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Cabot Place, Phase II, 2nd Floor  
Box 4600  
St. John's, NL  
A1C 5T2  
Bid Fax: (709) 772-4603

## Revision to a Request for a Standing Offer

## Révision à une demande d'offre à commandes

Regional Individual Standing Offer (RISO)

Offre à commandes individuelle régionale (OCIR)

The referenced document is hereby revised; unless  
otherwise indicated, all other terms and conditions of  
the Offer remain the same.

Ce document est par la présente révisé; sauf  
indication contraire, les modalités de l'offre demeurent  
les mêmes.

## Comments - Commentaires

## Vendor/Firm Name and Address

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

## Issuing Office - Bureau de distribution

PWGSC / TPGSC - Nfld. Region  
Cabot Place, Phase II, 2nd Floor  
Box 4600  
St. John's, NL  
A1C 5T2

<b>Title - Sujet</b> SO Vocational Rehabilitation	
<b>Solicitation No. - N° de l'invitation</b> G9292-214643/A	<b>Date</b> 2020-06-02
<b>Client Reference No. - N° de référence du client</b> G9292-214643	<b>Amendment No. - N° modif.</b> 003
<b>File No. - N° de dossier</b> XAQ-9-42128 (021)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$XAQ-021-7420	
<b>Date of Original Request for Standing Offer</b> Date de la demande de l'offre à commandes originale 2020-04-22	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-06-04</b>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Lacey (XAQ), Rhonda	<b>Buyer ID / Id de l'acheteur</b> xaq021
<b>Telephone No. - N° de téléphone</b> (709) 730-1597 ( )	<b>FAX No. - N° de FAX</b> (709) 772-4603
<b>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	
<b>Security - Sécurité</b> This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Acknowledgement copy required</b> <b>Accusé de réception requis</b>	<b>Yes - Oui</b> <input type="checkbox"/>	<b>No - Non</b> <input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

### **AMENDMENT 003**

Amendment 003 is being issued to address the following questions:

Question:

- 1) Does Canada require the provider to have the ability to service all regions within an Area?

Answer:

No; however, if it is a bilingual region, they must ensure that they are providing the necessary services, and thus staff must have the capacity to communicate in both official languages.

Question:

- 2) Is Canada or the provider required to pay the mileage for travel of consultants within the region?

Answer:

Travel cost specifics are outlined in the SOW, sections 8.1 and 8.2.

Question:

- 3) Are all proposed resources required to have the mandatory security clearance completed at time of bid submission (some resources are in the process of obtaining enhanced reliability level security clearance), or will Canada accept this completed at time of contract award?

Answer:

All companies must have their enhanced reliability completed at time of the Contract Award. They should be commencing the security clearances for the other levels as well, as these take time. Interim Agreements should be the rarity, not the norm.

Question:

- 4) Is a completed Physical Security Validation for all proposed clinic locations required at time of bid submission or will this be accepted upon contract award?

Answer:

(Please see #3 response)

No, this is required upon the award of the contract. You may recall that we have the VRCM's work with the Service Providers to acquire their signature (original and sent to NHQ TISMB) on the Interim Agreements once their bid has been ranked and accepted as one of the top three, only then can an award be used if sufficient funds have been allocated within the overall also.

Question:

- 5) Page 48 Annex "C", page 37 "Financial Services Only" – What does "Financial Service" encompass?

Answer:

"Financial Services Only" applies only when the VRCMs are internally case managing a client and needing **disbursements to be paid only** by a service provider. No services. Winnipeg is most familiar with this option as Victoria has yet to use this option for our clients. With the financial only files, the regions manage the vocational file. Typically these individuals do not require an assessment, as they have a goal and a plan. Case managers monitor the plan, set up the tuition payments with the schools, etc. If the case manager deems it necessary to require a consultant for supports for job search then one is added to the plan. The service provider with a financial only plan is responsible for paying invoices

Question:

- 6) Can Canada provide the historical referral volumes in each region for 2019? Are similar volumes expected in the future?

Answer:

Companies should refer to data that is presented within the annual reports. This year similar patterns were expected, however, with the arrival of COVID it is difficult to predict how individual companies will be affected.

Question:

- 7) Appendix L – Can Canada provide a description of each of the requested specialized assessments?

Answer:

Definitions are as follows:

**Specialized Assessments**

**Neuropsychology Assessment:** An evaluation process used by Neuropsychologists to assess the working brain, to determine how well the brain is producing cognition and behaviour. The process involves collecting information from many sources through various methods, and then analyzing and integrating the information to achieve meaningful conclusions to best understand the person's strengths, limitations and rehabilitation needs. The methods of accomplishing neuropsychological assessments include: interview, history taking, reports of the patient and family and friends, observations in the clinical setting, observations in other settings, clinical tasks and standardized testing. The primary goal of the evaluation usually includes description of the client's intellectual, cognitive, sensory and psychomotor skills, description of the client's emotional and behavioural status, and description of family support systems and their value to the client. The information in the report is intended to facilitate a treatment plan.

**Intelligence Assessment:** Individual intelligence is assessed by IQ (Intelligence Quotient) tests administered on a one-to-one basis usually by a psychologist. Most intelligence tests also have scale scores and subtest scores that allow for greater precision in the interpretation of results and identification of strengths and weaknesses. Commonly used intelligent tests includes the Stanford-Binet Intelligence scale and the Wechsler scales.

**Achievement Assessment:** Measures the achievements or proficiencies, which a client has learned in the past, usually in typical areas of schooling: such as language arts, mathematics and science.

Achievement Tests are: Canadian Adult Achievement Test (CAAT), Test of Adult Basic Education (TABE), and Wide Range Achievement Test-Revised (WRAT-R).

**Job Demand Analysis:** Is the research and analysis of the physical and cognitive requirements of a specific job in all its activities, the skill required to perform each activity of the specific job satisfactorily and the tools, equipment, machines, work aids and materials used to accomplish the job.

**Functional Capacity Evaluation:** An intensive short-term physical capacity evaluation using a sequence of tests focusing on the determination of selected work tolerance areas and functional limitations. It includes a physiotherapy evaluation, including general level of fitness for work, assessment of the worker's range of movement, stability, flexibility and strength. Also included is an occupational therapy evaluation (worker's ability to carry out the essential elements of the job including stamina and possibly workers overall functional abilities and functional tolerances).

**Ergonomic Evaluation:** An in-depth study of the workplace and how it relates to the worker performing the job tasks. The assessment considers human factors, task requirements, workstation organization, and environmental factors that must be accounted for in order to design a safe and productive work place, and hence match the job tasks to the worker. The assessment will provide recommendations that may assist in achieving the goal of fitting the job tasks to the worker.

**Psychovocational Evaluation:** These evaluations identify suitable occupational options by taking into account the client's aptitudes/learning potential, academic levels, vocational interests, personality characteristics, general psychological functioning, transferable skills and labour market information. This type of an assessment can be used when there is minimal information regarding suitable occupational options or when retraining is considered and there is a question as to whether the client possesses the intellectual potential to succeed in an academic upgrading or training program. This assessment can also comment on the client's general psychological functioning in terms of their ability to function in the workplace, if this issue is a concern. These assessments require a registered psychologist who has a specialty in clinical or rehabilitation psychology.

**Job Motivation Assessment:** The goal of a job motivation assessment is to collect information relating to the client's motivation and involves assigning the client with a task, which can point to a client's motivation to participate in VR. The goal of the assessment activity or task is for the VRCM to gather information in order to make a decision about whether the client is suitable for the VR program. The following are activities can be used in this assessment by the VRCM: Volunteer Work, Vocational Research, Contact Physician (or nurse practitioner), Contact Third Party, Contact Partner, Client Task, Upgrading and/or Work Experience; though this list is not extensive.

**Work Sample:** Refers to the emulation of a task or a component of an occupational area to determine the individual's work aptitudes and abilities to function within related vocational areas while providing the client with direct feedback relative to their performance in these areas. Work samples also refer to a well-defined work activity involving tasks, materials and tools, which are identical or similar to those in an actual job or cluster of jobs. The work sample is used to assess an individual's vocational aptitudes, worker characteristics and vocational interests. Examples of work samples are: Singer Evaluation System, Wide Range Employability Sample Test and Valpar Component System.

Question:

- 8) Is Canada willing to travel a client to the Provider's area clinic for the specialized assessments?

Answer:

As stated in the RFSO S8.2 :Service Provider Disbursements and Travel Expenses: Specialized assessments will be paid at actual cost incurred without mark up. Interpretation of the specialized assessment will be reimbursed at the firm hourly rate as per the basis of payment....

Question:

- 9) Are the proposed consultants who are approved in more than one area eligible for their travel expenses paid between areas? (For example, consultant lives in lower mainland and is able to provide services in 15.1 and 15.3 - would their travel be paid from 15.1 to the client's home in 15.3?) or is travel only compensated within the same area?

Answer:

It is only in the compensated area; that is the reason why we have areas to limit un-necessary travel.

Question:

- 10) Are the consultants required travel apply from the identified clinics (p. 46 #3 Immediate and in-person services) or is the travel from the consultant's actual location of residence? (For example, if we included a Lethbridge clinic in 14.1, but the staff reside in Calgary (also 14.1), would the expectation be that resource is available to travel from Lethbridge and not just Calgary?

Answer:

Travel applies from place of business only.

Question:

- 11) Will a fillable version of Appendix L be provided?

Answer: The provider will need to complete columns 1 and 2 and the column 3 they will need to complete specific details where appropriate and existing.

Question:

- 12) We would like to know whether number of CVs submitted is a point-rated factor, and whether those points are allotted within criterion 3 or perhaps if they factor into criterion 1 or 2. (Again, page 15 of the RFSO makes no reference to number of CV's submitted as a point-rated criteria). We would appreciate clarification, as the answer will impact how and where we present information within our response.

Answer: The number of CVs submitted is point rated, ie receiving full points for submitting 5 resumes; it is evaluated under criteria #4 (Demonstrated Network for Specialized Assessments) in the Evaluation Criteria.

Question:

- 13) Can the department provide us with statistics on the number of clients who voluntarily enrolled in the program in the past years ? For each service area ?

Answer: Unfortunately this is information that cannot be shared. It is internal information with HRSDC.

Question:

- 14) Can you verify if the client can share any "Forecasts" of demands for the program per area ?

Answer: This year's budget is the same total amount with a comparable distribution to the last contract years – i.e. 40% for W-T; 30%- 40% ON and %20 Atlantic. There are no forecasts per area as the companies bid independently on the RFP. They are evaluated against criteria only once the bidding has closed. In essence, the procurement process is followed.

The Department uses the Annual Report for its reporting of existing statistics. There are 1200 who ask for VR annually for a budget of roughly 1.5 M. annually.

Question:

- 15) We will provide one complete Technical Offer and one complete Financial Offer for each area we are bidding on, and identify the area on the cover page for each section. For sections III Certifications and IV Additional Information, we will provide a single copy applicable to all areas we are bidding on. Is this an acceptable approach? If not, please clarify what is required.

Answer: One copy of the III Certifications and IV Additional Information is acceptable.

Question:

- 16) Some Areas have been divided into sub-sections (Areas 14 and 15, page 6). Are separate Technical and Financial offers required for each sub-section?

Answer:

Yes, separate technical and financial proposals are necessary for each area bid on. ie the rationale exists for bilingual areas etc

Question:

- 17) Page 33 (page 4 of Addendum 2), '4.3 Service Provider Staff' – Are staff permitted to be independent subcontractors or direct employees, providing they meet or surpass the mandatory minimum criteria and appropriate security clearance?

Answer:

Yes. In VR in Canada, practitioners can be self-employed, independent subcontractors or direct employees provided that security requirements are met. There can be no delay in service due to the company's security clearance.

Question:

- 18) Page 36 (page 7 of Addendum 2), '5.3 Intervention Phase, Item 2. Developing Job Search Skills' – Can job search training be outsourced to a training provider or does this need to be administered directly the service provider?

Answer:

Typically, the service provider provides the job search training. There is an expectation that the consultant provide these services. The client can go to a separate agency, however the Vocational Rehabilitation Program cannot be charged for any costs incurred. Third parties cannot provide the services because they are not approved to provide services under the contract. Only approved companies are to provide services.

Question:

- 19) Will a VR consultant holding a CVRP designation and more than 20 years? experience with extensive vocational training but no university degree and no diploma be considered as meeting the mandatory requirements.

Answer:

If a person does not have all of the criteria, they would not be eligible for approval.

Question

- 20) Some Areas have been divided into sub-sections (Areas 14 and 15, page 6). Are separate Technical and Financial offers required for each sub-section?

Answer:

Yes. The service provider submits one bid package but has to clearly delineate which areas they are bidding for, if there are different regional administrative offices, the staff for those areas, and if there are different cost per areas. Ideally those would be clearly separated out. Some areas will require separate technical evaluations because the consultants may differ depending on sub sections and the point systems the consultants are willing to travel. The financial offers will depend upon what area they apply

So for example, if a service provider was bidding for all regions across the country then they may have a separate page for each region where they listed the staff that they are putting forward and if there may be different regional administrative offices these would need to be separately cleared. If they have different service costs for Newfoundland than say Ontario, then they would clearly outline that so that it will be clear for PSPC.

Question:

- 21) Page 35 (page 6 of Addendum 2), '5.1 Assessment Phase' – It is indicated that approval must be obtained to permit assessment via telephone or video conference.

Answer:

Yes

Question:

- 22) Are there any changes being made to this consideration in light of current COVID-19 pandemic restrictions?

Answer:

Not at the present time.

Question:

- 23) Page 46 (page 17 of Addendum 2), 'Technical Proposal, Item 3' – For out-of-home in-person meetings with the client, can an independent location be used (such as a private office rental or other private location) if agreed to by the client? If so, does this location need to be pre-approved by the VCRM and is it subject to security requirements, even if documents are not being stored at that location?

Answer:

Prior approval is required by the VRCM and may be used only when the premises has met the security requirements of the contract.

Question:

- 24) Page 46 (page 17 of Addendum 2), 'Technical Proposal, Item 6' – Please confirm that the case study is to be prepared for only the "Initial Assessment Report" component (i.e., Appendix C) Yes