



**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

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

<b>Title - Sujet</b> Rehabilitation Services	
<b>Solicitation No. - N° de l'invitation</b> 51019-184018/A	<b>Amendment No. - N° modif.</b> 006
<b>Client Reference No. - N° de référence du client</b> 51019-184018	<b>Date</b> 2019-09-27
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$STJ-002-4448	
<b>File No. - N° de dossier</b> STJ-8-41048 (002)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-11-29</b>	<b>Time Zone</b> Fuseau horaire 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) 639-0215 ( )	<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> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<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 (type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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51019-184018/A

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51019-184018

Amd. No. - N° de la modif.

006

File No. - N° du dossier

STJ-8-41048

Buyer ID - Id de l'acheteur

STJ002

CCC No./N° CCC - FMS No./N° VME

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This amendment to the Letter of Interest (LOI) is for the following:

- 1) To provide a list of ten questions and supporting documents for industry's feedback. The supporting documents include Annex A that provides various demographics to facilitate the response to question nine and Annex B provides a diagram on VACs IT systems and will facilitate the response to question ten. The diagram in Annex B presents a high-level system architecture which serves as a framework for how VAC securely interfaces with 3rd parties in a standardized way. The system is connected via an encrypted Virtual Private Network (VPN) tunnel between the vendor and VAC's perimeter access zone that restricts traffic to only relevant ports needed to service the application. All application communication is through REST API (Representational State Transfer, Application Programming Interface) calls.

We are requesting the following in relation to the responses:

- The feedback should be provided by October 18, 2019.
- The feedback should be limited to 25 pages.
- The feedback should be limited to responding to the questions only.
- The paper size should be - 216mm x 279mm (8.5" x 11").
- The minimum font size should 11 point Times or equal.

Responses may be provided by email to [Janine.donovan@pwgsc-tpsgc.gc.ca](mailto:Janine.donovan@pwgsc-tpsgc.gc.ca) or by mail to the address in the top right hand cover of the Letter of Interest Cover Page.

## **QUESTIONS**

1. Describe recent innovations used by your organization in: (1) evidence-based rehabilitation service delivery; and (2) contract management. Explain how the innovations impacted clients; identify challenges faced and how they were addressed.
2. Describe how your organization ensures all assessors apply standardized validated assessment tools consistently.
3. What emerging tools have you found work well for clients with \*complex health needs? Do these tools enable you to identify when a client will no longer benefit from rehabilitation services?

\*Note: complex is defined as combinations of multiple chronic conditions, mental health issues, medication-related problems and social vulnerability.

4. How does your organization keep abreast of emerging tools and treatments? How does your organization select appropriate tools and treatments and ensure they are implemented consistently?
5. Describe your organization's safety and security policies. Illustrate how your organization is set-up to deal with challenging safety and security situations in different service delivery settings by explaining how you would respond to the following scenarios:

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**Scenario 1.** A member of your team is engaging with a participant in a telehealth situation and suddenly the participant becomes volatile, threatens to harm themselves or your employee and ends the session abruptly.

**Scenario 2.** A participant is actively engaging in treatment at one of your clinics and suddenly becomes agitated, angry and advises you there is a weapon on-site and moves towards a gym bag.

6. Describe your organization's privacy policies and protocols. How do you ensure that staff are aware of and adhere to the policies. How do you monitor, report and address non-compliance.
7. Does your organization have national or international accreditation? Describe the fundamental elements of the accreditation. How would you support a sub-contractor(s)/ partner(s) who does not have the recognized accreditation.
8. Describe any service standards established and maintained by your organization for the delivery of client services including:
  - Wait times for assessments and services;
  - Time from referral to initial contact with client;
  - Number of contact attempts before considering 'failure to contact';
  - Time from initial contact with client to completion of initial holistic assessment;
  - Time from initial assessment to development of first rehabilitation goal;
  - Time from goal developed to commencement of treatment program;
  - Timing of follow-up assessments or other activities once treatment has commenced;
  - Other relevant service standards that your organization suggests as best practices.

How are these service standards monitored, reported and addressed?

9. How much time would be required for your organization to be ready to support Veterans Affairs Canada client volumes (as described in Annex A) with a national, consistent and integrated service delivery model?
  10. How much time would be required for your organization to set up the technological infrastructure (as described in Annex B) to deliver rehabilitation services on a national basis?
- 2) Provide an updated schedule for the procurement which is as follows:
    - Further Industry Feedback requested – September to November 2019
    - Anticipated Posting of Draft RFP – December 2019 – January 2020
    - Anticipated Posting of Final RFP – Anticipated Posting of Final RFP – February – April 2020
  - 3) Correct an error in LOI amendment No. 5

Remove the reference to the closing date of November 30<sup>th</sup>, 2019 and replace with November 29<sup>th</sup>, 2019.

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**Disclaimer:**

This is not a bid solicitation. This LOI and LOI amendments will not result in the award of any contract; therefore, potential suppliers of any goods or services described in this LOI and subsequent amendments should not earmark stock or facilities, nor allocate resources, as a result of any information contained in this LOI and LOI amendments. Whether or not any potential supplier responds to this LOI or LOI amendments will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this LOI will not necessarily follow this LOI. This LOI is simply intended to solicit feedback from industry with respect to the matters described in this LOI.

Respondents are reminded that this is an LOI and not an RFP and, in the regards respondents are requested to provide their responses to the questions described in this LOI amendment. Any marketing or promotional information submitted as part of the responses will not be reviewed.

Responses will not be used for competitive or comparative evaluation purposes. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this LOI.

# Annex A

## VAC Rehabilitation Services and Vocational-assistance Program Procurement

### 1. VAC Rehabilitation client count and forecast estimate

**Rehabilitation Program Clients March 31, 2019**

Year	Actuals Year Ending March 31st			Forecast Estimate March 31st			
	2016	2017	2018	2019	2020	2021	2022
Eligible	8,651	11,787	13,233	13,749	14,300	14,800	15,300
Exits	1,364	1,515	2,620	3,281	3,000	3,200	3,400
<b>Total</b>	<b>10,015</b>	<b>13,302</b>	<b>15,853</b>	<b>17,030</b>	<b>17,300</b>	<b>18,000</b>	<b>18,700</b>

Source: VAC Statistics Directorate

### 2. VAC Rehabilitation clients by segment

**Rehabilitation Program Clients March 31, 2019**

Age	Total							Male				Female			
	Rehabilitation Need	Medically Released within 120 Days	Survivor	Spouse/Common Law	Total	Rehabilitation Need	Medically Released within 120 Days	Spouse/Common Law	Total	Rehabilitation Need	Medically Released within 120 Days	Survivor	Spouse/Common Law	Total	
< 20	1				1				0	1				1	
20-29	442	294	2	4	742	372	224	0	596	70	70	2	4	146	
30-39	1815	1353	4	44	3216	1569	1086	1	2656	246	267	4	43	560	
40-49	2101	1537	14	52	3704	1741	1137	2	2880	360	400	14	50	824	
50-59	3269	1424	7	44	4744	2733	1086	1	3820	536	338	7	43	924	
60-69	1015	227	2	4	1248	863	182	0	1045	152	45	2	4	203	
70-79	83	0	0	0	83	79	0	0	79	4	0	0	0	4	
80-89	9	0	0	0	9	9	0	0	9	0	0	0	0	0	
unknown	0	0	0	2	2	0	0	0	0	0	0	0	2	2	
<b>Overall</b>	<b>8735</b>	<b>4835</b>	<b>29</b>	<b>150</b>	<b>13749</b>	<b>7366</b>	<b>3715</b>	<b>4</b>	<b>11085</b>	<b>1369</b>	<b>1120</b>	<b>29</b>	<b>146</b>	<b>2664</b>	

Source: VAC Statistics Directorate

# Annex A

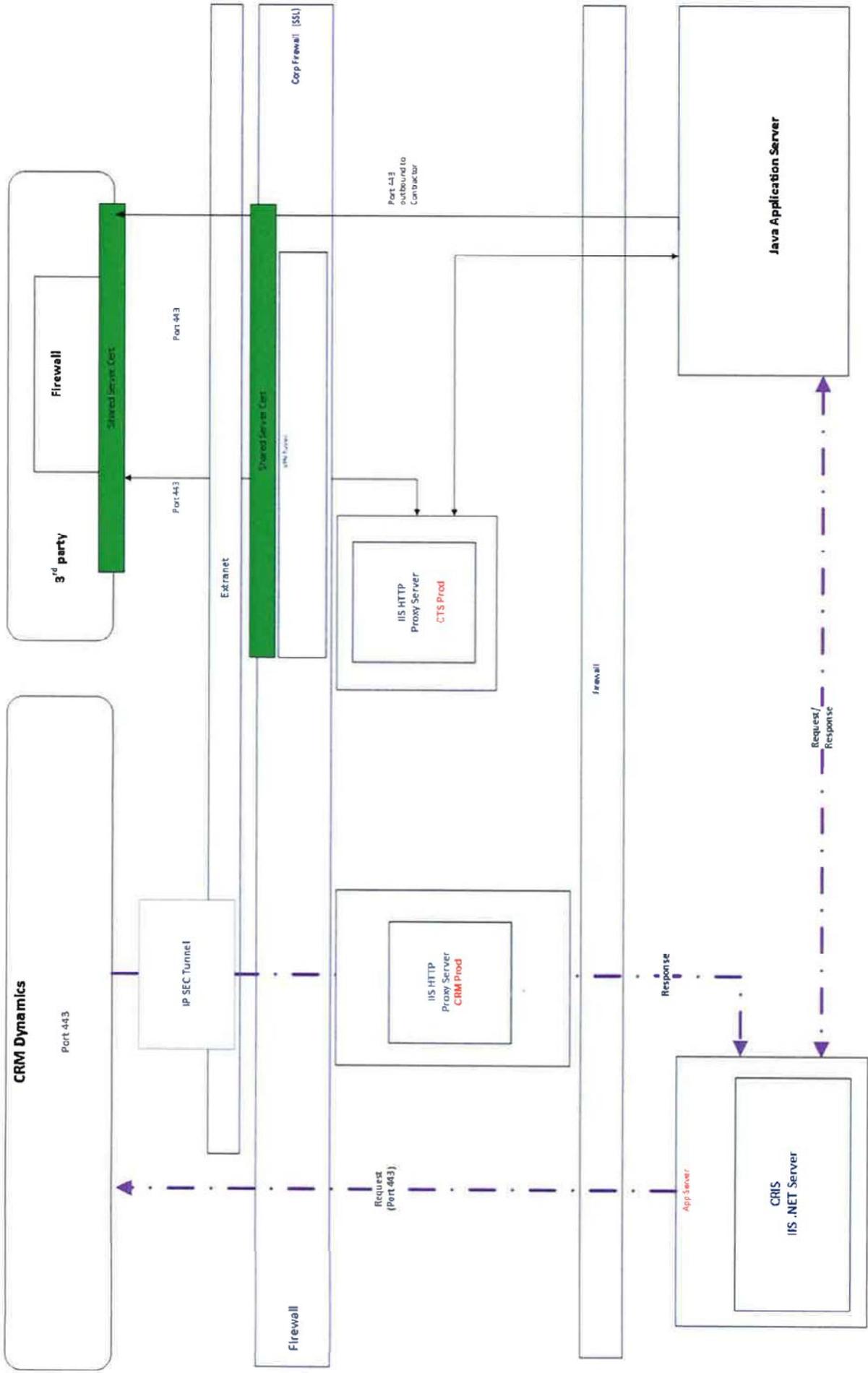
## VAC Rehabilitation Services and Vocational-assistance Program Procurement

### 3. VAC Rehabilitation clients by region

**Rehabilitation Program Clients March 31st, 2019**

Region	Urban	Rural	Unavailable	Urban/Rural
Nova Scotia Area	1286	546	5	1837
NB, PEI and Gaspésie Area	958	392	2	1352
Newfoundland and Labrador Area	296	280	1	577
Eastern Quebec Area	1190	312	36	1538
Western Quebec Area	875	220	1	1096
North Eastern Ontario and Nunavut Area	1407	478	5	1890
Central Ontario Area	808	344	1	1153
South Western Ontario Area	712	193	1	906
Manitoba and Saskatchewan Area	399	195	0	594
Alberta and Northwest Territories Area	1139	191	2	1332
BC/MYA	476	109	2	587
Vancouver Island and the Islands Area	668	77	2	747
Foreign Countries	8	1	103	112
Unknown	24	4	0	28
<b>Total</b>	<b>10246</b>	<b>3342</b>	<b>161</b>	<b>13749</b>

Source: VAC Statistics Directorate



**PROD / UA**

**Annex B**