



RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
PWGSC/TPSGC Acquisitions Bid
Receiving/Réception des Soumissions
126 Prince William Street/
126, rue Prince William
Suite 14B
Saint John
New Brunswick
E2L 2B6
Bid Fax: (506) 636-4376

LETTER OF INTEREST
LETTRE D'INTÉRÊT

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)
126 Prince William Street/
126, rue Prince William
Suite 14B
Saint John
New Bruns
E2L 2B6

Title - Sujet Rehabilitation Services	
Solicitation No. - N° de l'invitation 51019-184018/A	Date 2019-06-05
Client Reference No. - N° de référence du client 51019-184018	GETS Ref. No. - N° de réf. de SEAG PW-\$STJ-002-4448
File No. - N° de dossier STJ-8-41048 (002)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-06-27	
Time Zone Fuseau horaire Atlantic Daylight Saving Time ADT	
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: Donovan (STJ), Janine E.	Buyer Id - Id de l'acheteur stj002
Telephone No. - N° de téléphone (506) 639-0215 ()	FAX No. - N° de FAX (506) 636-4376
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF VETERANS AFFAIRS 161 GRAFTON ST P.O.BOX 7700 (IB 018) CHARLOTTETOWN Prince Edward Island C1A8M9 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
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



Rehabilitation Services and Vocational Assistance Program

1. Purpose and Nature of the Letter of Interest (LOI)

Public Service and Procurement Canada, on behalf of Veterans Affairs Canada (VAC), is requesting Industry feedback regarding the Rehabilitation Services and Vocational Assistance Program.

The intent of this LOI is to understand how the market is currently positioned, and how it could be positioned, to offer a comprehensive and integrated rehabilitation service to VAC program participants with referrals, service delivery coordination, and quality assurance through a single contractual vehicle. VAC requires intake, assessment, and coordination of multi-disciplinary rehabilitation and vocational assistance service delivery to be provided for program participants across all ten (10) provinces and three (3) territories, as well as out of country, with support by a network of service providers.

This LOI is neither a call for tender nor a Request for Proposal (RFP). No agreement or contract will be entered into based on this LOI. The issuance of this LOI is not to be considered in any way a commitment by the Government of Canada, nor as authority to potential respondents to undertake any work that could be charged to Canada. This LOI is not to be considered as a commitment to issue a subsequent solicitation or award contract(s) for the work described herein.

Although the information collected may be provided as commercial-in-confidence (and, if identified as such, will be treated accordingly by Canada), Canada may use the information to assist in drafting RFP related documents (which are subject to change) and for estimating purposes.

Respondents are encouraged to identify, in the information they share with Canada, any information that they feel is proprietary, third party or personal information. Please note that Canada may be obligated by law (e.g., in response to a request under the Access of Information and Privacy Act) to disclose proprietary or commercially-sensitive information concerning a respondent (for more information: <http://laws-lois.justice.gc.ca/eng/acts/a-1/>).

Participation in this LOI is encouraged, but is not mandatory. There will be no short-listing of potential suppliers for the purposes of undertaking any future work as a result of this LOI. Similarly, participation in this LOI is not a condition or prerequisite for the participation in any potential subsequent solicitation.

Respondents will not be reimbursed for any cost incurred by participating in this LOI.

The LOI closing date is not the deadline for comments or input. Comments and input will be accepted any time up to the time when/if a follow-on solicitation is published.





2. Background Information:

VAC exists to repay the Nation's debt of gratitude to Veterans and their families, and to recognize the contributions they have made to our growth as a Nation. The Minister of Veterans Affairs is responsible for the "care, treatment, or re-establishment of civilian life", of Veterans, as well as the care of their dependents or survivors. VAC fulfills its mandate and role through the delivery of programs such as rehabilitation services and vocational assistance to eligible Veterans, their spouses/common-law partners and survivors (collectively "Participants").

The Rehabilitation Services and Vocational Assistance Program (subsequently referred to as the Rehabilitation Program) is a voluntary, needs based program aimed at assisting eligible Participants to stabilize and restore basic physical and psychological functioning, resume independence, adjust socially and become employable in the civilian labour force. Through progress in the Rehabilitation Program, the impact of a Veteran's eligible health condition(s) on their capacity for suitable gainful employment in the civilian labour force may also be assessed for the purpose of determining access to long term income support from VAC.

3. Potential Work Scope and Constraints:

The Rehabilitation Program for each VAC participant is tailored to the individual's needs and identified goals, as determined through an assessment process, and in consultation with the participant and VAC program personnel. Based on all of this a rehabilitation services plan is developed and provided to each participant. It may include any combination of one (1) or more medical, psycho-social and/or vocational rehabilitation interventions. The focus of the Rehabilitation Program is to address the rehabilitation needs related to eligible health conditions in the following six (6) key functional areas:

- mental and physical functioning;
- social adjustment;
- financial security;
- employment and personal productivity;
- family relationships; and
- community participation.

The intent of VAC in providing Rehabilitation Services to eligible Veterans and other program Participants, is to intervene as soon as possible. Ideally, rehabilitation is most effective when interventions can be provided at the onset of an illness or injury. VAC works in partnership with the Canadian Armed Forces (CAF) in terms of streamlining the transition process for ill and injured members leaving the CAF. VAC ensures eligible members have a Rehabilitation Program application approved, rehabilitation needs assessed, and a plan developed prior to their release from the CAF. However, no rehabilitation services may be implemented by VAC until the day following the member's release. In the case of Veterans who apply after they release, VAC may intervene immediately following approval of a Rehabilitation Program application.





Rehabilitation Program participants frequently move, within a province, within a region, between regions in Canada, and outside Canada; on a temporary or permanent basis. Rehabilitation Program Participants must be able to access rehabilitation services, without interruption, regardless of changes in their residential address. Rehabilitation Program participants also require the ability to access any Service in the Official Language of their choice (English and French); regardless of their residential address.

The Contract Period is tentatively planned for four (4) years with options to extend for three (3) additional, two (2) year periods.

4. Legislation, Trade Agreements, and Government Policies:

The following is indicative of some of the legislation, trade agreements and government policies that could impact any follow-on solicitation(s):

- a) Canadian Free Trade Agreement (CFTA)
This procurement is **excluded** from the CFTA.
- b) North American Free Trade Agreement (NAFTA)
This procurement is **excluded** from NAFTA.
- c) World Trade Organization – Agreements on Government Procurement (WTO-AGP)
This procurement is **excluded** from the WTO-AGP.
- d) Federal Contractors Program for Employment Equity (FCP-EE)
The FCP-EE applies to this procurement. For more information on this program, please visit the following website: <https://buyandsell.gc.ca/policy-and-guidelines/Supply-Manual>.
- e) Fairness Monitor
Canada has engaged the services of an organization to act as an independent, third-party Fairness Monitor (FM). The role of the Fairness Monitor is to provide an attestation of assurance on the fairness, openness and transparency of the monitored activities.

Note that for the purpose of carrying out its obligations, the Fairness Monitor will be granted access to industry responses and related correspondence received by Canada as a result of this LOI and may act as an observer at potential follow-up clarification or contracting activities.

5. Schedule:

In providing responses, the following schedule should be utilized as a baseline:

- Letter of Interest (LOI) – June 2019





- Industry Day Engagement Session – Week of July 15-19 2019
- One on One sessions and Working Group sessions – August 2019
- Draft RFP issued – September 2019
- RFP issue – December 2019
- Contract Award – November 2020

6. Important Notes to Respondents:

To indicate their interest in participating in the Industry Day Engagement Session, Respondents should submit their completed forms in section 9 to the PWGSC Contracting Authority identified below, preferably via email:

Name: Janine Donovan
Title: Supply Team Leader
Public Services and Procurement Canada
Acquisitions Branch
Atlantic Region
Address: 126 Prince William St., Suite 14B
Saint John, NB
E2L 2B6
Telephone: 506-636-0215
Facsimile: 506-636-4376
E-mail: Janine.donovan@pwgsc-tpsgc.gc.ca

A point of contact for the Respondent should be included in the package.

Changes to this LOI may occur and will be advertised on the Government Electronic Tendering System. Canada asks Respondents to visit Buyandsell.gc.ca regularly to check for changes, if any.

7. Upcoming Engagement Sessions:

Canada intends to apply the following process in conducting its industry engagement:

- a) This LOI will be posted on Buy and Sell (website: buyandsell.gc.ca) and will be left open for the duration of the industry engagement to allow respondents to participate in an ongoing basis.
- b) Respondents will notify the Contracting Authority (CA) by completing and submitting the form in section 9.
- c) The CA will issue invitation to industry day and one on one meetings by e-mail to the respondents who confirmed their interest.
- d) PSPC will conduct the consultation with the respondents. Further, consultation may be done offsite subsequent to the meetings.





e) PSPC will draft an RFP including the feedback received. The draft RFP will be posted for additional feedback from industry. The final RFP will be drafted using this feedback.

Industry Day will be held in the National Capital Region (Ottawa or Gatineau). Hospitality will not be provided. Other consultation activities may take the form of off-site documentation review.

Non-attendance at the industry day or working groups will not preclude a supplier from bidding on this requirement should a follow-on solicitation be issued.

Canada reserves the right to restrict participation in the industry sessions if deemed appropriate.

8. Closing date for the LOI:

The LOI will be left open for the duration of industry engagement to allow companies to provide input until the final RFP is issued.





9. Form

To confirm your interest to attend the Industry Day Engagement Session, please complete the following form and forward to the Contracting Authority identified in Section 6. The Industry Day is tentatively scheduled for the week of July 15-19, 2019. The Contracting Authority will contact the Primary Contract with further details regarding the date and location.

Respondent Company Name: _____

Respondent Company Address: _____

Primary Contact Name: _____

Position Title: _____

Office Address: _____

Telephone Number (Office): _____ Telephone Number (Mobile): _____

E-Mail Address: _____

Preferred Official Language of Communication: _____

Names of Other Individuals from Company Who Will be Attending: _____

What Rehabilitation Services, if any, do you offer at present? Please address Service Offerings for each of Medical, Psycho-social and Vocational Rehabilitation: _____



