



## RETURN BIDS TO:

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Bid Receiving Public Works and Government  
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189 Prince William St Rm 405  
189, rue Prince William, pièce 405  
Saint-John, NB E2L 2B9  
Bid Fax: (506) 636-4376

## 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

All enquiries are to be submitted in writing to the  
Contracting Officer, Janine Donovan: Email -  
janine.donovan@pwgsc.gc.ca.

### Vendor/Firm Name and Address

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

### Issuing Office - Bureau de distribution

Saint John, NB (STJ)  
189 Prince William St., Rm 405  
189, rue Prince William, Pc 405  
St. John, NB E2L 2B9

<b>Title - Sujet</b> Career Transition Services	
<b>Solicitation No. - N° de l'invitation</b> 51019-176003/A	<b>Amendment No. - N° modif.</b> 006
<b>Client Reference No. - N° de référence du client</b> 51019-176003	<b>Date</b> 2017-10-20
<b>GETS Reference No. - N° de référence de SEAG</b> PW-SSTJ-002-4185	
<b>File No. - N° de dossier</b> STJ-7-40063 (002)	<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 2017-10-26</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Atlantic Daylight Saving Time ADT
<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 (STJ), Janine E.	<b>Buyer Id - Id de l'acheteur</b> stj002
<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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Solicitation Amendment No. 006

This solicitation is hereby amendment to provide the following questions and answers:

**Q1: Can the Crown confirm the Technical Evaluation Team will not partake or communicate with the assessors of the financial bid prior to the completion of the Technical Bid evaluations, which will help to guarantee a fair process with all Interested Suppliers?**

**A1:** Yes. The Contracting Officer that assesses the financial bid for completeness will not be the same contracting officer that communicates with the Technical Evaluation Team during the Technical Evaluation.

**Q2: While item 1.7 addresses the costs involved in developing the materials for contractor staff training, there is no space provided to include costs for delivering the training (e.g., trainer and trainee wages, training room, meals, etc.). Is it VAC's intention that the contractor bear these costs? If no, where should these costs be included as part of our bid?**

**A2:** Yes, the Contractor is expected to bear these costs.

**Q3: Referencing section 4.5.2, page 24 of 76 of the statement of work: Would the following certifications, when possessed by an individual with the minimum academic qualifications and a minimum of 12 months' work experience in career/employment counselling in the last three years, be accepted/approved by VAC and qualify the individual to deliver career counselling in the Career Transition Services program?**

- a. RRP (Credential granted by the Vocational Rehabilitation Association of Canada - <https://www.vracanada.com/membership/vra-canada-professional-designations/>)
- b. CVRP (Credential granted by the College of Vocational Rehabilitation Professionals - <https://www.cvrp.ca/2011/12/27/registration-class/>)

**A3:** Yes, those designations would be accepted as long as the additional criteria bullets of  
- minimum academic qualifications;  
- minimum of 12 months' work experience in career/employment counselling in the last three years are met.

**Q4: When the Career Transition program was announced, the government's commitment was listed as 51 million 2016-17; 6 million year one; 4 million thereafter.**

**Obviously the timing of the RFP has shifted the year allocations somewhat.**

**Is it the intent that the larger portion of the commitment (51M) is to pay for the systems and program development during the Implementation Phase (up to 4 months) and the 6M and 4M annual commitments are for the annual ongoing costs (5 months to contract end)?**

**OR**

**If the contractor/bidder has a pre-existing platform can we spread out our costs.**

A4: When changes are made to Veterans' benefit plans, there is a difference between the total spending expected by the Government based on current projections of demand for programs ("cash basis") and the budgetary expense expressed in the Budget associated with the increase in benefits for eligible recipients. This is because public sector accounting standards require that the present value of all increased future benefits to eligible recipients for past service be recognized up front.

Additional information can be found on page 195 of Budget 2017.

The intent is to pay for the system and program development costs during the implementation phase. This work is required to be complete so that the provider is ready to begin offering services as of April 1, 2018.

While the RFP identifies a requirement for 3 years of delivery of services, plus 1 optional year for delivery of service, the Program itself is ongoing and therefore will require funding in Year 5 and beyond.

**Q5: Please provide a copy of the full process for Security Assessment and Authorization (SA&A) for the contractor IT systems that will be operating at PROTECTED B level.**

A5: For the IT System, a TRA is conducted by VAC which analyzes the IT system against "ITSG-33 - IT Security Risk Management: A Lifecycle Approach", dated 1 Nov 2012 published by the Communications Security Establishment of Canada (CSEC) (<https://www.cse-cst.gc.ca/en/node/265/html/22814>) During the design and development of the IT system VAC IT and IT Security work with the contractor to help ensure the system adheres to these standards. When the system is complete the TRA helps to ensure these security profiles are met. If there are any outstanding items they are outlined as recommendations and tracked via a Safeguard Implementation Plan (SIP) for remediation.

**AND**

This solicitation is hereby amended to:

- (1) Reference Annex A – Statement of Work, Paragraph 7.1.1  
**DELETE** It is anticipated that six months may be required for the Contract Phase-Out; and  
**INSERT** It is anticipated that three months may be required for the Contract Phase-Out
- (2) Reference Annex B – Basis of Payment  
**DELETE** in its entirety; and  
**INSERT** Annex B – Basis of Payment Revised October 20, 2017 attached

All other terms and conditions remain the same.

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Revised October 20, 2017

## **ANNEX "B"**

### **BASIS OF PAYMENT**

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 Phase**

For the Implementation Period work detailed in section 5.0 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 5.1 of the SOW. This fixed price will include the cost for Contractor travel and accommodations.

Firm Price = \$ \_\_\_\_\_

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 5.3 of the SOW, including the design and layout of all reports and Data Extract File.

Firm Price = \$ \_\_\_\_\_

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 Implementation Phase (excluding the Initial Meeting in section 1.1 of this Basis of Payment) 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 be pre-authorized by VAC.

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#### **1.4 Frontend Channel (web-based client internet portal)**

The Contractor will be paid an all-inclusive firm price for the cost associated with the development of a frontend channel based on the requirements as described in section 6.5 of the SOW.

Firm Price = \$ \_\_\_\_\_

Payment will be made upon VAC's acceptance of the Contractor's frontend channel

#### **1.5 Website**

The Contractor will be paid a firm price for the design, translation, development and implementation of a Website as described in section 5.4.2 of the SOW. This Website will be available in both English and French.

Firm Price = \$ \_\_\_\_\_

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

#### **1.6 Instruction Modules**

The Contractor will be paid a firm price for the design, translation, development and implementation of online instruction modules as described in section 6.5.2.4 of the SOW. Instruction modules must be available in both English and French and will be based on industry best practices.

Firm Price = \$ \_\_\_\_\_

Payment will be made upon VAC's acceptance of the instruction modules.

#### **1.7 Training Materials**

The Contractor will be paid a firm price for the design, translation and development of training materials to support training of contractor staff as described in section 5.9. Training materials must be available in both English and French.

Firm Price = \$ \_\_\_\_\_

Payment will be made upon VAC's acceptance of the training materials.

#### **1.8 Communications Materials**

The Contractor will be paid a firm price for the design, translation and development of communications material as described in section 5.4.1 of the SOW. Communications materials must be available in both English and French and will be based on industry best practices.

Firm Price = \$ \_\_\_\_\_

Payment will be made upon VAC's acceptance of the instruction modules.

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## 1.9 Contract Manager

The central administration of the Career Transition Services (CTS) Contract will include a position which will be identified as the Contract Manager, residing in Canada, who will act as the liaison between the Contractor, VAC and Public Services and Procurement Canada. The Contract Manager will be the single point of contact to oversee all aspects of the activities listed in the SOW and who will work with VAC to execute its responsibilities to deliver Career Transition Services. These services will be for the Implantation Phase.

Firm Monthly Price = \$\_\_\_\_\_

## 2.0 Operations and Maintenance Phase

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

### Contract Year 1

2.1	Career Transition and Education and Training Benefit Services	Annual Evaluated Quantity*	Unit Firm Price/Hour Rate	Year One Evaluated Total Price
2.1.1	General Counselling and Planning (includes Intake Assessment)	4,581	\$	\$
2.1.2	One-on-one Career Counselling (Veterans)	4,980	\$	\$
2.1.3	One-on-one Counselling (Spouses)	1,246	\$	\$
2.1.4	Job Placement Assistance	1,536	\$	\$
2.1.5	Employment Transition Support (Veterans)	664	\$	\$

### Contract Year 2

2.1	Career Transition and Education and Training Benefit Services	Annual Evaluated Quantity*	Unit Firm Price/Hour Rate	Year Two Evaluated Total Price
2.1.1	General Counselling and Planning (includes Intake Assessment)	4,365	\$	\$
2.1.2	One-on-one Career Counselling (Veterans)	8,280	\$	\$
2.1.3	One-on-one Counselling (Spouses)	2,415	\$	\$
2.1.4	Job Placement Assistance	2,556	\$	\$
2.1.5	Employment Transition Support (Veterans)	1,140	\$	\$

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### Contract Year 3

2.1	Career Transition and Education and Training Benefit Services	Annual Evaluated Quantity*	Unit Firm Price/Hour Rate	Year Three Evaluated Total Price
2.1.1	General Counselling and Planning (includes Intake Assessment)	4,635	\$	\$
2.1.2	One-on-one Career Counselling (Veterans)	10,432.5	\$	\$
2.1.3	One-on-one Counselling (Spouses)	2,443	\$	\$
2.1.4	Job Placement Assistance	3,216	\$	\$
2.1.5	Employment Transition Support (Veterans)	1,391	\$	\$

### Option Year

2.1	Career Transition and Education and Training Benefit Services	Annual Evaluated Quantity*	Unit Firm Price/Hour Rate	Option year Evaluated Total Price
2.1.1	General Counselling and Planning (includes Intake Assessment)	4,365	\$	\$
2.1.2	One-on-one Career Counselling (Veterans)	11,842.5	\$	\$
2.1.3	One-on-one Counselling (Spouses)	178	\$	\$
2.1.4	Job Placement Assistance	3,648	\$	\$
2.1.5	Employment Transition Support (Veterans)	1,579	\$	\$

Billing for hourly rates for all Career Transition Services and Education and Training Benefit services will occur in 15 minute increments.

### 2.2 On-going Contract Operations

These charges are part of the ongoing operational contract costs, including all aspects of contract and service management, regularly scheduled change management process, training and materials, storage of information, on-going systems maintenance, website maintenance, monitoring and reporting, ongoing report production and quality assurance.

On-going Contract Operations – Year One Firm Price = \$\_\_\_\_\_

On-going Contract Operations – Year Two Firm Price = \$\_\_\_\_\_

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On-going Contract Operations – Year Three Firm Price = \$ \_\_\_\_\_

On-going Contract Operations – Option Year Firm Price = \$ \_\_\_\_\_

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

Payment will be made upon VAC's acceptance of the on-going contract operations.

### **2.3 Contract Management**

The central administration of the Career Transition Services Program and Education and Training Benefit contract must include a position, identified as the Contract Manager, residing in Canada, who will act as the liaison between the Contractor and VAC and PSPC. The Contract Manager will be the single point of contact to oversee all aspects of the activities listed in the SOW and will work with VAC to execute the Contractor's responsibilities to deliver the Career Transition Services and Education and Training Benefit Programs.

Contract Management – Year One Firm Price: \$ \_\_\_\_\_

Contract Management – Year Two Firm Price: \$ \_\_\_\_\_

Contract Management - Year Three Firm Price: \$ \_\_\_\_\_

Contract Management – Option Year Firm Price \$ \_\_\_\_\_

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

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 Management travel must be at the request of and pre-authorized by VAC. Payments will be made monthly based on eligible expenses incurred in the preceding month.

### **2.4 As and When**

This component allows VAC to authorize and pay for unforeseen changes to the Career Transition Services Program and Education and Training Benefit 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 the SOW. These charges are to be billed as and when incurred. These charges are to be billed monthly as and when incurred, will not be re-occurring and must be pre-approved by the Project Authority as part of the Contract Management Process. As the requirements are unknown, VAC has estimated the annual costs. All charges shall be at reimbursed at actual costs without any allowance for profit or overheads.

As and When Requested **Year 1 Estimated Amount: \$20,000.00**

As and When Requested **Year 2 Estimated Amount: \$20,000.00**



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As and When Requested **Year 3 Estimated Amount: \$20,000.00**

As and When Requested **Option Year Amount: \$20,000.00**

### **3.0 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 career transition 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 = \$\_\_\_\_\_

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.