment 001. If required, the Contractor may be required to travel client homes within the area of the specified city (Preapproved travel and living expenses will be reimbursed in accordance with the contract).

**Question 17**

In Appendix A of Annex A Statement of Work, it is indicated that one resource will be required for Winnipeg and Regina, does the primary resource have to travel to these two locations?

**Answer 17**

The contractor's resource will be based in Winnipeg. The resource will have to hold a valid Occupational Therapist registration in Manitoba and Saskatchewan. The requirement to travel will be limited to 2-4 times annually. Preapproved travel and living expenses for travel to Regina will be reimbursed as per the resulting Contract.

**Question 18**

If an incumbent contractor's proposed resource(s) presently works with Veterans Affairs Canada clients that are in a psychiatric program, will this experience be applicable with respect to point rated criteria 3?

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### Answer 18

Yes, however, bidders must demonstrate how much experience was related to working with these particular clients.

### Question 19

Are the requested services for the above referenced solicitation currently being provided or have they been provided previously? If so, please identify the means by which such services have been supplied (e.g., direct and or term employee, personal services contract, or contracted services through a company). If the services were contracted through a company, please provide the name of the contractor and the duration and dollar amount of the contract(s).

### Answer 19

All existing contracts and standing offers were competitively sourced see table below.

Location	Company	Value of Contract (applicable taxes included)	Contract Award Date (YYYY/MM/DD)	Contract Start Date (YYYY/MM/DD)	Contract End Date(YYYY/MM/DD)
Halifax	Harbourside Rehabilitation	\$874,000.00	2011/03/29	2011/04/01	2015/03/31
Campbellton	Joanne Blondeau	\$152,098.00	2012/04/25	2012/04/25	2014/03/31
Mississauga	Victoria Point Therapy Services	\$1,619,137.45	2010/04/01	2010/04/01	2015/02/21
*Hamilton	Capital Therapy Services	\$856,500.45	2010/06/09	2010/07/05	2015/07/04
*London	Multi-Options Nursing Inc.	\$508,158.33	2010/05/03	2010/06/01	2015/05/31
Toronto	Victoria Point Rehab Inc.	\$1,582,476.01	2011/02/28	2011/03/01	2015/02/28
Peterborough & Trenton	Victoria Point Therapy Services	\$1,282,968.10	2011/01/17	2011/03/19	2015/02/28
Kingston	Capital Therapy Services	\$801,527.01	2010/04/04	2010/04/04	2015/03/31
North Bay	Marlee Franz	\$761,780.20	2010/04/01	2010/04/15	2015/03/31
Montreal	Marie Josée Drouin	\$434,836.22	2010/10/26	2010/10/26	2015/03/31
St Jean	Diane Durand	\$428,986.22	2011/11/10	2011/11/10	2015/03/31
Montreal	Denise Chevretils	\$418,437.75	2011/10/25	2011/10/25	2015/03/31
Quebec City	Multi Options Nursing	\$183,466.52	2011/07/25	2011/07/25	2015/03/31
Quebec City	Marie-France Lailberte	\$433,783.20	2011/07/25	2011/07/25	2015/03/31
*Gatineau	Capital Therapy	\$256,163.28	2012/11/01	2012/11/01	2015/10/31

\*Hamilton – for this RFP the work in Hamilton will not take effect until 2015/07/05.

\*London – for this RFP the work in London will not take effect until 2015/06/01.

\*Gatineau – for this RFP the work in Gatineau will not take effect until 2015/11/01.

There has been no contract for Occupational Therapy Services in Winnipeg or Regina.

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#### **Question 20**

Please refer to Annex "C" Technical Evaluation Criteria, Mandatory Requirement 1 which states "Graduation with a degree from a recognized university with an acceptable specialization in occupational therapy" (proof of education must be submitted) *and* Mandatory Requirement 2 which states "A certificate of current registration as a Registered OT in the province where the work is to be performed" (proof of registration must be submitted).

Because each provincial college has strict educational requirements that must be met before an individual can be licensed for practice as an Occupational Therapist, the Bidder respectfully requests that Mandatory Requirement 1 be removed from the RFP as proof that Mandatory Requirement 2 is met would fully support the education requirement.

#### **Answer 20**

After further review, mandatory requirements will not be changed.

#### **Question 21**

Please refer to Annex "C" Technical Evaluation Criteria, Point Rated Requirements. In order to ensure that the Bidder provides the best possible candidates we need to ensure that we fully understand how points will be awarded. It is our interpretation that an individual could receive points in all three (3) rated requirements for the same experience if that experience was gained in a formal rehabilitation program which includes a mental health/psychiatry element as long as it is in a community setting. Please confirm that our interpretation is correct.

#### **Answer 21**

For Point Rated 1 – The proposal has to demonstrate that the proposed resource(s) has experience in  
(a) Providing OT treatment or services to Adults in a community setting;  
And/or  
(b) Supervising or teaching the practice of OT treatment of adults residing in a community setting.

This means that the client(s) has to reside in the community setting and only experience related to these clients will be applicable for this criteria. The bidder must clearly demonstrate how much time the resource spent working with these clients relative to working with other clients (if applicable). For this evaluation, a general hospital is not an applicable community setting.

For Point Rated 2 – The proposal has to demonstrate that the proposed resource(s) has experience in  
(a) Providing OT Treatment or service to adults enrolled in a formal rehabilitation programs  
And/or  
(b) Supervising or teaching the practice of OT treatment of adults enrolled in a formal rehabilitation program.

This means that the client(s) has to be in a formal rehabilitation program and only experience related to these clients will be applicable for this criteria. The bidder must clearly demonstrate how much time the resource spent working with these clients relative to working with other clients (if applicable).

For Point Rated 3 – The proposal has to demonstrate that the proposed resource(s) has experience in  
(a) Providing OT treatment of services to adults enrolled in a formal mental health/psychiatric program  
And/or  
(b) Supervising or teaching the practice of OT treatment of adults enrolled in a formal mental health/psychiatric program.

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This means that the client(s) has to be in a formal mental health/psychiatric program and only experience related to these clients will be applicable for this criteria. The bidder must clearly demonstrate how much time the resource spent working with these clients relative to working with other clients (if applicable).

VAC realizes that some clients reside in the community and can be enrolled in these two programs concurrently - one for rehabilitation and another for mental health. The critical consideration is that the client is enrolled in formal treatment programs. In these situations, the resource could achieve points in all three (3) rated requirements.

#### Question 22

Please refer to Annex "A" Statement of Work, paragraph 6.1 Location of Work, 1<sup>st</sup> sub-paragraph which states "The occupational therapy services are to be carried out at the location(s) identified in Appendix A. All contractor work is to be completed on-site." It is the Bidder's interpretation of this statement that the majority of the work will be carried out at the VAC Field Offices. Please confirm if this interpretation is correct.

Also please provide the exact addresses of the applicable VAC Field Offices.

#### Answer 22

<b>Campbellton Office</b> 157 Water Street 5th Floor, Room 501 Campbellton, New Brunswick	<b>Halifax Office</b> 7105 Chebucto Road P.O. Box 8063 Halifax, Nova Scotia	<b>Montreal Office</b> Place Bonaventure Portail Sud-Ouest 800 de la Gauchetière Street West 6th Floor, Suite 6505 Montréal, Québec
<b>Gatineau Office</b> 85 Bellehumeur Street Suite 230 Gatineau, Quebec	<b>St. Jean</b> 320 Séminaire North, Suite 001 St-Jean-sur-Richelieu, Quebec	<b>Quebec Office</b> Samuel-Holland Complex 830, avenue Ernest-Gagnon Suite 305, 3rd Floor Québec, Quebec
<b>Valcartier</b> Canadian Forces Base Valcartier Building 534, Room 119 Courcellette, Quebec	<b>Bagotville</b> 3 Wing/Canadian Forces Base Bagotville Building 60, Room 225 Alouette, Quebec	<b>Mississauga Office</b> Regency Mews 75 Watline Avenue, Suite 137 Mississauga, Ontario
<b>Hamilton Office</b> 55 Bay Street North, Suite 905 Hamilton, Ontario	<b>London Office</b> 417 Exeter Road London, Ontario	<b>Toronto</b> 55 Town Centre Court, Suite 205 Scarborough, Ontario
<b>Peterborough</b> Peterborough Square, Suite 300 360 George Street North Peterborough, Ontario	<b>North Bay Office</b> Canada Place 107 Shirreff Avenue, Suite 201 North Bay, Ontario	<b>Kingston Office</b> Cornell Professional Centre 61 Hyperion Court, Unit 104 Kingston, Ontario



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<b>Trenton</b> 17 Front Street, Suite 15 Trenton, Ontario	<b>Winnipeg Office</b> 234 Donald Street, Suite 610 Winnipeg, Manitoba	<b>Regina Office</b> Scotia Centre Galleria 1783 Hamilton Street, Suite 108 Regina, Saskatchewan
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#### Question 23

Please refer to Annex "A" Statement of Work, paragraph 6.3 Training, last sub-paragraph which states "The Contractor will only be compensated for orientation and training time once during the duration of the contract period" and paragraph 7.1 Back Up/Replacement resources last sub-paragraph which states "Replacement personnel must attend the orientation and training at the time of the orientation of the primary contract OT. The contractor will only be compensated one time for orientation and training of replacement personnel".

While the Bidder understands that they will be compensated one time for orientation and training of personnel it has been our experience that there may be instances in which an individual has to be replaced during the life of a contract (up to five years including option periods) due to circumstances beyond the Bidder's control. In order to ensure that the Bidder is aware of the possible costs associated with training a replacement resource we respectfully request that VAC provide an estimated cost for the orientation and training.

#### Answer 23

Section 6.3 Training of Annex A – Statement of Work indicates that the estimated number of days related to training is seven (7). The Contractor will be required to absorb their applicable costs associated with training that is above and beyond what is stated in Annex A. It is up to the Bidder's discretion to decide how to incorporate these potential costs into their rate(s).

#### Question 24

Please refer to Annex "A" Statement of Work, paragraph 7.1 Back Up/Replacement resources for specific person(s) which states "At all times, the contractor is required to have at least one additional qualified security cleared individual available, to act as a Back Up/Replacement to cover unexpected or short-term, long term and permanent absences of the Primary contract OT(s)." It is the Bidder's understanding that this clause is requesting one Back Up/Replacement resource **per location** rather than per contracted OT (i.e., 1 back up/replacement resource to cover the Mississauga, Hamilton and London locations). Please confirm if our understanding of this requirement is correct.

#### Answer 24

The bid submission must include at least one back up / replacement resource per location. The same resource could potentially be used as a back up / replacement resource for multiple offices within the location. This is provided that that the resource can go from office as required to fulfill primary resource vacancies. Bidders can include up to one back up / replacement resource per office. Bidders should demonstrate in their bid how their back up / replacement resource(s) will be used to support the primary resources.

In the resulting contract, the Contractor may need to engage additional back up / replacement resources as a result of multiple primary resource vacancies. These resources must be security cleared and meet the mandatory evaluation criteria.

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**Question 25**

Please refer to Appendix A to Annex "A" Statement of Work in particular to the Winnipeg and Regina location. Based on the Bidder's experience it would be extremely unlikely to locate an OT who is registered in both Manitoba and Saskatchewan which is required in order to meet the Mandatory Requirements for registration. Also considering that the distance between these cities is approximately 575 km (6+ hours travel time) it is unlikely that a candidate would be willing to undertake this travel on a regular basis. Based on these two factors the Bidder respectfully requests that each city be considered a separate location. Please advise.

**Answer 25**

The contractor's resource will be based in Winnipeg. The resource will have to hold registration in Manitoba and Saskatchewan at bid closing. The requirement to travel will be limited to 2-4 times annually. Preapproved travel and living expenses will be reimbursed as per the resulting Contract.