



**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

<b>Title - Sujet</b> Rehabilitation Services	
<b>Solicitation No. - N° de l'invitation</b> 51019-184018/B	<b>Date</b> 2020-06-29
<b>Client Reference No. - N° de référence du client</b> 51019-184018	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$STJ-002-4508
<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</b> <b>at - à 02:00 PM</b> <b>on - le 2020-07-30</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) 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> 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**

<b>Delivery Required - Livraison exigée</b> See Herein	<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>

## Purpose of this Draft RFP

The purpose of this draft RFP is to provide industry with an opportunity to review it in its entirety and provide feedback on the content. If additional information is required, or if you have any concerns with the requirement within the Statement of Work (SOW), please advise. We invite feedback on the full draft RFP and we are specifically requesting feedback on the following:

- Are there requirements that would prevent your organization from submitting a proposal? If so, please elaborate.
- Annex A – SOW, Section 6 Performance Measurement and Quality. Can you identify any issues, barriers or restrictions in this section?
- Annex A SOW, Section 8 Application and IT Requirements, Appendix 2 (demonstration of GCCase). Can you identify any issues, barriers or restrictions integrating with VAC's systems and real time data transfer?
- Would you amend any previously provided feedback now that you have reviewed the SOW in its entirety and also given the current pandemic?

The draft RFP will be posted for 30 days. We request feedback be provided in writing and limited to 20 pages and submitted before the draft RFP closing date.

Public Services and Procurement Canada (PSPC) is requesting Industry feedback only on the draft Request for Proposal (RFP). PSPC is not requesting Industry to provide individual/lot pricing in Annex B of the Basis of Payment document, or quotes at this stage of the draft RFP process. Annex B provides the pricing structure of services, locations, training, and resources required to deliver the Rehabilitation Services program. Estimated quantity and hours will be provided in the final version of the RFP document.

We invite industry to ask questions or request clarifications on the draft RFP. However, please note that we may not provide responses at this time. Rather, the responses may be in the final version of the RFP.

It is anticipated that the final version of the RFP will be posted in September 2020.

## Disclaimer

This draft RFP is neither a call for tender nor a RFP. No agreement or contract will be entered into based on this draft RFP. The issuance of this draft RFP 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 draft RFP 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 finalizing 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 or providing comments on this draft RFP 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

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STJ-8-41048

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STJ002  
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draft RFP. Similarly, participation in this draft RFP 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 draft RFP.

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

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## PART 1 - GENERAL INFORMATION

### 1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, Insurance Requirements, the Security Requirements Check List, the Task Authorization Form 572, Volumetric Data, the Technical Evaluation Criteria, the Electronic Payment Instruments, the Federal Contractors Program for Employment Equity - Certification, and the Complete List of Each Individual who are Currently Directors and/or Owners of the Bidder.

### 1.2 Summary

1.2.1 Veterans Affairs Canada (VAC) is mandated to deliver rehabilitation services to eligible Veterans, spouses/common-law partners and survivors. VAC requires the services of a Contractor to assist in the delivery of the Rehabilitation and Vocational Assistance Program. The Contracted Services for Rehabilitation and Vocational Assistance Services include the following activities:

- conducting comprehensive Rehabilitation and Vocational Assistance assessments;
- developing Rehabilitation and Vocational Assistance plans;
- providing direct Rehabilitation and Vocational Assistance service delivery leveraging a national network of Rehabilitation focused multi-disciplinary teams and or individual Rehabilitation Service Providers (collectively referred to as "Service Providers");
- monitoring progress in the plan, and evaluating and adjusting the plan as required; and,
- communicating and collaborating with clients as they participate in the Rehabilitation Plan;
- administering, processing and paying Rehabilitation Program Participant claims and Vocational Assistance related expenses and training costs.
- ultimately, closing the Rehabilitation and Vocational Assistance plan.
- for some eligible Participants, Contracted Services will also include the completion of Employability and Earnings Capacity Assessments (EECAs), or related assessments, to document the impact of a Veteran's eligible health condition(s) on their capacity for suitable gainful employment.

The Work is to be performed for a total of six (6) years which includes: a one (1) year and six (6) month implementation period, a four (4) year full service period; and a six (6) month contract phase out period. There will also be an option to extend the period of the Contract by up to three (3) additional, two (2) year periods prior to the contract phase out period.

- 1.2.2 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.
- 1.2.3 The requirement is subject to a preference for Canadian goods and services,
- 1.2.4 The Federal Contractors Program (FCP) for employment equity applies to this procurement; refer to Part 5 – Certifications and Additional Information, Part 7 - Resulting Contract Clauses and the annex titled Federal Contractors Program for Employment Equity - Certification.
- 1.2.5 This bid solicitation allows bidders to use the epost Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled Bidder Instructions, and Part 3 entitled Bid Preparation Instructions, of the bid solicitation, for further information.

### 1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

### 1.4 Conflict of Interest

Without limiting Canada's rights under Article 18 of 2003 (2020/05/28) Standard Instructions – Goods or Services – Competitive Requirements, the following private sector individuals and non-Canada employees have been engaged in the preparation of this solicitation:

RFP Solutions

### 1.5 Fairness Monitor

Canada has engaged the services of an organization to act as an independent third party Fairness Monitor (FM) for this procurement process. The role of the FM is to provide an attestation of assurance on the fairness, openness, and transparency of the monitored activities.

The Fairness Monitor's duties will include, but not be limited to:

- i. observing all or part of the procurement process (including, but not limited to, the Engagement process and the bid solicitation, the evaluation of the bids with respect to Canada's adherence to the evaluation process described in this bid solicitation, and bid debrief process);
- ii. providing feedback to Canada on fairness issues; and
- iii. attesting to the fairness of the procurement process.

The Fairness Monitor will not be part of the evaluation team, but will be granted access to any bid submitted in response to this bid solicitation and any related correspondence received by Canada pursuant to this bid solicitation.

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The Fairness Monitor engaged for this procurement is: KPMG, LLP

### **1.6 Phased Bid Compliance Process**

The Phased Bid Compliance Process (PBCP) applies to this requirement.

DRAFT



## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2020/05/28) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days  
Insert: 250 days

Section 17 of SACC Manual 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended by inserting the following:

4. Each member of the joint venture must meet any requirements related to the Former Public Servant declaration in Part 2 and the Federal Contractors Program for Employment Equity certification described in Part 5:
5. For any requirements in the bid solicitation related to security clearance, each of the members of the joint venture must meet the requirements;
6. For any requirements in the bid solicitation relating to insurance, at least one member of the joint venture must meet the requirements.

#### 2.1.1 SACC Manual Clauses

SACC Reference	Section	Date
C9000T	Pricing	2010/08/16

### 2.2 Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

Note: For bidders choosing to submit using epost Connect for bids closing at the Bid Receiving Unit in New Brunswick/Prince Edward Island (NB/PEI) the email address is:

[TPSGC.RARceptionSoumisNBPE-ARBidReceivingNBPE.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.RARceptionSoumisNBPE-ARBidReceivingNBPE.PWGSC@tpsgc-pwgsc.gc.ca)

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions 2003, or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

## 2.3 Former Public Servant

### Former Public Servant - Competitive Bid

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

#### Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the Financial Administration Act, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the Public Service Superannuation Act (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the Supplementary Retirement Benefits Act, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the Canadian Forces Superannuation Act, R.S., 1985, c. C-17, the Defence Services Pension Continuation Act, 1970, c. D-3, the Royal Canadian Mounted Police Pension Continuation Act, 1970, c. R-10, and the Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c. R-11, the Members of Parliament Retiring Allowances Act, R.S. 1985, c. M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c. C-8.

#### Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes ( ) No ( )**

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

- a. name of former public servant;

- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2019-01](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

### Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes ( ) No ( )**

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

### 2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority as indicated below no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Name: Janine Donovan  
Title: Supply Team Leader, Acquisitions  
Public Services and Procurement Canada  
Acquisitions Branch  
Address: 126 Prince William Street  
Saint John, NB  
E2L 2B6  
E-mail address: Janine.donovan@pwgsc-tpsgc.gc.ca

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

## 2.5 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **Prince Edward Island**.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

## 2.6 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least fifteen (15) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

## 2.7 Bidders' Conference

There will be no Bidders' Conferences or site visits during the bid solicitation period.

## 2.8 Volumetric Data

Information on historical business and transaction volume data is provided in Annex F. This data has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in the bid solicitation does not represent a commitment by Canada that Canada's future usage of the service identified in this bid solicitation will be consistent with this data. It is provided purely for information purposes. **Canada accepts no liability for any discrepancies or variation between the estimates provided and the actual resource requirements to be processed under the contract.**

## 2.9 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
  - Office of the Procurement Ombudsman (OPO)
  - Canadian International Trade Tribunal (CITT)
- (c) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

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## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the [2003](#) standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

The bid must be gathered per section and separated as follows:

Section I: Technical Bid  
Section II: Financial Bid  
Section III: Certifications  
Section IV: Additional Information

If the Bidder chooses to submit its bid in hard copies, Canada requests that the Bidder submits its bid in separately bound sections as follows:

Section I: Technical Bid (eight (8) hard copies)  
Section II: Financial Bid (two (2) hard copies)  
Section III: Certifications (two (2) hard copies)  
Section IV: Additional Information (two (2) hard copies)

If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

If the Bidder is simultaneously providing copies of its bid using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the Bid.

Canada request that Bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x11inch (216 mm x 279 mm) page formatting;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](#) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fiber certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Soft Copies: Canada requests that Bidders provide soft copies in an unprotected PDF format to open (i.e. no password) such that copy and print functions in the PDF document are not restricted and/or disabled,

and the PDF document cannot be edited. Bidders are requested to verify that the electronic files(s) are readable, not corrupted, and complete. Any information not readable by Canada will not be evaluated, and any clarifications to unreadable information will be considered as Late Bids in accordance with Section 6 of SACC Manual 2003, Standard Instructions – Good or Services – Competitive Requirements.

All descriptive documents, manuals and technical brochures referred to in the bidder's bid must be submitted with the bid.

## **Section I: Technical Bid**

In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

The technical bid must address all Mandatory Technical Evaluation Criteria as well as all Point-Rated Evaluation Criteria contained in Annex G of this RFP.

To facilitate bid preparation and bid evaluation, Bidders should prepare and submit their technical bid using the following Table of Contents:

### **Technical Bid Part 1**

#### Part 1, Section 1.1 – Signed Copy of the RFP

This Section should include a signed copy of page "1" of this RFP (which is deemed to include all amendments as per instructions detailed in Part 2 of this RFP).

#### Part 1, Section 1.2 – Bidder Contact

This Section should include at a minimum the Name and Telephone Number of a single contact person that is authorized to represent the Bidder for this RFP.

### **Technical Bid Part 2**

#### Part 2, Section 2.1 – Mandatory Technical Evaluation Criteria

This part of the Bid should be prepared in response to the Mandatory Technical Evaluation Criteria contained in Annex G of this RFP.

#### Part 2, Section 2.2 – Point-Rated Evaluation Criteria

This part of the Bid should be prepared in response to the Point-Rated Evaluation Criteria contained in Annex G of this RFP.

### **Technical Bid Part 3**

#### Part 3, Section 3.1 – Technical Bid Documentation

This Part of the Bid should list and include all documentation specified in the Submission requirements or otherwise referenced by the Bidder in its Technical Bid, if applicable.

## **Section II: Financial Bid**

- 3.1.1** Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B" and Attachment 1 – Financial Bid Requirements. The total amount of taxes must be shown separately, if applicable.

**NOTE: Attachment 1 will be a spreadsheet which will be provided in the final RFP documents.**

### **3.1.2 Electronic Payment of Invoices – Bid**

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "H" Electronic Payment Instruments, to identify which ones are accepted.

If Annex "H" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

## **Section III: Certifications**

Bidders must submit the certifications and additional information required under Part 5.

## **Section IV: Additional Information**

### **3.1.3 Bidder's Proposed Sites or Premises Requiring Safeguarding Measures**

- 3.1.3.1** As indicated in Part 6 under Security Requirements, the Bidder must provide the full addresses of the Bidder's and proposed individuals' sites or premises for which safeguarding measures are required for Work Performance:

Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code  
Country

- 3.1.3.2** The Company Security Officer must ensure through the [Contract Security Program](#) that the Bidder and proposed individuals hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

### **3.2 Submission of Only One Bid**

A Bidder, including related entities, will be permitted to submit only one bid in response to this bid solicitation. If a Bidder or any related entities participate in more than one bid (participating means being part of the Bidder, not being a subcontractor), Canada will provide those Bidders with two (2) working days to identify the single bid to be considered by Canada. Failure to meet this deadline will result in all the affected bids being declared non-responsive.

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For the purposes of this Article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is a natural person, corporation, partnership, etc.), and entity will be considered to be "related" to a Bidder if:

- (a) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
- (b) they are "related persons" or "affiliated persons" according to the Canada Income Tax Act;
- (c) the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship)); or
- (d) the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.



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## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. There are several phases in the evaluation process, which are described below. Even though the evaluation will be conducted in phases, the fact that Canada has proceeded to a later phase does not mean that Canada has conclusively determined that the Bidder has successfully passed the previous phases. Canada may conduct phases of the evaluation in parallel.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- (c) The evaluation team will determine first if there are two or more bids with a valid Canadian Content certification. In that event, the evaluation process will be limited to the bids with the certification; otherwise, all bids will be evaluated. If some of the bids with a valid certification are declared non-responsive, or are withdrawn, and less than two responsive bids with a valid certification remain, the evaluation will continue among those bids with a valid certification. If all bids with a valid certification are subsequently declared non-responsive, or are withdrawn, then all the other bids received will be evaluated.
- (d) Canada will use the Phased Bid Compliance Process as described below.

#### 4.1.1 Phased Bid Compliance Process

##### 4.1.1.1 (2018-07-19) General

- (a) Canada is conducting the PBCP described below for this requirement.
- (b) Notwithstanding any review by Canada at Phase I or II of the PBCP, Bidders are and will remain solely responsible for the accuracy, consistency and completeness of their Bids and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in Bids or in responses by a Bidder to any communication from Canada.

THE BIDDER ACKNOWLEDGES THAT THE REVIEWS IN PHASE I AND II OF THIS PBCP ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE III THAT THE BID IS NON-RESPONSIVE, EVEN FOR MANDATORY REQUIREMENTS WHICH WERE SUBJECT TO REVIEW IN PHASE I OR II AND NOTWITHSTANDING THAT THE BID HAD BEEN FOUND RESPONSIVE IN SUCH EARLIER PHASE. CANADA MAY DEEM A BID TO BE NON-RESPONSIVE TO A MANDATORY REQUIREMENT AT ANY PHASE.

THE BIDDER ALSO ACKNOWLEDGES THAT ITS RESPONSE TO A NOTICE OR A COMPLIANCE ASSESSMENT REPORT (CAR) (EACH DEFINED BELOW) IN PHASE I OR II MAY NOT BE SUCCESSFUL IN RENDERING ITS BID RESPONSIVE TO THE MANDATORY REQUIREMENTS THAT ARE THE SUBJECT OF THE NOTICE OR CAR, AND MAY RENDER ITS BID NON-RESPONSIVE TO OTHER MANDATORY REQUIREMENTS.

- (c) Canada may, in its discretion, request and accept at any time from a Bidder and consider as part of the Bid, any information to correct errors or deficiencies in the Bid that are clerical or administrative, such as, without limitation, failure to sign the Bid or any part or to checkmark a

box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Bidder has specified as the price or of any component thereof that is subject to evaluation. This shall not limit Canada's right to request or accept any information after the bid solicitation closing in circumstances where the bid solicitation expressly provides for this right. The Bidder will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Bid being declared non-responsive.

- (d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2020/05/28) Standard Instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right, or in the circumstances described in subsection (c).
- (e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Bidder must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

#### **4.1.1.2 (2018-03-13) Phase I: Financial Bid**

- (a) After the closing date and time of this bid solicitation, Canada will examine the Bid to determine whether it includes a Financial Bid and whether any Financial Bid includes all information required by the solicitation. Canada's review in Phase I will be limited to identifying whether any information that is required under the bid solicitation to be included in the Financial Bid is missing from the Financial Bid. This review will not assess whether the Financial Bid meets any standard or is responsive to all solicitation requirements.
- (b) Canada's review in Phase I will be performed by officials of the Department of Public Works and Government Services.
- (c) If Canada determines, in its absolute discretion that there is no Financial Bid or that the Financial Bid is missing all of the information required by the bid solicitation to be included in the Financial Bid, then the Bid will be considered non-responsive and will be given no further consideration.
- (d) For Bids other than those described in c), Canada will send a written notice to the Bidder ("Notice") identifying where the Financial Bid is missing information. A Bidder, whose Financial Bid has been found responsive to the requirements that are reviewed at Phase I, will not receive a Notice. Such Bidders shall not be entitled to submit any additional information in respect of their Financial Bid.

- (e) The Bidders who have been sent a Notice shall have the time period specified in the Notice (the "Remedy Period") to remedy the matters identified in the Notice by providing to Canada, in writing, additional information or clarification in response to the Notice. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the Notice.
- (f) In its response to the Notice, the Bidder will be entitled to remedy only that part of its Financial Bid which is identified in the Notice. For instance, where the Notice states that a required line item has been left blank, only the missing information may be added to the Financial Bid, except that, in those instances where the addition of such information will necessarily result in a change to other calculations previously submitted in its Financial Bid, (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the Bidder and only these adjustments shall be made. All submitted information must comply with the requirements of this solicitation.
- (g) Any other changes to the Financial Bid submitted by the Bidder will be considered to be new information and will be disregarded. There will be no change permitted to any other Section of the Bidder's Bid. Information submitted in accordance with the requirements of this solicitation in response to the Notice will replace, in full, **only** that part of the original Financial Bid as is permitted above, and will be used for the remainder of the bid evaluation process.
- (h) Canada will determine whether the Financial Bid is responsive to the requirements reviewed at Phase I, considering such additional information or clarification as may have been provided by the Bidder in accordance with this Section. If the Financial Bid is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- (i) Only Bids found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II review.

#### **4.1.1.3 (2018-03-13) Phase II: Technical Bid**

- (a) Canada's review at Phase II will be limited to a review of the Technical Bid to identify any instances where the Bidder has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Bid meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase III.
- (b) Canada will send a written notice to the Bidder (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Bid has failed to meet. A Bidder whose Bid has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Bid has been found responsive to the requirements reviewed at Phase II. Such Bidder shall not be entitled to submit any response to the CAR.
- (c) A Bidder shall have the period specified in the CAR (the "Remedy Period") to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.
- (d) The Bidder's response must address only the Eligible Mandatory Criteria listed in the CAR

as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Bidder which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Bid, the Bidder shall identify such additional changes, provided that its response must not include any change to the Financial Bid.

- (e) The Bidder's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Bid, the wording of the proposed change to that section, and the wording and location in the Bid of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder must include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Bidder's Bid, and failure of the Bidder to do so in accordance with this subparagraph is at the Bidder's own risk. All submitted information must comply with the requirements of this solicitation.
- (f) Any changes to the Bid submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, **only** that part of the original Bid as is permitted in this Section.
- (g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Bid, but will be considered by Canada in the evaluation of the Bid at Phase II only for the purpose of determining whether the Bid meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase any score that the original Bid would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If so, the Bid will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as part of its Bid, but the Bidder's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Bid.
- (h) Canada will determine whether the Bid is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Bid is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- (i) Only Bids found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

#### **4.1.1.4 (2018-03-13) Phase III: Final Evaluation of the Bid**

- (a) In Phase III, Canada will complete the evaluation of all Bids found responsive to the requirements reviewed at Phase II. Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

- (b) A Bid is non-responsive and will receive no further consideration if it does not meet all mandatory evaluation criteria of the solicitation.

#### **4.1.2 (2017-07-31) Technical Evaluation**

##### **4.1.2.1 (2017-07-31) Mandatory Technical Criteria**

The mandatory technical evaluation criteria are included in Annex G. The Phased Bid Compliance Process will apply to all mandatory technical criteria.

##### **4.1.2.2. Point Rated Technical Criteria**

The point rated technical evaluation criteria are included in Annex G. The Phased Bid Compliance Process will apply to all point rated technical criteria.

#### **4.1.3 Financial Evaluation**

The financial evaluation is performed to ensure compliance with all requirements identified in the financial bid requirements and bidder instructions provided in the Basis of Payment in Annex B of this solicitation.

The firm prices/rates provided by the bidder for one year of the contract will be used by the evaluation Team to calculate an evaluated cost/total bid price. For evaluation purposes only, elements of the basis of payment that will occur in subsequent years of the contract will be escalated by 2.5% annually for each of the remaining nine (9) years. The Bidder's evaluated cost/total bid price will be based on the aggregate of all the elements of the basis of payment for the one (1) year and six (6) month implementation period, the four (4) years of the contract, the six (6) months of the contract phase out period, and the six (6) additional option years.

After establishing each bidder's evaluated cost/total bid price, the lowest priced responsive bid will receive a financial bid score of 30, with the evaluated cost/total bid price of all other proposals being given a prorated score based on the relative dollar value of the particular bid (i.e., the lowest price of all responsive bids, divided by the individual bid price, multiplied by 30%). For the purposes of this calculation as well as the Overall Bid Score calculation, PWGSC will carry two figures to the right of the decimal point, with rounding up at five or above, and down at anything below five.

See 4.2 Basis of Selection for a sample calculation.

##### **4.1.3.1 Mandatory Financial Criteria**

*SACC Manual* Clause A0220T (2014/06/26), Evaluation of Price - Bid

#### **4.2 Basis of Selection - Highest Combined Rating of Technical Merit and Price**

1. To be declared responsive, a bid must:

- (a) comply with all the requirements of the bid solicitation; and
- (b) meet all mandatory criteria; and
- (c) obtain the required minimum points specified for each criterion for the technical evaluation, and
- (d) obtain the required minimum of 16,800 points overall for the technical evaluation criteria which are subject to point rating.

The rating is performed on a scale of 24,000 points.

2. Bids not meeting (a) or (b) or (c) and (d) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

**Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)**

	<i>Bidder</i>		
	<i>Bidder 1</i>	<i>Bidder 2</i>	<i>Bidder 3</i>
<b>Overall Technical Score</b>	115/135	89/135	92/135
<b>Bid Evaluated Price</b>	\$55,000.00	\$50,000.00	\$45,000.00
<b>Calculations</b>			
<b>Technical Merit Score</b>	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
<b>Pricing Score</b>	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
<b>Combined Rating</b>	83.84	75.56	80.89
<b>Overall Rating</b>	1st	3rd	2nd



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## PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

### 5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

#### 5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity declaration form available of the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

#### 5.1.2 Additional Certifications Required with the Bid

##### 5.1.2.1 Canadian Content Certification

This procurement is conditionally limited to Canadian services.

Subject to the evaluation procedures contained in the bid solicitation, bidders acknowledge that only bids with a certification that the services offered are Canadian services, as defined in clause [A3050T](#), may be considered.

Failure to provide this certification completed with the bid will result in the services offered being treated as non-Canadian services.

The Bidder certifies that:

( ) the services offered are Canadian services as defined in paragraph 4 of clause [A3050T](#).

For more information on how to determine the Canadian content for a mix of goods, a mix of services or a mix of goods and services, consult [Annex 3.6](#), Example 2, of the Supply Manual.

##### 5.1.2.1.1 SACC Manual clause [A3050T](#) (2018/12/06) Canadian Content Definition

### 5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

#### 5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

## **5.2.2 Federal Contractors Program for Employment Equity - Bid Certification**

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the ["FCP Limited Eligibility to Bid"](#) list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex titled Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

## **5.2.3 Additional Certifications Precedent to Contract Award**

### **5.2.3.1 Status and Availability of Resources**

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

### **5.2.3.2 Education and Experience**

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.



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## PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

### 6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
- (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
- (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
- (e) the Bidder must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.

2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

3. For additional information on security requirements, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

### 6.2 Financial Capability

SACC *Manual* clause A9033T (2012/07/16) Financial Capability

### 6.3 Insurance Requirements

#### Insurance – Proof of Availability Prior to Contract Award

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex C.

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

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## **PART 7 - RESULTING CONTRACT CLAUSES**

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

### **7.1 Statement of Work**

#### **7.1 Statement of Work - Contract**

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A" and the Contractor's technical bid entitled \_\_\_\_\_, dated \_\_\_\_\_.

##### **7.1.2 Task Authorization**

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

###### **7.1.2.1 Task Authorization Process**

1. The Veterans Affairs Contract Manager will provide the Contractor with a description of the task using the Task Authorization" form specified in Annex E.
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis(bases) and methods of payment as specified in the Contract.
3. The Contractor must provide the VAC Contract Manager within 10 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the VAC Contract Manager has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

###### **7.1.2.2 Task Authorization Limit**

The VAC Contract Manager may authorize individual task authorizations up to a limit of \$100,000.00, Applicable Taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the Contracting Authority before issuance.

###### **7.1.2.3 Canada's Obligation - Portion of the Work - Task Authorizations**

Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

###### **7.1.2.4 Periodic Usage Reports - Contracts with Task Authorizations**

The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.

The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

The data must be submitted on a quarterly basis to the Contracting Authority.

The quarterly periods are defined as follows:

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31; and

4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than fifteen (15) calendar days after the end of the reporting period.

### Reporting Requirement- Details

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain

#### For each authorized task:

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- v. the start and completion date for each authorized task; and
- vi. the active status of each authorized task, as applicable.

#### For all authorized tasks:

- i. the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- ii. the total amount, exclusive of Applicable Taxes, expended to date against all authorized TAs.

## 7.2 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

### 7.2.1 General Conditions

2035 (2020/05/28), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

## 7.2.2 Supplemental General Conditions

The following Supplemental General Conditions apply to and form part of the Contract:

- 4001 (2015-04-01), Hardware Purchase, Lease and Maintenance
- 4002 (2010-08-16), Software Development or Modification Services
- 4003 (2010-08-16), Licensed Software
- 4004 (2013-04-25), Maintenance and Support Services for Licensed Software
- 4006 (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground Information
- 4008 (2008-12-12), Personal Information

4010 (2012/07/16), Services - Higher Complexity

## 7.3 Security Requirements

**7.3.1** The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Contract:

### SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE No 51019-184018

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding and Production Capabilities at the level of PROTECTED B, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.
3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CSP, PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B including an IT Link at the level of PROTECTED B.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
  - (a) Security Requirements Check List and security guide (if applicable), attached at Annex D;
  - (b) Industrial Security Manual (Latest Edition)

## 7.3.2 Contractor's Sites or Premises Requiring Safeguarding Measures

**7.3.2.1** Where safeguarding measures are required in the performance of the Work, the Contractor must diligently maintain up-to-date the information related to the Contractor's and proposed individuals' sites or premises for the following addresses:

Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code  
Country

**7.3.2.2** The Company Security Officer must ensure through the Contract Security Program that the Contractor and individuals hold a valid security clearance at the required level.

## **7.4 Term of Contract**

### **7.4.1 Period of the Contract**

The "Contract Period" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:

- a. The implementation period
- b. The "Initial Contract Period", which begins on the date the Contract is awarded and ends four (4) years later;
- c. The period during which the Contract is extended, if Canada chooses to exercise any Option to Extend set out in the Contract; and
- d. The period during which the Close-out Phase is performed.

Client referrals will cease at the end of the four (4) year full service period.

### **7.4.2 Option to Extend the Contract**

The Contractor grants to Canada one irrevocable option to extend the period of the Contract for the purpose of performing the Work of the Close-Out Phase under the same terms and conditions, which period will begin on the date of written notice by Canada, and will end six (6) months later. Once exercised, the Close-Out Phase two year period supersedes and replaces any remaining period of the Contract Period.

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional two (2) year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least sixty (60) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

## **7.5 Authorities**

### **7.5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: Janine Donovan  
Title: Supply Team Leader, Acquisitions  
Public Services and Procurement Canada  
Acquisitions Branch  
Address: 126 Prince William Street  
Saint John, NB  
E2L 2B6

Solicitation No. - N° de l'invitation  
51019-184018/B  
Client Ref. No. - N° de réf. du client  
51019-184018

Amd. No. - N° de la modif.  
File No. - N° du dossier  
STJ-8-41048

Buyer ID - Id de l'acheteur  
STJ002  
CCC No./N° CCC - FMS No./N° VME

Telephone: (506) 639-0215  
Facsimile: (506) 636-4376  
E-mail address: Janine.donovan@pwgsc-tpsgc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

### 7.5.2 VAC Project Authority

The Project Authority for the Contract is:

*(The following to be identified in any resulting contract.)*

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
Facsimile: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
E-mail address: \_\_\_\_\_

The Project Authority is the representative from VAC who will be the approval authority on all documents where VAC approval is required.

### 7.5.3 VAC Contract Manager

The VAC Contract Manager for the Contract is:

*(The following to be identified in any resulting contract.)*

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
Facsimile: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
E-mail address: \_\_\_\_\_

The VAC Contract Manager is responsible for ensuring efficient coordination and communication between the Contractor and VAC. For additional duties related to this role, refer to section 2.6.12 of Annex A - SOW.

### 7.5.4 Contractor's Executive Sponsor (bidder please complete)

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_

Solicitation No. - N° de l'invitation  
51019-184018/B  
Client Ref. No. - N° de réf. du client  
51019-184018

Amd. No. - N° de la modif.  
File No. - N° du dossier  
STJ-8-41048

Buyer ID - Id de l'acheteur  
STJ002  
CCC No./N° CCC - FMS No./N° VME

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-mail address: \_\_\_\_\_

The Contractor must assign an Executive Sponsor who is responsible for monitoring, reporting on, and managing the financial administration of the Contractor between the Contractor and VAC. The Executive Sponsor must also serve as an escalation point, as required, to VAC's Director of Contract Administration and VAC Rehabilitation Program Management, for resolution of any Contractor performance management issues or concerns. For additional details on this role, refer to section 4.5.11 of Annex A – SOW.

#### **7.5.5 Contractor's Contract Manager (bidder please complete)**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-mail address: \_\_\_\_\_

The Contractor's Contract Manager will be responsible for the overall management of the Rehabilitation Program Service Delivery. For more information on this role, please refer to section 4.5.10 of Annex A – SOW.

#### **7.6 Proactive Disclosure of Contracts with Former Public Servants**

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2019-01 of the Treasury Board Secretariat of Canada.

#### **7.7 Payment**

##### **7.7.1 Basis of Payment: Cost reimbursable – Limitation of expenditure**

The Contractor will be paid for its costs reasonably and properly incurred in the performance of the Work, in accordance with the Basis of payment in annex B, to a limitation of expenditure of \$ \_\_\_\_\_. Customs duties are *included* and Applicable Taxes are extra.

##### **7.7.2 Basis of Payment - Firm Lot Price(s) - Task Authorizations**

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid in accordance with the basis of payment, in Annex B, as specified in the authorized TA. Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

### **7.7.3 Travel and Living Expenses – National Joint Council Travel Directive**

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 and/or administrative overhead, in accordance with the meal, and private vehicle allowances specified in Appendices B, C and D of the National Joint Council Travel Directive, and with the other provisions of the directive referring to "travellers", rather than those referring to "employees". Canada will not pay the Contractor any incidental expense allowance for authorized travel.

All travel must have the prior authorization of the VAC Contract Manager.

All payments are subject to government audit.

### **7.7.4 Limitation of expenditure**

1. Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - a. when it is 75% committed, or
  - b. four months before the contract expiry date, or
  - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### **7.7.5 Progress Payments**

1. Canada will make progress payments in accordance with the payment provisions of the Contract, no more than once a month, for cost incurred in the performance of the Work, up to \_\_\_\_\_ percent of the amount claimed and approved by Canada if:
  - (a) an accurate and complete claim for payment using form PWGSC-TPSGC 1111, Claim for Progress Payment, and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
  - (b) the amount claimed is in accordance with the basis of payment;



- (c) the total amount for all progress payments paid by Canada does not exceed \_\_\_\_\_ percent of the total amount to be paid under the Contract;
- (d) all certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives.
2. The balance of the amount payable will be paid in accordance with the payment provisions of the Contract upon completion and delivery of all work required under the Contract if the Work has been accepted by Canada and a final claim for the payment is submitted.
3. Progress payments are interim payments only. Canada may conduct a government audit and interim time and cost verifications and reserves the rights to make adjustments to the Contract from time to time during the performance of the Work. Any overpayment resulting from progress payments or otherwise must be refunded promptly to Canada.

#### 7.7.6 Limitation of price

SACC Manual clause C6000C (2017/08/17) Limitation of price

#### 7.7.7 Method of Payment

SACC Reference	Section	Date
H1001C	Multiple Payments	2008/05/12
H1000C	Single Payment	2008/05/12
H1008C	Monthly Payments	2008/05/12

#### 7.7.8 SACC Manual Clauses

SACC Reference	Section	Date
A9117C	T1204 - Direct Request by Customer Department	2007/11/30
C2000C	Taxes - Foreign-based Contractor	2007/11/30

#### 7.7.9 Electronic Payment of Invoices – Contract

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- Visa Acquisition Card;
- MasterCard Acquisition Card;
- Direct Deposit (Domestic and International);
- Electronic Data Interchange (EDI);
- Wire Transfer (International Only);
- Large Value Transfer System (LVTS) (Over \$25M)

#### 7.7.10 Discretionary Audit

SACC Reference	Section	Date
C0705C	Discretionary Audit	2010/01/11

#### 7.7.11 Time Verification

**SACC Reference**  
C0710C

**Section**  
Time and Contract Price Verification

**Date**  
2007/11/30

## 7.8 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. The Contractor must invoice VAC separately for each of the Services, as defined in Annex B Basis of Payment.

All invoices must be provided electronically in software acceptable by VAC to the following email address \_\_\_\_\_ (Address will be made available at time of award). Scanned .pdf documents are acceptable.

3. Each invoice must be on the Contractor's letterhead and contain the following information:
  - a. Contractor's name and mailing address;
  - b. Date of issue of the invoice;
  - c. The appropriate billing address for VAC, as follows:

Attention:  
Contract Administration  
Veterans Affairs Canada  
P.O. Box 7700  
Charlottetown, PE  
C1A 8M9;

- d. Request for payment to be sent to "Contractor's address";
  - e. Invoice number;
  - f. Payment terms of thirty (30) calendar days;
  - g. Period covered by the invoice;
  - h. Marked "Private and Confidential";
  - i. Attached detailed supporting documentation;
  - j. Amount invoiced excluding applicable taxes and the amount of applicable taxes separately;
  - k. Contract number; and
  - l. Procurement business number for the Contractor.
4. Each invoice must be supported by:
  - a. a copy of time sheets to support the time claimed;
  - b. a copy of the release document and any other documents as specified in the Contract;
  - c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
  - d. a copy of the monthly progress report.

### 7.8.1 Invoicing Instructions - Progress Payment Claim - Supporting Documentation required

1. The Contractor must submit a claim for payment using form [PWGSC-TPSGC 1111](#), Claim for Progress Payment.  
Each claim must show:
  - a. all information required on form [PWGSC-TPSGC 1111](#);

- b. all applicable information detailed under the section entitled "Invoice Submission" of the general conditions;
- c. a list of all expenses;
- d. expenditures plus pro-rated profit or fee;
- e. the description and value of the milestone claimed as detailed in the Contract.

Each claim must be supported by:

- a. a copy of time sheets to support the time claimed;
  - b. a copy of the invoices, receipts, vouchers for all direct expenses, travel and living expenses;
  - c. a copy of the monthly progress report.
2. Applicable Taxes must be calculated on the total amount of the claim before the holdback is applied. At the time the holdback is claimed, there will be no Applicable Taxes payable as it was claimed and payable under the previous claims for progress payments.
3. The Contractor must prepare and certify one original and two (2) copies of the claim on form [PWGSC-TPSGC 1111](#), and forward it to the VAC Contract Manager identified under the section entitled "Authorities" of the Contract for appropriate certification after inspection and acceptance of the work takes place.
- The VAC Contract Manager will then forward the original and two (2) copies of the claim to the Contracting Authority for certification and onward submission to the Payment Office for the remaining certification and payment action.
4. The Contractor must not submit claims until all work identified in the claim is completed.

## **7.9 Certifications and Additional Information**

### **7.9.1 Compliance**

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

### **7.9.2 Federal Contractors Program for Employment Equity - Default by the Contractor**

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

### **7.9.3 SACC Manual Clauses**

SACC Reference	Section	Date
A0285C	Workers Compensation	2007/05/25
A3060C	Canadian Content Certification	2008/05/12

## 7.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **Prince Edward Island**.

## 7.11 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the supplemental general conditions, [4001](#) (2015-04-01), Hardware Purchase, Lease and Maintenance, [4002](#) (2010-08-16), Software Development or Modification Services, [4003](#) (2010-08-16), Licensed Software, [4004](#) (2013-04-25), Maintenance and Support Services for Licensed Software, [4006](#) (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground Information, [4008](#) (2008-12-12), Personal Information, and [4010](#) (2012/07/16), Services - Higher Complexity;
- (c) the general conditions 2035 (2020/05/28), General Conditions - Higher Complexity - Services;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Insurance Requirements;
- (g) Annex D, Security Requirements Check List ;
- (h) Annex E, Task Authorization Form PWGSC-TPSGC 572
- (i) the Contractor's bid dated \_\_\_\_\_, *(insert date of bid)* *(If the bid was clarified or amended, insert at the time of contract award:"*, as clarified on \_\_\_\_\_ " **or** ",as amended on \_\_\_\_\_ " and insert date(s) of clarification(s) or amendment(s)).

## 7.12 SACC Manual Clauses

SACC Reference	Section	Date
A9068C	Government Site Regulations	2010/01/11
B1501C	Electrical Equipment	2018/06/21
B7500C	Excess Goods	2006/06/16
A9122C	Protection and Security of Data Stored in Databases	2008/05/12

## 7.13 Foreign Nationals (Canadian Contractor)

SACC Manual clause [A2000C](#) (2006/06/16) Foreign Nationals (Canadian Contractor)

Or

SACC Manual clause [A2001C](#) (2006/06/16) Foreign Nationals (Foreign Contractor)

## 7.14 Insurance Requirements

#### **7.14.1 Insurance - Specific Requirements**

The Contractor must comply with the insurance requirements specified in Annex C. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

#### **7.15 Limitation of Liability**

##### **Limitation of Liability - Information Management/Information Technology**

1. This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this section, even if it has been made aware of the potential for those damages.
2. First Party Liability:
  - a. The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
    - i. any infringement of intellectual property rights to the extent the Contractor breaches the section of the general conditions entitled "Intellectual Property Infringement and Royalties";
    - ii. physical injury, including death.
  - b. The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
  - c. Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.

- d. The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (a) above.
- e. The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:
  - i. any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including Applicable Taxes) for the goods and services affected by the breach of warranty; and
  - ii. any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (ii) of the greater of 0.25 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the block titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1M.

In any case, the total liability of the Contractor under paragraph (e) will not exceed the total estimated cost (as defined above) for the Contract or **\$1M**, whichever is more.

- f. If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

### 3. Third Party Claims:

- a. Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.
- b. If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite paragraph (a), with respect to special, indirect, and consequential damages of third parties covered by this section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.
- c. The Parties are only liable to one another for damages to third parties to the extent described in this paragraph 3.

## 7.16 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "Dispute Resolution"

## 7.17 Joint Venture Contractor

*(Note to Bidders: Bidders submitting a proposal as a joint venture must explicitly identify the joint venture members in their proposal, and the identity of the "representative member" of the joint venture. This Article will be deleted if the bidder awarded the Contract is not a joint venture. If the Contractor is a joint venture, this clause will be completed with information provided in its bid.)*

- a) The Contractor represents and warrants that the name of the joint venture is \_\_\_\_\_ and that it is comprised of the following members: *(Contract will include a list of all joint venture members named in the Contractor's original bid.)*
- b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:
  - i. \_\_\_\_\_ has been appointed as the "representative member" of the joint venture Contractor and has full authority to act as agent for each member regarding all matters relating to this Contract;
  - ii. by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
  - iii. all payments made by Canada to the representative member will act as a release from all the members
- c) All the members agree that Canada may terminate the Contract if there is a dispute among the members that, in Canada's opinion, affects the performance of the Work in any way.
- d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
- e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the provisions of the General Conditions.
- f) The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.



## 7.18 Safeguarding Electronic Media

Before using any electronic media on Canada's equipment or delivering the electronic media to Canada, the Contractor must use a regularly updated software to scan all electronic media used to perform the Work in order to ensure the electronic media does not contain computer viruses and other coding intended to cause malfunctions. The Contractor must immediately notify the VAC Project Manager if any electronic media used to perform the Work is found to contain computer viruses or other coding intended to cause malfunctions.

If electronic media is damaged or lost while in the Contractor's control or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately notify the VAC Contract Manager of any such loss or damage and replace it at its own expense.

## 7.19 Inspection and Acceptance

The VAC Contract Manager is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

## 7.20 Change Management

1. Without in any way diminishing or restricting any of the responsibilities of the Contractor, the VAC Contract Authority may, by giving notice to the Contractor, at any time and from time, request changes in the Work described in the Contract or any approved Task Authorization(s). Conversely, the Contractor may wish to propose a change to the Work described in the Contract or changes in approved Task Authorization(s).
2. Where the VAC Contract Manager requests a change or modification, the VAC Contract Manager will request a written Change Proposal from the Contractor for consideration. Where the Contractor wishes to propose a change or a modification, the Contractor will submit a written Change Proposal to the Project Authority for consideration.
3. All changes, where there is a cost or not, will require formal authorization through a TA or a Contract amendment.
4. As soon as reasonably possible, and no later than five (5) working days after receipt of the request, the Contractor must either:
  - a. give Notice to the VAC Contract Manager that the proposed modification is not sufficiently defined or;
  - b. submit to the VAC Contract Manager a completed Change Proposal which must contain the following:
    - i. a description of the change(s);



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- ii. the decrease or increase, which the proposed change will cause to the Contract or Task Authorization price;
    - iii. change(s) in delivery dates, if any, for any part of the Work affected by the directed or proposed changes;
    - iv. the anticipated effect of the change(s) on the performance of the Work;
    - v. the plan or plans to minimize the effect of the change(s) on the performance of the Work;
    - vi. recommended plan or plans for the completion of the Work;
    - vii. any other change in the provisions of the Task Authorizations of this Contract; and
    - viii. Any additional information as may be reasonably required by the VAC Contract Manager.
  5. If the Contractor's Proposal is accepted, the VAC Contract Authority and the Contractor agree to commence negotiations with respect to changes in the Work described in the Contractor's Proposal as soon as practicable.
  6. All proposed changes by the Contractor to any previously approved deliverable will require the revised deliverable to be resubmitted by the Contractor to the VAC Contract Authority for acceptance in accordance with this Contract.
  7. No change in the Work, or in the price, in the Contract or any resulting Task Authorization, resulting from changes in the Work, will be recognized under this Contract or any resulting Task Authorization(s), except in accordance with the provisions described in this Article. No one other than the Contracting Authority has the authority to approve any amendments or changes to this Contract or any resulting Task Authorization(s).
  8. If any directed change or changes approved after consideration of the Proposal, causes an increase or decrease in the price of the Contract or any resulting Task Authorization or the time for performance, then the price of the respective Task Authorization, the time for performance and other affected provisions of the Contract or the respective Task Authorization must be adjusted accordingly, provided that, at no time, the Contractor be entitled to compensation for any loss of anticipated profits. The Contractor must not carry out any Work arising from a change proposed by the Contractor or requested by the VAC Contract Manager until negotiations between the Contractor and Canada are completed to a mutual agreement, and the Contractor is in receipt of written authorization to proceed with the change as received from the Contracting Authority.
  9. It is the responsibility of the Contractor to verify with the VAC Contract Manager and the Contracting Authority whether the Work falls within the scope of the Contract or any approved Task Authorization(s), in the event any uncertainty exists.
  10. The costs of any changes pursuant to this Article will be negotiated based on pricing contained in the Contract.

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## 7.21 Reporting Requirements

1. The Contractor must provide the reports as detailed in the Statement of Work (SOW) to the VAC Contract Manager at the frequency and format specified herein.
2. Timely Problem Identification
  - a. The Contractor shall immediately advise the Contacting Authority and VAC Contract Manager in writing of any and all situations or difficulties that the Contractor considers will have an impact upon the scope of the Work, expected technical achievement, delivery schedule, person-power or cost to Canada. Notwithstanding the submission of any such report, the Contractor remains responsible for the completion of the Work in accordance with the terms of the Contract.
  - b. Such reports shall include proposed detailed remedial action plans to resolve or alleviate the identified situations or difficulties. The plans must set out the Contractor's detailed estimates of any increase in time, resources and cost to effect such plans. Such plans must include all reasonable options for consideration by Canada plus the costs and consequences to Canada of taking no remedial action and must also apportion a reasonable amount of time for Canada to review these options and obtain any necessary funding authorization.
  - c. The Contractor will be prohibited from claiming any additional costs incurred in remedying any situations or difficulties not reported in the manner described above in a timely fashion, and will be required to remedy such situations or difficulties at its own expense.

## 7.22 Professional Services – Resources

1. The Contractor must provide, as and when requested by Canada using a Task Authorization, professional services relating to the Work requirements set out under the SOW. To be able to provide these professional services on request, the Contractor must have available a team of experts, including individuals as detailed in Appendix 3 of the SOW
2. Once a requirement for a resource is identified by Canada (including any resource required under the Contract to be available immediately following Contract award or once a Task Authorization is issued), the Contractor must make the resource available to Canada within ten (10) working days.
3. If there must be a change in a resource performing work under the Contract (which must in any case comply with the requirements in General Conditions – Services 2035, Section 08 entitled "Replacement of Specific Individuals"), the Contractor must make the replacement available for work within ten (10) working days of the departure of the existing resource (or, if Canada has requested the replacement, within fifteen (15) working days of Canada's notice of the requirement for a replacement).
4. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, and language proficiency) and must be competent to provide the required services by any delivery dates described in the Contract.
5. If it is necessary to replace personnel, the Contractor must give at least ten (10) working days' notice in writing to the VAC Contractor Manager, but thirty (30) days would be preferable. The

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replacement must possess qualifications acceptable to the VAC Contract Manager and be approved by the VAC Contract Manager prior to replacement. Any replacement will be assigned to shadow the "to be replaced" resource (or a client resource when appropriate for knowledge transfer, for a period of up to a maximum of ten (10) working days to be determined with the VAC Contract Manager, at the Contractor's own expense. This shall also apply to contractor personnel replaced at the request of the VAC Contract Manager as not being suitable. The VAC Contract Manager reserves the right to interview (at no cost to Canada) the personnel assigned to the Contract.

6. If the Contractor fails to meet any of its obligations under this Article, or fails to deliver any deliverable or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the VAC Contract Manager within ten (10) working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.

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51019-184018/B  
Client Ref. No. - N° de réf. du client  
51019-184018

Amd. No. - N° de la modif.  
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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## **ANNEX "A"**

### **STATEMENT OF WORK**

*(Please see attachment)*

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## ANNEX "B"

### BASIS OF PAYMENT

The Contractor will be paid for costs reasonably and properly incurred in the performance of the Work, as detailed below. Applicable taxes are extra.

The Contractor must ensure the delivery of Rehabilitation Services is conducted per the Veterans Well-being Regulations Principles and Factors, and guarantee a sufficient Rehabilitation Service Specialist (RSS) to Participant ratio based on the complexity of Medical, Psycho-social and Vocational Rehabilitation service (Rehabilitation Program) needs.

#### 1.0 Rehabilitation Services

<b>1.1 Rehabilitation Service Specialist (RSS)</b> – The Contractor will be paid a combination all-inclusive fixed fee per task and per hour rate for the scope of work associated with the RSS as described in Section 3.0 of the Statement of Work which includes activities associated all phases of the Rehabilitation Service Delivery (Travel not included, refer to section 4.2). RSS will be expected to complete the following:	
Intake Phase – conducting Intake Interview, completing initial standardized assessment, initiating referral for comprehensive rehabilitation assessments.	\$ (fixed fee)
Planning Phase – coordinating comprehensive, standardized rehabilitation assessment(s), collaborating to develop comprehensive Rehabilitation Plan.	\$ (fixed fee)
Intervention Phase – coordinating intervention activities, monitoring Participant Rehabilitation Plan progress in collaboration with VAC, revising Rehabilitation Plans and reporting to VAC on Participant progress.	\$ (hourly rate*)
Closure Phase – documenting rationale for program closure, recommending program closure to VAC, completing all program closure activities.	\$ (fixed fee)

Due to the complexity of this Contract, following the initial year of the Operational phase, Canada may commence negotiations to determine a fixed cost per Participant fee for the Intervention Phase of the Rehabilitation Program. The costs will be determined using Contract Cost Principles 1031-2 of the Standard Acquisition Clauses and Conditions (SACC) Manual. The per Participant fee will be based on analysis of data collected associated with the time required for the Intervention Phase activities and the hourly rate provided by the Contractor.

Canada retains an irrevocable option to revisit the scope of services as defined within the SOW for the Intervention Phase of the Rehabilitation Program and change the pricing method from an hourly rate to a cost based on a per Participant fee, when exercised during the operational phase. The Contractor will be advised three (3) months in advance of implementing such changes. There will be no cost incurred, nor any contractual commitment to establish the new pricing methodology.

<b>1.2 Rehabilitation Service Professionals (RSP) Services and Intervention</b> - The Contractor will be paid per unit of time for assessments, reports, tests and evaluations. At a minimum each of the following must provide:
<ul style="list-style-type: none"><li>- Summary of the Participant's status and finding in relation to the rehabilitation needs and barriers.</li><li>- Clearly defined, measurable recommended goals with timeframe, target dates and expected number of sessions for resolution.</li><li>- Objective outcome criteria by which goal achievement will be measured.</li></ul>

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Fixed fee	Region					
	Atlantic	Central	Northern and Western	Pacific	International	Total
In-patient interdisciplinary (IDC) Assessment	\$	\$	\$	\$	\$	\$
Out-patient interdisciplinary Assessment	\$	\$	\$	\$	\$	\$
Addiction Assessment	\$	\$	\$	\$	\$	\$
Clinical Social Worker Assessment	\$	\$	\$	\$	\$	\$
Chiropractic Assessment	\$	\$	\$	\$	\$	\$
Occupational Therapy Assessment	\$	\$	\$	\$	\$	\$
Naturopathic Assessment	\$	\$	\$	\$	\$	\$
Kinesiology Assessment	\$	\$	\$	\$	\$	\$
Physician Assessment	\$	\$	\$	\$	\$	\$
Psychotherapy/Psychological Assessment	\$	\$	\$	\$	\$	\$
Psychological Assessment	\$	\$	\$	\$	\$	\$
Massage Therapy Assessment	\$	\$	\$	\$	\$	\$
Psychiatric Assessment	\$	\$	\$	\$	\$	\$
Nursing Care Assessment	\$	\$	\$	\$	\$	\$
Pain Management Assessment	\$	\$	\$	\$	\$	\$
Podiatry Assessment	\$	\$	\$	\$	\$	\$
Physiotherapy Assessment	\$	\$	\$	\$	\$	\$
Social Worker Assessment	\$	\$	\$	\$	\$	\$
Vocational Assessment Summary Report	\$	\$	\$	\$	\$	\$

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Employability and Earnings Capacity Assessment (EECA)	\$	\$	\$	\$	\$	\$
Vocational Exploration Assessment	\$	\$	\$	\$	\$	\$
Psycho-educational Assessment	\$	\$	\$	\$	\$	\$
Psycho-vocational Assessment	\$	\$	\$	\$	\$	\$
Ergonomic Assessment	\$	\$	\$	\$	\$	\$
Life Skills Assessment	\$	\$	\$	\$	\$	\$
Cognitive Capacity Evaluation	\$	\$	\$	\$	\$	\$
Functional Capacity Evaluation	\$	\$	\$	\$	\$	\$
Achievement Testing	\$	\$	\$	\$	\$	\$
Aptitude Testing	\$	\$	\$	\$	\$	\$
Vocational Interest Testing	\$	\$	\$	\$	\$	\$
Labor Market Analysis	\$	\$	\$	\$	\$	\$
Vocational Evaluation Report	\$	\$	\$	\$	\$	\$
Standardized Transferable Skills Analysis	\$	\$	\$	\$	\$	\$
Physical Demands Analysis	\$	\$	\$	\$	\$	\$
Job Site Analysis	\$	\$	\$	\$	\$	\$
Functional Capacity/Abilities Evaluation	\$	\$	\$	\$	\$	\$
Job Readiness	\$	\$	\$	\$	\$	\$
Job Search Prep	\$	\$	\$	\$	\$	\$
Active Job Search	\$	\$	\$	\$	\$	\$
Job Placement Facilitation and Support	\$	\$	\$	\$	\$	\$

Gradual Return to Work/Work Re-integration	\$	\$	\$	\$	\$	\$
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**1.3 Rehabilitation Service Professionals (RSP) Services and Intervention** - The following represents approximately sixty (60) percent of "Services" performed under this contract. The other forty (40) percent will be paid as per VAC Benefit Grids, (to be provided with the final Request for Proposal).

Unit of time (1.0 Hour)	Regions					Total
	Atlantic	Central	Northern and Western	Pacific	International	
Psychological	\$	\$	\$	\$	\$	\$
Physiotherapy	\$	\$	\$	\$	\$	\$
Massage	\$	\$	\$	\$	\$	\$
Chiropractic	\$	\$	\$	\$	\$	\$
Social Work	\$	\$	\$	\$	\$	\$

## 2.0 Contract Implementation Period

**2.1 Contract Implementation** – The Contractor will be paid an all-inclusive firm price for implementation costs associated with the Implementation Period. All-inclusive price includes all resources, meetings and materials required for Implementation. Contractor is required to identify resources as per section 5.0 of the SOW. Payment will be made upon VAC's acceptance of the Implementation Phase deemed complete.

Firm price (not subject to escalation)	\$
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**2.2 Participant File Transition** – The Contractor will be paid an all-inclusive firm price for each Participant transitioned as per section 5.0 of the SOW.

Firm price per file review (not subject to escalation)	\$
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**2.3 Communication and Materials** – The Contractor will be paid an all-inclusive firm price for all communication development and materials as described in section 5.0 of the SOW, (Orientation/Participant Information Guide/Promotional). Payment will be made upon VAC's acceptance of all communication materials.

Firm price (not subject to escalation)	\$
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**2.4 Orientation and Training** – The Contractor will be paid an all-inclusive firm price for all orientation and training costs, including room rental and travel to Head Office/Area Office locations specified below. Payment will be made once all orientation and training sessions have been completed.

Charlottetown, PE	Montreal, QC
Halifax, NS	Calgary, AB
Saint John, NB	Prince George, BC



Ottawa, ON	Vancouver, BC
Toronto-Scarborough, ON	Victoria, BC
Windsor, ON	Winnipeg, MB
Regina, SK	
Firm price (not subject to escalation)	\$

<b>2.5 IT Design, Development and Testing</b> – The Contractor will be paid an all-inclusive firm price for the IT set-up and testing of all systems as described in section 8.0 of the SOW including but not limited to; testing strategy, plan development, timeline, system testing, integration testing, regression testing, stress/performance testing, functional testing, security testing, acceptance testing, the validation of electronic data loads (and manual file updates where these are necessary) and report generation. Payment will be made upon VAC's acceptance and testing of the Contractors integrated system.	
Firm price (not subject to escalation)	\$

### 3.0 Contract Operational Period

<b>3.1 Contract Operations</b> – The Contractor will be paid an all-inclusive firm price for costs associated with the Operational Period of the Contract including all resources, meetings and materials required. Contractor is required to identify all resources for the Operational Period of the Contract. Payment will be on a monthly basis for 1/12 of the firm annual price.	
Firm price (subject to escalation)	\$

<b>3.2 Claims Reimbursement Processing</b> - The Contractor will be paid an all-inclusive firm hourly rate to perform all of the duties as described in section 7.0 of the SOW. The Year One (1) Firm Hourly Rate, includes all operating costs of maintaining a Claims Reimbursement Processing Unit for processing invoices submitted by Rehabilitation Service Providers and/or pass-through expenses incurred by Participants as described in section 7.0 of the SOW and this BOP. This includes the cost for processing claims within service standards and responding to VAC and Participant inquiries. Pass through expenses will be reimbursed at cost with no allowance for overhead or profit as per Annex A – Appendices, Appendix 1. Payments will be made on a monthly based on actual hours worked to process claims.	
Annual Hourly Rate (subject to annual escalation)	\$

Canada retains an irrevocable option to revisit the scope of services as defined within the SOW. Due to the complexity of this Contract, following the initial year of the Operational Period, Canada may commence negotiations to determine a cost per claim processing rate. The costs will be determined using Contract Cost Principles 1031-2 of the Standard Acquisition Clauses and Conditions (SACC) Manual. The cost per claim processing rate will be based on analysis of the data collected with regard to the time required to process claims, on the hourly rate provided by the Contractor. The Contractor will be advised three (3) months in advance of implementing such changes. There will be no cost incurred, nor any contractual commitment to establish the new pricing methodology.

#### 4.0 Travel Costs - All travel must have prior authorization from VAC.

4.1	<b>Participant Travel</b> – The Contractor will only be reimbursed for pre-authorized travel and living expenses for participants which have been reasonably and properly incurred. All travel must be pre-approved by the VAC Decision Maker as described in section 7.0 of the SOW. Payments will be made monthly based on eligible expenses incurred in the preceding month. The Contractor's Claims Reimbursement Processing Unit will reimburse participants the cost of travel based on the type of travel incurred by the Participant. The travel rates paid to the Participant are predetermined depending on the type of travel incurred. The Contractor will be reimbursed actual costs incurred without any allowance for overhead or profit.
4.2	<b>RSS Travel</b> – The Contractor will be reimbursed for travel incurred in the performance of the Work, when exceeding a fifty (50 km) radius from the Contractor's location. The Contractor will be reimbursed at cost, without any allowance for profit or administrative overhead, and only for the distance exceeding fifty (50 km), and in accordance with National Joint Council (NJC) Travel Directive and with the other provisions of the directive referring to "travelers", rather than those referring to "employees" See section 7.0 of the SOW. Payment will be made monthly based on eligible travel and living expenses incurred in the preceding month.
4.3	<b>RSS Travel time and wait time</b> – The Contractor will be compensated for time waiting and time incurred during travel for the RSS. Travel time is considered to be the time elapsed between when the Contractor's representative left their residence or their office to reach the Participant's location. Specific details of departure and return times are required for reimbursement. Wait time is considered to be the time the Contractor's RSS waits to meet with third party service providers or missed in-person appointments with Participants.
Firm price per hour (subject to escalation)	\$

#### 5.0 Change Management and As & When

5.1	<b>Unanticipated Work and Change Requests</b> – This component allows VAC to authorize and pay for unforeseen changes to rehabilitation service delivery resulting from changes in legislation, policy or any other requirements that are determined within the scope (as determined by the Contracting Authority) of this contract. These charges are to be billed as and when incurred. These are non-recurring charges and must be approved as part of the VAC/Contractor Change Management Process. Any goods or services procured on behalf VAC, as part of the Change Management Process, will be paid at actual cost with no allowance for overhead or profit. Firm price per hour subject to escalation.
Project Manager	\$
Business Analyst (Lead)	\$
Business Analyst	\$
Senior Programmer	\$
Programmer	\$
Clerical staff	\$
Web master	\$

#### 6.0 Additional Firm Hourly Rates

Firm hourly rates for items not listed above and are required for 'as and when requested' work to be performed, will be negotiated in accordance with the price breakdown. Canada reserves the right to apply Contract Cost Principles 1031-2 and the PWGSC departmental profit policy in effect at the time. The rates

will only apply to the change request for which they were negotiated unless incorporated in the Contract through a formal Contract Amendment.

## **7.0 Other Direct Costs**

Other direct costs, reasonably and properly incurred as part of the work carried out under a Change Request, for example printing and mailing, will be reimbursed at actual cost with no allowance thereon for profit or overheads, provided the amount has been deemed appropriate and fair and reasonable by Canada and approved by the Contracting Authority. All costs must be supported by receipts and/or documentation.

## **8.0 Option for Additional Services**

Should Canada exercise its option to acquire services in support of the Rehabilitation Program, costs will be adjusted based on the information the Contractor submits as their price breakdown. Canada reserves the right to apply Contract Costs Principles 1031-2.

## **9.0 Right to Remove Services**

Canada will have the right to remove in part or in whole the services listed in Annex A – Statement of Work. In the event that Canada decides to exercise this right, the Contractor agrees to provide the remaining services in accordance with mutually agreeable terms. The Contractor agrees that, it will be paid in accordance with the applicable provisions set out in this Basis of Payment. Canada may exercise this right at any time, during the Contract Operational Phase, by sending a written notice to the Contractor. The right may only be exercised by the Contracting Authority, and will be evidenced, through a mutually agreeable Contract Amendment.

## **10.0 Contract Close Out Period**

Canada reserves the right to negotiate Contract Close Out costs. The Contractor will be paid an all-inclusive firm price for all other costs associated with Close Out phase as described in section 9.0 of the SOW. Payment will be made upon completion of all work and a seamless transition to a new service provider as per Section 9.0 of the SOW.

## **11.0 Annual Economic Price Adjustment (EPA)**

The firm rates will be adjusted annually on the first day of the contract start month, commencing in \_\_\_\_\_, by an amount established based on the percentage increase or decrease, nearest two decimal places, in the annual average index of the Consumer Price Index for Canada, All-Items (Not Seasonally Adjusted), published in Statistics Canada Catalogue no.62-001-X, Table 5, from the 12-month base period ending 15 months prior to the current contract start date, to the same 12-month period ending 3 months prior to the current contract start date. This will be calculated using the following formula:

$$EPA = \left( \frac{A}{B} - 1 \right) \times 100$$

Where:

- A = Average annual index for the 12 months ending 3 months prior to the current contract start date.
- B = Average annual index for the 12 months ending 15 months prior to the current contract start date.

Example:

Assuming a contract start date of February 1, then In the contract year commencing February 1, 2020, the firm rates in effect on January 31, 2020 would be increased by 2.40% based on the following assumptions:

A = Average annual index for the 12 months ending in October, 2019 (3 months prior to the current contract start date) = 1445.3

B = Sum of the monthly indices for the 12 months ending October 2018 (15 months prior to the current contract start date) = 1411.4

$$EPA = \left( \frac{A}{B} - 1 \right) \times 100$$

$$EPA = \left( \frac{1445.3}{1411.4} - 1 \right) \times 100$$

$$EPA = 2.40\%$$

Consumer Price Index for Canada is published by Statistics Canada and can also be found on the Statistics Canada website at: <https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1810000401>

Discontinuation of Escalation Index:

In an index set out in this Contract is discontinued, the parties agree to immediately negotiate in good faith a replacement index.

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## ANNEX "C"

### INSURANCE REQUIREMENTS

#### 1. Commercial General Liability Insurance

1.1 The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.

1.2 The Commercial General Liability policy must include the following:

- a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
- b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
- c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
- d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
- e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
- f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- g) Employees and, if applicable, Volunteers must be included as Additional Insured.
- h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
- i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- j) Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
- k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- l) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- m) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

- n) Litigation Rights: Pursuant to subsection 5(d) of the Department of Justice Act, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

**For the province of Quebec, send to:**

Director Business Law Directorate,  
Quebec Regional Office (Ottawa),  
Department of Justice,  
284 Wellington Street, Room SAT-6042,  
Ottawa, Ontario, K1A 0H8

**For other provinces and territories, send to:**

Senior General Counsel,  
Civil Litigation Section,  
Department of Justice  
234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

**2. Errors and Omissions Liability Insurance**

- 2.1 The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.
- 2.2 If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- 2.3 The following endorsement must be included:

Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.

**3. Cyber Liability Insurance**

- 3.1. The Contractor must obtain Cyber Liability insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$5,000,000 per loss and in the annual aggregate.
- 3.2. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

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## **ANNEX "D"**

### **SECURITY REQUIREMENTS CHECK LIST**

*(Please see attachment)*

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## **ANNEX “E”**

### **TASK AUTHORIZATION FORM PWGSC-TPSGC 572**

(Please see attachment)

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## **ANNEX “F”**

### **Rehabilitation Statistics**

**Note: The Statistics in this annex are the same as previously provided for Industry Engagement Round Two (2). They will be updated for the Request for Proposal**

**(Please see attachments)**

DRAFT

## ANNEX "G"

### TECHNICAL EVALUATION CRITERIA

**Definition of Bidder:** "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid.

**MANDATORY REQUIREMENTS** - A Bidder's Proposal MUST meet the following Mandatory Requirements

Mandatory Requirement	COMPLIANT (PASS/FAIL)
<p><b>M1 Corporate Experience Medical and Psycho-social Rehabilitation Service Delivery</b> The Bidder must demonstrate a recent combination of medical and/or psycho-social rehabilitation services experience.</p> <p>To demonstrate this experience:</p> <ol style="list-style-type: none"> <li>1) The Bidder must describe their experience in providing both medical and psycho-social rehabilitation services to a combined minimum of 1500 individuals per year, over a minimum of five (5) consecutive years within the last eight (8) years, calculated as of the closing date of the RFP.</li> <li>2) The Bidder must provide one corporate client reference letter, endorsed at the Management or Executive level. The letter must at a minimum include, the following information: <ol style="list-style-type: none"> <li>a) Legal name of the organization;</li> <li>b) Client's contact name, title, and address;</li> <li>c) The number of unique participants per year (minimum 1500);</li> <li>d) Confirmation the referenced services provided were for medical and psycho-social rehabilitation; and</li> <li>e) The duration over which the services were delivered (minimum five (5) years).</li> </ol> </li> </ol>	
<p><b>M2 Corporate Experience Vocational Rehabilitation Service Delivery</b> The Bidder must demonstrate recent Vocational Rehabilitation services experience.</p> <p>To demonstrate this experience:</p> <ol style="list-style-type: none"> <li>1) The Bidder must describe their experience in providing vocational rehabilitation services to a minimum of 500 individuals per year, over a minimum of three (3) consecutive years within the last five (5) years, calculated as of the closing date of the RFP.</li> <li>2) The Bidder must provide one corporate client reference letter, endorsed at the Management or Executive level. The letter must at a minimum include, the following information: <ol style="list-style-type: none"> <li>a) Legal name of the organization;</li> <li>b) Client contact name, title, and address;</li> <li>c) The number of unique participants per year (minimum 500);</li> <li>d) Confirmation the referenced services provided were for vocational rehabilitation; and</li> <li>e) The duration over which the services were delivered (minimum three (3) years).</li> </ol> </li> </ol>	

### **M3 Corporate Experience –Systems Development and Integration**

The Bidder must demonstrate recent experience in systems development and integration.

To demonstrate this experience:

- 1) The Bidder must describe their experience in the development and system integration of a complex, highly secure, multi-transactional (500,000/year) service delivery to either a corporate client or to internal clients. The recent experience must be a minimum of three (3) years within the last five (5) years calculated as of the closing date of the RFP. Transactions are defined as a sequence of information exchange and related work (such as database updating) that is treated as a unit of transaction.
- 2) The Bidder must provide one corporate client reference letter from the Management or Executive level. The letter must at a minimum include, the following information:
  - a) Legal name of the organization;
  - b) Client contact name, title, and address;
  - c) Confirmation of the complexity of IT systems development, integration and security;
  - d) The volume of transactions supported (minimum 500,000 per year); and
  - e) Confirmation the services were provided for a minimum of three years within the last five years.

## POINT RATED CRITERIA – General Information

### EVALUATION OF SOW ELEMENTS - 24,000 Points Maximum (minimum overall pass mark = 70%)

The evaluation of "point rated" responses will be made using a defined percentile scale as detailed below. In applying this scale, the score for each element will fall into one of the six defined ratings (below) depending on the extent the criteria is met.

Rating	Description
<b>Excellent 100%</b>	<ul style="list-style-type: none"> <li>Provides an in-depth, well-articulated, detailed response with a clear approach to meeting the requirements.</li> <li>Demonstrates an excellent understanding and/or knowledge of the requirements.</li> <li>Demonstrates the ability to meet the requirements and identifies innovative options and solutions.</li> <li>Clearly articulates the value to the client, service delivery and operations.</li> <li>Provides solid evidence of ability, experience with no apparent weaknesses or gaps in meeting requirements.</li> </ul>
<b>Good 80%</b>	<ul style="list-style-type: none"> <li>Describes a satisfactory approach and plan to achieve effective results.</li> <li>Demonstrates a good understanding and knowledge of the requirements.</li> <li>The level of detail and clarity of content provided substantially meets the requirements.</li> <li>Experience suggests the ability to substantially meet requirement, no significant weaknesses.</li> </ul>
<b>Adequate 60%</b>	<ul style="list-style-type: none"> <li>Provides an acceptable approach and plan, which would offer adequate results.</li> <li>Demonstrates an adequate understanding and knowledge of the requirements.</li> <li>Adequate level of detail and clarity in the content provided.</li> <li>Provides a partially relevant response addressing some of the requirements.</li> <li>Experience is limited though demonstrates an ability to partially meet the requirements.</li> <li>Evident weaknesses which may interfere with meeting the requirements.</li> </ul>
<b>Fair 40%</b>	<ul style="list-style-type: none"> <li>Describes an inadequate approach and plan with uncertainty of meeting requirements.</li> <li>Demonstrates a limited understanding and knowledge lacking an understanding of the requirement.</li> <li>Minimal level of detail and information provided or is not relevant.</li> <li>Approach to meet requirements is suggested but unclear.</li> <li>Experience suggests an inability to meet the requirement.</li> <li>Obvious weakness in key areas which will interfere with meeting the requirements.</li> </ul>
<b>Poor 20%</b>	<ul style="list-style-type: none"> <li>Extremely poor, insufficient approach and plan to meet the requirements.</li> <li>Does not demonstrate understanding and knowledge of the requirements.</li> <li>Insufficient detail provided and does not clearly address the requirements.</li> <li>Weaknesses could not be corrected.</li> </ul>
<b>Unacceptable 0%</b>	<ul style="list-style-type: none"> <li>Insufficient information.</li> <li>No detail provided.</li> <li>No evidence given.</li> </ul>

Point scores will be determined through consensus of the Evaluation Committee. Each Evaluation Criterion is evaluated out of the Total Points available, as identified in the table (R1-R9) below. Consensus on the percentage score converted to a Points Achieved score out of the identified number of Total Points for each criterion. For example: A Rated criterion with a Scoring breakdown: \_\_\_\_/1000 - Should consensus be reached to score the response at 80 percent, the Achieved Points score awarded for the item will be 800/1000 (80% of 1000 = 800).

Element	Evaluation Criteria	Points Assigned
<b>R1 – Service Delivery (Approach) – Total Points 6000 – Pass Mark = 3600 Points</b>		
<b>Bidder should clearly describe in detail how they will deliver national medical, psycho-social and vocational rehabilitation services, providing a plan and work methodology which demonstrates the service delivery approach in each of the following areas:</b>	a. Ability to deliver Rehabilitation Services through a network of internal and/or third-party health professionals with credentials and training required to provide safe and effective rehabilitation care, while meeting professional standards of conduct and competence in practice.	1000
	b. Ability to deliver and coordinate Rehabilitation Services through dedicated single points of contact at the individual Participant level, in collaboration with VAC and health professionals as required.	1000
	c. Ability to deliver Rehabilitation Services considering Participant's varied and complex diagnosis and concurrent diseases and/or conditions.	600
	d. Ability to deliver comprehensive, consistent, standardized Rehabilitation Services in Canada and out of country in both official languages with translation of out of country Participant documents received in foreign languages.	1000
	e. Ability to provide timely, innovative, equitable, accessible, in-person and virtual Rehabilitation Services regardless of Participant location.	1000
	f. Ability to deliver all Rehabilitation Services that are sensitive and inclusive of gender, military characteristics and culture.	400
	g. Ability to respond and adapt to fluctuations in client volumes, by region and territory in a timely, professional and standardized manner.	1000
<b>R2 – Program Knowledge – Total Points 1200 – Pass Mark = 720 Points</b>		
<b>Bidders should clearly describe their understanding of the mission, vision, principles, factors, goals, objectives,</b>	a. VAC's strategy and approach to providing care, compassion and respect in delivering Rehabilitation Services for unique and complex Participants.	400

Element	Evaluation Criteria	Points Assigned
<b>measurable indicators and expected outcomes of VAC's Rehabilitation Program demonstrating how they will deliver Rehabilitation Services considering each of the following:</b>	b. Barriers to re-establishment in post-service life in determining Rehabilitation Program needs.	400
	c. VAC's Rehabilitation Program intent, eligibility, scope and parameters.	400
<b>R3 – Program Management/Framework – Total Points 2600 – Pass Mark = 1560 Points</b>		
<b>Bidder should clearly describe in detail how they will manage the delivery and evaluation of the Rehabilitation Program using VACs program framework describing the strategy and methods to be used in service delivery for each of the following phases:</b>	a. Referral and intake process	600
	b. Assessment and planning	800
	c. Intervention	800
	d. Rehabilitation Program completion and file closure	400
<b>R4 – Performance Measurement – Total Points 1800 – Pass Mark = 1080</b>		
<b>Bidders should describe in detail an overall performance measurement strategy and supporting methodologies for each of the following:</b>	a. Data collection, measurement and analysis	600
	b. Data analytics and reporting	600
	c. Service standards and turnaround times	600
<b>R5 – Quality Management – Total Points 3600 – Pass Mark = 2160 Points</b>		
<b>The bidder should describe in detail the Quality Management strategy that includes</b>	a. Detailed description of quality planning	1200

Element	Evaluation Criteria	Points Assigned
<b>approaches for quality planning, assurance and control by providing:</b>	b. Described process for quality assurance	1200
	c. Detailed description of quality control mechanisms and processes	1200
<b>R6 – Implementation – Total Points 2000 – Pass Mark = 1200 Points</b>		
<b>The bidder is asked to develop a Project Implementation Plan and integrated schedule that will clearly demonstrate how and when they will develop, test and successfully implement all aspects of the Contract.</b>	a. Detailed description of all required implementation activities.	1100
	b. Detailed implementation plan and schedule.	900
<b>R7 – Information Technology – Total Points 3600 – Pass Mark = 2160 Points</b>		
<b>Bidders should clearly define how the service delivery of the Rehabilitation Program will be accessible and integrated into their infrastructure and operational environment in the following areas:</b>	a. Detailed IT interoperability plan and design	1000
	b. Detailed innovative IT/web portals, applications design and usability	1000
	c. Security plan and process for compliance	400
	d. User support plan and issue resolution process	600
	e. Data management	600
<b>R8 – Operational Requirements – Total Points 3200 – Pass Mark = 1920 Points</b>		
<b>Bidders should provide detailed information/service delivery plans which demonstrate commitment to adhere to the general operational requirements within the following:</b>	a. Role and responsibilities of the Contract Manager and contract administration.	400

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Element	Evaluation Criteria	Points Assigned
	b. Communications and support for Participants, RSPs and VAC.	400
	c. Business continuity and disaster recovery	200
	d. Financial requirements associated with claims processing, payment, invoicing, reporting and travel	800
	e. Accessibility, Information Management and Privacy	800
	f. Training tools, products and delivery model for internal and external individuals and groups	600
	<b>R9 – Change Management – Total Points 1000 – Pass Mark = 600 Points</b>	
<b>Bidders should demonstrate an understanding and plan for Change Management and Issues Resolution using an agile, collaborative and flexible approach for the following:</b>	a. Service delivery, change requests and issue resolutions	1000



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## ANNEX "H" to PART 3 OF THE BID SOLICITATION

### ELECTRONIC PAYMENT INSTRUMENTS

The Bidder accepts to be paid by any of the following Electronic Payment Instrument(s):

- ☐ ( ) VISA Acquisition Card;
- ☐ ( ) MasterCard Acquisition Card;
- ☐ ( ) Direct Deposit (Domestic and International);
- ☐ ( ) Electronic Data Interchange (EDI);
- ☐ ( ) Wire Transfer (International Only);
- ☐ ( ) Large Value Transfer System (LVTS) (Over \$25M)

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## ANNEX "I" to PART 5 OF THE BID SOLICITATION

### FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) – Labour's](#) website.

Date: \_\_\_\_\_ (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- ☐ A1. The Bidder certifies having no work force in Canada.
- ☐ A2. The Bidder certifies being a public sector employer.
- ☐ A3. The Bidder certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
- ☐ A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- ☐ A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.
- OR**
- ☐ A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity \(LAB1168\)](#) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- ☐ B1. The Bidder is not a Joint Venture.

**OR**

- ☐ B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

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**ANNEX "J"**

**COMPLETE LIST OF EACH INDIVIDUAL WHO ARE CURRENTLY DIRECTORS AND/OR OWNERS OF THE BIDDER**

Complete Legal Name of Supplier: \_\_\_\_\_

Supplier Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Supplier Procurement Business Number (PBN): \_\_\_\_\_

**NOTE TO BIDDERS: WRITE DIRECTORS' AND/OR OWNERS' SURNAMES AND GIVEN NAMES**

NAME	JOB TITLE / POSITION

Include additional names on a separate sheet if required.

## Annex A

**Draft** Statement of Work Rehabilitation Services  
Veterans Affairs Canada (VAC)

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## 1.0 General Information

### 1.1 Introduction

1.1.1 Veterans Affairs Canada (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 in civil life, of Veterans, as well as the care of their dependents or survivors, as described in the *Department of Veterans Affairs Act*. VAC is mandated to deliver Rehabilitation Services and Vocational Assistance to eligible Veterans, their spouses/common-law partners and survivors (collectively "Participants").

1.1.2 VAC's Rehabilitation Services and Vocational Assistance Program (subsequently referred to as the Rehabilitation Program) is legislated under the *Veterans Well-being Act* (VWA), and associated *Veterans Well-being Regulations* (VWR) to offer wellness programs designed to help ill and injured Veterans, their spouses/common-law partners and survivors achieve a successful transition to post-service life. Rehabilitation Services and Vocational Assistance ("Rehabilitation Services") for Participants are set out in an individualized Rehabilitation and/or Vocational Assistance Plan ("Rehabilitation Plan") based on an assessment of the individual's eligible medical, psycho-social and/or vocational rehabilitation needs. The VWA and VWR authorize a range of Rehabilitation Services for Canadian Armed Forces (CAF) Veterans with temporary or permanent health problems, resulting primarily from military service, preventing or limiting their performance at home, at work or in the community. Under certain circumstances, CAF Members and Veterans who medically release, their spouses/common-law partners and survivors are eligible for vocational assistance services.

VWA - <https://laws-lois.justice.gc.ca/eng/acts/C-16.8/index.html>

VWR - <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2006-50/index.html>

a. Rehabilitation Program Vision:

Participants in Rehabilitation and Vocational Assistance Programs will achieve optimal levels of health, functioning and participation at home, work and in the community through an evidence-informed approach to reducing barriers to re-establishment in civilian life.

b. Rehabilitation Program Mission:

To plan, provide and coordinate access to timely, Veteran-centered rehabilitation and vocational assistance services and benefits through a rehabilitation-focused case management approach that responds to identified barriers to re-establishment of eligible Canadian Forces Veterans. The objective is to restore or improve functioning to the extent possible.

To provide access to timely, individualized vocational assistance services, and other rehabilitation services and benefits if required, to assist eligible spouses, common-law partners and survivors in achieving an appropriate occupational goal.

1.1.3 As set out in the VWR (including any amendments thereto), the delivery of Rehabilitation Services, including the contents of the Rehabilitation Plan must consider and address VAC's Principles and Factors.

1.1.3.1 The Principles include:

- a. the provision of services be focused on addressing the needs of the Participant;



- b. the provision of services will involve family members to the extent required to facilitate the Rehabilitation;
- c. the services be provided as soon as practicable;
- d. the services provided be focused on building the Participant's education, skills, training and experience; and
- e. the services provided not be focused solely on the Participant's military occupation.

1.1.3.2 The Factors include:

- a. the potential for improvement to a Participant's physical, psychological and social functioning, employability and quality of life;
- b. the need for family members to be involved in the provision of services;
- c. the availability of local resources;
- d. the motivation, interest and aptitudes of the Participant;
- e. the cost effectiveness of the Plan; and
- f. the duration of the Plan.

1.1.4 VAC's Rehabilitation Program is provided using a Case Management Model of service delivery for Participants approved for the Rehabilitation Program. VAC's Decision Maker will initiate Case Management Services by creating an Integrated Client Plan for the VAC Client. Depending on the Client's Case Management needs, the VAC Decision Maker may subsequently create a Case Plan and/or a Rehabilitation Plan within the Integrated Client Plan.

1.1.5 VAC's Case Management process begins with a holistic Case Management assessment to identify Case Management needs that are linked to the seven (7) Domains of Well-being as described in Table 1. VAC programs are not solely responsible or accountable for these outcomes but VAC strives to support achieving these to the extent possible.

**Table 1: Domains of Well-being and Strategic Outcomes for Veterans**

<b>Domains of Well-being</b>	<b>Strategic Outcomes for Veterans</b>
Employment or other Meaningful Activities	Engaged in activities they find beneficial and meaningful
Finances	Financially secure
Health	Functioning well physically, mentally, socially and spiritually
Life Skills and Preparedness	Able to adapt, manage and cope with civilian life
Social Integration	In mutually supportive relationships and engaged in community
Housing & Physical Environment	Living in safe, adequate and affordable housing
Cultural & Social Environment	Understood and valued by Canadians

1.1.6 VAC requires the services of a Contractor to work collaboratively to assist in the delivery of the Rehabilitation Program.

1.1.7 The objective of VAC's Rehabilitation Program is to stabilize and restore a person's physical, psychological, social and vocational functioning to an optimal level following an injury or illness primarily resulting from military service. To align with VAC's Well-being Framework, the Rehabilitation Program focuses on the rehabilitation needs related to eligible health problems in the following six (6) key functional areas:

- a. mental and physical functioning;
- b. social adjustment;
- c. financial security;
- d. employment and personal productivity;
- e. family relationships; and
- f. community participation.

Once VAC clients apply and are deemed eligible for the Rehabilitation Program, the VAC Decision Maker will initiate the referral process and identify the rehabilitation needs related to eligible health problems which are causing barriers to re-establishment.

- 1.1.8 Upon receipt of a referral, the Contractor must initiate the Intake Process by conducting an intake interview and initial rehabilitation assessment. To begin the rehabilitation planning process, the Contractor must conduct a standardized, professional, clinical rehabilitation assessment(s) of the eligible medical, psycho-social and/or vocational needs. Based on the outcome of the rehabilitation assessment(s), the Contractor will develop a Rehabilitation Plan to support the Participant in achieving optimal health.
- 1.1.9 VAC has established Memorandum of Understanding (MOU) with ten provincial Health Authorities to establish and operate Operational Stress Injury (OSI) clinics across Canada. Each OSI clinic provides assessment, treatment, prevention and support to serving CAF members, and Veterans. Treatment options at each OSI clinic are on an outpatient basis only and include one-on-one therapy sessions and group sessions to address anxiety, insomnia, anger and other issues that are occurring as a result of a mental health disorder. Priority must be given to OSI clinics for referrals for eligible health problems related to Operational Stress Injury when appropriate as per the Principles and Factors of the Rehabilitation Program, see section 1.1.3.1 and 1.1.3.2 of the Statement of Work (SOW). Department of National Defence (DND) offers still-serving CAF members similar services through a network of clinics called Operational Trauma and Stress Support Centers (OTSSC).
- 1.1.10 VAC also has an MOU with the Health Authority in Quebec to establish and operate inpatient Residential Treatment Clinics (RTCOSI) for the treatment of operational stress injuries for eligible clients. Priority must be given to RTCOSI for referrals for eligible health problems related to operational stress injury when appropriate, as per section 3.3.4 of the SOW.
- 1.1.11 Rehabilitation Program Participants may be eligible for the Income Replacement Benefit (IRB) within VAC's Financial Benefits Program. The IRB is a monthly, taxable financial benefit that provides eligible Participants under the age of 65 economic support while they are participating in their Rehabilitation Plan.
- 1.1.12 The IRB may be payable beyond the duration of the Rehabilitation Plan for the eligible health problem(s) if these health problems are causing a Diminished Earnings Capacity (DEC), (see Appendix 1 – Acronyms, Glossary of Terms and Definitions). In recognition of the permanent future earnings loss IRB may be payable for as long as the DEC criteria continues to be met.
- 1.1.13 Determination for DEC is made by VAC based on information collected throughout the Rehabilitation Program. VAC may require a Participant during or after the Rehabilitation Plan to undergo medical examination or assessment to determine their continued entitlement.
- 1.1.14 VAC may suspend and/or cancel the IRB under certain circumstances, including if the Participant is not actively participating in required assessments or in their Rehabilitation Plan to the extent required. Participants who are no longer eligible for the IRB may be eligible for Canadian Forces Income Support benefit (CFIS) under VAC's Financial Benefits Program.

- 1.1.15 VAC requires the services of a Contractor to work collaboratively with VAC Decision Makers to assist in the delivery of the Rehabilitation Program and provide assessment services required in support of IRB and CFIS.
- 1.1.16 The Contractor will be responsible to assist VAC in delivering a timely, professional, standardized, quality assured Rehabilitation Program. The contracted services include, but are not limited to, the following activities:
- a. collaborating with VAC Decision Maker throughout the referral process;
  - b. conducting intake interviews with each eligible Participant;
  - c. developing Program Rehabilitation Plans;
  - d. conducting comprehensive Rehabilitation Program assessments, including employability earning capacity assessment services in support of VAC's Financial Benefits Program;
  - e. providing direct Rehabilitation Services nationally and internationally as required;
  - f. monitoring progress, evaluating and adjusting the Rehabilitation Plans as required, while communicating and collaborating with VAC Decision Makers and Participants;
  - g. administering, processing and paying eligible Rehabilitation Program Participant claims, related expenses and training costs;
  - h. conducting quality assurance, performance management, outcome and management reporting and other relevant activities as required by program and/or benefit;
  - i. recommending completion of the Rehabilitation Program, or if warranted, suspension of a rehabilitation service and/or cancellation from the Program;
  - j. collaborating with VAC to identify and implement innovative improvements to service delivery throughout the contract.
- 1.1.17 VAC requires a Contractor to provide Rehabilitation Services using a network of regulated, or VAC approved health professionals. In Canada, the regulation of health professionals falls primarily within the jurisdiction of the provinces (including Yukon, the Northwest Territories and Nunavut). In deciding if a health care practitioner is to be approved as a "health professional", VAC may take into account the regulation of that health profession by a province.
- 1.1.18 VAC requires the Contractor's network of health professionals to have the credentials and training needed to provide safe and effective rehabilitation care, and meet professional standards of conduct and competence in practice, who will be subsequently referred to as *Rehabilitation Services Professionals (RSPs)* (See Appendix 3).

## **2.0 Rehabilitation Program**

- 2.1** VAC's Rehabilitation Program includes all services related to the medical, psycho-social and vocational rehabilitation of a Participant.
- a. Medical rehabilitation – includes any physical or psychological treatment with the objective to stabilize and restore to the extent possible, the basic physical and psychological functions of a Participant.
  - b. Psycho-social rehabilitation – includes any psychological or social intervention with the objective to restore a Participant to a state of independent functioning and to facilitate their social adjustment. Psycho-social rehabilitation may include supports to the Participant's intellectual, cognitive, sensory and psychomotor skills, emotional and behavioural status.
  - c. Vocational rehabilitation – includes any process designed to identify and achieve an appropriate occupational goal for a Participant with a physical or mental health problem, given their state of health and the extent of their education, skills and experience.

- d. Vocational assistance – includes specific vocational activities with the objective to restore a Participant's earnings capacity to a reasonable level given their education, skills and experience.

## **2.2 Rehabilitation Needs**

2.2.1 The Rehabilitation Program is intended to address the individual rehabilitation needs of eligible Participants transitioning to post-service life that arise from their eligible health problems, as follows:

- a. In the case of Veterans, the Rehabilitation Program aims to address individual rehabilitation needs by helping them to improve their functional capacity and coping skills to the extent possible and address any barriers limiting or preventing the client:
  - i. to function, socially adjust or improve their employability due to mental or physical health problems resulting primarily from service; or
  - ii. to function or socially adjust due to mental or physical health problems that led to their medical release – for Rehabilitation Plans developed prior to April 1, 2024 (for more see section 2.3.3).
- b. In the case of spouses/common-law partners (CLPs) and survivors, the Rehabilitation Program aims to help by restoring their employability by meeting vocational needs arising from their experience during the Veteran's military career or from providing care to the Veteran.

2.2.2 The Rehabilitation Program may include any combination of one or more medical, psycho-social, vocational rehabilitation and/or vocational assistance services based on the Participant's individual needs and goals. A Rehabilitation Plan is developed by the Contractor's assigned *Rehabilitation Service Specialist (RSS)* in consultation with the Participant and VAC Decision Maker to achieve their individual needs and goals for the Rehabilitation Program.

2.2.3 Participant needs for the Rehabilitation Program are varied and complex. All participant needs must arise from their eligible health problems. Participants may present with a combination of military service-related injuries or diseases; injuries or diseases aggravated by military service, Post-Traumatic Stress Disorder (PTSD) and/or other psycho-social problems, critical injury, chronic disability, and mental or physical health complications. VAC's Participants may experience dual diagnosis and/or experience one (1) or more concomitant or concurrent diseases or conditions.

2.2.4 Medical and psycho-social rehabilitation services are most often offered to Participants in advance of, or concurrently with, vocational rehabilitation services. Rehabilitation Services are assessed throughout the duration of the Rehabilitation Program. When multiple Rehabilitation Services are required the initial, standardized assessment shall include a determination of the Participant's capacity to engage in multiple treatments simultaneously or in one (1) treatment at a time. Ongoing evaluation of the active participation and progress of each Participant for the duration of the Rehabilitation Program is required.

2.2.5 Participant potential and progress toward achievement of meaningful outcomes of rehabilitation goals is evaluated through on-going communication, consultation and assessment between the VAC Decision Maker, Contractor and Participant in the six key functional areas per section 1.1.7 of the SOW.

## **2.3 Program Eligibility**

2.3.1 To be eligible for the Rehabilitation Program, there must be evidence of a temporary or permanent health problem, primarily resulting from service and causing a barrier to re-establishment. Each health problem and the associated barriers to re-establishment must be identified. A barrier to re-establishment in post-service life is the presence of a temporary or permanent physical or mental health problem that limits or prevents a Participant's reasonable performance of their roles in the workplace, home or community.

2.3.2 Rehabilitation Services may be provided to the following eligible groups:

- a. Veterans with a mental or physical health problem resulting primarily from service in the CAF that is creating a barrier to re-establishment (rehabilitation need) in post service life;
- b. Veterans released on medical grounds with a mental or physical health problem not resulting primarily from service in the CAF (These medically released Veterans will be eligible for the Rehabilitation Program until March 31<sup>st</sup>, 2024, see section 2.3.3);
- c. Spouses or CLPs of Veterans, where it is determined the Veteran will not benefit from vocational rehabilitation due to a DEC as per section 1.1.13 of this SOW;
- d. Survivors of Members or Veterans who died on or after April 1, 2006, as a result of a service related injury or disease, or a non-service related injury or disease that was aggravated by service. The determination of a Member or Veteran's death being attributable to service must be documented in a VAC Disability Benefits entitlement decision;
- e. Past Participants who have re-applied and have been deemed eligible; and
- f. CAF Members while still serving who are deemed eligible, and for whom the delivery of Rehabilitation Services will not be effective until the day after their release from service.

2.3.3 As described in Table 1.0, the Rehabilitation Services that eligible Participants may receive under the Rehabilitation Program are dependent upon the Participant's eligibility type:

**Table 1.0: Rehabilitation Program Eligibility and Service Type**

Participant Type	Service type which may be provided under the Rehabilitation Program			
	Medical Rehabilitation Services	Psycho-social Rehabilitation Services	Vocational Rehabilitation Services	Vocational Assistance Services
Veteran eligible for the Program in respect of <u>one or more</u> health problems under Section 8 of the VWA	X	X	X	
Veteran eligible for the Program for <u>all</u> health problems under Section 9 of the VWA (medical release)*	X	X		
Spouse/Common-law partner **				X
Survivor **				X

\*Vocational Services are offered to this group of Veterans through CAF-LTD. Beginning April 1, 2024 this Veteran group will no longer be eligible for the VAC Rehabilitation Program.

It is possible for a Veteran to be eligible for the same health problem(s) under Sections 8 and 9 of the VWA.

**\*\*A spouse/common-law partner or survivor may on an exception basis require medical and psycho-social rehabilitation services to achieve their vocational goals, therefore may have these Rehabilitation Services included in their Rehabilitation Plan.**

2.3.4 VAC does not duplicate or cost share funding for services already available to Rehabilitation Program Participants through other jurisdictions or providers, such as: provincial health care; provincial or federal workers' compensation plans (i.e. Workers' Compensation Board); insurance rehabilitation services professionals; Long Term Disability (LTD), Canadian Pension Plan (CPP) - Disability; or the CAF-LTD (collectively referred to as "third-party programs"). Where relevant to the Participant's rehabilitation, the Contractor must give priority to rehabilitation services provided by any other jurisdiction. The Contractor must ensure these services are identified and appropriately coordinated with Rehabilitation Services included within the Participants' Plans. A Participant's receipt of services from third-party programs, and any impact of these services to their Rehabilitation Plan must be included in each Participant's Rehabilitation Plan. For further information refer to section 3.3.5 of this SOW.

2.3.5 Eligible VAC Participants may be accessing medical, psycho-social treatments and/or benefits approved within VAC's Disability Benefits in addition to services being received within the Rehabilitation Program. The Contractor, in collaboration with the VAC Decision Maker must ensure these services are identified and appropriately coordinated into the Rehabilitation Plan as required.

## **2.4 Rehabilitation Program Outcomes**

2.4.1 The overall outcome of the Rehabilitation Program is to support ill and injured Veterans, their spouse/CLPs and survivors to successfully transition to post-service life by stabilizing and restoring functional capacity and/or employability with improved role performance at home, at work or in the community.

2.4.2 Rehabilitation services must focus on addressing the barriers created by eligible health problems that have resulted in rehabilitation needs. It may be necessary to address other health problems as part of a Rehabilitation Plan when they prevent a successful rehabilitation of the barrier primarily created by an eligible health problem.

2.4.3 A professional rehabilitation assessment of the Participant's needs is required by the Contractor to support the development of a Rehabilitation Plan while considering VAC's Principles and Factors, six core functional areas aligned with VAC's Well-being Framework.

2.4.4 As described further in section 6.0 of this SOW, the Contractor must establish baselines and collect, measure and report on Participant outcomes per Participant and in aggregate, as detailed in Table 2 below, where relevant to the Participants' Rehabilitation Plans:

**Table 2: Program Participant Outcomes and Targets**

<b>Outcomes</b>	<b>Performance Indicators</b>	<b>Targets</b>
<b>Improved functional capacity</b>	% of Participants (who have completed their Rehabilitation Plan) who experienced an improvement in their basic physical or psychological function.	<b>80%</b>



Outcomes	Performance Indicators	Targets
	% of Participants who experienced an improvement in their independent functioning or social adjustment (as relevant) at the closure of their Rehabilitation Plan.	80%
<b>Improved employability</b>	% of Participants who completed (or substantially completed) a Rehabilitation Plan, who were more employable at the completion of Vocational Rehabilitation or Vocational Assistance Services (as compared to their status at time of commencement of the Vocational Rehabilitation or Vocational Assistance Services).	80%
<b>Improved performance of roles at home or in the community</b>	% of Participants (who completed their Rehabilitation Plan and reached one (1) or more goals related to their performance roles) who experienced improved role performance at home or in the community.	80%
<b>Improved labour force capacity</b>	% of Participants (who completed their Rehabilitation Plan and who reached one or more goals related to performance at work) who experienced improved role performance in the labour force.	80%
<b>Reduction in barriers to re-establishment</b>	% of Participants (who completed their Rehabilitation Plan and who had identified barriers to re-establishment) who experienced resolved or reduced barriers to re-establishment (by category of barrier).	80%

## 2.5 VAC's Service Delivery Model

- 2.5.1 VAC commits to providing Rehabilitation Services that are professional, accessible, fair, respectful and responsive to Participant needs. In the delivery of service to Veterans and their families, VAC and contractors working on behalf of VAC must always keep care, compassion and respect in the forefront. The Contractor must provide clear, accurate and timely information through multi-channel and multi-media methods, using technology as described as per section 8.0 of this SOW. A variety of mediums must be used to deliver the Rehabilitation Services, including but not limited to, toll-free access (telephone), secure messaging, on-line tool access (web portals) to reference materials, self-guided modules, on-line communication tools and face-to-face counselling via webcam (video-telephony). The Contractor will be required to consider innovative advances to continuously improve all Rehabilitation Services.
- 2.5.2 The Rehabilitation Program in collaboration with VAC, must be managed and coordinated to provide an integrated delivery of the Rehabilitation Services to each eligible Participant, considering individual needs, availability while considering any geographic or regional limitations. (See Table 5.0 for VAC's Service Standards)

## 2.6 Roles and Responsibilities

- 2.6.1 Once a Participant has been deemed eligible and referred by VAC to the Contractor, the Contractor will assign a RSS, who will work in collaboration with the VAC Decision Maker, Participant, RSPs and other third parties as required.
- 2.6.2 The Contractor must deliver all Rehabilitation Services in a timely and collaborative manner, with responsibilities shared appropriately between the Contractor, RSS, Rehabilitation Program Participants and VAC Decision Makers.

- 2.6.3 The Participant's role is to actively participate in the Rehabilitation Program and work collaboratively with the VAC Decision Maker and Contractor.
- 2.6.4 The VAC Decision Maker may be a VAC Case Manager, Veterans Service Agent or another delegated VAC employee who will be determined by VAC depending on circumstance, including but not limited to, risk assessment, complexity and delegated authority. VAC will assign one (1) primary VAC Decision Maker to each Participant.
- 2.6.5 VAC's Service Delivery and Program Management Directorate is primarily responsible for the Rehabilitation Program operational activities and outcomes.
- 2.6.6 VAC's Contract Manager is primarily responsible for relationship management, between the Contractor and VAC for contract requirements of the Rehabilitation Program service delivery and the administration of the contract requirements for the Rehabilitation Program.
- 2.6.7 The respective roles and responsibilities during the service delivery of the Rehabilitation Program are defined in more detail as follows:
- 2.6.8 Contractor Responsibilities:
- 2.6.8.1 Must develop a Rehabilitation Plan to assist eligible Participants re-establish in post-service life by assessing their rehabilitation needs, identifying services and required interventions considering each Participant's state of health and functioning, to achieve optimal health in the six functional areas as per section 1.1.7 of this SOW.
- 2.6.8.2 Must establish and provide the services of RSSs, who will be dedicated as single points of contact to lead the delivery and coordination of Rehabilitation Services for their assigned Participants and the VAC Decision Maker. For example, the RSS will conduct the Intake Interview, conduct and/or coordinate the assessment(s), facilitate planning process, monitor the Rehabilitation Services approved by the VAC Decision Maker in the Rehabilitation Plan, and report to VAC on Participant progress.
- 2.6.8.3 Must develop and maintain a network of affiliated RSPs who will deliver Rehabilitation Services to support Participants located nationally and internationally as per section 4.5 of this SOW.
- 2.6.8.4 Must ensure that all Contractor personnel and RSPs meet the human resource requirements as per section 4.5 of this SOW.
- 2.6.8.5 Must gather informed consent as required from the Participant, for referral and information sharing with RSP or other third parties as described in *Consent for Veterans Affairs Canada to Collect Personal Information from Third Parties*, (see Appendix 4).
- 2.6.8.6 Must meet the performance standards and established turnaround times as per section 6.0 of this SOW.
- 2.6.8.7 Must develop and provide the Rehabilitation Program and required Financial Benefit deliverables (Assessments, Rehabilitation Plans, Progress Updates, Training Plans, etc.) as per section 3.0 of this SOW.
- 2.6.8.8 Must develop and provide performance measurement, management and outcome reporting (i.e. quality assurance and statistical reports), as per section 6.0 of this SOW.



- 2.6.8.9 Must have the expertise, skills and tools to analyze, data and provide VAC with evidence and recommendations providing analysis of data as per data monitoring and reporting. (See section 6.0 of this SOW)
- 2.6.8.10 Must respond to queries on reports, alert VAC Program Management of trends, anomalies or variances in reports and clarify data upon request as per section 6.0 of this SOW.
- 2.6.8.11 Must attend regular Contract management meetings chaired by the VAC Contract Manager as per section 7.2 of this SOW.
- 2.6.8.12 Must maintain privacy and Participant confidentiality, as per section 7.0 of this SOW.
- 2.6.8.13 Must remain current with industry standards and best practices for Rehabilitation Services.
- 2.6.8.14 Must coordinate and attend case conferences with the VAC Decision Maker to discuss Participants' cases as required.
- 2.6.8.15 Must adhere to an Issue Resolution Process to be developed by the Contractor, in conjunction with VAC, following Contract award, (see Appendix 1 – Acronyms, Glossary of Terms and Definitions).
- 2.6.8.16 Must reimburse Participants for all eligible and pre-approved expenses as per section 7.5.1.3 of this SOW.
- 2.6.8.17 Must provide Participants access to an electronic database of employment opportunities that includes a suitable range and volume of relevant jobs considering the geographical locations of Participants in the Rehabilitation Program.
- 2.6.8.18 Must coordinate with VAC to promote awareness and interest among employment organizations, employers, and other relevant organizations in Canada, both on a national and international basis, to stimulate the widest appropriate range of employment opportunities for Participants, and market the potential of Rehabilitation Program Participants as a pool of prospective employees.
- 2.6.8.19 Must maintain a network of potential employer contacts, both by industry sector and by province, to which Participants with appropriate skills and knowledge can be referred.
- 2.6.8.20 Must coordinate with VAC to liaise with organizations and employers to promote Participant hiring through participation in a number of activities (i.e. career fairs, seminars, recruitment programs) to be determined during the Implementation Phase of Contract.
- 2.6.8.21 Must coordinate with VAC to provide up-to-date information to Participants about upcoming job fairs, career fairs and other networking events on the Contractor's web site.
- 2.6.8.22 Must ensure service delivery and associated equipment adheres to industry occupational health and safety standards.
- 2.6.8.23 Must maintain Rehabilitation Program service delivery systems, equipment and tools per section 8.0 of this SOW.
- 2.6.8.24 Must collaborate with VAC Decision Makers and Participants when the Rehabilitation Program outcomes are complete or the Participant has reached optimal health to the extent

possible. The Contractor must provide a Closure Report with recommendation for disengagement, suspension, cancellation, DEC, as appropriate for the Participant, per section 3.4.8 of this SOW.

- 2.6.8.25 Must produce and implement a VAC approved implementation plan per section 5.0 of this SOW.

2.6.9 Participant Responsibilities:

- 2.6.9.1 Must participate to the extent required to meet the goals of the Rehabilitation Plan as per sections 70-78 of the *Rehabilitation Services and Vocational Assistance Policy, Rehabilitation Services and Vocational Assistance Plan: Assessments, Development and Implementation Participation in a Rehabilitation or Vocational Assistance Plan*. (See Appendix 4)
- 2.6.9.2 Must actively participate in the assessment, planning, development and implementation processes of a suitable Rehabilitation Plan, as per section 3.4 of this SOW.
- 2.6.9.3 Must actively participate in the progression of the Rehabilitation Plan by attending scheduled appointments, adhering to Rehabilitation Services recommendations and engaging in follow-up activities with the VAC Decision Maker, RSS, and/or other health professionals as required.
- 2.6.9.4 Must actively participate in progress evaluations with VAC, RSS, RSP and others as required (i.e. in-person meetings, case conference calls, providing documentation).
- 2.6.9.5 Must inform the RSS and VAC of any changes that may affect the progression, lead to an interruption in participation and/or require a revision of the goals of the Rehabilitation Plan (i.e. a change in health problem(s), life circumstances).
- 2.6.9.6 Must actively participate by maintaining regular contact with the RSS and VAC Decision Maker providing advanced notification, when unavailable to attend scheduled appointments as per process determined by the Contractor. (Costs for missed scheduled appointments may be the responsibility of the Participant.)
- 2.6.9.7 Must notify the VAC Decision Maker and/or the RSS of additional funding or Rehabilitation Services being accessed outside of the Rehabilitation Program as funding for the Rehabilitation Program activities may be impacted.
- 2.6.9.8 Participants living abroad, temporarily and/or permanently, must clearly demonstrate their ability to participate, meet established goals, maintain regular contact and provide current contact details, including accurate mailing address.
- 2.6.9.9 Participants living abroad temporarily and/or permanently, must provide assessments, reports, documents in typewritten format due to the complexity of translating handwritten documents and the potential risk of misinterpreting professional reports.
- 2.6.9.10 Participants living abroad temporarily and/or permanently, must provide the legal documentation to confirm visa status in the foreign country (i.e. residence, work, student visa) and status to retain employment in the country of residence following Vocational Rehabilitation.

- 2.6.9.11 Vocational rehabilitation Participants as applicable, must complete a job search agreement and actively participate in the process.
- 2.6.9.12 Vocational rehabilitation Participants must actively participate in a job search process and provide a written Job Search Log as evidence of the job search activity, as requested and, as applicable.
- 2.6.9.13 Vocational rehabilitation Participants must demonstrate a willingness to adapt to a changing job market and consider alternatives as appropriate, when provided training and/or employment options.
- 2.6.9.14 Must report any earnings to VAC which could impact IRB and the Rehabilitation Plan.
- 2.6.9.15 Must adhere to expense reimbursement procedures including, but not limited to, signing forms, providing supporting documentation, and only submitting expenditures for VAC pre-approved services. See section 7.5 of this SOW.
- 2.6.9.16 Must participate in scheduled assessment activity in support of continued eligibility for VAC's Financial Benefits Program. (IRB and CFIS)
- 2.6.10 VAC Decision Maker responsibilities:
  - 2.6.10.1 Primarily responsible for the complete and holistic case management of the Participant as related to the VAC Well-being Framework to ensure overall Participant and family needs are addressed as required.
  - 2.6.10.2 Determines and authorizes Rehabilitation Program eligibility, completes referral to the Contractor and approves professional rehabilitation assessment(s) and other assessment activity in support of VAC's Financial Benefits Program (IRB and CFIS).
  - 2.6.10.3 Initial and primary VAC point of contact for the Participant and RSS.
  - 2.6.10.4 Informs the Participant of the scope, parameters, consent, activities and services included in the Rehabilitation Program and the role of the Contractor.
  - 2.6.10.5 Collaborates with the Participant and Contractor in the development of the Rehabilitation Plan, goals and any ongoing Rehabilitation Services to be coordinated, delivered and administered by the Contractor.
  - 2.6.10.6 Approves the Rehabilitation Plan, goals and ongoing service to be coordinated, implemented and administered by the Contractor.
  - 2.6.10.7 Coordinates and attends case conferences with the RSS to discuss the Participant's case as required.
  - 2.6.10.8 Responds to the Contractor's inquiries related to the Rehabilitation Program deliverables in accordance within applicable timeframes, per section 6.0 of this SOW.
  - 2.6.10.9 Maintains regular communication with the RSS and the Participant to achieve service standards or when required per section 6.0 of this SOW.

- 2.6.10.10 Provides Participant support and ongoing monitoring, evaluation and documentation of the Participant's progress in the Rehabilitation Program, in collaboration with the RSS according to VAC's standards per section 6.0 of this SOW.
- 2.6.10.11 Ensures the Participant's Rehabilitation Plan is progressing with no unnecessary delays, in accordance with Service Level Agreements as per section 6.0 of this SOW.
- 2.6.10.12 Updates VAC contact information as required including but not limited to, VAC Decision Maker changes, human resource changes, leave of absences, address and phone number.
- 2.6.10.13 Must adhere to an *Issue Resolution Process* to be developed by the Contractor, in conjunction with VAC, following Contract award, (see Appendix 1).
- 2.6.10.14 Collaborates with the RSS and the Participant to determine when the Rehabilitation Program will be cancelled and/or completed/closed or Rehabilitation Services suspended.
- 2.6.11 VAC's Service Delivery and Program Management Responsibilities:
  - 2.6.11.1 Monitors Contractor provision of required deliverables and/or services.
  - 2.6.11.2 Supports national implementation and ongoing delivery of Rehabilitation Services.
  - 2.6.11.3 Provides case consultation, guidance and direction to VAC personnel, the Contractor and internal/external partners, regarding Rehabilitation Program policies, directives, guidelines, business processes, professional practices and trends in current research.
  - 2.6.11.4 Communicates changes regarding service delivery and program management to the Contractor, VAC personnel, and Participants.
  - 2.6.11.5 Participates in regular contract management meetings chaired by VAC Contract Manager.
  - 2.6.11.6 Analyzes national performance management and quality assurance statistical reports and follows-up and addresses anomalies or trends.
  - 2.6.11.7 Resolves issues raised to VAC Head Office through the Issue Resolution Process, (see Appendix 1).
  - 2.6.11.8 Problem solves and troubleshoots Participant specific issues in collaboration with the Contractor, VAC Decision Maker and VAC Contract Manager, as appropriate.
  - 2.6.11.9 Provides training as needed to VAC personnel and Contractor, collaborating with the VAC Contract Manager when required.
  - 2.6.11.10 Conducts quality assurance exercises to ensure Rehabilitation Program service standards and Rehabilitation Program excellence.
- 2.6.12 VAC Contract Manager Responsibilities:
  - 2.6.12.1 Ensures efficient coordination and communication between the Contractor and VAC.
  - 2.6.12.2 Liaises with the Contracting Authority, if there are any Contract issues.
  - 2.6.12.3 Chairs the Contract Management meetings between the Contractor and VAC.

- 2.6.12.4 Coordinates all payments to the Contractor as outlined in the Basis of Payment (see Annex B).
- 2.6.12.5 Ensures the VAC's Departmental Security Officer (DSO) is advised if and when the Business Continuity Plan is activated.
- 2.6.12.6 Coordinates training as needed to VAC personnel collaborating with Contractor, and VAC Service Delivery and Program Management as/when required.
- 2.6.12.7 Ensures contract is being delivered in accordance with the Statement of Work and associated service delivery contract requirements.

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### **3.0 Rehabilitation Services**

#### **3.1 Medical and Psycho-social Rehabilitation Services**

- 3.1.1 The objective of VAC's medical rehabilitation services is to stabilize and restore, to the extent possible, the basic physical or psychological functions of a Participant.
- 3.1.2 Participants who are eligible for the Rehabilitation Program must participate in professional assessment(s) of their rehabilitation needs.
- 3.1.3 Medical rehabilitation services include medical assessments, treatments and/or equipment. Examples of medical rehabilitation services include any physical or psychological treatment that supports the rehabilitation objective, including but not limited to:
  - a. psychiatry;
  - b. physiotherapy;
  - c. nursing care;
  - d. sleep disorder treatment;
  - e. addictions treatment;
  - f. pain management
  - g. acupuncture;
  - h. chiropractic services;
  - i. occupational therapy;
  - j. physical therapy;
  - k. aids to daily living;
  - l. medical aids and devices;
  - m. ergonomic assessments and equipment.
- 3.1.4 Psycho-social rehabilitation services have the objective of restoring a Participant to a state of independent functioning and facilitating their social adjustment. Psycho-social rehabilitation may include supports to the Participant's intellectual, cognitive, sensory and psychomotor skills, emotional and behavioural status. Psycho-social rehabilitation services include any psychological or social intervention including but not limited to:
  - a. psychology;
  - b. counselling;
  - c. life skills;
- 3.1.5 Medical and psycho-social rehabilitation services address assessed barriers to re-establishment in post-service life (i.e., limitation in functioning at home, work, or in the community) arising from each eligible health problem. Under a holistic approach, in specific circumstances, VAC will consider addressing non-eligible health problems, see section 3.3 of the SOW.
- 3.1.6 The Rehabilitation Services must be provided by a regulated health professional with rehabilitation training and experience unless approved by VAC as per section 4.5 of the SOW.
- 3.1.7 The Rehabilitation Services must consider VAC's regulated Principles and Factors per section 1.1.3 of this SOW.
- 3.1.8 Pharmaceutical and dental services may be considered under the Rehabilitation Program, however must be approved by a VAC Decision Maker on an exceptional basis and VAC will arrange approval, access and any applicable alternate payment methodology.

- 3.1.9 The safety and effectiveness of Rehabilitation Services are based on sound, recent, viable, relative evidence and research.

## **3.2 Vocational Rehabilitation Services**

### **3.2.1 Vocational Rehabilitation**

- 3.2.1.1 The objective of vocational rehabilitation services is to identify and achieve an appropriate occupational goal for a Participant, considering their state of physical and mental health and the extent of their education, skills and experience.

- 3.2.1.2 Eligible Participants must participate in professional assessments of their vocational rehabilitation needs.

- 3.2.1.3 The Contractor must conduct vocational rehabilitation services including but not limited to the following:

- a. Vocational Assessment;
- b. Vocational Exploration;
- c. Vocational Counselling Services;
- d. Job Readiness Activities;
- e. Job Search Preparation;
- f. Active Job Search;
- g. Job Placement Facilitation and Support;
- h. Gradual Return to Work/Work Re-integration;
- i. Follow-up/On-the-Job Evaluation;
- j. Job Development.

### **3.2.1.4 Standardized Vocational Assessments**

- 3.2.1.4.1 Contractor must conduct and/or coordinate standardized vocational assessments which may be individualized or combined as a package and assist the Participant in confirming realistic and attainable occupational choices as well as the ability to work at Suitable Gainful Employment. Examples include, but are not limited to the following:

- a. Achievement testing;
- b. Vocational interest testing;
- c. Aptitude testing;
- d. Labour market analysis;
- e. Transferable skills analysis.

### **3.2.1.5 Specialized Vocational Assessments**

- 3.2.1.5.1 Contractor must conduct specialized vocational assessments when required if specific information is needed to identify an appropriate occupational goal, or to assist in determining whether the Participant meets VAC's criteria for DEC or exceptions under CFIS. Specialized vocational assessments include, but are not limited to, the following:

- a. Psycho-educational Assessment;
- b. Psycho-vocational Assessment;

- c. Functional Capacity Evaluation/Functional Abilities Evaluation;
- d. Physical Demands Analysis;
- e. Job Site Analysis;
- f. Ergonomic Assessment;
- g. Employment and Earning Capacity Assessment;
- h. Vocational Evaluation; and
- i. Cognitive Capacity Evaluation.

Descriptions of the above listed assessments are located in Appendix 1 – Acronyms, Glossary of Terms and Definitions.

#### 3.2.1.6 Ad Hoc Vocational Assessments

3.2.1.6.1 The Contractor must obtain pre-authorization from the VAC Decision Maker before proceeding with ad hoc assessments. There may be instances where assessments, other than those listed in sections 3.1.3 and 3.2.4 of this SOW, are required to determine the Participant's Rehabilitation needs. These assessments include, but are not limited to the following:

- a. Psychological assessments;
- b. Situational assessments;
- c. Work hardening;
- d. Neuropsychological assessment.

#### 3.2.1.7 In providing and/or coordinating standardized, specialized assessments and ad hoc vocational assessments, the Contractor must:

- a. prepare the Participant for any test conducted or tools utilized;
- b. provide administration and guidance during assessment activities;
- c. score the assessment;
- d. facilitate a follow-up meeting with the Participant and VAC Decision Maker to interpret results leading to the decision-making process;
- e. prepare all required assessment specific reports;
- f. consult with the VAC Decision Maker throughout the process.

#### 3.2.2 Vocational Assistance

3.2.2.1 Vocational assistance is a streamlined Vocational Rehabilitation Service to support Participants in finding employment. Vocational assistance needs must be determined by the Contractor based on an assessment of previous education, skills and work experiences.

3.2.2.2 The objective of vocational assistance services is to restore a Participant's earnings capacity to a reasonable level given their education, skills and experience. The contractor must conduct vocational assistance services including, but not limited to the following:

- a. Career assessments;
- b. Career counseling;
- c. Training/funding for education or retraining;
- d. Job search assistance;
- e. Job finding assistance.

### 3.3 Rehabilitation Program Framework



### 3.3.1 Rehabilitation Program Eligibility

- 3.3.1.1 The VAC Decision Maker determines Rehabilitation Program eligibility (as per section 2.3 of the SOW) and informs the Participant.
- 3.3.1.2 VAC Decision Maker initiates referral and sends the Participant's information to the Contractor electronically (for more on system requirements, see section 8.0 of this SOW).
- 3.3.1.3 The VAC Decision Maker will have the ability to re-refer Participants to the Rehabilitation Program, refer still serving CAF Members, who may be entering the Rehabilitation Program upon release and refer those Participants requiring assessment services for the purposes of VAC's Financial Benefits Program (IRB and CFIS).

### 3.3.2 Rehabilitation Program Referral Process

- 3.3.2.1 A complete referral from VAC will include the Rehabilitation Program eligibility date, Participant type, eligible health problems and any financial information, if relevant. The package may also include a résumé and relevant existing health professional assessments and reports if available. Participants receiving Rehabilitation Services from other jurisdictions/third-party programs as per section 2.3.4 of this SOW, will be requested to inform the VAC Decision Maker and share any additional relevant information.
- 3.3.2.2 The Contractor receives the referral and assigns the file to an RSS and updates RSS contact information in the Participant's file.
- 3.3.2.3 Upon receipt of the referral, the Contractor is pre-authorized to complete the Intake Interview, Initial Standardized Rehabilitation Assessment and required assessments as outlined in sections 3.3.3 and **Error! Reference source not found.** of this SOW.
- 3.3.2.4 The VAC Decision Maker may send referrals which are considered urgent and timely to the Contractor due to extenuating circumstances. The Contractor must be prepared to respond and address Participant needs by priority through a process to be determined during the Implementation phase.

***Note:** On occasion, Participants may be referred for assessments specific to VAC's Financial Benefits Program (IRB and CFIS), and will require the Contractor to coordinate an assessment, submit a report and process the associated claims outside of the Rehabilitation Program.*

### 3.3.3 Rehabilitation Program - Intake Process

- 3.3.3.1 The Contractor's RSS must use a standardized intake process supported by a *Participant Information Guide* to re-iterate the scope and services delivered by the Contractor.
- 3.3.3.2 The Participant Intake Interview must be completed in-person (or virtually if required due to geographical or other limitations and approved by VAC) and include the following activities:
  - 3.3.3.2.1 Review of the Rehabilitation Program scope, intent and parameters;
  - 3.3.3.2.2 Overview of the contracted Rehabilitation Services and processes, including:
    - a. informed consents;
    - b. types of Rehabilitation Services;

- c. contractor's, VAC's and Participant's roles and responsibilities;
  - d. travel expenses and claims reimbursement process;
- 3.3.3.2.3 Completion of the initial, standardized rehabilitation assessment, to determine the rehabilitation potential and any medical, psycho-social and/or vocational rehabilitation barriers to re-establishment in post-service life arising from the approved Rehabilitation Program eligible health problems. During the initial intake assessment the Contractor must:
- a. Review and confirm functional barriers caused by the eligible health problems that limit or prevent the Participant's re-establishment in post-service life.
  - b. Assess the rehabilitation potential of the Participant to improve their health, functioning, and employability in relation to their Rehabilitation Program eligible health problems.
  - c. Identify the medical, psycho-social, and/or vocational rehabilitation and vocational assistance needs preventing participation in the Participant's roles at home, work and in the community.
  - d. Consider existing relevant and current health professional assessments and reports provided as part of the referral and intake process.
  - e. Identify strengths, barriers and limitations to the Participant's achievement of outcomes, goals and objectives and any associated measures or mitigations that need to be integrated to ensure a safe and meaningful Rehabilitation Plan.
  - f. Identify the Rehabilitation Services to be included in the Rehabilitation Plan(s) to achieve timely and measurable goals/outcomes.
- 3.3.3.2.4 Consideration of proceeding directly to the development of a new Rehabilitation Plan, without additional assessment(s), or if applicable consider resuming a previous Rehabilitation Plan without additional assessment(s) applicable when:
- a. Participants who have previously obtained Rehabilitation Services (for example, Participants who have received services under VAC's previous Contract for vocational rehabilitation services, CAF-LTD, other Workers' Compensation or Insurance plans, etc.);
  - b. Short-term Rehabilitation Services will meet the Participant's need to address brief vocational interventions, for example short-term training, and/or job search preparation, active job search, or job placement assistance.
- 3.3.3.2.5 Assessment and identification of Participants who do not have capacity for Suitable Gainful Employment, provide VAC with supporting rationale and, if required, must conduct an EECA to assist VAC with a DEC determination. (A DEC determination by VAC does not prevent the Veteran from participation in Vocational Rehabilitation or Vocational Assistance to achieve a suitable vocational goal within their assessed work capacity.)
- 3.3.3.2.6 Determination if a comprehensive, standardized medical, psycho-social and/or vocational rehabilitation assessment(s) is required.

- 3.3.3.2.7 Re-confirmation if the Participant is prepared to participate to the extent required to meet the goals of the Rehabilitation Plan.
- 3.3.3.2.8 Obtain, with Participant consent (per section 7.12 of the SOW), pertinent information from third-party providers if required (i.e. another rehabilitation services provider, including but not limited to: provincial health care; provincial or federal workers' compensation plans such as Workers' Compensation Board, insurance rehabilitation services professionals; Private LTD plan, CPP-Disability; or the CAF-LTD),
- 3.3.3.2.9 Ensure the Participant's family members are engaged, as appropriate, in rehabilitation assessments to provide input, encourage Participant involvement and to acquire a greater understanding of how the Participant's eligible health problem(s) impact family member's roles and relationships.
- 3.3.3.2.10 Recommendation of termination of the referral when it cannot be processed under the following circumstances:
  - a. When the Participant declines participation in the rehabilitation assessment; or
  - b. When the Contractor has made three (3) documented attempts and is not able to make contact with the Participant within 30 calendar days.
- 3.3.3.2.11 Recommendation of a Participant file closure following the referral may be considered under the following circumstances, including but not limited to:
  - a. When the Participant has no rehabilitation potential and will not benefit from further rehabilitation interventions.
  - b. When the Participant declines participation in the Rehabilitation Program;
  - c. When the Participant declines participation in the Intake Interview;
  - d. The Participant requires a leave for personal reasons;
  - e. Family commitments are preventing the Participant's active participation in the Rehabilitation Program;
  - f. Deterioration of the Participant's illness or injury;
  - g. A new health problem is preventing the Participant's active participation in the Rehabilitation Program; and/or
  - h. The Contractor cannot make contact with the Participant despite three documented attempts within 30 calendar days.
- 3.3.3.2.11.1 If the Contractor recommends file closure, the Contractor must complete a file closure notification form and submit to VAC with the reason and supporting documentation.
- 3.3.3.2.12 Review of the process required for Rehabilitation Services planning and if possible, begin to develop Specific, Measurable, Achievable, Realistic and Timely (SMART) rehabilitation goals to address the assessed rehabilitation needs.
- 3.3.3.3 The RSS must provide a Progress Update to VAC Decision Maker summarizing and describing the outcomes from the Intake Interview, including the initial assessment and recommended next steps.
- 3.3.3.4 As applicable based on the outcome of the initial assessment, the Contractor, must in a timely manner, in accordance with the Participant's eligibility status, identify, conduct and/or coordinate comprehensive, professional, standardized rehabilitation assessment(s)

for the establishment of goals and determine the necessary Rehabilitation Services to address the Participant's barriers for re-establishment.

### 3.3.4 Rehabilitation Assessment Process – Professional, Comprehensive, Standardized

3.3.4.1 As applicable based on Participant need, the Contractor must provide comprehensive rehabilitation assessments internally using a valid rehabilitation assessment tool, or complete a referral for assessments to an IDC, OSI, RTCOSI or RSP, other service provider or third-party program (pre-approval for in-patient assessments is required).

3.3.4.2 All rehabilitation assessment services must use an interdisciplinary approach involving medical, psycho-social and vocational assessments delivered by regulated professionals or as approved by VAC (See section 1.1.18 of the SOW).

#### 3.3.4.3 Medical and Psycho-social Assessments

3.3.4.3.1 The objective of medical and psycho-social assessments is to determine Participant rehabilitation potential (i.e., improvement in basic physical and/or psychological functioning, independent functioning, social adjustment, employability and/or role performance) to reach their potential and reduce or resolve the barrier(s) to re-establishment.

#### 3.3.4.4 Vocational Rehabilitation and Vocational Assistance Assessment

3.3.4.4.1 The objective of the vocational rehabilitation assessment is to identify appropriate occupational goals (full-time, part-time, volunteer work, activity to provide a sense of purpose) for a Participant considering their eligible health problem(s), their health and function, and by building on their education, skills, and experience, where possible.

3.3.4.4.2 The vocational rehabilitation assessment starts by determining the employability of the Participant. The education, skills and experience acquired during a Participant's military career are an asset to their employability in the civilian workforce. Often work experience acquired in the military transfers readily to the civilian workplace; however, transferring to similar civilian occupations considered suitable is not always feasible. Vocational assessments completed by qualified vocational specialists are required to determine the most suitable occupation for the Participant when all of the criteria above have been considered.

3.3.4.4.3 An assessment of a spouse's, CLP's or survivor's vocational assistance needs will determine, if there is:

- a. a reduced ability to be employable or obtain appropriate employment;
- b. in the case of a spouse or CLP, a need to seek other appropriate employment as the current occupation no longer suits the unique needs of the family as a result of the Veteran's health problems;
- c. in the case of a Survivor with dependent children, a need to seek other appropriate employment as the current occupation no longer suits the unique needs of the family as a result of a CAF Member's or Veteran's death.

3.3.4.5 The VAC referral pre-authorizes the rehabilitation assessment activities listed below (to be confirmed during the Implementation Phase of the Contract), as needed, to support the Rehabilitation Program Assessment and Planning processes:

- a. Physician Assessments;
- b. Psychiatric Assessments;
- c. Occupational Therapy Assessments;
- d. Physiotherapy Assessments;
- e. Psychological/Psychotherapy Assessments;
- f. Pain Management Assessments;
- g. Vocational Assessments;
- h. Life Skills Assessments;
- i. Psychoeducational Assessments;
- j. Achievement Testing;
- k. Interest Testing;
- l. Aptitude Testing;
- m. Labour Market Analysis;
- n. Transferrable Skills Analysis;
- o. Psycho-vocational Assessment;
- p. Functional Capacity Assessment;
- q. Vocational Evaluation;
- r. Medical and Psychological Consults with treating clinicians.

3.3.4.6 Additional rehabilitation assessments not listed above may be considered on an ad hoc basis. The Contractor must consult with and obtain pre-authorization from the VAC Decision Maker, as the Contractor will not be reimbursed for any non-pre-authorized assessments conducted.

3.3.4.7 Recommendations for approval of ad hoc assessments must be based on sound rationale. Ad-hoc assessments may include, but are not limited to the following:

- a. Neuropsychological Assessments;
- b. VAC Operational Stress Injury Clinic Assessments;
- c. Addiction Treatment and Assessments (inpatient or out-patient)
- d. Physical Demands Analysis;
- e. Job Site Analysis;
- f. Ergonomic Assessment;
- g. Employment Evaluation Capacity Assessment (EECA).

3.3.4.8 Participants are deemed ready to engage in the rehabilitation or vocational assistance when they demonstrate the ability to maintain a significant and consistent effort over time, to achieve goals while adapting to life with their physical and/or psychological challenges. This may include, but is not limited to the following scenarios:

- a. their acute medical and psycho-social needs have stabilized;
- b. their physical and/or mental health status and functional capacity has been restored to the extent necessary to not present barriers to daily living activities or interfere with the Participant's active participation in rehabilitation and vocational assistance activities;
- c. the Participant and family members are adjusting to the impact of the eligible health problems, and there is relative stability in the home environment; and
- d. the Participant is financially stable, and is committed and motivated to participate in the assessment and planning phases of the Rehabilitation Program.

3.3.4.9 Participants' needs may change over time, and therefore VAC may re-refer Participants. In such event, the Contractor must re-initiate the Intake Interview and Rehabilitation Assessment process for re-referred Participants. The Contractor must assign an RSS who will make contact with the Participant and complete the Intake Interview as described in section 3.3.3 this SOW.

### 3.3.5 Rehabilitation Planning

3.3.5.1 The Contractor must only develop a Rehabilitation Plan for Participants who have been assessed as having rehabilitation potential for improving their health and functioning, and/or employability in relation to Rehabilitation Program eligible health problems.

3.3.5.2 Rehabilitation Program eligible health problems must be the primary focus of the Rehabilitation Services identified in the Rehabilitation Plan (with some exceptions, as described in section 3.3.5.6 of the SOW).

3.3.5.3 For Participants determined to have rehabilitation potential, the contractor must analyse, synthesize and summarize the results of the initial intake assessment and any comprehensive, professional, standardized rehabilitation assessment(s), to develop the SMART goals and the activities of Participant's Rehabilitation Plan.

3.3.5.4 The Contractor must consider VAC's Principles and Factors, as listed in section 1.1.3 of this SOW, in the development, recommendation, supporting rationale as basis of approval for each Participant's Rehabilitation Plan.

3.3.5.5 The Contractor, Participant and VAC Decision Maker must collaborate to confirm the proposed Rehabilitation Plan and associated SMART goals (per sections 3.4 of the SOW).

#### 3.3.5.6 The Rehabilitation Plan

3.3.5.6.1 The Rehabilitation Plan includes a list of Rehabilitation Services, estimated costs and timelines needed for Participants to reach their SMART goal(s).

3.3.5.6.2 Rehabilitation Plans may include the following:

- a. Medical rehabilitation services;
- b. Psycho-social rehabilitation services;
- c. Vocational rehabilitation services; and/or
- d. Vocational assistance services.

3.3.5.6.3 The content of the Rehabilitation Plan must include but is not limited to the following:

- a. A brief summary and rationale supporting the focus of the proposed activities;
- b. Identification of specific activities, Rehabilitation Services and interventions, including the time-lines, start and end dates and duration of each to reach the identified goals;
- c. Rehabilitation goals are developed using SMART format;
- d. Identification of the responsibilities of the Participant, VAC Decision Makers and the Contractor relative to the Participant's Rehabilitation Plan;
- e. Identification and coordination of resources and other funding options available to the Participant through third-party programs that are in addition to those available through the Rehabilitation Program when directed to do so by VAC Decision

- Maker. Note, where available, third-party programs in which the Participant is previously enrolled/engaged are to be considered first in the identification of potential Rehabilitation Services;
- f. Total estimated cost for each activity, service and intervention, including estimated cost per fiscal year (April 1 to March 31) and total estimated Rehabilitation Plan cost; and
  - g. VAC Decision Maker authorization.
- 3.3.5.6.4 In the development of the Rehabilitation Plan, the Contractor may prioritize assessment(s) aimed at identifying the rehabilitation needs that best respond to the Participant's readiness, motivation, and capacity (i.e. a Participant diagnosed with PTSD may initially focus on short-term assessment goals aimed at stabilizing and restoring functioning prior to engaging in vocational rehabilitation or assistance services).
- 3.3.5.6.5 Rehabilitation goals and treatment plans will evolve over time as the focus of the Rehabilitation Plan shifts between medical, psycho-social and vocational rehabilitation and assistance needs. Where possible, Rehabilitation Services should be delivered concurrently to optimize rehabilitation, rate of recovery and Participant outcomes.
- 3.3.5.6.6 The Rehabilitation Plan duration is determined at on-set of Rehabilitation Plan development, based on the assessed needs and Rehabilitation Services required for each Participant. Participants progress at different speeds, and therefore the Rehabilitation Plan may be adjusted as needed following regular reviews of progress made toward completion of the rehabilitation goals and/or the identification of new rehabilitation goals.
- 3.3.5.6.7 VAC recognizes a holistic approach which accepts that health problems commonly interact with one another and non-eligible health problems may prevent successful rehabilitation of the Participant if not addressed as part of the Rehabilitation Plan. Eligible health problems must be the main focus of a Rehabilitation Plan, however, it may be necessary to also address rehabilitation barriers and needs resulting from non-eligible health problem(s) on a short-term temporary basis to support the Participant in achieving rehabilitation goals. VAC may consider the following exceptions when authorizing Rehabilitation Services and benefits in the Rehabilitation Plan:
- a. The barrier created by the health problem(s), if not addressed, will exacerbate the health problem that is the focus of the Rehabilitation Plan (i.e. need to treat depression as part of a Rehabilitation Plan to address chronic pain where musculoskeletal injuries were the basis of rehabilitation eligibility);
  - b. The barrier created by the health problem(s), if not addressed, will significantly limit the capacity of the Participant to participate in the Rehabilitation Plan (i.e. marital conflict and financial management problems are causing daily difficulties and would impact the Participant's ability to actively participate); or
  - c. The Rehabilitation Services needed for non-eligible health problems are not accessible through another source.

**Note:** Rehabilitation Services provided to address barriers associated with non-eligible health problems are limited to the time required to achieve the Rehabilitation Plan objectives and do not represent a commitment to provide ongoing health services for the



*non-eligible health problem beyond the scope or time frame of the non-eligible health problem(s).*

- 3.3.5.6.8 Where training is recommended, the training expenses and costs will be documented separately in a Vocational Training Plan which becomes a component of the Rehabilitation Plan.
- 3.3.5.6.9 The Contractor must complete a Vocational Training Plan and submit to the VAC Decision Maker for incorporation into the Participant's Rehabilitation Plan when recommended as a result of an assessment.
  - 3.3.5.6.9.1 The Contractor must confirm in writing, the credentials/certifications for foreign vocational training programs are transferrable and recognized by the Canadian Labour market for Participants living temporarily or non-permanently out of Canada to ensure the Rehabilitation Program goal of employability is achievable. (See Appendix 4 - *Rehabilitation Program and Vocational Assistance Plan: Assessments, Development and Implementation.*
  - 3.3.5.6.9.2 The Vocational Training Plan must include the following:
    - a. One recommended occupational goal with supporting rationale clearly explaining why this occupation is Suitable Gainful Employment and will improve the employability of the Participant;
    - b. Summary as to how VAC's Factors and Principles and the Hierarchy of Return to Work were considered in the analysis;
    - c. A brief summary of the educational requirements, cost, duration, start and end date, full or part time studies, and labour market information used to support this goal;
    - d. One alternative occupational goal with supporting rationale that addresses the same;
    - e. Eligible training-related costs per option as per VAC policy.
  - 3.3.5.6.9.3 The vocational training components may include, but are not limited, to the following education and training-related types:
    - a. Short-term upgrading;
    - b. University or College Program;
    - c. General Educational Development (GED);
    - d. Diploma/ certificate Programs; and
    - e. Apprenticeship Program (i.e. the Red Seal Program).
  - 3.3.5.6.9.4 The Contractor must document the training components of the Vocational Training Plan and submit to the VAC Decision Maker for approval as part of the Rehabilitation Plan. The documentation must include the following:
    - a. Vocational training program description, full-time/part-time studies, location, start and end dates and credentials obtained at completion;
    - b. Specific training-related costs per year that are within the VAC global maximum amount, *Vocational Rehabilitation and Vocational Assistance – Training Expenses Policy*, (see Appendix 4);
    - c. Additional Dependent Care costs;



- d. Costs exceeding the VAC global maximum or exceeding 50% of additional Dependent Care costs, as described in *Vocational Rehabilitation and Vocational Assistance – Training Expenses Policy*, (see Appendix 4).
- 3.3.5.7 The Contractor must obtain VAC approval of the Rehabilitation Plan prior to it being implemented, as the Rehabilitation Plan is the authority document for approving all additional assessments, Rehabilitation Services, expenses and education or training costs.
- 3.3.5.8 The contractor must obtain Participant sign-off with agreement to actively participate.
- 3.3.5.9 The Contractor must perform ongoing needs assessment throughout the life of the Rehabilitation Plan to modify and evolve the Rehabilitation Plan as required.
- 3.3.5.10 The Contractor must update the Rehabilitation Plan with objectives and planned interventions to achieve the SMART goals.
  - 3.3.5.10.1 Any revisions to the Rehabilitation and/or Vocational Training Plan require VAC Decision Maker pre-approval with supporting rationale from the Contractor. Minor administrative changes or clerical corrections do not require VAC Decision Maker approval. The content and focus of a revised Rehabilitation Plan must align with the initial Rehabilitation Plan.
    - 3.3.5.10.1.1 Examples when revisions may be required to a Rehabilitation Plan include, but are not limited to:
      - a. Change to a Participant's health and functioning;
      - b. Change in rehabilitation direction;
      - c. Change in educational or training program; or
      - d. Change in Rehabilitation Plan costs including the addition of new health problems, treatments, interventions or training.
- 3.3.6 Participant Rehabilitation Related Expenses and Approvals
  - 3.3.6.1 The VAC Decision Maker may authorize reimbursement of the following, non-training related, rehabilitation expenses as defined in *Rehabilitation Related Expenses – Other than Training* (see Appendix 4):
    - a. expenses incurred by the Participant in accessing authorized medical, psycho-social, vocational rehabilitation or vocational assistance services approved under a Rehabilitation Plan; or
    - b. expenses identified as transportation, accommodations, meals, travel outside the country, required escort, and additional dependent care.
  - 3.3.6.2 While most Rehabilitation Services are reimbursed to the Participant, in some exceptional circumstances (i.e. financial limitations, health limitations, etc.) the VAC Decision Maker may pre-authorize payment to ensure the medical, psycho-social, vocational rehabilitation or vocational assistance services are available and delivered when required.
  - 3.3.6.3 The Contractor must provide the VAC Decision Maker with clear, documented rationale explaining the need to reimburse or pay the rehabilitation-related expenses. Authorization must be documented in the Rehabilitation Plan.

- 3.3.6.4 More information on these Rehabilitation-related expenses may be obtained in the *Rehabilitation Services and Vocational Assistance Plan: Assessments, Development and Implementation Rehabilitation Policy*, (see Appendix 4).
- 3.3.6.5 Participant Training Related Expenses and Approvals
- 3.3.6.5.1 The Contractor must reimburse Participants for training related costs and expenses incurred as part of an approved Training Plan. These expenses must be identified in the Participant's Training Plan and be submitted to VAC Decision Maker for pre-approval as part of the Plan.
  - 3.3.6.5.2 VAC will only reimburse expenditures for courses or training programs that have been accredited and recognized by the Provincial Educational Authorities of the province where the Participant resides. Training in other jurisdictions may be considered by VAC on a case by case basis.
  - 3.3.6.5.3 Eligible training-related costs are described in the VWR paragraph 15.1(a). Applicable rates/amounts are identified in paragraph 15.1(a), subsections 15(2), 15(3) and 15(4).
  - 3.3.6.5.4 Expenses may be eligible for reimbursement as set out in the *Vocational Rehabilitation and Vocational Assistance – Training Expenses Policy*, (see Appendix 4).
  - 3.3.6.5.5 The Contractor must monitor authorized expenses to ensure expenditures paid do not exceed VAC authorized limits.
  - 3.3.6.5.6 The Contractor must ensure Participant balances can be easily reported and viewed by VAC.
  - 3.3.6.5.7 The Contractor must provide rationale and supporting documentation for exceptional circumstances, where the VAC Decision Maker may be requested to authorize the payment of costs at a rate higher than set out in the VWR and related VAC policies, (see Appendix 4).
- 3.3.7 Financial Benefit Program Related Expenses and Approvals
- 3.3.7.1 The Contractor must reimburse Participant for travel and living expenses incurred for the examinations and/or assessments required for the Financial Benefits Program (IRB and CFIS) as approved by the VAC Decision Maker per the *Veterans Well-being Regulations* (see Appendix 4).
- 3.3.8 Third-party Rehabilitation Programs
- 3.3.8.1 Participants may be engaged in a Rehabilitation Plan when a new health problem or rehabilitation need emerges. If the new problem or need is determined non-eligible by VAC, third-party programs may be involved to fund the associated services. VAC will not assume responsibility to address these new needs where other organizations have a clear mandate to respond. Rehabilitation Program eligibility may continue, and VAC may stay involved

with the Participant, as long as the existing, eligible VAC rehabilitation needs can still be met. See the following examples:

**Case Example (A):** A Veteran is eligible for the Rehabilitation Program due to major depressive disorder and has begun their Rehabilitation Plan with medications and psychological treatment. Two months into the Rehabilitation Program the Veteran has a stroke which results in left side paralysis and cognitive impairments. In this situation, while VAC would remain involved from a Case Management or Rehabilitation Service delivery perspective, the new physical and psychological rehabilitation services required by this Veteran would be the responsibility of the provincial health care system applicable to the Participant and not the VAC Rehabilitation Program.

**Case Example (B):** A Veteran who voluntarily released has lumbar disc disease approved for VAC's Rehabilitation Program. While the Veteran experiences some persistent pain, the Veteran is re-established in a second career as a computer programmer and is addressing psycho-social needs related to the eligible problem. The Veteran subsequently experiences a serious motor vehicle accident resulting in brain and spinal cord injuries and substantial rehabilitation needs. Since these new rehabilitation needs are not resulting from the Participant's military service or the basis of a medical release from the CAF, the responsibility for the Veteran's rehabilitation needs rests entirely with the applicable provincial health system and any automobile insurance coverage available, and not the Rehabilitation Program.

**Case Example (C):** A Veteran who medically released with a health problem resulting primarily from service is approved for VAC's Rehabilitation Program for PTSD for medical and psycho-social needs only. As a medical release the Veteran is eligible to have their Vocational Rehabilitation and/or Vocational Assistance needs assessed under the Canadian Armed Forces Long Term Disability (CAF-LTD) Program. CAF-LTD is mandated to provide these services to a medically released Veteran. VAC would be involved for any assessed medical or psycho-social rehabilitative needs related to PTSD for re-establishment to post service life. The rehabilitation plan could help support and/or contribute to the success of the Veterans Vocational plan goals with the third party provider, but VAC would not provide any vocational rehabilitation services.

### 3.4 Intervention

- 3.4.1 Intervention Process commences with the implementation of all VAC approved Rehabilitation Plan services.
- 3.4.2 The RSS must coordinate/conduct the medical, psycho-social and vocational rehabilitation (including any approved vocational assistance) services and activities as contained in the approved Rehabilitation Plan which may include, but are not limited to the following:
  - a. Medical and psycho-social rehabilitation treatments, interventions and services;
  - b. Re-assessments or new assessments;
  - c. Specialized assessments;
  - d. Specialized equipment, devices/aids;
  - e. Vocational assessments and interventions;
  - f. Job readiness activities;
  - g. Progress reports;

- h. Job search preparation;
- i. Active job search;
- j. Job placement facilitation and support;
- k. Gradual return to work/work re-integration;
- l. Job Development;
- m. Follow up and on the job evaluation;
- n. Job Coaching; and
- o. Closure.

3.4.3 The RSS must monitor, evaluate and support Participant progress in the Rehabilitation Plan by:

- a. scheduling and conducting regular progress meetings with the Participant at a minimum of at least once every 30 days;
- b. maintaining, regular, up-to-date, clear progress notes within the Participant's file;
- c. providing counselling and consultation support to the Participant if and when required;
- d. identifying issues or concerns preventing the Participant's progress in the Rehabilitation Plan and advise the VAC Decision Maker in a timely manner so that corrective actions may be applied;
- e. providing regular, cumulative Progress Updates to VAC Decision Maker once every 30 days in written form and submitted electronically or in another format as agreed upon by VAC that include the following:
  - i. A summary of contacts made including all names, dates and modes of contact (i.e., in person, telephone);
  - ii. List of active Rehabilitation Services and or interventions under way;
  - iii. Participant observations;
  - iv. Emerging barriers;
  - v. Evidence of capacity or incapacity for rehabilitation and/or return to work;
  - vi. Specific recommendations and justifications for significant changes in the Rehabilitation Plan;
  - vii. Outcomes achieved;
  - viii. Prognosis for future outcomes;
  - ix. Requested actions to VAC.
- f. if required and approved by VAC Decision Maker, must coordinate further assessments/interventions as recommended by RSPs.

3.4.4 The RSS must support Participant vocational rehabilitation progress in the Rehabilitation Plan by conducting the following activities:

#### 3.4.4.1 Job Search Preparation

3.4.4.1.1 Job Search Preparation is an important component of the Intervention Phase of Vocational Rehabilitation Services. During this phase the Contractor must:

- a. implement Job Search Preparation activities as identified in the Rehabilitation Plan and monitor Participant progress, making recommendations, if required;
- b. be prepared to integrate job search activities throughout the Intervention Phase as needed. (Job Search Preparation hours are not included in Job Search activities);
- c. liaise with the VAC Decision Maker monthly at a minimum or more often as required;

- d. prepare a Job Search Agreement between the RSS and the Participant (to be signed by both the Participant and RSS) which identifies the three (3) month duration of the Active Job Search Phase and the number of required weekly employer contacts;
- e. ensure the Participant:
  - i. understands the purpose of different résumé types and which type suits their situation;
  - ii. can identify key components required in a cover letter;
  - iii. has developed interviewing skills and techniques;
  - iv. understands and can access appropriate job search/opportunities/sites through conventional and unconventional methods, (i.e. electronic database, local job finding clubs, job banks, job fairs, etc.);
  - v. can prepare a résumé and cover letter;
  - vi. has the had opportunity to use job search skills in a real job application/interview situation;
  - vii. understands the Job Search Agreement and how to record and maintain the Job Search Log;
  - viii. has overall job search capacity find local job finding clubs;
  - ix. is provided one-on-one job search assistance or one-on-one counselling as required.

3.4.4.1.2 If a job finding club is unavailable or incompatible with the Participant's needs, the Contractor must provide one-on-one job search assistance to a maximum of 20 counselling hours. The job finding club or one-on-one counselling must include the following:

3.4.4.1.2.1 Résumé Preparation including:

- a. an understanding of the purpose, description and components of different résumé types (i.e. the public service resume; functional resume, chronological resume);
- b. an understanding of when to use each resume type;
- c. instructions on résumé preparation;
- d. consideration of transferable skills and guidance on how to translate military training and terminology into civilian occupation terms;
- e. samples of employment opportunities and completed résumés (i.e. public service and private sector employment opportunities with sample resumes to apply for such positions); and
- f. assistance in completing suitable, tailored résumés.

3.4.4.1.2.2 Cover Letter Guidance including:

- a. knowledge of the key components;
- b. instruction on writing content and formatting suitable cover letters tailored to employment opportunities; and
- c. samples of employment opportunities and suitable cover letters (i.e. public service and private sector employment opportunities with cover letters used to apply for such positions).

3.4.4.1.2.3 Navigating the Job Market including:

- a. how to access appropriate employment opportunities through conventional and unconventional methods;
- b. how to prepare and maintain contact lists;
- c. the benefits of networking;

- d. how to organize, record and maintain Job Search Logs;
  - e. information on self-employment training and self-marketing;
  - f. job market search techniques;
  - g. assistance in using advance job search technology and tools; and
  - h. how to apply for a federal public sector and private sector positions.
- 3.4.4.1.2.4 Interview Preparation including:
- a. knowledge of different types of interviews;
  - b. interviewing skills and techniques;
  - c. information on interviews (i.e. the do's and don'ts, good and poor responses, difficult questions); and
  - d. guidance on negotiating a job offer.
- 3.4.4.1.2.5 Advice Regarding Disclosure of Disability/Health including:
- a. guidance associated with disclosure of disability/health, if relevant; and
  - b. guidance on career management with a disability/health problem.
- 3.4.4.2 Active Job Search
- 3.4.4.2.1 Following Job Search Preparation, the Participant will begin job search for a maximum of three (3) months. During Job Search, the Contractor must:
- a. have weekly contact with the Participant to address issues that may prevent or delay progress with accomplishing vocational goals;
  - b. monitor the completion of the Job Search Log, and report Participant's compliance;
  - c. contact the VAC Decision Maker if issues impacting the success of the job search and/or Rehabilitation Plan;
  - d. recommend to the VAC Decision Maker the need for any additional job search activities, supports or file closure if appropriate; and
  - e. Log all contact, status and recommendations, as part of the progress update.
- 3.4.4.3 Job Placement Facilitation and Support
- 3.4.4.3.1 The Contractor must facilitate adapted job placement and support activities following an unsuccessful active job search period or when traditional job search methods are unsuitable due to the Participant's health. Job placement facilitation and support includes:
- a. monitoring advertised and non-advertised job opportunities to identify and facilitate an individualized job placement arrangement, working with various employers to provide adapting assistance and support as required;
  - b. identifying activities to improve employability or the capacity for suitable gainful employment;
  - c. ensuring a minimum of three job leads are generated per week and notify the Participant when job opportunities and/or interviews are arranged;
  - d. assisting the Participant in developing résumé and cover letters and preparing for the employment interview; and
  - e. documenting all contact, status and recommendations, as part of the progress update.
- 3.4.4.4 Job Development

The Contractor must offer job development services to facilitate a prospective employer's consideration of qualified employees for employment.

#### 3.4.4.5 Job Coach

- 3.4.4.5.1 The Contractor must offer job coaching services to motivate and provide Participants support in the activities associated with skill enhancement and employment search.

#### 3.4.5 Hierarchy of Return to Work Assessment

- 3.4.5.1 The Hierarchy of Return to Work is a assessment tool to support a needs based approach to identify the most appropriate return-to-work options for a Participant given their health, transferability of their education, skills, and previous work experience.

- 3.4.5.2 The steps in the Hierarchy of Return to Work assessment are sequential and as follows:

- a. Return to work in the same job, with the same employer;
- b. Return to work in a different job with the same employer;
- c. Return to work in the same job with a different employer;
- d. Return to work in a different job with a different employer;
- e. Re-educate and re-train; or
- f. Self-employment.

- 3.4.5.3 The Contractor must base return-to-work recommendations for options that consider the Participant's transferrable skills and lead to *Suitable Gainful Employment*. The VAC Decision Maker will only consider re-educating and retraining when there are no feasible transferrable skills. Where a direct transfer into the labour market is not possible, the Contractor must ensure the vocational assessment recommendations are included in the Rehabilitation Plan and describe clearly why further exploration and re-education or retraining is necessary.

- 3.4.5.4 The Contractor may only consider self-employment as a return to work option steps a. through e. in the Hierarchy of Return to Work assessment are not attainable. A thorough evaluation of the risks, challenges and potential for success with solid rationale must be outlined and incorporated into the Rehabilitation Plan.

#### 3.4.6 Collaboration and Communication

- 3.4.6.1 The RSS must maintain regular communication with the Participant, VAC Decision Maker, and/or RSP, as applicable.

- 3.4.6.2 The VAC Decision Maker in collaboration with the RSS, must provide ongoing advocacy, encouragement of the Participant's active participation and responsibilities in their Rehabilitation Plan.

- 3.4.6.3 The RSS and VAC Decision Maker collaborate with the Participant to monitor effectiveness of approved Rehabilitation Services and progress toward outcomes.

- 3.4.6.4 The RSS, VAC Decision Maker and Participant must collaborate to confirm proposed revisions to rehabilitation goals and Rehabilitation Plan and updating the Rehabilitation Plan goals and/or Rehabilitation Services, as needed.



- 3.4.6.5 The RSS must engage the VAC Decision Maker every 60 days throughout a Participant's Rehabilitation Plan for a Progress Update meeting to review status, progress and collaborate on the Participant's Rehabilitation Plan. Engagement will be facilitated by phone, in person, case conference, electronically, and ad hoc as required.
- 3.4.6.6 VAC Decision Maker reviews Progress Updates submitted by the RSS, to monitor the Participant's overall progress in the Rehabilitation Program.
- 3.4.6.7 The VAC Decision Maker may request ad hoc Progress Updates with supporting documentation (professional opinions, reports, notes) as required, or the RSS may initiate an ad hoc Progress Update when:
- a. The level of expenditure for the Rehabilitation Services has reached an identified limit as described in the Rehabilitation Plan;
  - b. Issues arise that may impact the Rehabilitation Plan;
  - c. Circumstances arise that may jeopardize the progress of the Rehabilitation Plan;
  - d. A Participant is considered non-compliant (i.e. not actively participating in the Rehabilitation Plan to the extent required to achieve their goals);
  - e. Participant does not attend a scheduled progress meeting and after three (3) unsuccessful attempts to reschedule, no progress is made.
- 3.4.7 Pre-authorized Hours
- 3.4.7.1 The Contractor is pre-authorized for the delivery of services to a maximum of 150 hours provided by the RSS.
- 3.4.7.1.1 Pre-authorized hours are for the engagement, monitoring and following up with Participants, VAC Decision Maker, RSPs, training institutes, employers or others to consult on the progress of the Participant in their Rehabilitation Plan.
  - 3.4.7.1.2 Pre-authorized hours includes time to contact and/or meet in person with the Participant, VAC Decision Maker and/or stakeholders in managing the Participant's Program file.
  - 3.4.7.1.3 Pre-authorized hours include the time involved in the preparation and submission of Progress Updates by the Contractor to VAC Decision Maker.
  - 3.4.7.1.4 Additional service hours may be required on an exceptional basis and must be pre-authorized by the VAC Decision Maker and documented accordingly in the Rehabilitation Plan. These hours are considered only for activities that are over and above the time required to complete the assessment or intervention activities, if and when necessary and as appropriate to the Participant and must not include travel and/or wait times.
- 3.4.8 Rehabilitation Plan Completion and File Closure Process
- 3.4.8.1 Rehabilitation Plan and File Closure is initiated when the RSS determines no rehabilitation need exists and/or the goals in the Rehabilitation Plan have been achieved to the extent possible.
- 3.4.8.2 The RSS reviews this recommendation with the Participant and engages the VAC Decision Maker to discuss the proposed Rehabilitation Plan completion and file closure.



- 3.4.8.3 Rehabilitation Plan closure occurs under the following circumstances:
- a. On further assessment, a Rehabilitation Plan is not necessary and will not be developed;
  - b. Participant chooses to withdraw from the Rehabilitation Program;
  - c. Participant's health has deteriorated and they can no longer participate in the Rehabilitation Plan;
  - d. Participant passes away;
  - e. Further intervention will not be effective in supporting Participant to achieve goals;
  - f. Participant has achieved the goals within the Rehabilitation Plan; or
  - g. Progress reporting from the Contractor identifies the Participant's permanent physical or mental health problem approved by the Rehabilitation Program is preventing them from performing any occupation that would be considered to be suitable gainful employment and recommends file closure to VAC Decision Maker.
- 3.4.8.4 Supporting documentation or employment assessments may be requested by VAC Decision maker post Rehabilitation Program closure to be used for consideration of VAC's Financial Benefits Programs.
- 3.4.8.5 To obtain VAC review for approval to close a Rehabilitation Plan and file, the Contractor must prepare a Closure Report that includes the following:
- a. Documentation of rationale for file closure;
  - b. Documentation of Rehabilitation Services received, objectives, goals, and Rehabilitation Plan outcomes achieved by the Participant;
  - c. Pre and post measures of functioning, employability and reduction in barriers to re-establishment for the Participant in post-service life;
  - d. Summarization of all Rehabilitation Plan costs; and
  - e. Date for Contractor's file closure.
- 3.4.8.6 VAC renders the relevant Rehabilitation Program and IRB decisions with input from the RSS.

## **4.0 General Requirements**

### **4.1 Rehabilitation Program Access**

- 4.1.1 The Contractor must ensure all general requirements (standard and universal as outlined in the SOW) are met in the delivery of all services.
- 4.1.2 VAC Participants reside throughout Canada and internationally. Participants, at times, move to locations outside of Canada, either on a temporary or permanent basis. The Contractor will be required to support a small number of Participants, who reside outside of Canada. Participants must be able to access the Rehabilitation Services, regardless of changes to their residence with limited interruption.
- 4.1.3 The Contractor may use a secure web portal (as approved by VAC), telephone and mail only to communicate with and deliver Rehabilitation Services to Participants residing outside Canada. Email cannot be utilized for service delivery purposes, as it does not meet Government of Canada (GoC) Access to Information and Privacy (ATIP) and security requirements.

### **4.2 Language of Work**

- 4.2.1 As per Section 25 of the *Official Languages Act*, (see Appendix 4), the Contractor must ensure products, systems and services provided on VAC's behalf by a third-party (including the Contractor) are delivered to Participants in the official language of their choice. The use of simultaneous interpreters or translators is not sufficient to meet this requirement. The Contractor must adhere to VAC's implementation of monitoring mechanisms to ensure the availability and quality Rehabilitation Services in the Participant's official language of choice.
- 4.2.2 The Contractor must ensure a representative at the management level in the Contractor's organization is fluently bilingual (English and French).

### **4.3 Location of Facilities and Work**

- 4.3.1 The Contractor must provide Rehabilitation Services across ten (10) provinces, three (3) territories and internationally as required. Please refer to *Statistics* in Annex F, for geographical and statistical information.
- 4.3.2 The Contractor's centres of operation, websites, online applications, and any technology-enabled services must be accessible, free of charge from inside Canada and internationally, through multi-channel and multi-media methods using technology as described per section 8.0 of this SOW.
- 4.3.3 The Contractor must ensure that all departmental and Participant data, data management services, data centres, networks, and centres of operation used in the delivery of the Rehabilitation Services are located wholly and solely in Canada, in compliance with the requirements for secure information management (further see section 7.12 of this SOW).

### **4.4 Hours of Work**

- 4.4.1 The Contractor must ensure all Rehabilitation Services are provided during core business hours from 8:30 to 16:30, in each Canadian time zone, Monday through Friday, excluding federal government statutory holidays.

4.4.2 In exceptional circumstances and based on the Participant's need, the Contractor must provide the ability to schedule or arrange sessions and meetings with Participants outside the 8:30 to 16:30 time period, in each Canadian time zone.

4.4.3 The Contractor must ensure that all online resources are available 24 hours/day, seven days per week, except for scheduled maintenance periods.

#### **4.5 Contractor Human Resources Requirements**

4.5.1 The human resource requirements, as described in this section, relate to the ongoing support to the Contract following implementation.

4.5.2 Human resource requirements for the Contractor during the Implementation Phase must be detailed in the Contractor's Project Implementation Plan.

4.5.3 The Contractor must ensure it has the human resource capacity to provide all Rehabilitation Services to VAC Participants.

4.5.4 Medical and psycho-social Rehabilitation Services must be provided by regulated health professionals, licensed and/or registered to provide services within the jurisdiction where they are operating, and have experience delivering rehabilitation focused services and interventions unless approved by on an exception basis, (see Appendix 3).

4.5.5 Vocational rehabilitation and vocational assistance services must be delivered by certified vocational professionals who meet the Canadian standards for this profession, (see Appendix 3).

4.5.6 The Contractor must request and receive written authorization from the VAC Decision Maker prior to any Rehabilitation Services being provided to a Participant by a non-regulated professional. The Contractor must submit an exception request to VAC for determination, including supporting rationale clearly describing the need for the service, a summary of the non-regulated RSP's qualifications and experience, and an explanation as to why the service cannot be met by a regulated health professional or supervised by a regulated health professional.

4.5.7 The Contractor must ensure approved non-regulated professionals delivering medical and/or psycho-social rehabilitation services/interventions are supervised, monitored and evaluated by regulated and licensed health professionals (i.e. the work of the non-regulated professional is carried out under the direct supervision of a regulated and licensed health professional). For example, a physiotherapist designs an individualized therapeutic exercise program for a person and assigns the program to be delivered by a rehabilitation assistant under direct supervision of the licensed and regulated physiotherapist. The physiotherapist monitors the exercise program and oversees the quality of work carried out by the assistant. The regulated and licensed health professional is responsible for the safety of the Participant, the effectiveness of the program of services delivered, and must sign off on the reports submitted to VAC.

4.5.8 The Contractor must provide and maintain a human resource plan detailing recruitment, retention and management on an annual basis or on request. This plan must clearly demonstrate how ongoing training will be managed for Contractor personnel.

4.5.9 The Contractor must provide a resolution plan for any human resource management issues that may impact service delivery to Participants.

4.5.10 Contract Manager

- 4.5.10.1 The Contractor must provide a qualified Contract Manager, who is responsible for the overall management of the Rehabilitation Program service delivery from the date of Contract execution, (see Appendix 3).
- 4.5.10.2 The Contract Manager must be responsible for the day-to-day accountability for the Contractor's service delivery.
- 4.5.10.3 The Contract Manager must deliver and provide regular status reports related to service delivery per section 6.7.8 of this SOW.
- 4.5.10.4 The Contract Manager must schedule and attend regular meetings (in person, telepresence, or other mediums as required and agreed upon with VAC), to review and confirm on-going levels of Service delivery
- 4.5.10.5 The Contract Manager must develop and manage service delivery schedules, implementation, operations and maintenance, contract phase-out plans and timelines.
- 4.5.10.6 The Contract Manager must manage performance, monitoring and reporting related to the delivery of the Rehabilitation Services (including performance of Contractor personnel and subcontractors, including RSPs) in accordance with Performance Standards as per section 6.0 of this SOW.
- 4.5.10.7 The Contract Manager must maintain current knowledge of VAC's Rehabilitation Program, business requirements, systems requirements and the status of all Contractor activities.
- 4.5.10.8 The Contract Manager must ensure all personnel have the appropriate knowledge and qualifications (including subcontractors and RSPs) when providing the Rehabilitation Services.
- 4.5.10.9 The Contract Manager must monitor and maintain a high level of personnel continuity.
- 4.5.10.10 The Contract Manager must monitor the Contractor's service delivery and quality assurance management, and ensure a high quality of service delivery by the Contractor, its subcontractors and RSPs.
- 4.5.10.11 The Contract Manager must work with VAC to identify, develop, approve and implement any requirements for adjustment to the Contractor's services or service delivery to ensure on-going alignment to VAC's Rehabilitation Program and enabling legislative and regulatory framework.
- 4.5.11 Contractor's Executive Sponsor
- 4.5.11.1 The Contractor must provide the services of a Contractor Executive Sponsor who must monitor, report on, and manage the financial administration of the Contract between the Contractor and VAC. The Executive Sponsor must also serve as an escalation point, as required, to VAC's Directors responsible for Contract Administration and Re-establishment, Financial Well-being and Business Intelligence, for resolution of any Contractor performance management issues or concerns.
- 4.5.11.2 The Contractor Executive Sponsor must meet with VAC's face to face no less than twice annually during the term of the Contract, or more frequently as requested by VAC.

4.5.11.3 The Contractor Executive Sponsor must hold overall corporate accountability for the Contractor's service delivery.

4.5.12 Contractor's Rehabilitation Service Specialist (RSS)

4.5.12.1 The Contractor must provide a sufficient number of RSSs (To be confirmed during the Implementation Phase of the Contract) qualified in each of Medical, Psycho-social and Vocational Rehabilitation as defined in *Contractor Resources*, (see Appendix 3).

4.5.13 Contractor's Rehabilitation Service Professional (RSP)

4.5.13.1 The Contractor must provide a sufficient number of rehabilitation professional personnel or sub-contractors to deliver direct Participant Rehabilitation Services (medical, psychosocial, vocational) .

4.5.13.2 The Contractor must ensure that all facilities and programs delivered by personnel and sub-contractors maintain valid accreditation and license within the province/territory in which the Service is delivered and that they operate consistently with the professional standard of care applicable to the profession.

4.5.13.3 Where the Rehabilitation Service is regulated at the provincial or territorial level, the Contractor must ensure all personnel or any third-party providing direct Rehabilitation Services to Participants, are qualified health professionals with valid credentials and license to practice within the province/territory where they are delivering Rehabilitation Services (medical, psycho-social, vocational) as applicable to the Rehabilitation Service being delivered, (see Appendix 3).

**4.6 Service Innovation, Professional Ethics and Best Practices**

4.6.1 The Contractor must ensure personnel and subcontractors, including RSPs, adhere to industry standards, ethics, and best practices in the delivery of safe and effective community-based Rehabilitation Services.

4.6.2 The Contractor must remain current with and operate in accordance with industry standards for the delivery of community-based Rehabilitation Services in Canada where those standards exist.

4.6.3 The Contractor must remain current with the most recent changes and innovation in the practice of community-based Rehabilitation Services, including but not limited to, the use of technology (i.e. technology-enabled services).

4.6.4 The Contractor must present to VAC new concepts, models and service delivery methods for approval prior to their implementation, on an on-going basis throughout the Contract period.

4.6.5 The Contractor must submit an initial (01 January) and final annual plan (01 April) outlining how it will implement and monitor any new, innovative interventions or best practices that could result in improving the delivery of Rehabilitation Services in Canada, and internationally as required.

**4.7 Revisions/Flexibility/Change Management**

4.7.1 VAC's Policies and Business Processes are subject to revisions as a result of implementation of initiatives and/or changes in Legislation or Regulations. The Contractor must make any necessary adjustments to the services and/or service levels under this Contract as a result of these revisions

within a prescribed timeframe as determined by VAC and the Contractor during the Implementation Phase of the Contract.

- 4.7.2 Over the duration of the Contract the legislative, regulatory, policy environment and operational requirements for the Rehabilitation Program will be subject to changes which are beyond the Project Authority's control. As a result, VAC may be expected to face changes in organizational structure and Participant numbers, and possibly in the nature and scope of Rehabilitation Program delivery. The Contractor must be flexible, adaptable and responsive to these changes.
- 4.7.3 The Contractor must be flexible to meet VAC's changing needs and priorities. It must be able to accommodate work being shifted geographically. The Contractor must develop the ability within its systems to expand and adapt to meet either increases or decreases in processing volume at any time during the life of the Contract.
- 4.7.4 To enable Contract revisions, the Contractor must develop a standardized change management/change request process that may result in a Task Authorization (TA) as per Contract terms and conditions.
- 4.7.5 VAC will use 'Agile' methodology throughout the procurement, implementation and change management processes, (see Appendix 1 – Acronyms, Glossary of Terms and Definitions).

## **5.0 Contract Award and Implementation Phase Requirements**

### **5.1 Contract Award and Kick-off**

- 5.1.1 The Contract Implementation Phase begins at Contract award, and concludes with the "Implementation Date", with transition into the Operations and Maintenance Phase.
- 5.1.2 Following Contract Award, the VAC Contract Manager will coordinate with the Contractor to develop an agenda and schedule for a Contract Kick-off meeting with the VAC Contract Manager and other representatives.
- 5.1.3 The Contractor must prepare for and participate in the kick-off meeting to facilitate introductions, exchange information, discuss Participant transition plan files, review governance and communications structures including decision-making authorities and escalation protocols.
- 5.1.4 The Contractor and their representatives from finance, invoicing, information technology (IT) systems, performance measurement, data analysis and those leading the Implementation Phase must travel to Charlottetown, PEI for the Contract Kick-off meeting.
- 5.1.5 The kick-off meeting will be led by VAC, held within two (2) weeks of Contract Award, for a duration five (5) days. The Contractor must ensure that appropriate personnel are available for the meeting and make all necessary travel arrangements.

### **5.2 Implementation Phase Plan and Integrated Schedule**

- 5.2.1 No later than 21 calendar days following Project Kick-off, the Contractor must submit for VAC's approval, a comprehensive Implementation Phase Plan and Integrated Schedule.
- 5.2.2 The Implementation Phase Plan and Integrated Schedule must demonstrate that all services and systems described in this SOW will be ready for implementation, tested in time to correct deficiencies, certified and accredited prior to the start date of the Operations and Maintenance Phase (Implementation Date).
- 5.2.3 The Implementation Phase Plan and Integrated Schedule must:
  - a. present, in chronological order, the detailed description all the activities the Contractor must complete to ensure implementation;
  - b. include all activities required to ensure that all requirements described in this SOW are met;
  - c. clearly identify the tasks, goals, deliverables, milestones, dependencies, resource build-up and baseline schedule for all activities required to successfully complete the Implementation and Participant cut-over;
  - d. incorporate adequate project controls, including contingency plans using an industry accepted development methodology, to enable the development and implementation of all Rehabilitation Services described in this SOW.
- 5.2.4 The VAC Contract Manager will make recommendations to the Contractor if changes are required in the Implementation Phase Plan and Integrated Schedule.
- 5.2.5 The Contractor must revise the Implementation Phase Plan and Integrated Schedule, as required, and obtain final approval from the VAC Contract Manager.



- 5.2.6 The Contractor must allow five (5) business days to obtain VAC Contract Manager approval for each of the following activities detailed in the Implementation Plan:
- a. Regularly scheduled Project Implementation meetings (section 5.3 of this SOW);
  - b. Contractor System Set-up, Configuration, Customization or Development (section 5.4 of this SOW)
  - c. Financial Controls Framework (section 5.5 of this SOW);
  - d. Existing Participant Transition Plan and Timeline (section 5.6 of this SOW);
  - e. Communications Plans and Materials (section 5.7 of this SOW);
  - f. Reporting services (section 5.8 of this SOW);
  - g. Quality Management Program (section 6.9 of this SOW);
  - h. Business Continuity Plan and Disaster Recovery Plan (section 5.9 of this SOW);
  - i. Administration, Claims Reimbursement and Financial Requirements Set-up (section 5.10 of this SOW);
  - j. Training (section 5.11 of this SOW);
  - k. Standard Operating Procedures (SOPs) (section 5.12 of this SOW); and
  - l. Performance Measurement and Data Analysis (section 6.0 of this SOW).
- 5.2.7 The management of the Contractor's Implementation Phase Plan and Integrated Schedule must be based on project management best practices and include initial risk assessment and analysis identifying each Implementation risk, if that risk can be controlled or avoided, the probability of occurrence, the possible impact on Service delivery and a sound risk mitigation strategy.
- 5.2.8 VAC will monitor and test the project controls on an ongoing basis during the project life cycle.

### **5.3 Project Implementation Meetings**

- 5.3.1 During the Implementation Phase, the Contractor must participate in scheduled Project Implementation teleconferences and/or in person meetings with VAC.
- 5.3.2 Project Implementation meetings will identify appropriate contacts and stakeholders, confirm any required adjustments to the implementation of the Contractor's plans and identify and resolve project start-up issues.
- 5.3.3 Throughout the Implementation Phase of the Contract, the Contractor must attend and make available Contractor Personnel to participate in Project Implementation Status Meetings and Project Implementation Break-out Meetings:
- 5.3.3.1 Project Implementation Status Meetings:
- 5.3.3.1.1 The Contractor must attend weekly status meetings held by teleconference or videoconference to review written status reports, discuss and resolve any issues and to effectively manage change throughout the Implementation Phase.
  - 5.3.3.1.2 The Contractor must provide bi-weekly written Implementation Phase status reports on the progress against the Implementation Phase Plan and Integrated Schedule Status reports will be used to verify the Contractor's progress on contractual requirements.
- 5.3.3.2 Project Implementation Break-out Meetings:
- 5.3.3.2.1 The Contractor must participate in a weekly review and confirmation of Rehabilitation Program processes, performance measurement, service standards and other topics related to the establishment and on-going management and evaluation of the Rehabilitation Services by the Contractor.



- 5.3.3.2.2 The Contractor must ensure the appropriate Contractor personnel are available to participate in the weekly teleconferences with VAC's Contract Management, Program Management, Corporate Reporting, Finance and IT personnel.
- 5.3.4 VAC may determine a requirement for face-to-face meetings during the Implementation Phase. In these instances, VAC personnel will travel to the Contractor's Head Office location. The Contractor must ensure the appropriate Contractor personnel are available to meet with VAC personnel and that meeting space is available.
- 5.3.5 To ensure compliance with Government of Canada legislations, policies, and guidelines in delivery of the Rehabilitation Program the Contractor must work collaboratively with VAC personnel, such as Information Technology, Finance, Communications, Business Intelligence and Contract Management, during the implementation phase.
- 5.4 Contractor System Set-up, Configuration, Customization and/or Development**
- 5.4.1 The Contractor must finalize and obtain VAC Contract Manager approval of the detailed plan of the Contractor's network and systems to be used to deliver the services within the specified timeframe as outlined in section 5.2.6 of the SOW.
- 5.4.2 The Contractor must gather and document the detailed business requirements for the services and systems that the Contractor will configure, tailor, customize and develop to meet the requirements of the Rehabilitation Program. The VAC Contract Manager will be responsible for sign-off of these detailed requirements. The Contractor must consult and work with designated VAC staff with subject-matter expertise to ensure that the Business Requirements Document(s) (BRDs) accurately reflect the detailed Rehabilitation requirements. For more information on the Contractor's systems requirements, see section 8.12 of this SOW.
- 5.4.3 The Contractor must ensure it's existing network, database and application architecture do not limit VAC's business and system requirements for the Rehabilitation Program.
- 5.4.4 The Contractor must ensure full connectivity and compatibility with VAC's technical infrastructure through secure web services.
- 5.4.5 The Contractor must submit the proposed data architecture, database layout and data dictionary for the Contractor's systems related to the storage of VAC Participant data for VAC approval according to timeline determined during the Kick-off Meeting. This documentation will follow the applicable Treasury Board of Canada Secretariat (TBS) Directive.
- 5.4.6 During system design and development, the Contractor must work with VAC to determine the appropriate bandwidth, security and connectivity requirements, as defined in section 8.0 of the SOW.
- 5.4.7 During system design and development, the Contractor must work with VAC in order to collect Participant Personal Information (PPI) as outlined in section 7.12 of this SOW.
- 5.4.8 The Contractor must develop and obtain VAC Contract Manager approval of the Business Continuity Plan (BCP), Disaster Recovery Plan (DRP), Pandemic Plan, and Crisis Communications Plan. VAC will provide the appropriate VAC and Government of Canada personnel contacts to coordinate the process of establishing the communication channels.
- 5.4.9 Following receipt of VAC approval, the Contractor must set-up and make ready all infrastructure, network and systems required to deliver and monitor the performance of the Rehabilitation Services, including all required configuration, customization or development required to its system(s) and front-end channel(s) to ensure that all technical requirements are met.

## **5.5 Financial Controls Framework**

- 5.5.1 The Contractor must develop and implement a financial control framework for the funds expended on VAC's behalf. The financial control framework must be provided to the VAC Contract Manager for approval and must include, as a minimum:
- 5.5.1.1 The segregation of duties so no one person will be able to control all aspects of the payment process. The duty of authorizing payments must be performed separately from those who issue payments.
  - 5.5.1.2 Clarity in defining the roles and responsibilities of those involved at each stage of the payment process.
  - 5.5.1.3 A control system to ensure that only authorized personnel can make a payment and to ensure spending limits are observed.
  - 5.5.1.4 A structure that is supported by a complete and reliable set of accounting records that meet the generally accepted accounting principles in Canada.
  - 5.5.1.5 System security features that protect PPI in accordance with section 7.12 of this SOW.
  - 5.5.1.6 Processes to ensure payments are made only when required receipts, signatures and appropriate VAC approvals have been obtained and recorded.
  - 5.5.1.7 Payments and reimbursements are made as in accordance with applicable legislation, regulations and policies.
  - 5.5.1.8 Processes to ensure payments do not exceed pre-authorized commitments.
  - 5.5.1.9 Post-payment audit functions to ensure payments are consistent with applicable legislation, regulations and policies.

## **5.6 Existing Participant Transition Plan and Timeline**

- 5.6.1 During the Contract Implementation Phase, there will be Participants receiving one (1) or a combination of more than one (1) medical, psycho-social or vocational rehabilitation service(s) under VAC's previous contract(s).
- 5.6.2 The Contractor must review existing Participant files and develop a transition plan and timeline, to be approved by VAC, that supports the Participants' migration from the previous contractor(s) and/or other third-party providers, which avoids interruption to existing Rehabilitation Plans.
- 5.6.3 All Participants receiving Vocational Rehabilitation Services will be transitioned to the Contractor prior to the end of the eighteen (18) month implementation period.
- 5.6.4 VAC will determine if, Participants receiving medical and psycho-social Rehabilitation Services nearing completion (within six months) at time of Implementation will be transferred to the Contractor. All other Participants receiving medical and psycho-social Rehabilitation Services will be transferred electronically to the Contractor by the end of the eighteen (18) month implementation period.
- 5.6.5 Rehabilitation Plans for all existing Rehabilitation Program Participants will be transferred within two years (24 months) of the Implementation Date. The status of the Rehabilitation Plan transfer will be regularly monitored by VAC.

- 5.6.6 VAC will notify all transitioning Participants of the change in Contractor and service delivery in prior to the commencement of the Operations and Maintenance Phase.
- 5.6.7 The Contractor must work collaboratively, cooperatively and in good faith with VAC and the previous contractor(s). The Contractor must ensure an efficient, seamless and timely transition, including all business processes, active files and data, from VAC's existing contracts and systems, to the Contractor's services and systems.
- 5.6.8 The Contractor must develop and send transitioning Participants letters as approved by VAC, which introduce the Contractor and identifies the Participant's assigned RSS.
- 5.6.9 On the Implementation Date, the Contractor must assume responsibility for the delivery of Rehabilitation Services for Participants identified by VAC. The Participant's Rehabilitation Plans and associated files, will be transferred in accordance with the timelines in the Implementation Plan.
- 5.6.10 Participants eligible for VAC's Rehabilitation Program and/or Financial Benefits Program on or after the Implementation Date, will be referred to the Contractor for the delivery of services.
- 5.6.11 Still serving CAF Members, deemed eligible for the Rehabilitation Program will be reviewed and confirmed by VAC during the Implementation Phase and transitioned once released.
- 5.6.12 The Contractor must complete the implementation of all system and service delivery requirements for the Contracted services and Rehabilitation Program no later than eighteen (18) months following date of contract award. For further details on system requirements, see section 8.12 of this SOW.

## **5.7 Communications Plans and Materials**

### **5.7.1 General Requirements and Content Quality Assurance**

- 5.7.1.1 As per the *Policy on Communications and Federal Identity* of the Government of Canada, (see Appendix 4), the quality of communications is a shared responsibility across the federal government. The Contractor must ensure the quality assurance requirements described herein are applied in the development of all communications and promotional material.
- 5.7.1.2 The Contractor must develop a communications strategy and plan for the Implementation Phase as well as the Operations and Maintenance Phase, to be approved by VAC. The Communications Plan must align with VAC's communications plan, objectives and key messaging.
- 5.7.1.3 The Contractor must work directly with VAC's Communication Division, in collaboration with the VAC Contract Manager, to develop all communication products and deliverables.
- 5.7.1.4 The design and content of all communication products produced by the Contractor (i.e., any and all online content, brochures, videos, Participant research/surveys), must align with VAC's communication products and must be approved by VAC Communications prior to production and distribution.
- 5.7.1.5 All communication products developed by the Contractor to support the delivery of the Rehabilitation Program, including all communications strategies, must adhere to guidelines as specified by VAC Communications and requirements in the *Policy on Communications and Federal Identity* and the *Directive on the Management of Communications*, (see Appendix 4).

- 5.7.1.6 The Contractor must have all content for its products translated, and approved by VAC and ensure translation of content is carried out by a certified language specialist (i.e., certified translator) and reviewed by another certified language specialist (i.e., certified reviser).
- 5.7.1.7 The Contractor must ensure the quality of all content through a rigorous editing and translation process undertaken by the Contractor.
- 5.7.1.8 All content must be:
- a. Clear language, fitted for the target audience; and
  - b. Error-free, spell checked and follows the "The Canadian Style for English" and the "Guide du Rédacteur de l'administration fédérale" for French.
- 5.7.1.9 VAC will maintain a dedicated web page and promotional material on the Rehabilitation Program, in addition to all Contractor developed communications products and channels. Periodically, the Contractor must provide information to VAC to support VAC's development of this material (i.e., statistics from the Rehabilitation Services delivered).
- 5.7.2 Participant Information Guide
- 5.7.2.1 The Contractor must create a standardized *Participant Information Guide* to be used during the Intake Process, (as per section 3.3.3 of the SOW) and include the following:
- a. General Rehabilitation Program information;
  - b. Claims, forms and guidelines;
  - c. Roles and Responsibilities for the VAC Decision Maker, Contractor, RSS, RSPs and Participant;
  - d. Listings and descriptions of the Contractors' services;
  - e. Overview of the Contractor's technology-enabled services:
    - i. web-based systems and supports;
    - ii. on-line services;
    - iii. training options;
    - iv. technology-enabled services as included in the Contractor's proposal accepted by VAC;
    - v. orientation and training of the technology-enabled services;
  - f. Other resources available to the Participant.
- 5.7.2.2 The Participant Information Guide must be developed and approved by VAC during Implementation Phase. There may be requirements to develop new or revised materials during the Contract to respond to ongoing operational requirements. All promotional materials must be published in HTML (where applicable) and .pdf format on the Contractor's web site, and available to be printed in .pdf format.
- 5.7.3 Contractor Website and Portals
- 5.7.3.1 The Contractor must develop, publish and maintain a public-facing website (landing page) which includes:
- a. Rehabilitation Services and Program information;
  - b. Contractor contact information for Participants, RSPs and VAC frontline staff;
  - c. Clear identification the Contractor is delivering the Rehabilitation Services on behalf of VAC;
  - d. Login access to the Contractor's secure web portals for Participants ("Participant Portal"), and RSPs ("RSP Portal") (see section 8.2 of this SOW for requirements).

- 5.7.3.2 The Contractor must ensure the Participant Portal includes, but is not limited to the following information and functionality:
- a. Rehabilitation Program information including assessment and planning;
  - b. Participant expense claims tracking;
  - c. Rehabilitation-related resources;
  - d. Frequently asked questions;
  - e. Employer database and online tools;
  - f. Functionality to securely submit eligible expense claims;
  - g. Functionality to access and print Rehabilitation assessments, reports and plans;
  - h. Requirement for secure messaging/email – depending on content/security level.
- 5.7.3.3 The Contractor must ensure the RSP Portal includes, but is not limited to the following information and functionality;
- a. Rehabilitation Program information including assessment and planning;
  - b. Ability to securely submit reports, notes and comments.
  - c. Requirement for secure messaging/email – depending on content/security level.
- 5.7.3.4 The Contractor must ensure the VAC Departmental Portal includes the following information and functionality:
- a. Change Requests;
  - b. Ad hoc requests;
  - c. Invoices;
  - d. Standard Operating Procedures (SOPs);
  - e. Queries;
  - f. Audits;
  - g. Reports;
  - h. Bulletins;
  - i. Security/privacy;
  - j. Permissions for Access of VAC tools and systems;
  - k. Incident reporting.
- 5.7.3.5 The public-facing webpage and the secure web portals must be:
- 5.7.3.5.1 Available in both English and French;
  - 5.7.3.5.2 Published live on the Internet as of the start date of the Operations and Maintenance Phase (Implementation Date)
  - 5.7.3.5.3 Conform to the web standards of the Government of Canada's *Directive on the Management of Communications - Appendix D, Mandatory Procedures for Social Media and Web Communication*, (see Appendix 4).
  - 5.7.3.5.4 VAC requires that all content delivered via the internet will be available and accessible via desktop, laptop, mobile optimized web application as of the Implementation Date.
- 5.7.3.6 The Contractor must provide a staged (unpublished) version of the public-facing website and secure web portals for VAC Communications to review and approve prior to online publishing in order to ensure proper adherence to the Federal Identity Program, including placement and positioning of Government of Canada identifiers, and compliance with Official Languages requirements.

- 5.7.3.7 The Contractor must use the Government of Canada's Web Experience Toolkit when developing their website. (*Directive on the Management of Communications - Appendix D - Mandatory Procedures for Social Media and Web Communications*, see Appendix 4).

#### 5.7.4 Marketing and Research

- 5.7.4.1 Social Media related to the Rehabilitation Program will be the responsibility of VAC Communications. At VAC's request, the Contractor must provide, content and updates on the implementation and delivery of the Services to support social media messaging by VAC. Such requests are anticipated to occur infrequently.
- 5.7.4.2 On an exceptional basis, if pre-authorized by VAC in writing and conforms VAC requirements, the Contractor may use social media (i.e., Twitter, Facebook, etc.) to promote the Rehabilitation Services. .
- 5.7.4.3 The Contractor must consult with VAC's Communications Division to obtain approval for any Rehabilitation Program advertising activities. Contractor advertising activities must comply with the *Directive on the Management of Communications - Appendix B - Mandatory Procedures for Advertising*, (see Appendix 4).
- 5.7.4.4 Contractor must consult with VAC to review and obtain approval for any qualitative, quantitative or public opinion research being considered through the use of surveys, questionnaires, focus groups, web testing, interviews, consultations or evaluations . Contractor research activities must comply with Government of Canada requirements as per the *Directive on the Management of Communications*, (see Appendix 4).

#### 5.7.5 Electronic files

- 5.7.5.1 The Contractor must comply with the following electronic file requirements for communications and reporting:
- 5.7.5.1.1 The Contractor must provide all final, quality-controlled documents, and relevant appendices, in English and French in two different formats, MSWord (.doc) and Adobe (.pdf);
- 5.7.5.1.2 When applicable, the Contractor must provide layered source files of all images at 300 dpi or vector files; and
- 5.7.5.1.3 The Contractor must use print quality elements of the Federal Identity Program such as the VAC Departmental identifier and Canada WordMark (vector file format) where required in documents. VAC will provide Federal identifiers and the required Pantone colour numbers.

### 5.8 Reporting Services

- 5.8.1 During the Implementation Phase, the Contractor must design and develop operational, performance measurement, quality and management reports as outlined in section 6.0 of this SOW. Format and specifications to be approved by VAC.
- 5.8.2 The Contractor must provide reports in English and French, when required, and must comply with the requirements for Electronic Files as described in section 5.7.5 of this SOW.

### 5.9 Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) Development



- 5.9.1 The Contractor must develop and obtain VAC approval of a comprehensive BCP and DRP, including an IT continuity plan and Pandemic Plan addressing all aspect of the Contractor's Services and meeting the requirements of section 7.7 of this SOW.
- 5.9.2 The Contractor must align the BCP and DRP with the *Policy on Government Security*, (see Appendix 4).
- 5.9.3 VAC reserves the right to develop and conduct exercises for the Contractor's BCP and DRP including IT continuity plan to ensure compliance with requirements and validate plans.
- 5.9.4 The Contractor must ensure that the BCP and DRP have been tested and approved by VAC prior to the Implementation Date as defined in section 5.1.1 of this SOW.

#### **5.10 Administration, Claims Reimbursement and Financial Requirements Set-up**

- 5.10.1 The Contractor must establish and equip appropriate offices and systems for Contract Administration and processing reimbursement for expenses from Participants and RSPs, as per requirements of section 7.5 of this SOW.
- 5.10.2 The Contractor must ensure up to date accurate records are maintained for any and all claims reimbursement activities, including ensuring that its systems clearly and accurately record for which Participant/RSP and for which claim each expense is incurred and reimbursed.
- 5.10.3 The Contractor must develop and submit for VAC approval a comprehensive RSP Audit Program and Plan, including, at a minimum, capability to undertake system audits, financial audits, RSP audit, audit control, quality control, close proximity verification, client confirmation, information management and security audits; meeting the requirements of section 7.10 of this SOW.

#### **5.11 Training**

- 5.11.1 The Contractor must develop and deliver, to its personnel and any third-party providing direct Rehabilitation Services to Participants, comprehensive training on VAC's Rehabilitation Program and requirements, including training on military life, culture and transition to post-service life and how this applies to the provision of Rehabilitation Services.
- 5.11.2 The Contractor must develop and provide all RSPs with an information package on VAC's Rehabilitation Program that includes a general Participant overview and orientation.
- 5.11.3 The Contractor must develop informational tools, to be made available via the RSP Portal and deliver training to RSPs on VAC's Rehabilitation Program and requirements.
- 5.11.4 The Contractor must prepare and present bilingual orientation sessions to VAC staff during the Implementation Phase of the Contract. The orientation session presentation material must include information about the Contractor's model, delivery approach, structure of the services, how the services will be delivered, performance measurement, quality assurance plan and approaches and review the roles and responsibilities of the Contractor and VAC personnel.
- 5.11.5 The Contractor orientation session must provide technical access procedures for VAC staff to access any Contractor systems or web portals.
- 5.11.6 The Contractor must deliver orientation sessions via webinar or virtual presentation to VAC personnel. The number and duration of sessions will be determined following Contract award. VAC expects up to 15 two (2) hour sessions will be required.
- 5.11.7 If requested by VAC, the Contractor must provide information on the Contractor's services and support the development of internal VAC training sessions to be delivered by VAC. As requested

by VAC, the Contractor must attend VAC training sessions in person to support VAC personnel in understanding the Contractor's services and role/responsibilities.

- 5.11.8 The Contractor must ensure all developed training, orientation and information materials are reviewed and approved by VAC prior to their delivery and available in English and French.

## **5.12 Standard Operating Procedures**

- 5.12.1 The Contractor must develop SOPs associated with, but not limited to, Finance, Human Resources, Security, Communications, Operations Management, Privacy and Quality Management, final requirement to be developed, reviewed and approved by VAC during the Implementation Phase of the Contract.

- 5.12.1.1 The Contractor must develop, in consultation with the VAC Contract Manager and VAC ATIP, a SOP to address the privacy requirements of section 7.12 of this SOW, including details around all information holdings, records, transfer, disposal, destruction and surrounding a potential breach of Personal Information and requests for information.



## **6.0 Performance Measurement and Quality**

### **6.1 General**

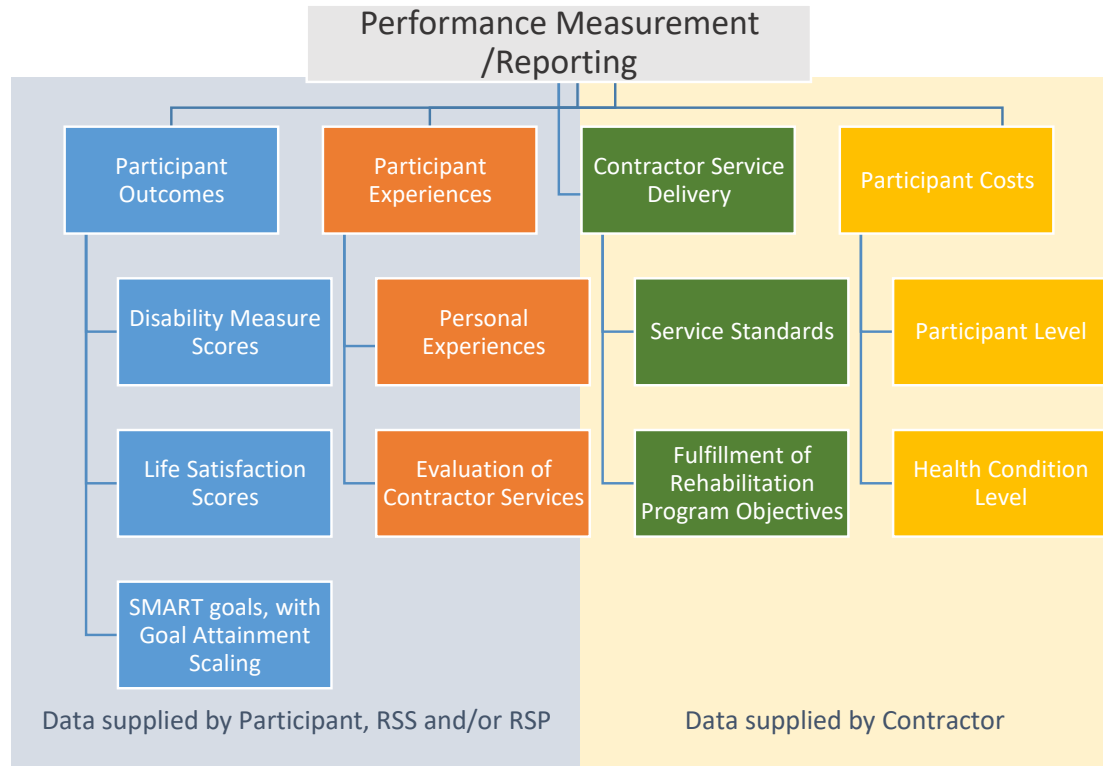
- 6.1.1 VAC's Rehabilitation Program is Veteran-centric with a commitment to ensure Participants receive individual quality care. VAC requires the Contractor to conduct comprehensive performance measurement, quality management and reporting. Performance measurement data are gathered, analyzed and recommendations made by the Contractor and will contribute to VAC's overall departmental performance framework. The Contractor will be expected to optimize Rehabilitation Program performance and provide VAC with information to objectively evaluate participant outcomes, performance and experiences.
- 6.1.2 The Contractor must, monitor and analyze data to identify participant population outcomes and emerging trends. High quality performance measurement data will allow VAC and the Contractor to improve the effectiveness of Rehabilitation Services, optimize service delivery, Participant experiences and well-being outcomes.
- 6.1.3 VAC's Programs and Services performance evaluations are guided by VAC's *Well-being Framework*, measuring the wellness of a client across seven (7) key domains. (*Well-being Framework* (2016), see Appendix 4). VAC measures program efficacy and client outcomes within these areas, recognizing there are other physical and socioeconomic determinants of health that impact clients' well-being that are beyond the scope and objectives of VAC's Rehabilitation Program. VAC's Rehabilitation Program aligns with the Well-being Framework by focusing on reducing Participant barriers to re-establishment in six (6) key functional areas as per section 1.1.7 of the SOW.
- 6.1.4 VAC is required to report on Rehabilitation Program outcomes as per the Government of Canada *Policy on Results* (2016) (see Appendix 4). The Contractor must ensure Rehabilitation Program data is analyzed to ensure equitable Rehabilitation Services are provided to all clients and take into account different identity factors. *Gender-Based Analysis* (see Appendix 4) using the GBA+ framework, requires that all Federal programs are examined to ensure sub-populations of participants who have unique and intersecting identity factors (i.e. gender, race, disability) experience equitable services. The Contractor must consider that the foundation for all Rehabilitation Program performance measurement and evaluation approaches is the VAC *Well-being Framework*, the GoC *Policy on Results*, and GBA+ framework.

### **6.2 Performance Measurement and Reporting**

- 6.2.1 The Contractor must measure, monitor, analyze and report Rehabilitation Program and Participant level performance in a variety of ways, using quantitative, qualitative and/or mixed methods approaches within four categories:
  - a. Participant/Population outcomes – Individual Participant and population/sub-population changes in well-being within the Rehabilitation Program's six key functional areas related to the eligible health problem(s).
  - b. Participant/Population experiences – Individual Participant and population/sub-population's self-reported experiences and satisfaction with the Contractor's service delivery.
  - c. Contractor service delivery – Contractor measures the performance of program process and outputs (quality management/quality improvement), service standards, monitoring

and reporting of service delivery to demonstrate how the program is achieving the Rehabilitation Program objectives.

- d. Participant/Population costs – Costs associated with delivery of the Rehabilitation Program at an Individual Participant, population/sub-population and health condition level.



### 6.3 Data Collection and Measurement

6.3.1 The Contractor must collect data to monitor, analyze and report Participant and Rehabilitation Program performance considering the following priorities:

- a. Information is efficiently collected and integrated at various points throughout the rehabilitation process, while making use of existing data holdings to ensure Participants' time is respected.
- b. Data is collected and shared in real-time to make Rehabilitation Program and service improvements for Participants.
- c. Data reliably and accurately measures performance to provide evidence for effective decision making.
- d. Data from multiple sources can be integrated, aggregated and disaggregated for the purposes of analysis.
- e. Data analytics identify patterns and interactions within performance measurement data and determines root causes of issues.

- f. Performance data reporting is clear, concise and provides data visualization and key interpretations of findings.
  - g. Data analysis and reporting provides stakeholders with evidence the Rehabilitation Program service delivery is effective and cost-efficient.
- 6.3.2 Contractor must measure outcomes across the four categories by incorporating Participant, RSS, RSP and administrative data as required.
- The Contractor must, in collaboration with VAC during the Contract Implementation Phase, develop and/or select a performance measurement/evaluation and Quality Management framework and approach, including valid measurement tools to monitor Participant progress, measure Rehabilitation Program and Participant outcomes, costs, service delivery and Participant experiences.
- 6.3.3 The Contractor's process and outcome measurement tools must be validated, sensitive to measuring change and approved by VAC during Implementation Phase of the Contract.
- 6.3.4 The Contractor must obtain VAC approval for measurement tools, and their schedule for tool usage/Participant contact during the Implementation Phase of Contract.
- 6.3.5 The Contractor must administer the tool(s), commencing the first day of the Operational and Maintenance Phase and following VAC approval, administer tools for any subsequently implemented services.
- 6.3.6 The Contractor must consistently apply performance measures for all Participants, ensuring data accuracy, integrity and quality, while using an overarching data governance model that ensures the data is appropriately stored, used, shared and that data is consistent (i.e. maintained naming convention).
- 6.3.7 The Contractor must update and connect all Participant profile and demographics information on gender identity, age, length of military service, number of deployments, branch of military, period/era of service, rank at release, years since release, referral, type of release, education level, marital status, location, rural/urban, Indigenous and other relevant factors as approved by VAC during the Implementation Phase of the Contract.
- 6.3.8 The Contractor must collect, measure and share Participant outcome and Participant experience data as follows:
- a. Individual Participant level - Outcomes and selected experience data to be provided to the VAC Decision Makers and the RSSs to monitor individual Participant progress.
  - b. Population and Sub-population Program-level - Individual outcomes to be compiled and analyzed to identify overall trends, and provided in Rehabilitation Program Management reports to VAC.

#### **6.4 Analysis and Reporting**

- 6.4.1 The Contractor must analyze and share all performance measurement data and results in timely reports that follow best practices for reporting on Participant outcomes, Participant experiences, service delivery and costs to provide a concise review of the Rehabilitation Program performance. Data and results will be required to be viewed in dashboard format.

- 6.4.2 The Contractor must aggregate data from multiple sources and disaggregate based on Participant demographics and GBA+ characteristics to identify differences between and among groups related to outcomes, service delivery, Participant experience and costs.
- 6.4.3 The Contractor must develop and provide VAC performance, management, and outcome reports disaggregated by province, territory, internationally and other factors to be determined during Implementation.
- 6.4.4 The Contractor must use a variety of data visualization approaches and tools to clearly illustrate relevant measures.
- 6.4.5 All Contractor provided reports related to statistics, financial control, audit and workload, meet VAC requirements for information storage and management, (see section 7.12 of the SOW).
- 6.4.6 The Contractor must obtain VAC approval for the content, design, layout and reporting frequency during the Implementation Phase of the Contract. Report frequency must include, but not be limited to, monthly, quarterly, year-to-date, fiscal year (April 1 to March 31) and total from the beginning of the Contract Operations and Maintenance Phase.
- 6.4.7 The Contractor must provide the following:
  - a. *Participant/Population Outcome, Participant Experience, Service Delivery and Participant Cost Reports* to monitor the type, quantity, cost and quality of work being completed under the Contract.
  - b. *Annual Data Insight Report* to explore areas where Rehabilitation Program performance is exceeding expectations, experiencing challenges or discover other relevant insights into Rehabilitation Program delivery.
  - c. *Ad hoc reports* to VAC personnel upon request. Authorized VAC personnel may contact the Contractor with a request for ad hoc reports on specific Participants or Participant groups, or aggregate reports on specific data elements, as required.

## **6.5 Participant Outcomes**

- 6.5.1 The Contractor must accurately measure and report the impact of services and Participant changes in well-being within the Rehabilitation Program's six key functional areas related to the Participant's eligible health problem(s) from the beginning of the Rehabilitation Program to the end, regardless of Rehabilitation Plan completion status.
- 6.5.2 The Contractor must measure self-reported experiences and well-being using the following to determine the impact of Rehabilitation Services on the Participant.
  - a. VAC Barrier Scale;
  - b. Global level of Disability;
  - c. Life Satisfaction.
- 6.5.3 The Contractor must ensure each of these measures are completed at least twice for each Participant in the Rehabilitation Program as follows:
  - a. During the intake interview or professional rehabilitation assessment phase;
  - b. At Rehabilitation Plan closure; or
  - c. In accordance with a schedule of assessments as developed by VAC and the Contractor during the Implementation Phase.
- 6.5.4 The Contractor must use Goal Attainment Scaling to measure SMART Goals. Individual Participant measurements will be submitted to VAC each month in Progress Updates.

6.5.5 The Contractor and VAC must determine the process for Participant follow-up to measure the long-term impact of the Rehabilitation Program.

6.5.6 Table 3.0 describes requirements for Participant Outcomes and Reports.

**Table 3.0: Participant Outcomes Reports**

Participant Outcome Reports			
Report	Description	Tool Frequency	Report Frequency
<b>Disability Level Report</b>	<ul style="list-style-type: none"> <li>- Using a global measurement of disability, identify the changes (+ or -) in the level of perceived disability pre/post Rehabilitation Program participation by category of functioning. <i>Measurement tool TBD.</i></li> </ul>	Minimum of two (2): Once (1) at initial assessment, once (1) at closure.	Quarterly
<b>Barrier Reduction Report</b>	<ul style="list-style-type: none"> <li>- Using the VAC Barrier Scale, identify the number and proportion of Participants who have disengaged from their Rehabilitation Plan experienced improved functioning and/or reduced barriers to re-establishment (by category of barrier) comparing pre/post broken down by various factors.</li> </ul>	Minimum of one (1) completed by the Contractor (First measurement coming in referral package from VAC)	Quarterly
<b>Life Satisfaction Report</b>	<ul style="list-style-type: none"> <li>- Identify the average (min/max/mean/mode/median/distribution) change (+ or -) in life satisfaction scores of Participants measured pre/post Rehabilitation Program participation (completed by all Participants at closure but not dependant upon successful completion of Rehabilitation Plan).</li> <li>- Analysis of average change between those who completed or substantially completed, and program non-completers.</li> <li>- Other between groups differences analyses TBD.</li> <li>- Measurement tool TBD, to align with other VAC indicators</li> </ul>	TBD. Minimum of two (2): One (1) pre rehabilitation and one (1) post rehabilitation	Quarterly
<b>Goal Attainment Reporting</b>	<ul style="list-style-type: none"> <li>- Identify the measurement of SMART goals, using Goal Attainment Scaling.</li> <li>- The level of goal attainment per Participant, per goal.</li> <li>- The number and proportion of Participants who have completed their Rehabilitation Plan and who had assessed needs and goals in the relevant area, who experienced an improvement in functioning by category of goal.</li> </ul>	Monthly during intervention	Quarterly
<b>Improved Role Performance Report</b>	<ul style="list-style-type: none"> <li>- Identify the number and proportion of Participants who experienced improved role performance at home or in the community upon completion of their Rehabilitation Plan.</li> <li>- Report the number and proportion of Participants who experienced improved role performance in the labor forces upon completion of their Rehabilitation Plan.</li> </ul>		Quarterly
<b>Employability Report</b>	<ul style="list-style-type: none"> <li>- Identify the change in employability status from entry into the program, to program closure for Participants who have completed and who have not completed their Rehabilitation Plan.</li> </ul>	Two (2): One (1) pre rehabilitation and one (1) post rehabilitation	Quarterly

Participant Outcome Reports			
Report	Description	Tool Frequency	Report Frequency
	- Identify # of clients who's goal of employment changed during the program		
<b>Employment Follow-Up Report</b>	- Identify the total number and proportion of Participants with Suitable Gainful Employment at follow-up. (Timeframe TBD, potentially the six (6) week, six (6) month and one (1) year follow-up period.)	TBD	Quarterly
<b>Participant Training Report</b>	- Identify the total number and proportion of Participants with approved training in their Rehabilitation Plan, by training type and duration of training, % of Participants with completed training by training type.	TBD	Quarterly

## 6.6 Participant Experiences

6.6.1 The Contractor must measure and report Participant's self-reported experiences and satisfaction with the Contractor's service delivery using appropriate evaluation and research methods.

6.6.2 The Contractor must gather the following feedback:

6.6.2.1 Participant Impacts - Participants must be asked to self-report using qualitative and/or mixed methods to respond to the following:

- a. Change in Participant life after Rehabilitation Program completion;
- b. Value of the Rehabilitation Program on quality of life;
- c. Challenges faced while participating in the Rehabilitation Program;
- d. Accomplishments while participating and completing the Rehabilitation Program; and
- e. Suggestions for Program improvement.

6.6.2.2 Participant Satisfaction – Participants must self-report the perceived quality of Rehabilitation Services received from the Contractor, RSSs and associated RSPs.

6.6.3 The Contractor must collect Participant self-reported measures on the impact of the Rehabilitation Program twice (timing to be confirmed and approved by VAC during the Contract Implementation Phase):

- a. During participation in the Rehabilitation Program (at a specified period of time shortly after plan implementation TBD)
- b. At Rehabilitation Plan closure regardless of completion status.

6.6.3.1 The Contractor must analyse the qualitative data, organize by theme, and present the findings quarterly to VAC.

6.6.3.2 The Contractor must analyse the quantitative data and present the findings quarterly to VAC.

6.6.3.3 The Contractor must provide VAC with a semi-annual report including an executive summary and detailed results of the Participant self-reported feedback with recommendations for improvements, with copies of the compiled data.

6.6.3.4 The Contractor must provide the original electronic data set and the manner in which the data were collected and analyzed to permit VAC to verify findings and conduct secondary analysis of the data.

6.6.3.5 The Contractor must collaborate with VAC to determine audience, distribution, timelines, to ensure Participant confidentiality in accordance with the Privacy Act and VAC's information management strategy..

6.6.4 Table 4.0 identifies Participant Experiences and Reports

**Table 4.0 Participant Experiences Reports**

Participant Experiences Reports			
Report	Description	Tool Frequency	Report Frequency
Qualitative Analysis of Participant Perceived Impacts	<ul style="list-style-type: none"> <li>- Change in Participant's life after Rehabilitation Program completion;</li> <li>- Value of the Rehabilitation Program on quality of life;</li> <li>- Challenges faced while participating in the Rehabilitation Program;</li> <li>- Accomplishments achieved while participating and completing the Rehabilitation Program; and</li> <li>- Suggestions for Program improvement</li> </ul>	Once (TBD)	Annually
Value of the Rehabilitation Program	<ul style="list-style-type: none"> <li>- Participant's perceptions of the benefits of the program.</li> </ul>	Minimum of two (2) - 1 <sup>st</sup> survey during plan, 2 <sup>nd</sup> at plan closure.	Annually
Satisfaction with Contractor Service Delivery	<ul style="list-style-type: none"> <li>- Participant's perceptions on various aspects of Contractor Services meeting their individual needs Including physical office locations, confidence in the abilities and knowledge of rehabilitation professionals, understanding of military culture.)</li> </ul>	Minimum of two (2) - 1 <sup>st</sup> survey during plan, 2 <sup>nd</sup> at plan closure.	Quarterly
Perceptions of Timeliness	<ul style="list-style-type: none"> <li>- Participant's perceptions with respect to service delivery having met their individual needs. (E.g. Timeliness of intake interview, timeliness of plan development, satisfaction with length of time from referral to start of Rehabilitation service delivery)</li> <li>- Qualitative measure on this topic.</li> </ul>	Minimum of two (2) - 1 <sup>st</sup> survey during plan, 2 <sup>nd</sup> at plan closure.	Quarterly
Family/Support Inclusiveness Report	<ul style="list-style-type: none"> <li>- The extent to which, when Participants wanted their family/support people included in their personal Rehabilitation Plan, the person was welcomed and included by the team of RSS/RSP.</li> <li>- Qualitative measure on this topic.</li> </ul>	Minimum of two (2) - 1 <sup>st</sup> survey during plan, 2 <sup>nd</sup> at plan closure.	Quarterly
Satisfaction with Rehabilitation Program Outcome	<ul style="list-style-type: none"> <li>- Participant's level of satisfaction with their outcomes in the Rehabilitation Program.</li> </ul>	One (1) at plan closure	TBD
Perceptions of Employability	<ul style="list-style-type: none"> <li>- Participant's perceptions about their employability separated by Rehabilitation Program (Vocational Assistance and/or Vocational Rehabilitation).</li> <li>- Measured both pre/post services.</li> </ul>	Two (2) - 1 <sup>st</sup> during initial assessment, 2 <sup>nd</sup> at plan closure	Quarterly
Collaboration between VAC and Contractor	<ul style="list-style-type: none"> <li>- Participant's satisfaction in the manner with which they experience collaboration between VAC and the Contractor.</li> </ul>	Minimum of two (2) - 1 <sup>st</sup> survey during plan, 2 <sup>nd</sup> at plan closure.	TBD



Experiences with Different Methods of Service Delivery	<ul style="list-style-type: none"> <li>- Participant's perception of their experiences with different methods of service delivery: face-to-face, telehealth, videoconference, other.</li> <li>- Level of satisfaction with service by method of service delivery.</li> <li>- Perceived effectiveness of each method of service delivery.</li> </ul>	Minimum of two (2) - 1 <sup>st</sup> survey during plan, 2 <sup>nd</sup> at plan closure.	Quarterly
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## 6.7 Contractor Service Delivery

- 6.7.1 The Contractor must monitor, measure and report on the Contractor's service delivery performance, management, outputs, service standards, measurement and results in support of achieving the objectives of the Rehabilitation Program.
- 6.7.2 The Contractor must produce service standard reports which include but are not limited to, adherence to service standards, turn-around times, the output of the Rehabilitation Program, demographics of Participants, number of Participants by service type, and duration of Rehabilitation Program participation.
- 6.7.3 The Contractor must provide reports that will allow VAC to monitor the fulfillment of the Rehabilitation Program objectives and the extent to which the Vision, Mission, Principles and Factors are being upheld. Monitoring indicators to be developed in collaboration with VAC during the Implementation Phase of the Contract.
- 6.7.4 The Contractor must, as they occur, log and inform VAC of Participant escalations, issues and complaints, the associated steps to resolve, and timeline of resolution. The nature/subject and number of Participant complaints received and resolution activities must be summarized and presented in a quarterly report.
- 6.7.5 The Contractor must adhere to the performance and service delivery standards included in Table 5.0 of this SOW.
- 6.7.6 The Contractor must meet the turnaround times identified in this SOW, no less than eighty percent (80%) of the time.
- 6.7.7 Table 5.0 provides a summary of the key service standards specified in this SOW.

**Table 5.0 Service Standards**

Service Standards	
Activity/Deliverable	Business Days (from receipt of referral)
<b><i>Intake Stage – Referral received by Contractor</i></b>	
Participant Contact Made, Initial Standardized Rehabilitation Assessment and Intake Interview Completed	By day 3
Intake Interview Progress Update Submitted	By day 5
Comprehensive Professional Rehabilitation Assessment Started	By day 10
Comprehensive Professional Rehabilitation Assessment Completed - Draft Rehab Plan/Goals sent to VAC	By day 20
Rehabilitation Plan Development Meeting with Participant, Contractor & VAC to Review, Modify, Confirm Proposed Goals	By day 25 (or 5 days from plan submission)
Revised Final Plan & Goals Submitted to VAC for Approval (VAC has 5 day to approve)	By day 30 (5 days from Review)



<b><i>Intake Stage - At Risk or Urgent Clients</i></b>	
Urgent Intake Interview Progress Updated Submitted	By day 4
Urgent Comprehensive Professional Rehabilitation Assessment Started	By day 5
Urgent Comprehensive Professional Rehabilitation Assessment Completed - Draft Rehab Plan Sent to VAC	By day 10
Urgent Review & Confirmation of Proposed Goals & Rehab. Plan with Participant, Contractor & VAC	15 (5 days from plan submission)
Urgent Revised Final Plan & Goals Submitted to VAC for Approval (VAC has two day to approve)	By day 20 (2 days from Review)
<b><i>Intervention Stage</i></b>	
Progress Update (Once Monthly)	20 days
VAC/Contractor Collaboration Progress Update Meeting	60 days
<b><i>Claims</i></b>	
Participant Claim Inquiry Responded	5 days
Participant Claim Paid	7 days
<b><i>Complaints (Service Quality or Satisfaction)</i></b>	
Provide VAC the proposed corrective measure to remedy a client complaint	5 days
<b><i>Closure</i></b>	
Exit Participant Feedback Form Sent	7 days
Exit Participant Feedback Form Reminder Sent	7 days
File Closure Form Submitted	20 days
File Closure Report Submitted	30 days
<b><i>Follow up</i></b>	
On the job evaluation. Follow up TBD	75 days from start of employment
<b><i>Technical Issues</i></b>	
Respond to non-urgent client technical issues	2 days
Respond to urgent Client technical issues	immediately/same day
Respond to VAC upon receipt of system issue	24h
Provide an action plan on the system issue	5 days
Communicate planned outages to VAC Contract Manager	5 days prior
Advise VAC of any planned shutdown	5 days prior

Advise Clients of planned downtime or system maintenance	24 h in advance
Provide post maintenance release report	15 days
Notify VAC of all system changes which initiated by the Contractor	15 days
Test each BCP annually and submit a detailed results report to the VAC Contract Manager	20 days
Notify the VAC Contract Manager of BCP testing (VAC reserves the right to send designated personnel to monitor the tests)	14 days prior
Submit a detailed Disruption Report to the VAC Contract Manager (include details pertaining to the integrity and completeness of any restored data)	10 days
Submit an After Action Report (AAC) to the VAC Contract Manager detailing causes, remedial action, preventative measures and best practices.	30 days
Annotate or correct any Participant information in accordance with the Privacy Act	10 days
<b>Transition of Existing Participants</b>	
TBD during Implementation Phase of the Contract	TBD

6.7.8 Table 6.0 describes the Service Delivery requirements and reports.

**Table 6.0 Service Delivery Reports**

Service Delivery Reports (*Service Standards for core services)		
Report	Description	Frequency
Intake Report*	<ul style="list-style-type: none"> <li>Number and proportion of Intake Interviews completed within three (3) business days of the referral date for Rehabilitation Services.</li> <li>Average (min/max/mode/mean/median/distribution) number of days since referral for Rehabilitation Service referral to Intake Interview.</li> <li>For those overdue, the duration of time outside of service standard.</li> <li>For those overdue, the reason for delay: [categories TBD]</li> </ul>	Biweekly
Urgent Intake Reports	<ul style="list-style-type: none"> <li>For Participants referred as "Urgent" the number and proportion of Intake Interviews completed within four (4) days since Rehabilitation Program referral</li> <li>Average (min/max/mode/mean/median/distribution) number of days from referral date to Intake Interview.</li> <li>For those overdue, the duration of time overdue</li> <li>For those overdue, the reason for delay: [categories TBD]</li> </ul>	Biweekly
Timeliness of Rehabilitation Assessment Commencement Report*	<ul style="list-style-type: none"> <li>Number and proportion, and average (min/max/mode/mean/median/distribution) of Rehabilitation Plans where assessment activity has commenced within 10 business days of referral.</li> </ul>	Biweekly
Urgent Timeliness of Rehabilitation Assessment Commencement Report	<ul style="list-style-type: none"> <li>For Participants referred as "Urgent" the number and proportion and average (min/max/mode/mean/median/distribution) of Rehabilitation Plans where assessment activity has commenced within 5 business days of referral</li> </ul>	Biweekly

Revised Final Rehabilitation plan and Vocational Assistance plan Report*	<ul style="list-style-type: none"> <li>Number and proportion and average (min/max/mode/mean/median/distribution) of Rehabilitation Plans submitted within thirty (30) business days of the since referral.</li> <li>Average number of days from referral to Final Rehabilitation Plan submission.</li> <li>For those overdue, the duration of time overdue</li> </ul>	Biweekly
Revised Final Urgent Rehabilitation plan and Vocational Assistance plan Report*	<ul style="list-style-type: none"> <li>Number and proportion and average (min/max/mode/mean/median/distribution) of Urgent Rehabilitation Plans submitted within twenty (20) business days of the since referral.</li> <li>Average number of days from date of referral to final Rehabilitation Plan submission.</li> <li>For those overdue, the duration of time overdue</li> </ul>	Biweekly
Timeliness of Progress Documentation Report*	<ul style="list-style-type: none"> <li>Number and proportion and average (min/max/mode/mean/median/distribution) of Rehabilitation Plan where progress against the Rehabilitation Plan(s) (via Progress Update) has occurred every 30 days since initial Rehabilitation Plan approval.</li> </ul>	Biweekly
Claims Payment Report*	<ul style="list-style-type: none"> <li>Number and proportion and average (min/max/mode/mean/median/distribution) of eligible claims paid within the seven (7) calendar day service standard.</li> <li>Average number of days from receipt of claim to payment issued. For overdue claims, the duration of time overdue</li> <li>#/% of pending claims/reason for pending (List of possible reasons TBD during implementation)</li> <li>#/% of declined reimbursements/ reason (List of reasons TBD during implementation)</li> </ul>	Biweekly
Participant Reimbursement Inquiries Report*	<ul style="list-style-type: none"> <li>Total number/% and average (min/max/mode/mean/median/distribution) of Participant inquiries responded to within the five (5) calendar day service standard.</li> <li>Average number of calendar days from Participant inquiry to response.</li> <li>For those overdue, the duration of time overdue (i.e. actuals and grouped by #/% overdue &lt; 2 days; &lt;5 days; &lt; 8 days; 8+ days).</li> </ul>	Biweekly
Collaboration between VAC and the Contractor	<ul style="list-style-type: none"> <li>#/% of the time the collaborative teleconference between VAC and the Contractor takes place ever 60 days.</li> </ul>	Biweekly
Timeliness of VAC Decisions	<ul style="list-style-type: none"> <li>#/min/max/mode/mean/median/distribution days from the time the Contractor submits documentation to the time a decision is received from VAC.</li> <li>VAC TATs TBD during implementation.</li> </ul>	Biweekly
Timeliness of Closure Report Submission Report*	<ul style="list-style-type: none"> <li>Number and proportion of Closure Reports submitted within 30 days of the completion date of the Rehabilitation Plan.</li> <li>Average number of days from the completion date of the Rehabilitation Plan to Closure Report submission.</li> <li>For those overdue, the duration of time overdue</li> </ul>	Biweekly
<b>Rehabilitation Program Delivery Reports</b>		
Rehabilitation Program Duration Report	<ul style="list-style-type: none"> <li>#/min/max/mode/mean/median/distribution # of days Participants spent in Rehabilitation Program, grouped by type of service (Medical/psycho-social/vocational) and separated by plan completers and non-completers.</li> </ul>	Monthly

	<ul style="list-style-type: none"> <li>• #/% who participated in multiple service types concurrently</li> <li>• Total average duration of Program by Participant type (Veteran, Spouse, Survivor)</li> </ul>	
Program Completion Report	<ul style="list-style-type: none"> <li>• The number and proportion of Participants who completed, or substantially completed their Rehabilitation and Vocational Assistance plan.</li> <li>• The number and proportion of Participants who did not complete their Rehabilitation Plan, by reason</li> <li>• For both reports, include breakdown by various Participant demographic information such as: Participant type (Veteran vs Spouse/CLP, Survivor), by program (Medical/Psycho-social/Vocational Rehab vs Vocational Assistance), by branch of military, by geographic region, by gender identity etc. Specific between groups comparisons TBD</li> </ul>	Monthly
Participant Transition Report	<ul style="list-style-type: none"> <li>• Report, temporarily required until all existing Participants are transferred to the Contractor, to document the number of transferred files where the file was reviewed, and Participant notified, within 15 calendar days of the receipt of the file.</li> </ul>	Biweekly
Participant Profile Report	<ul style="list-style-type: none"> <li>• Total number of Participants by demographic and other profile information.</li> <li>• Participant Employability at Entry: The number and proportion of Participants with a Rehabilitation Plan completed who are: employable; employed [overall and by status (i.e., full-time, part time, etc.).]</li> <li>• Participant Disability level at Entry</li> <li>• Participant Life Satisfaction Scores at Entry</li> </ul>	Monthly
Referral Report	<ul style="list-style-type: none"> <li>• Total number of Participants referred, by referral type.</li> </ul>	Monthly
Timeliness of Referral contact Report	<ul style="list-style-type: none"> <li>• #/% of clients who are contacted within 3 days of referral to the Contractor.</li> </ul>	Monthly
Failure to Contact Client Report	<ul style="list-style-type: none"> <li>• #/% of clients that the contractor was unable to make contact with, and perform intake interview (within 3 days) after 4 failed attempts.</li> </ul>	Monthly
Timeliness of Financial Benefit Assessment report	<ul style="list-style-type: none"> <li>• Number and proportion of employability and earning capacity assessments completed in response to Financial Benefit client referrals, within seventy-five (75) days of referral.</li> <li>• Include min/max/mean/mode/median</li> <li>• For those overdue, duration of overdue (Cut-points TBD)</li> </ul>	
Participant Re-Entry Report	<ul style="list-style-type: none"> <li>• Total # of Participants re-entering program after completion.</li> <li>• #/% who return for same condition(s) vs new condition(s)</li> <li>• #/% of people who return to the program, by the reason they left originally</li> </ul>	Monthly
Characteristics of Participant Non-Completer Report	<ul style="list-style-type: none"> <li>• By Province, by gender, by health condition, by clinic (Specific factors to TBD during implementation, including but not limited to demographics, GBA+, military characteristics)</li> </ul>	Monthly
Method of Service Delivery	<ul style="list-style-type: none"> <li>• Report on frequency (#/%) of service delivery by method: Face-to-face, telephone, video conferencing, other. Broken down by type of service, province, rural vs urban Participants, and by other factors such as phase of service delivery (assessment, program implementation, follow-up).</li> </ul>	Monthly

Participant Status Report	<ul style="list-style-type: none"> <li>Report(s) that provide the number of active Participants participating at each stage of service (ex: Referred, intake assessment, Rehabilitation Plan implementation)</li> </ul>	Monthly
Participation in Types of Rehabilitation	<ul style="list-style-type: none"> <li># and % of Participants currently engaged in different stages of rehabilitation service: Veterans: medical, psycho-social, vocational rehab Survivor/Spouses: Vocational Assistance</li> </ul>	Monthly
Complaints Report	<ul style="list-style-type: none"> <li>The Contractor must report on the number and nature of complaints received from Participants.</li> <li>Complaints must also be able to be distinguished as a Contractor or a Subcontractor delivered service, to easily identify trends in quality performance.</li> </ul>	Monthly
Most Frequent Health Conditions	<ul style="list-style-type: none"> <li>List the most frequent eligible health conditions that Participants are receiving Rehabilitation Service.</li> <li>Separate lists by various factors including but not limited to gender identity, branch of military,</li> <li>Inclusion of most frequent co-morbidities.</li> </ul>	Monthly
Stabilization- Most Frequent Health Conditions	<ul style="list-style-type: none"> <li>List the most frequent conditions that require treatment for a Participant to fully engage in rehabilitation for their primary (approved) conditions.</li> <li>Inclusion of most frequent co-morbidities.</li> </ul>	Monthly
Assessment/ Service Utilization Report	<ul style="list-style-type: none"> <li>Total number of Participants who have received a particular Rehabilitation Assessment or Rehabilitation Service by the type of Assessment or Service</li> <li>Number of assessments or units of rehabilitation Services per Participant</li> </ul>	Monthly
GBA+ Specific Reports	<ul style="list-style-type: none"> <li>Reports to determine whether there are significant between groups differences based on different identity factors within the Veteran-centric GBA+ lens of analysis. [Some factors will be analyzed within other reports, but in this section it is an overview of Participants in comparison to the broader Veteran population] Exact reports TBD during implementation</li> <li>#/% breakdown of Rehabilitation Program Participants by gender and: age, marital status, community (rural vs urban), language,</li> <li>#/% breakdown of Participants by military characteristics [branch of military, # of years of service, rank at release etc..]</li> </ul>	Quarterly

## 6.8 Participant Cost, Measures & Reports

- 6.8.1 The Contractor must use a standardized, performance measurement and reporting process to measure costs at the Rehabilitation Program, Participant and health condition level.
- 6.8.2 The Contractor must measure and report financial performance specific to the Contractor's delivery of service to achieve the objectives of the Rehabilitation Program and provide VAC with the necessary information against which financial performance can be evaluated.
- 6.8.3 The Contractor must analyze and report Rehabilitation Program and Participant costs by demographic information, as referred to in section 6.3.7 of this SOW.
- 6.8.4 The Contractor must connect the cost of Rehabilitation Services delivered to the Participant's eligible health problem.

- 6.8.5 The Contractor must categorize expenses by type of Rehabilitation (medical, psycho-social, and vocational) Service(s) being delivered.
- 6.8.6 The Contractor must report Rehabilitation Services expenses approved as part of a Participant's Rehabilitation Plan, monthly, by Participant, and with any training related expenses reported separately.
- 6.8.7 The Contractor must produce reports which include but not limited to the following:
- rehabilitation costs per Participant,
  - rehabilitation costs per eligible health condition,
  - range rehabilitation service(s) costs from highest to lowest and most frequent,
  - average costs to date for active Participants,
  - number of Participants whose files were closed and associated cost,
  - number of active Participants average costs of treatment and estimate cost through Plan completion and file closure.
  - average total treatment costs (for Participants with closed files).
- 6.8.8 The Contractor must optimize performance when possible throughout the Operations and Maintenance Phase of the Contract.
- 6.8.9 Table 7.0 outlines Participant Cost reports.

**Table 7.0 Participant Costs**

Participant Cost Reports		
Report	Description	Frequency
Cost per Participant	<ul style="list-style-type: none"> <li>Total Rehabilitation Program cost (min/max/mode/mean/median/distribution) per Participant, and by Participant type and/or other factors to be determined. (Veteran, survivor, spouse)</li> <li>Total cost per category of treatment per Participant (Medical, psycho-social, Vocational Rehab. Other).</li> </ul>	Monthly
Costs by Eligible Health Condition	<ul style="list-style-type: none"> <li>\$/Average (min/max/mode/mean/median/distribution) cost to treat condition for which services were approved.</li> <li>List of top 10 most expensive conditions to treat and #/% of Participants with each.</li> <li>Costs to treat common co-morbid conditions</li> </ul>	Monthly
Costs for Stabilization treatment report	<ul style="list-style-type: none"> <li>Per Participant (min/max/mode/mean/median/distribution) costs to treat other health conditions requiring treatment to support participation in Rehabilitation Program.</li> <li>Other factors TBD.</li> </ul>	Monthly
Training Related Expenses Report	<ul style="list-style-type: none"> <li>Training related costs (min/max/mode/mean/median/distribution) approved as part of the Rehabilitation Plan, overall and by category.</li> <li>Training related costs paid, overall and by category. Available by Participant by month.</li> </ul>	Monthly

Participant Cost Reports		
Report	Description	Frequency
Rehabilitation Related Expenses Report	<ul style="list-style-type: none"> <li>Rehabilitation related costs (min/max/mode/mean/median/distribution) paid, overall and by category - available by Participant by month</li> </ul>	Monthly

## 6.9 Quality Management

6.9.1 The Contractor must develop and submit a proposed quality management framework for VAC approval during the Implementation Phase of the Contract to ensure Rehabilitation Program quality and consistency.

6.9.2 The Contractor must implement and maintain a VAC approved quality management program to address all components of the Contract including, but not limited to the following:

- a. Rehabilitation Service delivery,
- b. Training and remedial training of Contractor personnel, RSPs and Participants,
- c. Claims reimbursement processing,
- d. Participant experience results,
- e. Performance outcomes and service delivery standards.

### 6.9.3 Quality Planning

6.9.3.1 The Contractor must establish a quality management plan to be maintained by the Contractor throughout the duration of the Contract that addresses service areas to be improved as determined through its quality assurance and control, feedback from VAC, and findings from Participant feedback (see section 6.6.2.2 of this SOW).

### 6.9.4 Quality Assurance

6.9.4.1 The Contractor must conduct regular, quarterly reviews of the Contractor personnel, including any third-party contractors and/or RSPs service delivery to evaluate business process consistency and compliance, service delivery requirements, adherence to privacy and other activities as determined and approved by VAC during the Implementation Phase of the Contract.

6.9.4.2 The Contractor must present and submit the results of quality assurance reviews to VAC in a report on a quarterly basis during a quality operations review meeting.

6.9.4.3 The Contractor must support VAC's quality assurance activities performed to evaluate the Contractor's performance. The Contractor will be notified in writing by VAC of any identified service quality issues. The Contractor must submit an action plan to VAC for approval within fourteen (14) calendar days of VAC's written notification.

6.9.4.4 The Contractor must be available for on-site visits at the Contractor's location(s) from VAC and must make records and files available for review as requested by VAC during audits of Contractor performance.

6.9.4.5 The Contractor will provide any necessary information required during VAC's evaluation of the Contractor's delivery and performance, which may consist of the following:

- a. on-site audits;
- b. additional Participant feedback;



- c. performance, management and outcome measures for both the Rehabilitation Program and Participants;
- d. quality assurance reviews;
- e. file reviews;
- f. issue resolution data; and
- g. program evaluations.

#### 6.9.5 Quality Control

- 6.9.5.1 The Contractor must submit an action plan to VAC for approval identifying corrective measures to resolve identified service quality issues prior to implementing.
- 6.9.5.2 The Contractor will support VAC in ongoing monitoring of the Contractor's services delivery and evaluate the Contractor's overall delivery and performance including but not limited to, service quality and timeliness of activities/reports, Rehabilitation Program costs, duration of service and Participant outcomes and adherence to industry regulations, standards, and best practices.
- 6.9.5.3 The Contractor must focus quality assurance activities on compliance with professional standards of care, jurisdictional licensing and accreditation for health program, services and facilities, established business processes and VAC Service Standards requirements, including compliance with privacy requirements (see also Table 5 and 7.12 of this SOW)
- 6.9.5.4 The Contractor must participate, at VAC's request, in an evaluation of the Contractor's delivery and performance. This evaluation may be conducted by VAC, or a third-party acting on its behalf.

#### 6.9.6 Data Quality

- 6.9.6.1 The Contractor must conduct a thorough analysis of the Rehabilitation Program performance measurement data to highlight where performance is exceeding or below expectations and provide relevant observations and recommended solutions if applicable.
- 6.9.6.2 The Contractor must develop methods and tools for analysis of performance data in collaboration with VAC during the Implementation Phase of the Contract.
- 6.9.6.3 The Contractor must run ad hoc reports and provide analyses when requested by VAC.
- 6.9.6.4 The Contractor must always provide original data and a corresponding data dictionary with definitions of calculated fields to VAC to facilitate verification of Contractor analyses and enable VAC to conduct secondary analyses.
- 6.9.6.5 The Contractor must ensure the data, analyses and reporting can be shared in a format that is compatible with VAC.
- 6.9.6.6 The Contractor must analyse data considering GBA+ factors to be identified by VAC during the Implementation Phase of the Contract.
- 6.9.6.7 The Contractor must report performance measurement data considering VAC's Well-being Framework as defined by VAC during the Implementation Phase of the Contract.
- 6.9.6.8 The Contractor must submit an action plan for VAC approval, within five (5) business days of the identification of any service quality issues, which details proposed, corrective measures.

### 6.10 Data Analysis and Insights



- 6.10.1 The Contractor must lead an annual face-to-face *Data Insights Meeting* and present an analysis of the Rehabilitation Program performance and service delivery trends for the previous year. VAC and the Contractor will review and analyze the quality of performance measurement data and tools to ensure industry best practices, a culture of collaboration, data transparency and to identify potential areas for improvement.
- 6.10.2 The Contractor must schedule the one day *Data Insights Meeting* subsequent to the *Annual Management Meetings*.
- 6.10.3 The Contractor must invite relevant Contract and VAC management personnel, personnel responsible for data analysis, measurement, Rehabilitation Program management, and service delivery to the *Data Insights Meeting* (Meeting attendees TBD during the Implementation Phase of the Contract).
- 6.10.4 The Contractor must prepare to collaboratively examine all performance measurement data from the previous year (or part thereof) within two categories:
- a. Data Quality - review of the overall quality and efficacy of performance measurement data.
  - b. Data Insights - review of what was learned from performance measurement data.
- 6.10.4.1 Data Quality Review:
- 6.10.4.1.1 The Contractor must review the reliability and quality of data collected and examine measures with low response rates to consider if modifications are required for improvement.
  - 6.10.4.1.2 The Contractor must examine the appropriateness, accuracy and reliability of performance indicators to measure intended topics and work collaboratively with VAC to develop appropriate action plans to determine if adjustments or improvements are needed.
  - 6.10.4.1.3 The Contractor must determine the effectiveness of data reports and dashboard configurations to ensure the production of clear, concise, audience relevant information and work collaboratively with VAC to modify, as required.
- 6.10.4.2 Data Insights Review:
- 6.10.4.3 The Contractor must perform analyses of data to identify and examine trends and anomalies over the previous year. The topics for analysis will vary and will be guided by quarterly Rehabilitation Program Management reports, input from VAC, and observations or questions from either Management or Data Analyst level.
  - 6.10.4.4 The Contractor must perform analyses to provide any additional information on the yearly topics of discussion, and provide effective data visualisation of additional findings. Each year of the contract, these analyses will change to be reflective of areas of challenge or success within service delivery.
- 6.10.5 The Contractor must produce two reports for VAC at least 14 days prior to the Data Insights Meeting.

- 6.10.5.1 Data Quality Report: Identifying all performance measurement tools, response rate and other relevant information to be determined during the Implementation Phase of the Contract.
- 6.10.5.2 Data Insights Report: Highlighting new information gathered on the selected topics to be determined during the Implementation Phase of the Contract, for review at the *Data Insights Meeting*.
- 6.10.6 The Contractor must collaborate with VAC to develop and action plan to address issues and to determine opportunities to implement new practices.
- 6.10.7 The Contractor must provide minutes of the *Data Insights Meeting*.
- 6.10.8 The Contractor must produce a detailed “Lessons Learned” report for each annual *Data Insights Meeting* to develop a body of evidence of the successes and challenges. The Lessons Learned document will record changes to performance measurement tools, analysis conducted and provide rationale in support of decisions.
- 6.10.9 Table 8.0 identifies Program Insights reporting requirements.

**Table 8.0 Program Data Insights Report**

Rehabilitation Program Data Insights Reporting		
Report	Description	Frequency
Review of Data Quality	<ul style="list-style-type: none"> <li>• Response rates x Measure</li> <li>• Data entry errors, misclassification etc.</li> <li>• Common issues/errors in data</li> <li>• Analysis of calculations used for measurements</li> <li>• <i>Other key quality indicators TBD</i></li> </ul>	Annually
Data Insights	<ul style="list-style-type: none"> <li>• Findings shared from annual analyses of trends within all other program measuring and reporting</li> <li>• <i>Content TBD</i></li> </ul>	Annually
Lessons Learned	<ul style="list-style-type: none"> <li>• Share lessons learned by the Contractor in Service Delivery</li> <li>• In conjunction with VAC, report on the key lessons learned about the collaborative relationship between VAC and the Contractor.</li> </ul>	Annually

## 6.11 Reporting Function

- 6.11.1 The Contractor reporting function must provide Participant information to meet requirements for information management, statistics, financial control, audit, and workload. The communication mechanism will be agreed to by the Contractor and VAC (electronic transfer of reports using standard *File Transfer Protocol* (FTP) or through automated Web services) during the Implementation Phase of the Contract. (See section 8.4 of the SOW)
- 6.11.2 The Contractor must provide VAC with data extracts (see section 8.8 of the SOW) to duplicate Contractor Rehabilitation Program reports. The Contractor must provide VAC with the reports and the appropriate *Structured Query Language* (SQL) and/or logic required to duplicate the reports.
- 6.11.3 The Contractor’s Analysts must be made available to VAC to confirm data, report, and other query requirements as required.

- 6.11.4 The Contractor must at VAC's request provide reports in their raw form to allow for further analysis within other VAC systems.
- 6.11.5 The Contractor must transfer Participant-specific reports to VAC in a secure manner either in real-time, or via a bulk secure file transfer mechanism. (See section 8.0 of this SOW).
- 6.11.6 The Contractor must provide management information reports in an electronic transmission file (i.e., American Standard Code for Information Interchange (ASCII), Extensible Markup Language (XML) or spreadsheet).
- 6.11.7 The Contractor must be prepared to deliver both process and information report data to VAC. A detailed description of the current VAC network, desk top configurations and data exchange criteria will be provided during the Implementation Phase of the Contract.
- 6.11.8 The Contractor must archive all reports so they are available for re-creation if required.
- 6.11.9 The Contractor must respond to ad hoc inquiries from VAC to extract data subsets on a variety of subjects as required.
- 6.11.10 The Contractor must produce Rehabilitation Program reports with content and attachments to be determined during the Implementation Phase of the Contract. Reports include, but are not limited to the following:
  - 6.11.10.1.1 Monthly Activity File - separate monthly activity file(s) for VAC Participants which will include financial information. These files must be electronically transmitted and will contain Participant identification to which the data pertains.
  - 6.11.10.1.2 Monthly Summary Report – VAC Participant activity monthly and include totals, current and year-to-date expenditures, broken down as specified by VAC (anticipated to include by Area Office and by province/territory/international), based on fiscal years.

## **6.12 Financial Reports**

- 6.12.1 The Contractor's IT system must be capable of producing financial reports and invoices as specified in sections 7.8 of this SOW and Annex B - Basis of Payment.
- 6.12.2 The Contractor must ensure the data extract shared is capable of providing all costs associated with any and all Participants.

## **7.0 Contract Operational Phase Requirements**

### **7.1 Cut-over to Contractor Service Delivery (Implementation Date)**

- 7.1.1 Following VAC approval of all Contractor Implementation Phase Deliverables and outcomes, the Contractor must deliver Rehabilitation Program Services to all transitioned and newly referred Rehabilitation Program Participants, in accordance with the Services and requirements set out in this SOW.

### **7.2 Operations and Maintenance Phase Management Meetings**

- 7.2.1 The Contractor must attend semi-annual face-to-face management meetings with VAC. The purpose of these meetings is to discuss the progress and performance of the Contractor, the status of the deliverables, quality control audits and any issues or potential problems. The agenda will be drafted by VAC in collaboration with the Contractor. One meeting will be held at VAC Head Office

and the other at the Contractor's location approximately six months apart. The meetings are expected to be a maximum of two (2) days in duration and the Contractor will be notified at least two (2) weeks prior to the meeting.

7.2.2 The *Data Insights Meeting* will be held annually as an adjunct to one of the semi-annual face-to-face management meetings (see section 6.10 of the SOW).

7.2.3 The Contractor may be required to attend additional management meetings, as determined by VAC. The agenda will be drafted VAC in collaboration with the Contractor and the Contracting Authority. The meetings will be held at a location chosen by the VAC Contract Manager and are expected to be a maximum of one (1) day. The Contractor will be given two (2) weeks notice of the requirement for any additional meetings.

7.2.4 The Contractor must attend regular, bi-weekly contract management teleconferences with VAC to discuss operational status and resolve ongoing Rehabilitation Program and contractual issues.

7.2.5 The Contractor must attend a quarterly management teleconference to discuss strategic initiatives and issues resolution, (i.e. to identify any required substantive changes to service delivery and or the Contractor's systems, legislative or regulatory changes, advisory of VAC initiatives/messages).

### **7.3 Contract Administration**

7.3.1 The Contractor must maintain a Contract Administration unit with the responsibility to oversee the business management and performance of the Contract and ensure all requirements and service standards specified in this SOW are met. This unit will be VAC's primary point of contact for administration, planning, coordinating, managing and prioritizing of the Contract requirements and all deliverables.

7.3.2 The responsibilities of the Contract Administration unit must include but are not limited to:

- a. Processing invoices;
- b. Responding to VAC inquiries;
- c. Contract management and administration activities and functions;
- d. Acting as a liaison with the Contract Manager and Contracting Authority;
- e. Ensuring that all Implementation Phase, Operations and Maintenance Phase, and Phase Out requirements are well planned and conducted in a seamless manner;
- f. Preparing and submitting reports and data deliverables;
- g. Maintaining, controlling and ensuring that all Contractor representatives have the necessary experience, qualifications, and training and certification requirements;
- h. Quality control of all Contract deliverables;
- i. Ensuring compliance with VAC's Performance Measures and Management Reporting requirements (see section 6.0 of this SOW).

### **7.4 Participant, RSP and VAC Support**

7.4.1 The Contractor must provide and operate a bilingual, toll free (i.e. 1-800) number available during core service hours 8:30 -16:30, for RSPs, VAC and Participants to call if they have an issue or question regarding the Rehabilitation Program, Rehabilitation Plan, including but not limited to, missed appointments, status updates and claims inquiries.

7.4.2 The Contractor must host a website which provides Participants, VAC and RSPs with Rehabilitation Program information, Contractor information and Contractor contact information.

7.4.3 The Contractor must maintain and enhance the Participant/RSP/VAC Portals as described in section 8.2 of the SOW.

- 7.4.4 The Contractor must maintain and evolve a Participant Information Guide used to onboard Participants which is made available via the Participant Portal, see section 8.2 of the SOW.

## **7.5 Claims Reimbursement Processing**

### **7.5.1 General Requirements**

- 7.5.1.1 This function provides for the processing and payment of claims related to approved Rehabilitation Services for Participants, RSSs and RSPs.
- 7.5.1.2 The Contractor must have approval from the VAC Decision Maker for reimbursement of claim items submitted by Participants, RSSs and RSPs. VAC approval must be documented in the associated Participant's Rehabilitation Plan.
- 7.5.1.3 The Contractor must reimburse Participants, RSSs and RSPs in accordance with the *Government of Canada's Financial Administration Act (FAA)*, *Veterans Health Care Regulations (VHCR)*, the *VWR*, and relevant VAC policies, including expense policies, payment rules and limitations (see Appendix 4). Reimbursements made to Participants and RSPs that do not meet the requirements herein will not be reimbursed by VAC. VAC sets payment policies in the form of dollar limits, frequency limits and technical specification limits.
- 7.5.1.4 The Contractor must ensure all items claimed are identified under the legislation and regulations whereby the services have been rendered (VWR or VHCR's).
- 7.5.1.5 The Contractor must ensure VAC has authorized all Rehabilitation Services prior to these services being rendered. The Contractor must ensure that amounts claimed and payments made are within the dollar frequencies and limits authorized by VAC and include required supporting documentation. VAC will not reimburse for any non-pre-authorized services or those exceeding authorized dollar limits. The Contractor may be required to hold a payment pending consultation with the VAC Decision Maker.
- 7.5.1.6 VAC Decision Makers will retain a primary Case Management role during the period of a Participant's receipt of Rehabilitation Services.

### **7.5.2 Participant Claims and Reimbursement**

- 7.5.2.1 The Contractor must verify the Rehabilitation and Training Plan Participant claim forms have been pre-approved by VAC and are not in excess of that permitted by VAC legislation and regulations. Participant claims must include all required receipts and supporting documentation. See Appendix 4, *Rehabilitation Expenses other than Training*, and *Vocational Rehabilitation and Vocational Assistance – Training Expenses Policy*.
- 7.5.2.2 For a Participant to be reimbursed by the Contractor, the Participant must submit a completed reimbursement claim form within one year of the day on which the expenditure was incurred, with receipt showing proof of payment and any required supporting documentation. The Participant must sign and date the reimbursement claim form and submit to the Contractor for payment. The Contractor must provide a fillable form for the Participants to submit electronically.
- 7.5.2.3 The Contractor must verify the Participant's travel claim contains only VAC approved expenditures, that the expenditures are not in excess of that permitted by VAC legislation and regulations and that all required receipts and supporting documentation have been attached. The Contractor must also ensure the costs claimed are in accordance with the *NJC Travel Directive* (see Appendix 4) and/or the NJC Appendix A of the *Commuting Assistance Directive* dependent upon reason for travel.

- 7.5.2.4 Participants will submit claims via mail, facsimile, electronic mail or through the Contractor's Participant Portal. The Contractor should encourage and enable Participants to use the Contractor's Participant Portal, however, the Contractor must respect the Participant's choice and offer alternate methods of claims submission, such as mail and facsimile.
- 7.5.2.5 The Contractor must verify that Participant reimbursement claim forms contain only approved expenditures and that all required supporting documentation has been included. Should the Participant not include supporting documentation, the Contractor must make a request to the Participant to obtain the supporting documentation in order to be reimbursed.
- 7.5.2.6 In cases where a Participant is not financially able to pay for tuition costs, the Contractor must instruct the Participant to obtain the invoice or statement of account, and submit it to the Contractor with a signed Claim Form requesting the Contractor to make payment directly to the institution on their behalf. VAC will not reimburse the Contractor for Participant tuition that has not been approved as part of the Participant's Rehabilitation Plan.
- 7.5.2.7 The Contractor must process and issue Participant expense reimbursement cheques or direct deposits within seven (7) calendar days of receiving a duly completed reimbursement claim form from the Participant (provided that all the eligibility and payment criteria have been satisfied). The Contractor must encourage Participants to submit claims on a monthly basis and the Contractor must issue one (1) cheque or direct deposit payment to the Participant with an itemized electronic basis of payment explanation of benefits for all items reimbursed to the Participant. If the Contractor rejects a claim, rationale for the rejection must be provided to the Participant.
- 7.5.2.8 For Participants residing in a foreign location the Contractor must process and issue Participant expense via wire transfer or direct deposit within seven (7) calendar days of receiving a duly completed reimbursement claim form from the Participant (provided that all the eligibility and payment criteria has been satisfied), with an itemized explanation of benefits for all items reimbursed to the Participant. The Contractor must encourage Participants to submit claims on a monthly basis. The currency of the invoice will be converted to Canadian dollars for payment.
- 7.5.2.9 If the Participant loses an original receipt, the Contractor must request the Participant obtain a replacement receipt to be reimbursed. In exceptional circumstances, if a replacement receipt cannot be obtained, a signed declaration of lost receipt must be completed by the Participant and included with the Participant claim form.
- 7.5.2.10 If the Contractor rejects a claim, rationale for the rejection must be provided to the Participant in writing.
- 7.5.2.11 The Contractor must respond to reimbursement inquiries from Participants within five (5) calendar days of the original request.
- 7.5.3 Participant Training-Related Expenses
- 7.5.3.1 The Contractor must reimburse Participants for all Training Plan related costs incurred by the Participant for assessments, academic upgrading, training and related travel expenses.



These pass-through expenses are identified in the Participant's Training Plan and must be submitted by the Contractor to the VAC Decision maker for approval prior to being incurred.

7.5.3.2 In addition to the general requirements for submission of invoices; the Contractor must ensure that invoices are submitted for Participant Training-related costs:

- a. Sorted by Participant and display the Participant's name, VAC ID and Contractor ID,
- b. Identify Participant disbursement costs for Training-related expenses,
- c. Include detailed supporting documentation, (receipts, Participant reimbursement claim form and associated documentation) and with Participant attestation that the service was received,
- d. Display the amount invoiced excluding applicable taxes and the amount of applicable taxes separately.
- e. Should the Participant not provide a receipt, the Contractor must make a request to the Participant to obtain the receipt. If a receipt cannot be obtained, then a signed declaration of lost receipt must be completed by the Participant and included with the Participant claim form.

#### 7.5.4 Participant Travel

7.5.4.1 Participant travel may occur during the assessment phase (non-training) and the intervention phase (training) and must be invoiced by the Contractor separately. The Contractor must ensure reimbursement for Participant travel costs follows the *NJC Travel Directive* or VWR (see Appendix 4) - depending upon the type of travel incurred.

7.5.4.2 Additionally, the costs incurred by the Participant for meals, transportation and accommodations during the provision of core services by the Contractor must be reimbursed in accordance with the rates set out in the *NJC Travel Directive*, (see Appendix 4), as amended from time to time, subject to the conditions identified in the VWR, (see Appendix 4). The Contractor must submit an invoice to VAC for all Participant travel pass through expenditures.

7.5.4.3 The Contractor will be reimbursed for actual funds disbursed to Participants for VAC pre-authorized and eligible expenditures, with no allowance for overhead or profit. VAC will not reimburse the Contractor for travel expenditures which have not been approved by VAC as part of the Participant's Rehabilitation Plan or are not within the scope of the Contract.

#### 7.5.5 RSP Claims and Reimbursement

7.5.5.1 The Contractor must ensure the RSPs submit all invoices to the Contractor for the completed delivery of authorized services to Participants, electronically using the Contractor's system/technology (the "RSP Portal", see section 9.2 of this SOW).

7.5.5.2 The Contractor must ensure that each line item within an RSP reimbursement claim is clearly associated with a current Participant and contains only line items for delivered services that are contained within that Participant's approved Rehabilitation Plan.

7.5.5.3 The Contractor must verify that each RSP reimbursement claim contains only approved fees and costs and that all required supporting documentation has been attached. Should the RSP not provide supporting documentation, the Contractor must make a request to the RSP to obtain the supporting documentation to be reimbursed.

- 7.5.5.4 The Contractor must process and issue RSP reimbursement by direct deposits within 30 calendar days of receiving a duly completed reimbursement claim from the RSP (provided that all the eligibility and payment criteria have been satisfied). The Contractor must request RSPs to submit claims on a monthly basis and will issue one (1) payment to the RSP with an explanation of all items. If the Contractor rejects a reimbursement claim, rationale for the rejection must be provided to the RSP in writing.
- 7.5.5.5 The Contractor must respond to inquiries from RSPs concerning their claims and reimbursements within five (5) calendar days of the original request.
- 7.5.6 RSP Travel
- 7.5.6.1 In person meetings between the Contractor's assigned RSP and a Participant may be required occasionally when the Participant's health prevents them from using other methods of communication. In such cases, the Contractor must ensure the VAC Decision Maker pre-authorizes the in person meeting prior to it occurring.
- 7.5.6.2 The Contractor must only reimburse travel by RSPs to a Participant's location on an exceptional basis as approved by VAC. Participants are expected to travel to RSP's locations to receive Rehabilitation Services. Only where a Participant is unable to travel will VAC consider authorization of RSP travel. These travel expenses may be authorized by the VAC Decision Maker for conduct of the Intake Interview, Rehabilitation Assessments, Intervention and the completion of the Rehabilitation Plan.
- 7.5.6.3 Travel expenditures related to RSP travel are only as detailed below and exclude all other Contractor travel. The Contractor must request and obtain prior written authorization for RSP travel from the VAC Decision Maker using the *Travel Authorization Form* provided by VAC. Request for authorization and approval to travel will be on a per trip basis. Reimbursement of pre-authorized and incurred RSP travel expenses\* will be in accordance with the *NJC Travel Directive*, (see Appendix 4). No incidentals are eligible for reimbursement.
- 7.5.6.4 The Contractor must ensure that the RSP completes a travel claim form for all travel expenses they have been incurred for the provision of the Services. The travel claim form must also include any eligible travel time and wait time incurred, for which the Rehabilitation Specialist is seeking reimbursement. Travel claim forms must be supported with time sheets signed by both the RSP and an authorized representative of the Contractor.
- 7.5.7 RSS Travel
- 7.5.7.1 These travel expenditures are related to RSS travel only as detailed below and exclude all other Contractor travel. VAC expects travel by RSSs to a Participant to be on an exceptional basis only.
- 7.5.7.2 In person meetings between the Contractor's assigned RSS and a Participant may be required occasionally when the Participant's health prevents them from using other methods of communication. In such cases, the Contractor must ensure the VAC Decision Maker pre-authorizes the in-person meeting prior to it occurring.
- 7.5.7.3 In-person meetings with Participants may result in travel expenses for the RSS. In most cases, Participants are located in urban centres (approximately 80%) or would be anticipated to travel to an urban centre to receive Rehabilitation Services. Only where a Participant is unable to travel will VAC consider authorization of RSS travel to a convenient location for the Participant. These travel expenses may be authorized by the VAC Decision Maker for conduct of the Intake Interview, rehabilitation assessments, or completion of approved Rehabilitation Services.



- 7.5.7.4 The Contractor must request and obtain prior written authorization for RSS travel from the VAC Decision Maker using the Travel Authorization Form provided by VAC. Request for authorization and approval to travel will be on a per trip basis. Reimbursement of pre-authorized and incurred RSS travel expenses will be in accordance with the *National Joint Council (NJC) Travel Directive*, (see Appendix 4). No incidentals are eligible for reimbursement.
- 7.5.7.5 The RSS must complete a travel claim form for all travel expenses they have been incurred for the provision of the Rehabilitation Services where the prior approval of the VAC Decision Maker has been obtained. The travel claim form must also include any eligible travel time and wait time incurred, for which the RSS is seeking reimbursement. Travel claim forms must be supported with the RSS's time sheet.
- 7.5.7.6 VAC will not reimburse the Contractor for RSS travel expenses where prior authorization from VAC was not obtained prior to the travel expense being incurred or where RSS travel expenses are outside the scope of the *NJC Travel Directive*, (see Appendix 4).

## **7.6 On-going Training**

- 7.6.1 The Contractor must provide ongoing Rehabilitation Services training products and information to its representatives on an ongoing basis including the following topics:
- a. Military culture and unique needs of VAC's Participants following a career in the CAF;
  - b. Rehabilitation Program specifics including but not limited to policies, vision, eligibility, outcomes;
  - c. Contractor's systems for consistent, standardized, service delivery depending on role/function;
  - d. Cultural and GBA+;
  - e. Privacy, information management and systems security protocols.
- 7.6.2 The Contractor must obtain VAC approval on all initial and updated materials prior to release, dissemination and/or delivery of training.
- 7.6.3 The Contractor must modify and improve training materials as required to reflect updated Rehabilitation Program requirements and service delivery requirements.
- 7.6.4 The Contractor must provide refresher training to Contractor representatives, as and when required, by VAC (i.e. in response to Rehabilitation Program and other VAC initiated changes).
- 7.6.5 The Contractor must provide timely and comprehensive orientation training to new representatives to ensure consistency in the delivery of the Rehabilitation Program for the duration of the Contract.
- 7.6.6 The Contractor must provide information including statistics and support in the development or updating of internal VAC training sessions.

## **7.7 Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP)**

- 7.7.1 The Contractor must test each of the plans, contained in the BCP, annually and submit a report detailing the results of the test to the VAC Contract Manager no later than 20 business days following the test. The results must also include best practices. The portions or elements of the plans being tested must be selected in agreement with and on approval of the VAC Contract

Manager. The VAC Contract Manager will be notified no later than 14 business days prior to testing a plan and reserves the right to send designated personnel to monitor the tests. Test results will be reviewed by the VAC Contract Manager in collaboration with the *Departmental BCP Coordinator* and changes to plans that result from testing must be approved by the VAC Contract Manager.

7.7.2 In the event of a disruption resulting in a lack of service availability, as defined by Service Standards, the Contractor's BCP can be activated by the VAC Contract Manager or the Contractor.

7.7.3 In the event a disruption should occur and results in a service outage, the Contractor must:

- a. Officially inform the VAC Contract Manager when the BCP is activated;
- b. Provide the VAC Contract Manager with updates at least twice a calendar day on the status of the situation and the remedial actions being taken;
- c. Submit a detailed disruption report to the VAC Contract Manager no later than 10 business days following the end of the disruption. The report must include details pertaining to the integrity and completeness of any data that had to be restored;
- d. Submit an *After Action Report (AAR)* to the VAC Contract Manager detailing causes, remedial action, preventative measures and best practices no later than 30 business days after the end of the disruption;
- e. Submit proposed changes, resulting from the disruption, to the VAC Contract Manager for approval.

7.7.4 VAC may periodically undertake audits to be carried out by the Departments' internal or external auditors to ensure compliance with any element of the Contractor's BCP. The Contractor must cooperate and provide timely access to the appropriate files, books, records, systems and staff to conduct such audits and must provide any assistance that may reasonably be required to complete these audits. The Contractor must maintain an up to date BCP and DRP that ensure critical services and products, such as claims receipt, adjudication and payment, and Participant web and telephone access to all services, are continuously delivered to Participants and RSPs (as applicable) during a service disruption.

7.7.5 At a minimum, the BCP and DRP must contain the following:

- a. Business Continuity and Disaster Recovery Governance Structure;
- b. Business impact analysis;
- c. Plans, measures, and arrangements for business continuity and disaster recovery;
- d. Readiness procedures;
- e. Quality assurance techniques (exercises, maintenance and auditing).

7.7.6 The Contractor must maintain its BCP and DRP evergreen and ensure they are tested once annually thereafter. The BCP and DRP must be reviewed and updated by the Contractor at minimum once per year and must be re-submitted for VAC's approval each time the plans are updated by the Contractor.

7.7.7 The Contractor must make provisions for the storage of back-up records in an off-site location approved by VAC, to permit operation in the event of a disruption. Transportation, storage and retention of all documentation (paper based and electronic) must take place in accordance with the then current *Policy on Government Security, the Management of Information Technology Standard and the Policy on Information Management*, (see Appendix 4).

## 7.8 Financial Requirements

### 7.8.1 Financial Services and Contract Administration

7.8.1.1 The Contractor must provide financial services and Contract administration support, including but not limited to the following:

- a. Invoicing for Contract administration costs associated with Services,
- b. Invoicing for direct Rehabilitation Program costs,
- c. Invoicing for charges associated with "as and when" requested services authorized by VAC,
- d. Ad hoc financial reporting,
- e. Access to Participant files,
- f. Change Management Process,
- g. Accounting records in support of VAC audit activities.

### 7.8.2 Financial and Payment Requirements

7.8.2.1 The Contractor must deliver the services and be the originator for all related financial records on behalf of VAC.

7.8.2.2 The Contractor must accurately record, audit and pay pass-through Participant expenditures considering materiality, sensitivity and risks.

7.8.2.3 All billable Rehabilitation Services and pass-through costs rendered by the Contractor must be linked to the relevant Participant. The Contractor must ensure VAC is able to report on all services rendered for each invoice, payment, or period (i.e., calendar year, Government of Canada fiscal year, Contract year and payment period). Each Contractor invoice for a billable Service must be linked back to the relevant Participant(s) in order for VAC to calculate what was spent on each Participant. Each service must be categorized as either treatment for the eligible health condition or for health stabilization. This must be included as part of the Contractor's data architecture Relational Database Management System (RDBMS) as referred to in section 9.3.19 of this SOW.

7.8.2.4 On a per Participant basis, the Contractor must provide to VAC:

- a. The total original and amended funding approved by VAC for all Rehabilitation Services related activities for the Participant as set out in the Participant's approved Plan;
- b. The current month's expenditures for each and all VAC approved Rehabilitation Program related activities as set out in the Participant's approved Rehabilitation Plan; and
- c. The remaining expenditure balance for each and all VAC approved Rehabilitation Program related activities as set out in the Participant's approved Rehabilitation Plan.

### 7.8.3 Core Services

7.8.3.1 Core Services are Participant-facing Contractor services directly relating to the receipt of Rehabilitation Services by the Participant as part of their entry into, experience in, and completion of the Rehabilitation Program. Core Services include RSS Rehabilitation Services related to intake, assessment, monitoring, evaluation, consultation, counselling, receipt and response. Core Services also include the direct delivery of medical, psycho-

social and vocational rehabilitation and vocational assistance services by the Contractor's RSP network.

#### 7.8.4 Ongoing Contract Operations

7.8.4.1 The Contractor must submit invoices to VAC for ongoing contract operations as detailed in the Basis of Payment.

7.8.4.2 Ongoing Contract operations include all Contractor services that are Participant facing but are ancillary to the direct delivery of Rehabilitation Services to the Participant. Ongoing Contract operations must include the following:

- a. provisioning of the Contractor's Administration Office,
- b. Claims Reimbursement Processing Unit (RSP and Participant claims reimbursement processing services),
- c. on-going provisioning and maintenance of the Contractor's systems and IT services (hosting, maintenance, BCP and DRP),
- d. inquiries services for Participants and RSPs,
- e. training,
- f. communications,
- g. financial controls,
- h. RSP audit,
- i. meetings
- j. reporting functions.

7.8.4.3 The Contractor must obtain prior written approval from VAC for any travel by the Contract Manager or other Contractor representatives and invoice those costs as non-Participant related Contractor travel. Reimbursement by VAC for travel expenses incurred by the Contractor's representatives must be in accordance with the *NJC Travel Directive*, (see Appendix 4). Contractor representative travel is to be invoiced separately as per the Basis of Payment.

#### 7.8.5 As and When Requested Work

7.8.5.1 Allows VAC to estimate and pay for unforeseen changes to the services resulting from, but not limited to, additional ad hoc reporting not set out in this SOW, changes in legislation, policy or any other Rehabilitation Program requirements that are not determined to be within the scope of the Contract. If a change is necessary, a written request will be provided to the Contractor who will conduct a preliminary analysis to serve the purpose of providing estimates of the costs and effort necessary to complete the change. The estimated cost and effort must be submitted by the Contractor to the VAC Contract Manager. The Contractor must obtain approval in writing for these changes from the VAC Contract Manager, as part of the VAC/Contractor Change Management Process.

7.8.5.2 Upon completion of the approved As and When service, the Contractor must submit an invoice to VAC following the month in which the work was completed.

### 7.9 Annual RSP Risk-based Audit Plan

7.9.1 The Contractor must implement its RSP Audit Program on an annual basis to undertake a full range of audit services for VAC. The Contractor must assess, identify and develop its Audit Team to meet this requirement.

- 7.9.2 The Contractor must draft, prepare, and distribute an Annual Risk-based Audit Plan to VAC, at the commencement of each fiscal year, which must include all audit activities performed on behalf of VAC.
- 7.9.3 The Contractor's Annual Risk-based Audit Plan must identify appropriate audits and audit type to be conducted and report to VAC quarterly report to VAC which details the audit activities conducted.
- 7.9.4 The Contractor's Annual Risk-Based Audit Plan must be submitted to VAC for approval prior to implementation and include a plan for conducting audits, provider profiling, trends analysis and provide the information necessary for overall Rehabilitation Program management and must detail associated costs for the various components of the plan.
- 7.9.5 RSP Profiling:
- 7.9.5.1 The Contractor must use a statistically valid sample to target and verify details of regular and high-risk payments to RSPs for each type of service provided by the RSP. If any RSP reimbursement claim irregularities are detected, using a methodology approved by VAC, on-site audits may be required and must be conducted by the Contractor. Constant investigation into pricing, claims volume and other areas must occur as there is potential for misuse or fraud. The Contractor must forward any issues identified to VAC. The size of the annual sample must be based on the number of active RSPs in each Rehabilitation Program component and a required confidence level of 95% +/- 5%. This process is to be supplemented with a targeted testing program. Using data analytics, specific tests should be carried out to identify outlier transactions for further review/investigation. Types of tests to be designed will be consistent with the financial objectives outlined in section 5.7 (Financial Control Framework).
- 7.9.6 The Contractor must provide on-site audits. The objectives of on-site audits are to validate active RSP accreditation and licensure, detect reimbursement claim irregularities, confirm paid services are received by Participants and ensure appropriate documentation is available to support claims and meet the conditions of VAC's Rehabilitation Program. On-site audits may result in the recovery of overpayments.
- 7.10 Contractor Audit and Controls**
- 7.10.1 The Contractor must arrange for and participate in an annual independent assurance audit of the system of internal control that the Contractor utilizes, the suitability of the design and the operational effectiveness of controls, in accordance with *the Canadian Standard on Assurance Engagements (CSAE) 3416 "Reporting of Controls at a Service Organization"*, (see Appendix 4).
- 7.10.2 The Contractor must ensure that all work is performed in a manner that permits and facilitates an assurance audit in accordance with the CSAE 3416 standard.
- 7.10.3 The annual assurance audit report on the Contractor's organizational system of internal control and the suitability of the design and operational effectiveness of controls (referred to as a CSAE 3416 type 2 report) must be comprised of the Contractor's description of its system of internal control and a written declaration by the Contractor including:
- a. The Contractor's description of the system of internal control it utilizes fairly presents the actual system of internal control that was designed and implemented by the Contractor throughout the specified period;
  - b. The actual controls utilized to meet the control objectives stated in the Contractor's description of the system of internal control it utilizes were suitably designed to achieve the control objectives throughout the specified period; and

- c. The actual controls utilized to meet the control objectives stated in the Contractor's description of the system of internal control it utilizes operated effectively throughout the specified period and achieved the stated control objectives.
- 7.10.4 The Contractor is solely responsible for engaging an independent auditor as well as all costs associated with the audit, including participation in the audit and any corrective action taken, to address issues and/or deficiencies that are identified pursuant to the CSAE 3416 standard audit. If the audit opinion includes a reservation or denial of opinion; the Contractor must submit the planned corrective action to the VAC Contract Manager for approval prior to implementation.
- 7.10.5 The audit period must cover at least nine months of VAC's fiscal year (April 1 to March 31) and must be completed no later than December 31st each year - commencing in the first government fiscal year that commences following the first Implementation Date.
- 7.10.6 A copy of the CSAE 3416 audit must be submitted by the Contractor to the VAC Contract Manager no later June 30th of each year. Any resulting audit reports prepared by the Contractor must be submitted to the VAC Contract Manager.
- 7.11 VAC On-site Audits**
  - 7.11.1 Contractor performance audits of any records and files pertaining to the performance of the work may be conducted by VAC to ensure the Contractor is complying with the requirements of the Contract. The Contractor must be available for on-site audits at the Contractor's location(s) and must make records available for review as requested by VAC.
- 7.12 Information Management**
  - 7.12.1 The Contractor must ensure that all VAC information (information VAC provides to the Contractor, information collected by the Contractor and information created by the Contractor during the Contract) is managed effectively and efficiently throughout its life cycle.
  - 7.12.2 VAC maintains ownership of all VAC information, as described in this section. VAC may request the information or records at any time from the Contractor and the Contractor must provide the requested information and records at no cost to VAC.
  - 7.12.3 The Contractor must ensure that all Personal Information, as defined by the *Privacy Act* (see Appendix 4), that is collected, used, processed, handled, stored or recorded by the Contractor remains under the ownership of VAC.
  - 7.12.4 Records Management
    - 7.12.4.1 The Contractor must ensure that any and all records created in any form as the result of the Contract, regardless of the medium and the physical characteristics, remain the property of VAC and that the records are not used, disclosed or disposed of without prior written authorization from VAC. The Contractor must further ensure it will only collect the information that is directly required for the purpose of the Contract and that this information will not be used for any other purpose than to perform the Work.
    - 7.12.4.2 The Contractor must maintain a records storage space approved by the VAC Contract Manager. The Contractor must store all records in a manner consistent with standards as established by *Library and Archives Canada* (see Appendix 4).
    - 7.12.4.3 The minimum retention period for Government of Canada financial records is seven fiscal years (i.e., current fiscal year plus previous six years) as per the *Income Tax Act (R.S.C., C. 1(5th Supp.)(Section 230)* laid out in the *Disposition Authority (2017-002)*, *Library and*



*Archives Canada* (see Appendix 4). The Contractor must make provision for the storage of up to seven years of their financial records.

7.12.4.4 The VAC Contract Manager will, in collaboration with VAC Information Management, set retention periods for all types of information in any form collected, created or held by the Contractor for both Participant and Rehabilitation Program information. The Contractor must meet the retention periods for this information using the VAC's Disposition Authority (2017-002), granted by Library and Archives Canada. When retention periods have expired, the Contractor must seek written permission from the VAC Contract Manager (and approved by VAC Information Management) to dispose of the records and, if granted, the Contractor must dispose of the information in accordance with Government of Canada standards concerning the disposal of up to Protected "B" information. Upon approval, the Contractor must dispose of all data covered in the approval using Government of Canada approved methodology. Information, documentation, and records must not be sold, donated, auctioned, or discarded. The Contractor must provide the VAC Contract Manager with a certificate of secure destruction, which details the date and volume of records, including a listing of the destroyed records within 30 days of the destruction.

7.12.4.5 The Contractor must retain all electronic and non-electronic information, unless otherwise specified by the VAC Contract Manager at the Contractor's expense and in a format acceptable to the VAC Contract Manager. VAC has the right to access all relevant paper based and electronic records relative to its Participants and the services provided by the Contractor. The Contractor must ensure no paper documents are destroyed until permission is received from VAC.

7.12.4.6 The Contractor must ensure that all documents and records are labelled, filed and stored in a logical and organized manner, using the Participant identification number, which will enable proper disposition or an effective and efficient transfer of documents back to VAC, upon completion of the Contract. The Contractor must ensure that all hard copy material is filed in boxes, inventoried, and clearly labelled to facilitate transfer and integration back to the Department's holdings. The Contractor must ensure any information created in digital format remains accessible to VAC in an electronic format approved by the VAC Contract Manager.

7.12.4.7 The Contractor must store all information for the purposes of the Contract independent from all other databases. The Contractor must store all paper records for the purposes of the Contract in a segregated area. All work under this Contract, including any electronic data back-up and storage, must be performed in Canada.

#### 7.12.5 Management of Electronic records

7.12.5.1 The Contractor must use an electronic records database that can be used for records received, created, used or held by the Contractor to manage their information. The Contractor must use a certified electronic document or and records management system approved by the VAC Contract Manager which will protect essential records and preserve information.

7.12.5.2 The Contractor must have the capacity to convert all paper copy records to electronic records in accordance with the technical specifications for imaging. See Appendix 4 *Personal Information Protection and Electronic Documents Act*. Paper copy records that have been converted to electronic records cannot be destroyed until such time as a digitization standard has been put in place by VAC and written permission from the VAC Contract Manager to destroy paper copy records has been granted. The Contractor must store paper copy records as set out in this section, until such time as a digitization standard has been put in place by VAC.

#### 7.12.6 Metadata

- 7.12.6.1 The Contractor must include records management metadata about each electronic record it collects, creates or holds during the performance of the work, regardless of format, in accordance with the then current TBS Standard on Metadata, (see Appendix 4). The Contractor must maintain the SOPs developed in collaboration with and approved by VAC during the Implementation Phase.

#### 7.12.7 Access to Information and Privacy

- 7.12.7.1 The Contractor agrees and understands that information under the ownership of VAC as defined in section 7.13 of this SOW (whether in the possession of the Contractor or VAC) is subject to the terms and conditions of the *Access to Information Act and the Privacy Act*, (see Appendix 4).

#### 7.12.8 Requests for Information

- 7.12.8.1 Should the Contractor receive a request for information, personal or otherwise, relating to information in their custody for the purposes of this Contract, the Contractor will advise the VAC Contract Manager. Following consultation with the VAC ATIP coordinator, the VAC Contract Manager will provide the Contractor with guidance and direction on handling the request.

#### 7.12.9 Privacy Impact Assessment

- 7.12.9.1 VAC is required to develop a comprehensive Privacy Impact Assessment (PIA) as part of the start-up effort for this Contract. Following Contract award, updates may be required to the PIA. Therefore, if requested by VAC at any time over the duration of the Contract, the Contractor must provide any information required for the completion or updating of the PIA. This may include, but is not limited to:
- a. business process descriptions;
  - b. business process diagrams;
  - c. data/information flow diagrams;
  - d. data flow/information tables;
  - e. segregation and security documentation;
  - f. systems diagrams/specification (any system where personal information will be collected, used, stored or retained); and
  - g. an overview of the Contractor's organizational structure.
- 7.12.9.2 The VAC Contract Manager may request the information or records at any time from the Contractor. This includes any records transferred to the Contractor, or sub contractors, or collected created, obtained, or maintained by the Contractor or sub contractors in fulfillment of the responsibilities stated elsewhere in the Contract.
- 7.12.9.3 The Contractor must provide access to its facilities and all documentation and resources associated with the Contract to VAC, and must provide the VAC Contract Manager (or designate) access to desk space, telephones, computers, etc. to conduct the assessment.



- 7.12.9.4 The Contactor must work with the VAC Contract Manager to address any deficiencies or recommendations as a result of a PIA (or update thereto).
- 7.12.9.5 The Contractor must, upon completion of a PIA (or update thereto), develop, and following VAC approval, implement a corrective action plan. This plan must include a schedule for implementation of corrective actions to correct deficiencies identified within the PIA.
- 7.12.9.6 Provision of information by the Contractor to VAC in support of the PIA (or any update thereto) will be at the Contractor's own expense.

#### 7.12.10 Collection of Personal Information

- 7.12.10.1 In accordance with section 4 of the *Privacy Act* (see *Appendix 4*), VAC (or the Contractor) shall not collect Personal Information unless it relates directly to an operating Rehabilitation Program, service or activity.
- 7.12.10.2 Collection of Personal Information about Participants by the Contractor for the provision of the Work must be in accordance with VAC legislation and:
- a. collected directly from the Participant with the Participant's express consent, (consent is not required if collected directly from the Participant and the Participant has been provided a privacy notice statement); or
  - b. transferred from VAC; or
  - c. if information is collected from a third-party, it is collected by that third-party with the Participant's consent.
- 7.12.10.3 The Contractor must have administrative controls in place and participate in mandatory privacy training (provided by VAC) so the collection of Personal Information is limited to what is necessary for the delivery of the Services related to the Rehabilitation Program or its activities; and the Contractor is able to demonstrate the need for each piece of Personal Information collected.
- 7.12.10.4 The Contractor must obtain the approval of VAC for any forms used in administering the Services related to this SOW. The Contractor must ensure that a privacy notice statement is provided on all forms that will be used when collecting Personal Information from Participants.
- 7.12.10.5 The privacy notice statements must include the following elements:
- a. The purpose and authority for the collection of personal information for VAC's Rehabilitation Program or activity;
  - b. Any uses or disclosures that are consistent with the original purpose;
  - c. Any legal or administrative consequences for refusing to provide the Personal Information;
  - d. The rights of access to, correction of and protection of Personal Information under the Privacy Act;
  - e. Reference to the applicable Personal Information Bank described in "Info Source";
  - f. Reference to voluntary or mandatory participation along with consequences; and
  - g. The right to complain to the Office of the Privacy Commissioner with the respective contact information.

#### 7.12.11 Accuracy of Personal Information

7.12.11.1 The Contactor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used in a decision-making process that will directly affect the individual to whom the information relates.

#### 7.12.12 Correction of Personal Information

7.12.12.1 The Contractor must annotate or correct the information in accordance with the Privacy Act within 10 business days of receiving written direction from VAC to correct or annotate any Personal Information relating to Rehabilitation Program Participants.

#### 7.12.13 Use of Information

7.12.13.1 The Contractor must, unless otherwise directed in writing, use all Personal Information of Participants only for the purpose(s) for which the information was collected and for uses consistent with that purpose.

7.12.13.2 Any other use of Personal Information not identified within the Contract must be approved by the VAC Contract Manager in consultation with ATIP prior to any such other use.

#### 7.12.14 Disclosure of Information

7.12.14.1 Personal Information of Participants under the control of VAC (whether in the possession of the Contractor or VAC) must not be disclosed or transferred to a third-party, without the prior written permission of the Participant.

#### 7.12.15 Audit and Inspection of Records or Personal Information

7.12.15.1 Government of Canada may, at any time and upon reasonable notice to the Contractor, enter the Contractor facilities to inspect, audit, or require a third-party to audit the Contractor's compliance with the privacy, security, and information management requirements under the Contract. The Contractor must co-operate with any such audit or inspection.

7.12.15.2 The Contractor must maintain specific records to enable the conduct of information audits, including inspection of:

- a. Any Personal Information in the possession of the Contractor;
- b. Any of the Contractors information management policies;
- c. Practices relevant to its management of Personal Information; and
- d. Non-compliance with the Contract.

#### 7.12.16 Notification of Breach

7.12.16.1 The Contractor must notify VAC immediately, in writing, of any non-compliance with the privacy provisions of the Contract in any respect.

7.12.16.2 The Contractor must notify VAC immediately, in writing, when it becomes aware of a breach of privacy. This includes but is not limited to:

- a. unauthorized collection of the Personal Information in its custody;
- b. unauthorized access to or modification of the Personal Information in its custody;

- c. unauthorized use of the Personal Information in its custody;
- d. unauthorized disclosure of the Personal Information in its custody;
- e. a breach of privacy or security with respect to Personal Information in its custody or with respect to any computer system in its custody and that may be used to access Personal Information.

7.12.16.3 The Contractor must work with VAC to achieve resolution and compliance with all Government of Canada privacy requirements.

7.12.16.4 The Contractor must indemnify the government for any liability in connection with any breach of its privacy obligations under the Contract.

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## 8.0 Application and IT Requirements

8.1.1 These Application and IT requirements are subject to Government of Canada security and privacy requirements. These requirements are subject to updating and revisions over the life of the Contract. The Contractor must continually meet Government of Canada security requirements and must meet industry standards as directed by the VAC Contract Manager.

8.1.2 The Contractor must integrate with VAC's client relationship management tools (GCCase – see Appendix 2 for a demonstration video), portals (My VAC Account) and other systems as required.

## 8.2 Portal Requirements

8.2.1 The Contractor must provide IT system tools in both English and French, that enable Participants, RSPs and VAC personnel to interact (through secure access) with the Contractor online.

8.2.2 The Contractor must provide three (3) distinct secure web portals, one (1) for Rehabilitation Program Participants, one (1) for RSPs and (1) for VAC Departmental personnel.

8.2.3 The Contractor must make accessible the Rehabilitation Program Participant portal and RSP Portal via unique user id and login on the Contractor's public-facing internet landing page. These Portals must provide the functionality described herein and related online tools to assist the user group (Participants or RSPs) in fulfilling their roles and responsibilities related to the services and Rehabilitation Program processes.

8.2.4 For the Participant Portal, functionality must include but is not limited to:

- a. Web Portal help and support;
- b. Secure messaging between the Participant and Contractor (assigned RSS)
- c. On-line resources and instructional materials;
- d. On-line scheduling appointment capabilities between the Participant and the Contractor (assigned RSS);
- e. Live chat between the Participant and the Contractor (assigned RSS) during core business hours;
- f. Ability to deliver and receive Rehabilitation counselling sessions via telephone or face-to-face webcam (video-telephony);
- g. Document upload and retrieval, including but not limited to, Participant Information Guide, Participant Rehabilitation Plan, Participant reimbursement claims and forms;
- h. Participant claim tracking and status update;
- i. Ability to provide and participate in group webinars within the portal;
- j. Participant resume writing tool; and
- k. Mobile optimized web applications, as set out in the Contractor's Implementation Phase plan and integrated schedule.
- l. Optional Requirement -The Contractor must work with VAC to allow and establish Cross-Domain Automatic Sign-on with My VAC Account (MVA), the Veteran's online portal offered by VAC.

8.2.4.2 **Optional Requirement** - After Automatic Sign-on is enabled, in addition to direct access from the Contractor's landing page, access to the Participant Portal must be offered through the MVA portal. Any access issues relating to MVA passwords will be the responsibility of VAC, however any issues from the link to the Participant Portal from the MVA portal will be the responsibility of the Contractor.

8.2.5 For the RSP Portal, functionality must include but not be limited to:

- a. Web Portal help and support;

- b. Secure messaging between the RSP and the Contractor;
  - c. On-line resources and instructional materials for use of the Portal and submission of reimbursement claims and reports;
  - d. Document upload and retrieval, including but not limited to RSP, Rehabilitation Plan reports and file notes;
  - e. RSP claim tracking and status update;
  - f. Mobile optimized web applications as set out in the Contractor's Implementation Phase plan and Integrated Schedule.
- 8.2.6 The Contractor must make available a VAC Departmental Portal via secure user id and login available to VAC as of the Operations and Maintenance Phase of the Contract. This Portal must provide the functionality described herein and related online tools to assist the user group in fulfilling the roles and responsibilities related to the services and Rehabilitation Program. The VAC Departmental Portal, functionality must include but is not limited to:
- a. Web Portal help and support;
  - b. Secure messaging between the VAC Departmental Personnel and the Contractor (Contract Administration, Program Management, Case Management);
  - c. Document upload and retrieval, including but not limited to RSP claims, Rehabilitation Plan reports, Progress Updates, management reports, dashboards.
  - d. Participant claim inquiry, tracking and status update;
  - e. Ability to run canned and ad hoc reports;
  - f. Access to all invoices;
  - g. Mobile optimized web applications, as set out in the Contractor's Implementation plan and integrated schedule.
- 8.2.7 The Contractor must make changes to the web-based Portal(s) as and when required to address Participant, RSP and VAC feedback.
- 8.2.8 The Contractor must provide advanced notice of any Portal modifications and provide training as required.
- 8.2.9 Secure Messaging
- 8.2.9.1 The Contractor must provide secure messaging as part of the secure online web portals that adheres to all *Government of Canada Policy on Service and Digital* pertaining to security and confidentiality of Participant information, (see Appendix 4).
- 8.2.9.2 The Contractor must have a secure messaging tool to allow Participants direct communication with the assigned RSS working on their Rehabilitation Plan and for RSPs to have communication directly with the RSS assigned to the Participant(s) with whom they are working, and for VAC to have secure messaging capabilities with the Contract Manager, RSS and or RSP if applicable.
- 8.2.9.3 The secure messaging tool must:
- a. include a secure message inbox,
  - b. ability for users to send and receive secure messages,
  - c. notify users when they have a new message.
- 8.2.10 Participant Resume Writing Tool and Export Capability
- 8.2.10.1 The Contractor must provide a web-based resume writing tool, accessible by Participants 24/7/365(6), to assist with writing and revising a resume. The resume writing tool must use and be kept up to date with industry best practices. The tool must be fully integrated within

the Participant portal and not require any level of programming knowledge or special syntax for the Participant to operate it, create and export their completed resume(s).

- 8.2.10.2 The Contractor must provide the capability for the Participant to download their draft and completed resume(s) in an editable format for their own use.

#### 8.2.11 Training Modules

- 8.2.11.1 The Contractor must provide Participants with training modules on various subjects that may include but are not limited to: interview preparation and questions, cover letter creation, and job search tools (include information on accessibility where applicable).

- 8.2.11.2 The Contractor must create the training materials with final approval on module content provided by VAC prior to the use of the training materials.

- 8.2.11.3 Content may include a blend of video, audio, and text-based delivery. These modules should be available in multiple delivery channels, with primary Participant delivery through the Contractor's secure Participant web portal in an online channel available 24/7/365(6) to Participants. Other delivery channels may include but are not limited to group sessions through telephone or face to face counselling via webcam (video-telephony).

- 8.2.11.4 The suggested system capacity for Participant training modules would be a maximum number of concurrent active sessions of 200 Participants at the outset of the Contract and increasing in correspondence with forecasted user growth in Annex F - *Statistics*.

- 8.2.11.5 The training materials must be made available in both English and French.

- 8.2.11.6 The training materials must be made accessible in compliance with the *Accessible Canada Act* (see Appendix 4).

#### 8.2.12 Video-telephony

- 8.2.12.1 The Contractor must have the capability to have interactive communication with Participants via telephone or face to face via webcam (video-telephony) technology. The telephone or face to face via webcam (video-telephony) system must have the capability to interface with up to 10 users simultaneously. Participants who want to participate in telephone or face to face via webcam (video-telephony) will be responsible for accessing the technology required to communicate with the Contractor via this delivery model. Estimated service capabilities for face to face sessions via webcam (video-telephony) with Participants would be a capacity of 100 unique video sessions with an average bandwidth of 500KBPS - 1.5MBPS.

#### 8.2.13 Document Upload and Retrieval

- 8.2.13.1 The Contractor's secure web based portal must have the ability for Participants, RSPs and Contractor personnel to upload and retrieve documents once they are logged on to the system. Such documents must be stored in a secure environment and only accessible to authorized personnel or the individual Participant. The system should have a minimum capability of 200 concurrent users and a maximum document upload size of 25 MB.

#### 8.2.14 Participant Portal Security

- 8.2.14.1 The Contractor must construct all portal authentication based on ITSP.30.031 – *User Authentication Guidance for Information Technology Systems using a Level of Assurance of two (2)*, (see Appendix 4).

- 8.2.14.2 The Contractor must ensure each portal uses encryption to protect the confidentiality of sensitive data transmitted across public networks or any other network where the data may be at risk of unauthorized access. The algorithms used must meet or exceed the requirements outlined in ITSP.40.111 - *Cryptographic Algorithms for UNCLASSIFIED, PROTECTED A, and PROTECTED B Information*, (see Appendix 4).

### **8.3 Contractor System Requirements**

#### **8.3.1 System Preface**

- 8.3.1.1 The Contractor must have an IT system capable of supporting Rehabilitation Program management including data transfer, financial management, records management and reporting requirements.
- 8.3.1.2 The Contractor's IT system must have tracking and monitoring functions, capacity to store key Participant, Rehabilitation Program and administrative data, to provide VAC with that data in a format which can be manipulated and managed throughout the life cycle of the data (Excel Spreadsheet, XML, text, binary files).
- 8.3.1.3 The Contractor must submit all reports electronically.
- 8.3.1.4 The basic functions required of the Contractor's IT system must be met and VAC reserves the right to request additions, changes or deletions to these functions as required during the Contract.

#### **8.3.2 Access Management**

- 8.3.2.1 The Contractor must implement measures to ensure that access to information (in electronic form) and information systems is limited to authorized users who have been security-screened, at the appropriate level and who have a need for access, including:
- Establishing approval, notification, monitoring and operational requirements and procedures related to the creation, activation, modification, periodic review, and disabling or deletion of information system accounts;
  - Defining access privileges based on requirements and the principles of least privilege, minimum access, and segregation of duties;
  - Informing authorized users of expectations for acceptable use of information systems, of monitoring practices being applied, and of the consequences for unacceptable use of those systems;
  - Establishing measures to control the use of accounts that have administrative privileges, including restricting the number of users that have administrative privileges;
  - Limiting the information systems, networks and applications that can be accessed, and the operations that can be performed using privileged accounts;
  - Verifying that individuals who are authorized to conduct privileged operations, such as setting or changing access privileges and implementing or maintaining other IT security controls, are not permitted to alter records of these operations and have been security-screened commensurate with their access level;
  - Reviewing access privileges periodically and removing access when no longer required, such as when a person departs or changes responsibilities.

#### **8.3.3 Secure Access Controls**

- 8.3.3.1 The Contractor must provide role based and unique user and administrator access controls. The IT system's access controls must support VAC's IT Security password



standard for a maximum sensitivity at the “Protected B” level and must comply with VAC’s requirements for User Passwords:

- a. Users must select strong passwords that are not the same or the reverse as the User ID, not the user’s name or initials, and not words easily found in a dictionary;
- b. The IT system must enforce minimum password length of 8 characters using at least one number and one upper case character;
- c. The IT system must enforce password aging by requiring users to change passwords at least once every 180 days. For passwords associated with a security token (i.e., two factor authentication) the password must be changed at least annually;
- d. The IT system must enforce uniqueness of the previous four passwords; passwords may only be used once in a twelve month period;
- e. The IT system or user process must require new users to change their password after the first use of their account and after the password has been reset to a default password;
- f. If using automated login scripts for system access, the script must not contain the user’s login password;
- g. Compromised passwords must be invalidated immediately upon detection of the compromise and a new password issued;
- h. The IT system must encrypt passwords during storage on a system;
- i. The IT system must encrypt passwords during transit (authentication);
- j. Before placing an IT system into a production environment, system administrators must change all default passwords and all passwords that were used in the development environment and document the fact that the passwords were changed.

8.3.3.2 To maintain accountability as custodian of the data and to be able to trace any security or privacy breach or suspected breach to a single specific user, the Contractor must issue every user a unique User ID, password and/or token even if multiple individuals have common roles. User ID’s, passwords and/or tokens shall not be shared.

8.3.3.3 The Contractor must maintain a systems audit trail for each user granted access and failed attempts to access the IT system to ensure accountability on the part of the administrators and users of the IT system and all supporting systems.

8.3.3.4 Access controls must be developed by the Contractor to enforce usage and reporting of information on a need-to-know and least privilege basis, as well as separation of duties, as determined by VAC. The principle of least privilege means giving the user only those privileges that are essential to do their work.

8.3.3.5 The Contractor must provide an automated process to manage user access and profiles and maintain and document the IT system at all times as users and/or access levels change or are updated. Any change to a user account must be accompanied by an audit record indicating the changes that were applied, which user account made the change and on what date and time.

8.3.3.6 The Contractor must ensure Contractor user access and controls are kept current with all changes or updates to Contractor personnel. The Contractor must apply changes to user access profiles within one (1) business day of receipt of information changing Contractor personnel information.

8.3.3.7 The Contractor must provide an administrative interface to authorized VAC users that provides VAC with the ability to create IT system user accounts, deactivate user accounts, and add to or change the roles assigned to a user account.



- 8.3.3.8 The Contractor must apply the role-based access controls to all IT systems used for the delivery of services.
- 8.3.3.9 The Contractor must document the access controls. The Contractor must be responsible for developing a Rehabilitation Services operational report that lists all active and inactive user accounts and the various roles assigned to them. This report must be provided to VAC by the Contractor upon request.
- 8.3.4 Graphical User Interface
- 8.3.4.1 The Contractor's system must include a graphical user interface that is compatible with VAC's Windows 10 operating environment and is compatible with the technical infrastructure for VAC.
- 8.3.4.2 Screen layouts and functionality must conform to appropriate Government of Canada information technology requirements and standards, *Accessibility Act* and *Official Languages Act* (see Appendix 4) requirements.
- 8.3.4.3 The information must be available in an integrated, graphical user interface supported with clearly defined documentation and easy navigation tools. The system screens must provide search capabilities and "print friendly" functions.
- 8.3.5 Participant Database
- 8.3.5.1 The Contractor must maintain an Participant database for all Rehabilitation Services activities, all financial information and reporting information. The Contractor must update the Participant's record as the Participant progresses through delivery Rehabilitation Services and must ensure that reports on active Participants are available as required.
- 8.3.5.2 The database must identify Participant's information and status (active versus inactive versus closed), referral/eligibility information (Participant type and associated dates), and Progress Updates pertaining to a Participant's progress with their Rehabilitation Plan, as applicable.
- 8.3.5.3 The Contractor's system must include functionality that will enable the tracking of Participant activity. These functions will support Rehabilitation Program delivery where required. The system must be capable of producing activity reports and bring forward notifications on various Participant files and be able to suppress notifications for *do not contact* files. There will be a requirement for VAC to be notified should circumstances arise which jeopardize the Participant's participation in the Rehabilitation Program. These notifications must be available through a real-time electronic transfer of data to VAC.
- 8.3.5.4 The Contractor's system must be able to capture data that will provide the necessary updates to VAC on the status and profile of Participants. Certain elements must be able to be captured such that they can be viewed in a readable report with all the details of the Rehabilitation Plan.
- 8.3.5.5 VAC will transmit to the Contractor, Participant data and eligibility information upon initial referral and upon changes in biographical data or eligibility status for the Rehabilitation Program. On receipt of this information, the Contractor must ensure this information is securely distributed to appropriate staff within their own organization.
- 8.3.5.6 For eligible Veterans, their Participant type may change over time, based on military service and/or release status. The Contractor must ensure that it obtains and retains the necessary supporting documentation from the Participant that supports the Participant type.

- 8.3.5.7 The Contractor must provide VAC with online access to the Participant database to enable VAC to easily retrieve information, data and reports from the Participant database. The database must identify Participants, eligibility information from applications, Progress Updates and file notes.
- 8.3.6 The Contractor's IT system must include functionality that will enable the tracking of a particular Participant file and its related activities through various phases.
- 8.3.7 The Contractor's IT system must be capable of producing tracking reports and issuing system generated notifications to VAC on Participant files.
- 8.3.8 The Contractor's IT system must be able to provide information to report on the performance standards as required within this SOW, including such elements as, turn-around times, start and end dates, reports due and delivered.
- 8.3.9 The Contractor's IT system must capture and store authorization data which will be communicated to the Contractor through approval of Rehabilitation Plans. The Assessment Phase and the Rehabilitation Plans will have a maximum dollar limit approved to cover the costs of specific Rehabilitation Services over a specific period of time. The Contractor's IT system must have the capacity to record, calculate and retain this information.
- 8.3.10 The Contractor's IT system must have the capability to retrieve Participant authorization history for subsequent review and update by system users. Authorizations may be adjusted, suspended or terminated by VAC upon approval of the RSS recommendation or following instructions provided by the VAC Decision Maker in response to the RSS recommendation.
- 8.3.11 The Contractor's IT system must have the capacity to identify when spending on a Participant's plan is nearing the maximum approved amount. This information must be viewable by VAC.
- 8.3.12 The Contractor must make all Participant specific data available for loading into VAC's data warehouse (via a data extract process as referred to in section 9.4 of this SOW).
- 8.3.13 The Contractor must maintain the database for the duration of the Contract and return the database and its contents to VAC during Contract Phase Out (see also section 8.2 of this SOW).
- 8.3.14 The Contractor's IT system must retain Participant, RSP and Contractor payment data for inquiry and reporting.
- 8.3.15 The Contractor's IT system must be electronically accessible to allow all functions to be carried out from one area of the country to another.
- 8.3.16 Contractor System Specific Security Requirements
- 8.3.16.1 Implementing appropriate safeguards where other devices, methods or services need to be used for operational purposes, with approval by an individual who has the required authority and sanitizing electronic storage systems in accordance with Communications Security Establishment Canada (CSEC) and Royal Canadian Mounted Police (RCMP) approved methods. Once sanitized and appropriate, attestation is to be completed. This must include:
- a. Serial number, make, and model of the item;
  - b. If the item is for re-use;
  - c. Method of sanitization/destruction, including product used; and
  - d. Name, title, and signature of the individual performing the operation.

**Note:** *Electronic storage can also be shipped to the VAC for sanitization.*

#### **8.4 Contractor-VAC Interoperability**

8.4.1 Communications between Contractor and VAC Systems Data Exchange.

8.4.2 The Contractor must provide the ability to electronically communicate between the Contractor systems and VAC systems for purposes such as Participant eligibility and supporting documentation. The solution must provide the following two types of exchange:

8.4.2.1 Real Time Data Exchange, meeting the following requirements:

- a. The Contractor must host RESTful web services that will be used to add, update and archive Participant biographical and Rehabilitation Program related information from VAC's system.
- b. The Contractor must also host RESTful services to return detailed Rehabilitation Program data, on demand, from the system.
- c. The Contractor must call VAC hosted RESTful web services to deliver data to VAC in response to events deemed significant by Rehabilitation Program Management within the system.
- d. The Contractor must support web service payload data including but not limited to, text data such as Participant biographical and Rehabilitation Program data, as well as binary data such as scanned and text-only PDF documents.

8.4.2.2 Bulk Data Transfers, meeting the following requirements:

- a. Required for any large data extract files required on a weekly, monthly, annual or ad hoc basis. The Contractor must use PSPC's Managed Secure File Transfer (PSPC MSFT) as the method of sending bulk data. VAC will assist in the coordination and implementation of this setup.
- b. The Contractor must ensure that Bulk Data Transfer data formats available include, but are not limited to XML, Comma Separated Values (CSV), and other ASCII delimited file formats.

8.4.3 The Contractor must supply a data dictionary in electronic format, providing Canadian French and Canadian English descriptions of all data records and fields, along with field lengths and data types. Any changes to the data structure must be sent to VAC at least one month in advance of the changes.

8.4.4 The system must have export capabilities, such that upon the request, the Contractor must export data, either in whole or in part, as specified by VAC. The export must be made available in multiple formats including Binary, XML, CSV and other ASCII delimited formats.

8.4.5 Transactional Exchanges

8.4.5.1 The Contractor must facilitate transactional exchanges between the Contractor's applications and VAC (individual, synchronous messages relating directly to an event in one system or the other). Transactional data must be transferred and applied synchronously and in real time.

8.4.6 Contractor VAC Interoperability Security Requirements

8.4.6.1 The Contractor must ensure all data exchange takes place in a secure manner without manual intervention, using the protocols and procedures specified in this SOW, and as per specified federal security requirements for Protected "B" information (see Appendix 4).

This includes ITSP.40.111 - Cryptographic Algorithms for UNCLASSIFIED, PROTECTED A, and PROTECTED B Information.

#### 8.4.7 Inquiry Function

- 8.4.7.1 Authorized VAC personnel must be able to contact the Contractor with a Participant inquiry and the Contractor must access their system and provide a response. The Contractor must ensure that its system, which stores the data functions described above is available and maintained regularly. Inquiries from authorized VAC personnel may also include ad hoc requests for reports on specific Participants or roll-up reports on specific data elements.

#### 8.4.8 Referral Process

- 8.4.8.1 The process to transfer Participant referral data from VAC to the Contractor. The referral identifies eligible Participants and their Rehabilitation Program eligibility information.
- 8.4.8.2 The Contractor must record in the Participant's file, the Contractor's acknowledgment of receipt of the Participant's referral data by identifying the three following dates:
- a. date the complete referral is received from VAC;
  - b. date of attempted contact(s);
  - c. date of initial contact the Contractor makes with the Participant.
- 8.4.8.3 The Contractor must ensure this method of acknowledgement and notification is an electronic transfer of data using standard real-time data transfer services. The information required by VAC for complete referrals is the Client Service Delivery Network (CSDN) ID/Veteran's service number, Name, Eligibility Status, the date the Complete Referral is received and the initial date of contact with a Participant.

### 8.5 Infrastructure Requirements

#### 8.5.1 General Infrastructure

- 8.5.1.1 The Contractor must include IT systems environments for development and testing as part of its ongoing system functionality which will allow for development and testing proposed functionality with masking of Participant data.
- 8.5.1.2 To meet the operational service and support requirements and deliver the services defined herein, the Contractor's computing facilities must incorporate data communications facilities to support secure transmission of information between and among:
- a. Participants and the Contractor (including RSSs);
  - b. RSPs and the Contractor;
  - c. VAC and the Contractor.

#### 8.5.2 Separate Environments

- 8.5.2.1 VAC operates many environments in addition to production. As part of delivery, the Contractor must include IT systems environments for the Portals and the Contractor's systems at the following levels:
- a. Development;
  - b. Testing;
  - c. Training; and
  - d. Production.

- 8.5.2.2 As part of its solution, the Contractor must ensure VAC has access to the testing, training and production environments.
- 8.5.2.3 Production Environment
- 8.5.2.3.1 The Contractor's production environment must be isolated from non-production levels.
- 8.5.2.3.2 The Contractor's production operations must not be run on the development or testing facilities and vice-versa.
- 8.5.2.4 Testing Environment
- 8.5.2.4.1 The Contractor's testing environment must mirror the production environment and be fully synchronized with all changes and enhancements.
- 8.5.2.4.2 The Contractor must ensure the testing environment is refreshed before and after each production release and maintains anonymity of Participant data.
- 8.5.2.4.3 The testing environment will be used by VAC during system testing, integration testing, regression testing, stress/performance testing, functional testing, security testing, acceptance testing, the validation of electronic data loads (and manual file updates where these are necessary) and report generation.
- 8.5.2.4.4 The Contractor must coordinate test data with VAC to ensure test cases can be executed.
- 8.5.2.4.5 The Contractor must ensure there is enough data to cover multiple test scenarios based on test ID's supplied by VAC.
- 8.5.2.5 Training Environment
- 8.5.2.5.1 The Contractor's training environment must mirror the production environment and be fully synchronized with all changes and enhancements.
- 8.5.2.5.2 The Contractor must refresh the training environment data to production monthly and maintain anonymity of Participant data.
- 8.5.2.6 A description of the existing VAC network has been provided in Appendix 2 to facilitate an understanding by the Contractor of the technical requirements of the Contract.
- 8.5.2.7 These specifications, provided in Appendix 2, represent the current VAC network and desktop environment and may change from time to time. VAC will communicate material configuration changes to network or desktop changes that would impact Contractor IT system and the Contractor must appropriately integrate any changes required to its IT system to maintain compatibility with any changes made to the VAC network and desktop environments during the life of the Contract.
- 8.5.2.8 The Contractor must not make any changes to its IT system functionality without first obtaining approval from the VAC Contract Manager.
- 8.5.2.9 The Contractor must maintain the IT system and database, including ongoing management and report production and distribution, over the life of the Contract.

- 8.5.2.10 There may be growth in participation in the Rehabilitation Program through the duration of the Contract. The Contractor must architect its IT Infrastructure to readily scale to meet any estimated growth of users as forecasted in Annex F - *Statistics*.

## **8.6 Network Requirements**

- 8.6.1 The Contractor must ensure all of VAC's access to Contractor systems is compatible with VAC's software and able to run on the VAC Local Area Network/Wide Area Network (LAN/WAN).

### **8.6.2 Network Acquisition and Set-up**

- 8.6.2.1 The Contractor is responsible for the design, development, acquisition, testing, maintenance, operational support and implementation of any network infrastructure required outside of VAC's external firewall and must ensure it meets security and service-level requirements as outlined in this SOW.
- 8.6.2.2 The Contractor must ensure full connectivity and compatibility with VAC's technical infrastructure.
- 8.6.2.3 All traffic between the Contractor and VAC must be IP based and remain under the control of VAC. All Hypertext Transfer Protocol (HTTP) traffic must be secured with Transport Layer Security (TLS), which must comply with *Communication Security Establishment Canada Guidance on Securely Configuring Network Protocols with the Government of Canada* (ITSP.40.062), (see Appendix 4).
- 8.6.2.4 All Contractor application-hosting sites must be accessible via Domain Name System (DNS) either through a remote server or through a documented list provided to VAC with address details.
- 8.6.2.5 The Contractor must perform real-time monitoring on circuit utilization, availability and interface statistics for troubleshooting and trend analysis.
- 8.6.2.6 The Contractor must report unscheduled outages to VAC using Incident and Problem Management. The Contractor must complete a root cause analysis report identifying the cause of the outage, actions taken to resolve the outage, and actions taken to avoid future outages.
- 8.6.2.7 The Contractor must communicate planned outages to the VAC Contract Manager at least five (5) business days beforehand and must receive approval by the VAC Contract Manager before implementing a planned outage. The timing of maintenance outages is to be negotiated with the VAC Contract Manager.
- 8.6.2.8 The Contractor must install a network management mechanism to ensure network traffic can be prioritized and shaped to meet service level agreements as outlined in this SOW (i.e., Participant service applications to get priority over file transfer traffic).

### **8.6.3 Network Maintenance**

- 8.6.3.1 The Contractor must maintain the network in accordance with an approved detailed plan of the network (System Architecture) showing all connections, and infrastructure as well as detailed specifications of the software, operating systems and a document plan of how the networks will be established and maintained throughout the life of the Contract.
- 8.6.3.2 VAC may from time to time request changes in the network configuration in reaction to changes within their own organization. This could include additions, changes or deletions of connection to the network. VAC will provide the Contractor with advance notice of any



proposed changes in network configuration. The Contractor must develop and implement a strategy to handle this type of request in the System Architecture plan.

8.6.3.3 The IT infrastructure for services outside VAC's jurisdiction, but within the control of the Contractor, must achieve service level agreements contained within this SOW.

8.6.3.4 Upon any update of the SA&A, HTRA, or a Vulnerability Assessment, the Contractor must provide a network architecture diagram and report, demonstrating that all architectural elements comply with established security requirements.

## **8.7 Server Requirements**

### **8.7.1 Data Exchange System Integration**

8.7.1.1 To facilitate transactional data exchange with VAC, the Contractor must maintain a message queuing infrastructure that will interface with VAC's transactional data exchange product in real time to allow for seamless information exchange.

8.7.1.2 The Contractor must provide a separate, secure infrastructure to allow for the secure transmission of large volume files between the Contractor and VAC using MSFT.

### **8.7.2 Facilities Requirements**

8.7.2.1 The Contractor must set-up and maintain off-site facilities and systems for storing backups and a fail-over site for disaster recovery as per the industrial security manual published by PSPC (available at contract award). This must include full data centre operation requirements such as heating, ventilation and air conditioning (HVAC), uninterruptible power supplies, backup power supplies, diesel generators, raised floors, and physical access controls.

8.7.2.2 The Contractor must ensure all environments and facilities, including fail-over facilities, where PROTECTED information is handled and stored, comply with the security requirements defined in this SOW and that system hardware and infrastructure is compatible with Government of Canada hardware and software standards and security requirements for personal computers, per *Guidance on Securely Configuring Network Protocols (ITSP.40.062)* (see Appendix 4).

### **8.7.3 Infrastructure Security Requirements**

8.7.3.1 The Contractor must provide for the prevention, detection, response and restoration from electronic data processing errors and omissions, technical failures, sabotage, and cyber attacks.

8.7.3.2 The Contractor must provide layered security, which must include at a minimum, a Firewall and an *Intrusion Detection System* with appropriate rules, port filtering and monitoring to defend against attacks and to alert the Contractor to unauthorized network traffic. See Appendix 4, *Policy on Government Security*.

8.7.3.3 In the event that Contractor services are to be provided from different locations within Canada, the Contractor must identify and delineate the physical and logical security boundaries through the implementation of physical and logical security zones. Each zone must be isolated and defended from the other locations by its own perimeter defence and network security safeguards. Contractor services must not be provided from locations outside of Canada. Each location must comply with the facility security requirements defined in the Security Requirements Checklist (SRCL).

- 8.7.3.4 The Contractor must ensure each network device and server is secure, subject to configuration control, that there are no backdoor connections with access to all Contractor provided systems and that wireless network devices or remote access connections cannot interface with any Contractor provided system without the express written consent of VAC.
- 8.7.3.5 The Contractor must ensure all devices used by its personnel to view, process, transmit, store Rehabilitation Services data, or used to access the Contractor's systems are under configuration control (hardware, software, policy enforcement and user authorization) and have been configured with up-to-date anti-virus and anti-spyware software. Operating systems and application patch levels found on workstations must be kept up-to-date. If these devices are not within a protected environment, the Contractor must provide disk encryption and host based firewalls to safeguard these devices.
- 8.7.3.6 The Contractor must also monitor all IT systems, environments and facilities for compliance with the security requirements and ensure that all upgrades, replacements, patches and all operational functions meet the security requirements.

## **8.8 Data and Reporting Requirements**

### **8.8.1 Data Extract**

- 8.8.1.1 The Contractor must provide and maintain an RDBMS with secure connection and data line that meets Government of Canada standards for data transfers. VAC will initiate data transfers that could occur daily.
- 8.8.1.2 The RDBMS must conform to the following standards:
- a. All records must have a created and an updated date/time stamp with a user id.
  - b. For data consistency, the system must record transactions using GMT/UTC, rather than local server time.
  - c. Fields must use common names and lengths across all tables. For example, a work item identifier would always be referred to as a 'wi\_id' and have the same length and data type.
  - d. Records cannot be deleted (without consultation/authorization with VAC), but must be end-dated and/or deactivated (active-indicator set to 0 from 1). This makes the system auditable, and eliminates discrepancies.
  - e. On-line screen values must be stored, rather than just calculated.
  - f. Screen variable values (lookups) and their French and English descriptions must be stored in code tables, rather than "hard-coded" in the screen logic, so that additions, deletions, and changes to the values can be picked up automatically when the code table changes.
  - g. A data dictionary must be provided in Canadian French and Canadian English of all data records and fields along with the field lengths and data types and which has all table and field descriptions. All keys, index fields and linkages between tables must be clearly marked. This must be provided in an electronic format, at least one month prior to the end of the implementation period. Any changes to the data structure must be sent to VAC at least one month in advance of the changes.
- 8.8.1.3 The system must have export capabilities, such that upon the request, the Contractor must export data, either in whole or in part, as specified by VAC. The export must be made



available in multiple formats including Binary, XML, CSV and other ASCII delimited formats.

8.8.1.4 The Contractor must provide VAC with advance notice of all database/data model changes.

8.8.1.5 Deviations from the above standards must be documented in writing, and submitted by the Contractor to the VAC Contract Manager for approval prior to implementing the deviation.

8.8.1.6 Each transaction must contain VAC's primary identifier for the Participant.

## 8.8.2 Data Elements

8.8.2.1 Table 9 below identifies data elements that the Contractor's IT system must capture, store, manage and protect. This is not an exhaustive list. VAC will identify any additional data elements that may need to be captured, stored, managed and protected in order to produce and/or manage reports during the Implementation Phase of the Contract. Subsequent sections describe the purpose for capturing and storing this data.

**Table 9: System Data Elements**

Registration/ Intake/Bio Information	Core Activities	Payment Process
VAC CSDN ID and/or Service number	Date of initial contact with Participant	Payee
Participant Name	Exploration Activities	Rehabilitation Services Professional/Consultant
Participant Type	Specialized Assessments	Benefit Description
Address & Telephone #	Progress updates/notes & File comments/notes	Treatment Type (Rehabilitation/Stabilization)
Date of Birth	Activity & Report dates	Benefit Code
Date of Death	Training & Job Search	Invoice Amount
District Code	Approved benefit/service description Approved dollar amount	Paid Amount
Eligibility status code	Provider data	Service Date
Start & End dates	Status of authorization	Date of Payment
Language Code	Authorized service starts/ end dates	Rejected payments
VAC Decision Maker Name	VAC approval ID	User ID
VAC Decision Maker Phone #	VAC assessment code	Payment/Processing Data
Electronic Referral date/time	VAC reason code	Date complete Claim Received
VAC referral Date	VAC referral ID	Date Pre-Authorized
Date complete referral received	Primary Health Conditions	Total Projected Costs
Date of attempted contact(s)		Outstanding Commitments
Date first contact made with Participant		Tuition

Registration/ Intake/Bio Information	Core Activities	Payment Process
Date of receipt of Progress Update Date of receipt of Intake Interview Date of receipt of Training proposal Date of receipt of Rehabilitation and Vocational Assistance plan	Special Instructions Travel Authority Initial screen details Intake details Training Plan details Job Readiness activities Job Search Preparation Activities Job Development Job Coach Job Placement Support Activities Active Job Search Activities Gradual Return to Work or Work Re-integration Testing National Occupational code Participant Goal Employment Status Training Program Type Progress Updates with Participant, VAC, other Closure form report details Dates of contact with Participant, DEC status Participant Events Work Items Documents VAC other	Books Supplies Internet fees Other costs Basic safety equipment and special clothing Tutoring Transportation to and from facility Parking Travel costs for non-daily commuters Dependent care

### 8.8.3 Scheduled Transfers

- 8.8.3.1 A schedule of bulk transfers will be provided to the Contractor by VAC. This may be on weekly, monthly, and/or annual basis. In addition, ad hoc bulk transfers may be requested by VAC on an as needed basis.
- 8.8.4 Managed Secure File Transfer
- 8.8.4.1 The Contractor must use PSPC's Managed Secure File Transfer (PSPC MSFT) as the method of sending bulk data. See Appendix 4, *Industrial Security Manual*.
- 8.8.4.2 The Contractor must provide a separate, secure infrastructure to allow for the secure transmission of large volume files between the Contractor and VAC using MSFT.
- 8.8.5 Data Exchange Format
- 8.8.5.1 All transactional data that is exchanged to or from VAC, with the exception of binary pdf documents, must be in XML format and conform to XML Schema Definitions (XSD's) that will be drafted during the design/development phase. For all transactional data sourced from the Contractor's system, the Contractor must supply a data dictionary in electronic format, providing Canadian French and Canadian English descriptions of all data records and fields, along with field lengths and data types. Any changes to the data structure must be sent to VAC at least one (1) month in advance of the changes.
- 8.8.6 Export Capabilities
- 8.8.6.1 The Contractor's system must have export capabilities, such that upon request, the Contractor must export Rehabilitation Program data, either in whole or in part, as specified by VAC. The export must be made available in multiple formats including Binary, XML, CSV, and other ASCII delimited formats.
- 8.8.7 Data Security
- 8.8.7.1 The Contractor must safeguard the integrity and authenticity of data containing personal and financial information from corruption and inadvertent or malicious changes by employing hashing, digital certificates and signatures, or similar technology. All such data must be securely hashed to ensure its integrity as it is transmitted from one location to another.
- 8.8.7.2 The Contractor must protect against disclosure, all electronic communication and/or messaging, via the internet, which contains Protected B information. Approved encryption technologies must be utilized. The current Government of Canada approved method of encrypting and digitally signing email is through the use of the PSPC Public Key Infrastructure (PKI) or the Government of Canada secure method (example: Government of Canada Secure Key) or its PKI replacement. (See Appendix 4, *Industrial Security Manual*.) The Contractor must ensure that Participant authentication methods to the Contractor online portals remain consistent with ongoing updates to Government of Canada standards for secure authentication.
- 8.8.7.3 The Contractor must protect the confidentiality and integrity of data transmitted across public carrier or internet networks with government approved cryptography technology. The Contractor must also ensure that all data centres, data management systems, inquiry centres, operations centres and records and information storage (electronic and hard copy) are located in Canada and are logically independent and separate from all other Contractor data or data systems.

- 8.8.7.4 The Contractor must ensure that technical security services are implemented as contractually required to defend against unauthorized disclosure and modification of Protected B information and to defend against the forgery of financial data used in the preparation of direct deposit transfers.

## 8.9 IT Security

### 8.9.1 Identification and Authentication Management

- 8.9.1.1 The Contractor must implement measures to ensure individuals and devices are uniquely identified and authenticated to an appropriate level of assurance before being granted access to information and resources within information systems. This must be done in accordance with the current *Standard on Identity and Credential Assurance* (see Appendix 4).

### 8.9.2 Secure Data Storage Management

- 8.9.2.1 The Contractor must implement measures to protect information on electronic media and electronic storage devices at rest (i.e. in storage), in transit (i.e. transport and transmittal), and through appropriate sanitization or destruction before reuse or disposal of the equipment, in accordance with the sensitivity of the information and departmental practices, including:

- 8.9.2.1.1 Identifying secure electronic storage, transportation, transmittal, sanitization and destruction devices, methods and services that are authorized for use with Government of Canada information, including but not limited to portable storage devices;
- 8.9.2.1.2 Implementing appropriate safeguards where other devices, methods or services need to be used for operational purposes, with approval by an individual who has the required authority;
- 8.9.2.1.3 Sanitizing electronic storage systems in accordance with CSEC and RCMP approved methods. Once sanitized, an appropriate attestation must be completed. This must include:
  - a. Serial number, make, and model of the item;
  - b. If the item is for re-use;
  - c. Method of sanitization / destruction, including product used; and
  - d. Name, title, and signature of the individual performing the operation.

**Note:** *Electronic storage can also be shipped to VAC for sanitization.*

### 8.9.3 System and Communications Protection

- 8.9.3.1 The Contractor must implement measures to protect information systems, IT environments and their components, as well as the information they process, from internal and external network-based threats, such as threats related to use of public networks and remote access, including:

- 8.9.3.1.1 Defining and establishing security zones to maintain appropriate separation within physical and virtual IT environments. The Contractor must ensure that information systems (including virtual instances) that reside in these environments are provided with consistent protection levels that are commensurate with the threat type and level, the sensitivity of the information, and other relevant security considerations, such as criticality of services and activities supported by the information system. This

must be done in accordance with the requirements set out in Appendix 2 and the following:

- 8.9.3.1.1.1 Controlling the number of discrete external connections to networks to the minimum necessary to meet the requirements;
- 8.9.3.1.1.2 Using encryption or other measures to protect the confidentiality of sensitive data transmitted across public networks or any other network where the data may be at risk of unauthorized access.

#### 8.9.4 Information System Audit Management

- 8.9.4.1 The Contractor must create, protect and retain information system audit logs and records to enable monitoring, reporting, analysis, investigation and implementation of corrective actions, as required for each system and in accordance with departmental practices, including implementing measures to enable user activities to be uniquely and authoritatively traced to ensure user accountability for their activities.
- 8.9.4.2 Reports on users' access to Participant information may be requested at any time. The Contractor report must provide the users' identification as well as date and time when any Participant data was accessed.

#### 8.9.5 Security - Information System Life Cycle and IT Supply Chain Integrity

- 8.9.5.1 The Contractor must identify and address security requirements, activities and gating requirements throughout all stages of information system and IT environment life cycles, including definition, design, development and procurement, operations, maintenance, and decommissioning, including:
  - 8.9.5.1.1 Ensuring all data is stored within Canada;
  - 8.9.5.1.2 Establishing documented arrangements that ensure all entities follow these requirements (for information systems or IT environments managed for or by another organization/company or shared by two or more organizations/companies); and
  - 8.9.5.1.3 Ensuring the Contractor, and any sub-Contractor(s) facilities/systems are approved by the Canadian Industrial Security Directorate (CISD).

#### 8.9.6 Trans Border Data Flows and Storage of Information

- 8.9.6.1 As the Contractor is responsible for the collection of information containing sensitive personal information of Participants. The Contractor must take all steps to ensure the Participant's privacy is protected against any possible risks related to the issue of trans-border flow of information in accordance with the laws of Canada. Such protection can only be satisfactorily achieved if all databases are located in Canada and claims processing is conducted in jurisdictions where compliance with Canadian privacy laws can be assured. The Contractor must not engage in any such activities where personal information of VAC Participants may be compromised by foreign laws.
- 8.9.6.2 The Contractor must manage information and data to meet Government of Canada's operational requirements and must ensure that:
  - 8.9.6.2.1 All aspects of data processing are conducted and only accessible in Canada;
  - 8.9.6.2.2 Database(s) is located and only accessible in Canada;

- 8.9.6.2.3 Database(s) is physically independent from all other databases, directly or indirectly, which are located outside of Canada;
- 8.9.6.2.4 All data centres, call centres, centres of operations and records and information storage (electronic and hard copy data and information) as well as any backup locations are located in Canada and a backup plan is in place;
- 8.9.6.2.5 The remote access to data and data systems be restricted to individuals or entities who have obtained prior approval in writing by VAC to do so;
- 8.9.6.2.6 Data in transit is appropriately encrypted in accordance with the requirements outlined in the current *Policy on Service and Digital*, (see Appendix 4).
- 8.9.6.2.7 Certification for Protection of Personal Information is provided as per *Security Requirements Check List (SRCL)*, (see Annex D).
- 8.9.7 Monitoring and Corrective Actions
  - 8.9.7.1 The Contractor must maintain an effective IT security posture by monitoring threats and vulnerabilities, analyzing information system audit logs and records, reviewing the results of security assessments, tests and post-event analysis and take pre-emptive, reactive and corrective actions to ensure that IT security practices and controls continue to meet the needs of the department.
- 8.9.8 Security Architecture
  - 8.9.8.1 The Contractor must develop security architecture, a security component design, security service operations documentation and a security test plan. This requirement must be completed prior to the IT system being used to process or store VAC information. This is a necessary component of the *Harmonized Threat and Risk Assessment (TRA) Methodology*, (see Appendix 4).
  - 8.9.8.2 The Contractor must develop and maintain current security documentation which shall be completed during the implementation period. This must include all the necessary components of the *Harmonized Threat and Risk Assessment Methodology*, (see Appendix 4) which includes but is not limited to the following:
    - 8.9.8.3 Security Architecture Documentation
      - 8.9.8.3.1 The Contractor must maintain current, the IT system security documentation developed in the Implementation Phase of the Contract and approved by VAC. Any changes to security standards, roles, responsibilities, processes or procedures related to the terms or performance of the Contract require the prior written approval of the VAC Contract Manager.
        - 8.9.8.3.1.1 An Application Security Architecture Document - the blueprint of the overall security architecture for the security implementation. It must encompass policy, architecture, implementation guidance, and compliance and process definition.
        - 8.9.8.3.1.2 A Security Component Design Document - an extension of the security models and policies defined in the Application Security Architecture Document to the application layer. This document ensures the IT security policy is considered during the coding of modules of the application and is reflected in the module design. It also includes best practices to avoid security-related vulnerabilities.

- 8.9.8.3.1.3 A Security Service Operations Document - describes the end-to-end processes, policies and safeguards that are in place throughout the system flow to prevent, detect, respond and recover from security incidents. It defines the Contractor's security personnel roles and responsibilities, how the security of systems must be validated, managed, monitored and maintained. The document must identify two security roles: (1) the Information System Security Officer, who is responsible for overseeing the management, implementation and operation of the information technology security services and to liaise with VAC as the prime point of contact on IT security related matters; and (2) the Company Security Officer, who has overall responsibility for Security in general, and for all non-IT security-related matters.

## 8.9.9 Security Testing

- 8.9.9.1 The Security Test Plan assesses the technical implementation of the security design, ensures the security controls have been implemented as described in the SOW, and ensures that the features perform as planned.

- 8.9.9.2 The Security Test Plan must clearly define the process and procedures that will be employed during the test and evaluation phases as well as during any future change to system or service functionality. The plan must address each of the security requirements for the IT system, validate that they are functioning correctly, and clearly demonstrate the level of residual risk that exists.

- 8.9.9.3 The Security Test Plan must be designed to validate the correct implementation of the security controls. The plan must provide high-level guidance on security testing, identify the security safeguards to be tested, provide detailed information on the test items, and support IT system certification and accreditation. The plan must evaluate and test all Rehabilitation Services including network, critical and essential systems/services, and supporting components for compliance with security requirements. It must also include a description of the test environment, identify the tests to be performed, provide a schedule of test activities, and describe the test cases, preparations, and procedures used.

- 8.9.9.3.1 The Security Test Plan and Process must include the verification and validation of both technical and non-technical controls for security and privacy. Technical controls include those IT system configurations and features designed within the system, such as identification and authorization, audit, and operating system security policies. Non-technical controls include management and operational security controls, such as rules of behaviour, configuration management plans, contingency/disaster recovery plans, interface control documents, physical security controls, and/or interconnection agreements.

## 8.9.10 Security Assessment and Authorization (SA&A) and Harmonized Threat and Risk Assessment (HTRA)

- 8.9.10.1 VAC will undertake a SA&A or HTRA or both of the IT system and services within six (6) months of Contract award. Results of this review will be provided by VAC to the Contractor in the form of a report.

- 8.9.10.2 The Contractor must assist VAC through review of the SA&A and HTRA report(s) and provide a report on remedial actions to be taken to mitigate risks identified in the SA&A and HTRA and must undertake any necessary changes and assume financial responsibility for all remedial action necessary to maintain the established target level of risk.

- 8.9.10.3 In the event of a major change/fix/release, VAC will determine whether a new SA&A or HTRA will need to be completed.



#### 8.9.11 Testing of Operations and Systems

- 8.9.11.1 The Contractor must develop a comprehensive testing strategy and test plan to test the IT systems, services and processes to ensure they adhere to the requirements defined in the SOW. The Contractor must submit the testing strategy and plan to VAC for approval and testing must be conducted in accordance with the approved test plan and Implementation Phase Plan. The Implementation Phase Plan developed at the Kick-off Meeting with the Contractor will outline expected timelines for these documents. Based on Contractor's testing strategy and test plan, VAC personnel will be made available for user acceptance and testing approvals.
- 8.9.11.2 The test plan must identify operations features to be tested, the testing approach, deliverables, schedules, risk and mitigation strategies, parties involved and the success or fail criteria. The Contractor must ensure that all IT systems, services and reports are tested with successful results and must submit a Test Case Completion Report to VAC for approval. See Appendix 4, *Security Requirements Check List (SRCL)*.
- 8.9.11.3 Testing must encompass system testing, integration testing, regression testing, stress/performance testing, functional testing, security testing, acceptance testing, the validation of electronic data loads (and manual file updates where these are necessary) and report generation.
- 8.9.11.4 The Contractor must demonstrate, through a model office simulation exercise, to the satisfaction of VAC, that all of the IT systems and services are functioning correctly. This testing exercise must simulate a model office environment and test the services, processes, procedures, outputs, interfaces, Contractor employee/personnel knowledge of Contractor developed systems. VAC personnel will be made available to participate in this model simulation testing exercise to test processes and systems which require action by VAC personnel.
- 8.9.11.5 The Contractor must provide all required materials, facilities, employees/personnel and access to IT systems in order to complete the model simulation testing exercise.
- 8.9.11.6 The Contractor must prepare and submit a Simulation Report to VAC which identifies successes, issues, problems and the proposed course of action including a schedule for the corrective action prior to the beginning of the Contract Operation and Maintenance Phase. See Appendix 4, *Security Requirements Check List (SRCL)*.
- 8.9.11.7 Testing and testing facilities must comply with IT Security Risk Management: A Lifecycle Approach. (see Appendix 4), requirements and must mirror the production environment. The Contractor must provide written evidence that CISO standards are met prior to receiving data to be used for testing purposes. All data used by the Contractor in testing must be masked to ensure that all Participants/RSP data is depersonalized or stored in an environment secured and approved to the same level as the production environment. Where live data is used, all Contractor employees/personnel accessing this data must be appropriately security cleared.

#### 8.9.12 IT Configuration Management

- 8.9.12.1 The Contractor must manage the configuration of information systems and IT environments to maintain known and approved system and component designs, settings, parameters and attributes including:

- 8.9.12.1.1 Ensuring that change management practices include consideration of security impacts that may result from proposed changes;
- 8.9.12.1.2 Designing and configuring information systems to provide only required capabilities and to specifically prohibit, disable or restrict the use of unnecessary functions, ports, protocols and services;
- 8.9.12.1.3 Establishing measures to ensure only authorized applications and application components are installed and executed on information systems and their components;
- 8.9.12.1.4 Establishing measures to ensure only authorized hardware and devices are connected to, or have access to, information systems and their components;
- 8.9.12.1.5 Establishing and maintaining documentation for IT systems that contains at least:
  - a. Configuration, installation, and operation of the system,
  - b. Required maintenance of functions/mechanisms,
  - c. Known vulnerabilities,
  - d. User-accessible functions/methods of user interaction,
  - e. Information system components,
  - f. Inter-Connections (including diagrams).

#### 8.9.13 System and Information Integrity Management

- 8.9.13.1 The Contractor must implement measures to protect information systems and IT environments, their components and the information they process, against attacks that leverage vulnerabilities in information systems and IT environments, to affect their integrity, and/or have an impact on their availability or confidentiality (i.e. malicious code). This includes:
  - 8.9.13.1.1 Coordinating processes for managing vulnerabilities in information systems and IT environments; and
  - 8.9.13.1.2 Using, reviewing and regularly updating measures to prevent, detect and eliminate malicious code (i.e. viruses in information systems, IT environments and their components).

### 8.10 User Support

- 8.10.1 The Contractor must provide support to address and resolve system and technical issues that arise. The Contractor's support will include but is not limited to:
  - a. Diagnose, troubleshoot, analyze and prioritize incidents;
  - b. Respond to and address all incidents;
  - c. Communicate directly with end-users;
  - d. Assist VAC in replicating incidents;
  - e. Resolve VAC, Participant and RSP Portal related incidents;
  - f. Advise VAC, Participant and RSP Portal users of portal related issues such as connectivity and performance affecting the common platform;

- g. Advise VAC, Participant and RSP Portal users of scheduled and unscheduled maintenance activities;
- h. Troubleshoot technical issues relating to VAC, Participant and RSP Portal or environments;
- i. Provide information to VAC's technical department as needed;
- j. Provide updates on solution timelines to both VAC, Participant and RSP Portal users.

#### 8.10.2 Portal Help and Support

- 8.10.2.1 The Contractor must provide technical support in English and French for its Portal functionality to Participants, RSPs, VAC Departmental personnel through the Contractor-provided via live-chat and/or toll-free technical support number (Contractor's toll-free number to be determined upon Contract Award).
- 8.10.2.2 The Contractor must ensure support is available free of charge to Participants, VAC Departmental Personnel and RSPs between the hours of 08:30 and 16:30 in each Canadian time-zone, Monday through Friday, excluding Canadian federal statutory holidays.
- 8.10.2.3 The Contractor must provide technical support, as required, to RSPs to ensure they are able to deliver the required Rehabilitation Services to Participants.
- 8.10.2.4 The Contractor must provide two (2) levels of service:
  - 8.10.2.4.1 Level one will provide the ability for the Participant, RSP and/or VAC personnel to log a non-urgent technical issue submitting the information electronically, calling toll-free or by leaving a voice message. The Contractor must respond within two (2) business days.
  - 8.10.2.4.2 Level two will provide the ability for a Participant, RSP and/or VAC personnel to immediately engage in the resolution of any urgent issues regarding connectivity, such as video-telephony connections. Resolution of these issues could be delivered via live-chat or toll-free telephone line. The Contractor must resolve the issue immediately. If it cannot be resolved immediately, the Contractor must respond to the Participant with an update and advise when the issue has been resolved.

#### 8.10.3 Participant User Support

- 8.10.3.1 The Contractor must update the Participant Portal system homepage to notify users of system issues within four (4) hours of system issue notification.
- 8.10.3.2 The Contractor must be responsible for all log on issues pertaining to passwords and access until the Automatic Sign-on is enabled.

#### 8.10.4 VAC User Support

- 8.10.4.1 If a significant system issue arises, such as but not limited to, an issue with data transfer between the Contractor and VAC, or issues with the link to the Participant Portal within MVA, the Contractor and VAC must communicate immediately to ensure each are aware of a system issue.

- 8.10.4.2 The Contractor must provide an update to VAC's IT personnel within one (1) hour of system issue notification. The Contractor must provide an update every four (4) hours until system resolution is identified.
- 8.10.4.3 VAC will provide updates to the VAC's National Contact Center Network (NCCN), affected business units and the MVA client portal regarding system outages and the estimated time of repair.
- 8.10.4.4 The Contractor must respond to VAC within 24 hours, identifying that the issue has been logged and provide an action plan to resolve the issue within five (5) business days.

#### 8.10.5 Demonstrations

- 8.10.5.1 During the Implementation Phase and Operations and Maintenance Phase of the Contract, the Contractor must deliver demonstrations of the VAC/Participant/RSP Portals and the Contractor System.
- 8.10.5.2 Portal and system demonstrations must be delivered to VAC personnel from either the User Acceptance (UA) or Training environments and will be delivered via a web-based screen-share method.

### 8.11 Technical Evaluation

- 8.11.1 The Contractor must conduct a routine technical evaluation of all Contractor networks and technical architecture used in the delivery of the Services to ensure continued compatibility and performance and to identify and address necessary upgrades and overall maintenance and support. The Contractor must provide the results of the technical evaluation to VAC, for review. In the event modification is determined to be required, VAC will identify said requirement to the Contractor. The Contractor must then proceed to modify or upgrade the network and technical architecture, as required.

### 8.12 System Requirements

#### 8.12.1 System Enhancements

- 8.12.1.1 VAC may require system enhancements to the Contractor's systems during the Operations and Maintenance Phase of the Contract with specific emphasis on the need for special programming, software changes, new development, infrastructure changes, ad hoc queries or special report requests. In the event modification is determined to be required, VAC will initiate the requirement. The Contractor must then proceed to modify or upgrade the software, network and technical architecture as authorized by the VAC Contract Manager.

#### 8.12.2 Systems Availability

- 8.12.2.1 All Contractor provided IT systems and technology-enabled services must be available 24/7/365(6) with an uptime guarantee of 99.5%.
- 8.12.2.2 The Contractor must advise VAC of any planned shutdown at least five (5) business days in advance and must inform Participants and RSPs of an approved downtime for system maintenance at least 24 hours in advance of the shutdown.

#### 8.12.3 Systems Management and Maintenance

- 8.12.3.1 The Contractor must maintain all systems including, but not limited to, applications, websites, electronic forms, functions, and tables.
- 8.12.3.2 The Contractor must maintain its public-facing landing page and Portals and upon receiving notification from VAC personnel or Participants, make all necessary updates or corrections within a 24-business hour time frame.

### **8.13 Accessibility**

- 8.13.1 The Accessible Canada Act (Bill C-81) is intended to enhance the full and equal participation of all persons, especially persons with disabilities, in society. This is to be achieved through the progressive realization, within the purview of matters coming within the legislative authority of Parliament, of a Canada without barriers, particularly by the identification, removal and prevention of barriers.
- 8.13.2 VAC has a role in implementing the Government of Canada's vision for a more accessible Canada as VAC provides the information technology infrastructure supporting the delivery of digital services to Canadian Veterans and their families. Furthermore VAC is engaged in the procurement of goods and services, which is governed by the Accessible Canada Act. The objective is a more accessible and usable information technology infrastructure for the broadest range of users including government officials, Canadians and those with disabilities.
- 8.13.3 VAC is committed to providing leadership by procuring accessible Information and Communication Technology (ICT) goods and services while supporting the goal of inclusive by design and accessible by default. This procurement includes accessibility requirements which are adopted from the EN 301 549 (2018) Harmonised European Standard Accessibility Requirements for ICT Products and Services.
- 8.13.4 All ICT components of the proposed solution must conform with relevant accessibility requirements of the EN 301 549 (2018) as detailed in Appendix 5 – Accessibility Requirements. These components include but are not limited to:
  - a. User interface, including administrative interface;
  - b. Help and support services;
  - c. Product documentation;
  - d. Secure messaging;
  - e. Resources and instructional materials;
  - f. On-line scheduling appointment capabilities;
  - g. Live chat;
  - h. Counselling sessions via telephone or face-to-face webcam (video-telephony);
  - i. Document upload and retrieval;
  - j. Claim tracking and status update;
  - k. Group webinars within the portal;
  - l. Resume writing tool;
  - m. Mobile applications;
  - n. Sign-ons;
  - o. Canned and ad hoc reports;
  - p. Emails generated by the system;
  - q. Invoices;
- 8.13.5 The accessibility requirements in Canada's procurement contracts are expected to evolve and may become more comprehensive and rigorous, the Contractor must adhere to, evolve and adapt to changes in the accessibility requirements. See Appendix 5 – Accessibility Requirements for more details on accessibility and the current requirements.

#### **8.14 Change and Incident Management**

- 8.14.1 The Contractor must provide and manage a change management process, services and systems based on industry best practices.
- 8.14.2 The Contractor is accountable for submitting change requests to be approved by VAC as well as any testing results and implementation resulting from an approved change. VAC will be responsible for prioritizing all change requests and approving the timelines for implementation.
- 8.14.3 The Contractor must participate in periodic IT meetings with VAC via teleconference. These meetings will review all major problems affecting the network and will be a forum for scheduling of technical maintenance.
- 8.14.4 The Contractor must be responsible for providing an incident management system for managing the process that would allow for an incident ticket to be opened, assigned to a user support team member, and closed upon its resolution. The Contractor must log problems as they occur or are reported into an incident management tool.
- 8.14.5 The Contractor must define and submit, for VAC's review, service standards for assessing, resolving or escalating incident/problems. The tool and problem log must be accessible to VAC online. Designated VAC staff will be part of the user support team and have incident tickets assigned to them for resolution.
- 8.14.6 Once a problem log has been identified, VAC must be notified and advised of an Estimated Time to Repair or a Problem Resolved Explanation, as appropriate. The Estimated Time to Repair may be updated upon further problem analysis and the Contractor must issue a Problem Resolution Explanation when the problem has been resolved.
- 8.14.7 The Contractor must provide and manage release and configuration management systems and processes based on Information Technology Infrastructure Library (ITIL security management) best practices.
- 8.14.8 The Contractor must be accountable for maintaining a release log of all changes between releases and for updating the configuration information of the current release. The release and configuration management processes and reports are to be made available electronically to authorized VAC personnel.
- 8.14.9 The Contractor must provide the VAC Contract Manager with a rolling 18 month schedule of planned releases at the beginning of the Operations and Maintenance Phase and quarterly for the life for the Contract.
- 8.14.10 The Contractor is responsible to provide a post release report within 15 business days after each release. Critical problems must be addressed, fixed and their solutions released immediately. All other system changes, fixes and patches must be addressed and released based on an approved schedule. VAC's approval of the release must be required prior to the release date.
- 8.14.11 VAC must be notified of system changes which are initiated by the Contractor at least 15 business days prior to the release even where there is no apparent impact to services. The Contractor must back-up systems and data as per the defined approved schedule. Back-ups must be encrypted via a CSE approved algorithm.
- 8.14.12 The Contractor must perform daily, weekly, monthly and yearly system back-ups, including all data and Rehabilitation Program software source code for the backing-up of protected data. All back-ups must be kept off-site, at a minimum distance of five kilometres from the main site and in secure, fire and flood protected storage cabinets. Back-ups must be the property of Canada and the Contractor must not destroy any data without the written consent of the VAC Contract Manager.

Prior to destruction, back-ups must first be erased and the data contained therein rendered unrecoverable. Back-ups that have contained "Protected B" data are never to be sold, auctioned, donated, or discarded.

- 8.14.13 The Contractor must perform restore tests on a quarterly basis and produce a quarterly Back-Up/Restore Test report for VAC's review. All back-ups must be in an industry standard format that allows them to be read and restored by other back-up infrastructures or systems, if required. VAC must have the ability to request back-ups to be restored by the Contractor.

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## **9.0 Contract Phase Out**

- 9.1** The Contract Phase Out will commence upon written notification to the Contractor by the Contracting Authority and will be for a period of six (6) months. The Contractor must prepare and submit a Phase Out plan and schedule, that includes the strategy to transfer all SOW activities to VAC or an incoming contractor. The plan must include a strategy to remove Contractor personnel and sub-contractors without disruption to the delivery of Rehabilitation Services to Participants. The plan must be submitted by the Contractor to the VAC Contract Manager for review and approval within one (1) month of the Contractor receiving notification from the Contracting Authority. The Contractor must incorporate any comments provided by the VAC Contract Manager during the review into the final plan and resubmit it for approval within one (1) week.

## **9.2 Contractor Obligations**

- 9.2.1** The Contractor must undertake all obligations contained within the Contract Phase-Out Plan, in accordance with the Contract Phase Out schedule approved by the VAC Contract Manager, in addition to the following:
- 9.2.1.1** Provide for the transfer of knowledge to VAC or its delegated third-party, in accordance with the schedule and the method to be used in accordance with the Contract Phase Out Plan, as approved by the VAC Contract Manager.
  - 9.2.1.2** Respond to queries from VAC regarding Contract Phase Out activities and any in-progress work to ensure a smooth transition with the new supplier and to ensure uninterrupted services to VAC and Participants.
  - 9.2.1.3** Maintain and transition services as per the Contract.
  - 9.2.1.4** Complete any in-progress work, in accordance with the Contract Phase Out Plan.
  - 9.2.1.5** Return all Protected B information, as well as all VAC information as defined in section 7.12 of this SOW, in a specified, mutually agreed upon electronic format.
  - 9.2.1.6** Provide a Phase Out final report summarizing key activities and outcomes.

## **10.0 Appendices**

**10.1** Appendix 1 – Acronyms, Glossary of Terms and Definitions

**10.2** Appendix 2 – Current Technical Information

**10.3** Appendix 3 – Resources

**10.4** Appendix 4 – References

**10.5** Appendix 5 – Accessibility

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## APPENDIX 1 - Acronyms, Abbreviations and Glossary of Terms and Definitions

Acronyms	
AAR	After Action Report
APSC	Additional Pain and Suffering Compensation
ASCII	American Standard Code for Information Interchange
ATIP	Access to Information and Privacy
BCP	Business Continuity Plan
BRD	Business Requirement Documents
CAAT	Canadian Adult Achievement Test
CAF	Canadian Armed Forces
CAF-LTD	CAF Long Term Disability
CCRC	Community Resource and Referral Centers
CFMVRCR	Canadian Forces Members and Veterans Re-establishment Regulations
CLP	Common-law Partner
CPP	Canada Pension Plan
CRM	Customer Relationship Management
CSAE	Canadian Standard on Assurance Engagements
CSDN	Client Service Delivery Network
CSDN ID	CSDN Identifying Data
CSP	Contract Security Program
CSV	Comma Separated Values
CTS	Career Transition Services
CVE	Common Vulnerabilities and Exposures
CVRP	Certified Vocational Rehabilitation Services Professional
CVRP-F	Certified Vocational Rehabilitation Services Professional-Fellow
DEC	Diminished Earnings Capacity
DND	Department of National Defence
DRP	Disaster Recovery Plan
DSO	Departmental Security Officer
EECA	Employment Evaluation Capacity Assessment
ETB	Education and Training Benefit
FAA	Financial Administration Act
FCO	Foreign Country Operations
FTP	File Transfer Protocol
GBA+	Gender-based Analysis Plus
GCCase	Government of Canada Case (Management Tool)
GED	General Educational Development
GoC	Government of Canada
GST	Goods and Services Tax
HST	Harmonized Sales Tax
HTRA	Harmonized Threat and Risk Assessment
HTTP	Hyper Text Transfer Protocol
HVAC	Heating, Ventilation, and Air Conditioning
IDC	Interdisciplinary Clinic
IRB	Income Replacement Benefit
IP	Internet Protocol

IT	Information Technology
ITIL	Information Technology Infrastructure Library
IVA	Initial Vocational Assessment
IVRP	Individualized Vocational Rehabilitation Plan
J2EE	Java 2 Platform, Enterprise Edition
LAN	Local Area Network
LTD	Long Term Disability
MOU	Memorandum of Understanding
MPRR	Member Personal Record Resume
MSFT	Managed Secure File Transfer
MVA	My VAC Account
NJC Travel Directive	National Joint Council Travel Directive
NVC	New Veterans Charter
OSI	Operational Stress Injury
OTSSC	Operational Trauma and Stress Support Centers
PIA	Privacy Impact Assessment
PIP	Performance Information Profiles
PKI	Public Key Infrastructure
PM	Performance Measurement
Ps.Ed	Psycho-educators
PSC	Pain and Suffering Compensation
PSPC	Public Services and Procurement Canada
PSPC MSFT	PSPC's Managed Secure File Transfer
PTSD	Post-Traumatic Stress Disorder
QA	Quality Assurance
RDB	Reporting Data Base
RDBMS	Relational Database Management System
Reg F	Regular Force
Res F	Reserve Force
RSP	Rehabilitation Service Professional
RSS	Rehabilitation Service Specialist
RSVP	Rehabilitation Services and Vocational Assistance Program
RTCOSI	Residential Treatment Clinics for Operational Stress Injuries
SA&A	Security Assessment and Authorization
SOW	Statement of Work
SRCL	Security Requirements Checklist
SS	Service Standard
TA	Task Authorization
TABE	Test of Adult Basic Education
TAT	Turn-around Time
TBS	Treasury Board Secretariat
TLS	Transport Layer Security
TRA	Threat and Risk Assessment
UA	User Acceptance
VAC	Veterans Affairs Canada
VASR	Vocational Assessment Report
VEA	Vocational Exploration Activities
VIP	Veterans Independence Program

VRS	Vocational Rehabilitation Specialist
VWA	Veterans Well-being Act
VWR	Veterans Well-being Regulations
VSA	Veteran Service Agent
WAN	Wide Area Network
WHODAS	World Health Organization Disability Assessment Schedule
WRAT	Wide Range Achievement Test
XML	Extensible Mark-up Language
XSD	XML Schema Definitions

<b>Glossary</b>	
<b>Term</b>	<b>Definition</b>
Achievement Testing	A vocational assessment that measures the past achievements or proficiencies a Participant has learned, in areas of schooling, such as language arts, mathematics, and science (i.e. Canadian Adult Achievement Test (CAAT), the Wide Range Achievement Test (WRAT) and the Test of Adult Basic Education (TABE).
Active Job Search	Vocational rehabilitation activities involved in active pursuit of suitable employment that traditionally occur in the last phase of vocational rehabilitation and/or vocational assistance.
Ad hoc Assessments	Any required assessments not otherwise defined within the Statement of Work or that are not specifically listed in the Basis of Payment and require pre-approval.
Agile	A method of project management, used especially for software development, that is characterized by the division of tasks into short phases of work and frequent reassessment and adaptation of plans.
Aptitude testing	A vocational assessment that measures a number of abilities important for academic or occupational success in situations, such as but not limited to identifying a participant's strengths and weaknesses as an aid in vocational assessment, job placement, and/or retraining, and/or identifying specific occupational and/or educational options for exploration which reflect a participant's aptitude.
Business Continuity Plan	The process of creating systems of prevention and recovery to deal with potential threats to an organization to enable ongoing operations before and during execution of disaster recovery.
Business Requirements Document	A document that details the business solutions for a project including the documentation of customer needs and expectations.
Case Management	A collaborative interactive problem solving process of engagement, relationship building, comprehensive assessment(s), analysis, case planning, consultation, monitoring, evaluation, and disengagement coordinated by the VAC Case Manager.

Case Plan	A tool to document the case management process, developed by the VAC in collaboration with the Veteran and through consultation with others, such as the Veteran's family and Rehabilitation Service professionals. The Case Plan resides within VACs IT system - GCCase.
Cognitive Capacity Evaluation	An evaluation process used by neuropsychologists to assess a Participant's intellectual, cognitive, sensory and psychomotor skills, emotional and behavioural status, history, participant's self report, family/friends reports, observations in a clinical and/or other settings, clinical tasks and standardized testing.
Dependant	A person who relies on another, most often a family member, for financial support.
Diminished Earnings Capacity	A VAC designation provided to a Veteran whom is deemed incapacitated by a permanent physical or mental health problem that prevents them from performing any occupation that would be considered suitable gainful employment.
Disability	An impairment (loss or lessening of the power to will and to do any normal mental or physical act) which significantly impacts a person's daily functioning, namely, his/her mental and physical functioning, activities of daily living, community participation, family relationships and employment. Disability may also occur as a result of social, environmental or systematic/attitudinal barriers.
Disaster Recovery Plan	The process of creating systems of prevention and recovery to deal with threats to an organization and to enable the return to ongoing operations before and during execution of disaster recovery.
"Do not contact" file notification	Notifications that are placed on a Participant's file when there is valid rational to limit and/or eliminate direct contact.
Employability and Earning Capacity Assessment	An assessment that evaluates current and potential suitable-gainful employability. It assesses the capacity of a participant to perform the physical and mental tasks that pertain to a particular occupation/type of work a participant is qualified to do given their education, training and experience. It is used to create the participant's pre and post-injury vocational profile. It ascertains the participant's ability to perform the essential functions of an occupation with or without accommodations. It also identifies suitable occupations for the participant and determines the earning capacity of the participant based on suitability to the occupation. The conclusions are based on all the relevant vocational and medical information made available to the assessor.
Ergonomic Assessment	An assessment of a Participant's work area/station and/or workplace and how it affects the worker performing the tasks of a job. The assessment considers human factors, task requirements, work station 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 fitting the job tasks or workstation to the worker.

Follow-up / On-the-Job Evaluation	A follow-up evaluation that determines the total number and proportion of Participants working at suitable gainful employment at various intervals post completion of the program
Functional Capacity Evaluation / Functional Abilities Evaluation	An intensive short-term physical capacity evaluation using tests focusing on the determination of selected work tolerance areas and functional limitations. It usually includes a physiotherapy evaluation, including general level of fitness for work, assessment of the worker's range of motion, stability, flexibility and strength. It usually includes an occupational evaluation (worker's ability to carry out the essential elements of the job including stamina, standing and sitting tolerance, etc.).
GCcase	VACs platform/tool used by VAC Decision Makers to support the case management of the Rehabilitation and Vocational Assistance Program Participants. GCcase is provided by Microsoft Dynamics for CRM.
Foreign Country Operations (FCO)	A VAC unit that serves all Veterans located temporarily (+ 6 months) or permanently out of country including eligible Rehabilitation Program Participants. The VAC Decision Maker assigned to each Participant residing permanently out of Canada is located within FCO.
Gradual return to work/work reintegration	An intensive short-term physical capacity evaluation using tests focusing on the determination of selected work tolerance areas and functional limitations. It usually includes a physiotherapy evaluation, including general level of fitness for work, assessment of the worker's range of motion, stability, flexibility and strength. In addition, it usually includes an occupational evaluation (worker's ability to carry out the essential elements of the job including stamina, standing and sitting tolerance, etc.).
Hierarchy of return to work	The Hierarchy of Return to Work is used to assist in deciding the most cost-effective way to achieve suitable gainful employment. It is expected that this hierarchy be observed in developing a plan to prepare a participant for appropriate civilian employment.
Harmonized Threat and Risk Assessment Methodology	A methodology designed to address all employees, assets and services at risk that is integrated with project management methodologies and system development life cycles. Analysis may be performed at any level of granularity, from broadly based departmental risk profiles to more tightly focused examinations of specific issues, to meet management needs for responsive solutions at both strategic and operational levels.
Implementation Date	The Contract Implementation Phase begins at Contract award and concludes following the "Implementation Date", with transition into the Operations and Maintenance Phase.
Integrated Client Plan	Planning tool used by VAC to record both Case Management and/or Rehabilitation activities. The Integrated Client Plan resides within VAC's IT system – GCCase.
Individualized Vocational Rehabilitation Plan (IVRP)	An organized systematic plan for a participant engaged in vocational rehabilitation and vocational assistance as well as a monitoring tool that can be used to ensure the participant is receiving effective service and making progress.  An IVRP must include:



	<ul style="list-style-type: none"> <li>– A brief summary or rationale supporting the IVRP focus, including consideration of Principles and Factors, and a reference to the Hierarchy of Return to Work;</li> <li>– Specific activities and time frames;</li> <li>– Total estimated cost for each activity, with start and end dates and duration (i.e., 40 hours), including estimated cost per fiscal year (April 1 to March 31) as well as total estimated plan cost;</li> <li>– Indication of attainable short and long-term goals;</li> <li>– Specifics regarding training, tuition, books, supplies;</li> <li>– Identification of services needed to reach the goals;</li> <li>– Identification of the responsibilities of the participant, VAC Case Manager and the Contractor;</li> <li>– Identification of resources and other funding options available to the participant;</li> <li>– Indication of coordination of services with Insured Service Providers when directed to do so by VAC;</li> <li>– Signatures of the participant, RRS, VAC Case Manager, treating physician/RSP (if applicable), Insured Service Provider/partnering agency (if applicable).</li> </ul>
Interdisciplinary approach	An approach to service delivery that utilizes a an integrated group of health care workers who are members of different disciplines (professions i.e. Psychiatrists, Social Workers, etc.), each providing specific services to a participant. An interdisciplinary team approach conveys benefits to both participants and health professionals working on the team, including improved health outcomes, enhanced client satisfaction, and more efficient use of resources.
Intervention Phase	The RSS coordinated process of the implementation of all VAC approved Rehabilitation Plan services to support a Participant.
Issue Resolution Process	A process required to address unresolved disputes between two parties with prescribed time limits and named party representatives to facilitate resolution.
Job Coaching	Individualized mentoring, training and evaluation on the job, by a qualified job coach. The job coach will work alongside the participant in their work placement to assist them in learning how to succeed on the job and how to resolve issues and barriers as they arise. This assistance will be for a specific period of time to help the participant adjust to their work environment.
Job Development	A service to assist individuals in preparing for, securing and maintaining gainful employment.
Job Placement Facilitation and Support	A process of locating and supporting a specific job on behalf of a participant, by working with various community resources on behalf of participants, who require in-depth assistance.
Job Readiness Activities	All activities outlined in a participant's IVRP that support a participant in attaining skills required to become job ready/suitably employable.
Job Search Agreement	Used to document a Participant's expectations to actively participate in the vocational rehabilitation and vocational assistance process, as applicable to an individual Participant.

Job Search Log	A process that Participants must actively complete during a job search process to provide written evidence of their job search activity, as requested and, as applicable to the Participant.
Job Search Preparation	Assistance provided to a participant to aid in learning on how to complete a résumé and covering letter and relevant job search techniques (i.e., accessing the hidden job market, interviewing skills).
Job Site Analysis	<p>The analysis of the physical and environmental aspects of a specific job to assist employers in matching a worker to a job or finding alternative ways of doing a job if necessary, to support an individual with barriers in becoming employed.</p> <p>The primary method is direct observation and may include video recordings of incumbents involved in the work. It is common for job analysts to use scales and other apparatus to collect precise measures of the amount of strength or force required for various tasks.</p>
Labour Market Analysis	An analysis that provides assistance to the participant in researching and gathering occupational information, economic and social trends, job outlooks and local/regional/national labour market conditions to assist them in making sound occupational choices that are viable in the labour market. Information sources include Service Canada and other government agencies, as well as employers/employer groups in the area where the participant's future job search will be conducted.
My VAC Account	An on line portal for VAC Clients that offers ability to connect with VAC anytime, anywhere to apply for benefits and services; track the status of applications; receive mail online; connect with VAC through secure messaging and upload documents.
Neuropsychological Assessments	An evaluation process used by neuro-psychologists to assess a Participant's intellectual, cognitive, sensory and psychomotor skills, emotional and behavioural status by means of interviews, history taking, participant self reports, family and friends reports, observations in clinical and/or other settings clinical tasks and standardized testing.
Ad hoc Assessments	Any required assessments not otherwise defined within this Appendix or that are not specifically listed in the Basis of Payment.
Ongoing Contract Operations	All Contractor services that are Participant facing, but ancillary to the direct delivery of Rehabilitation Services to Participants. These include the provisioning of the Contractor's Administration Office, Claims Reimbursement Processing Unit, on-going provisioning and maintenance of the Contractor's systems and IT services, inquiries services for Participants and RSPs, Training, Communications, financial controls, RSP audit, meeting and reporting functions.
Operations and Maintenance Phase	The stage of the contracting process between implementation and closure which allows for the full provision of the contracted services to Participants while supporting ongoing contract operations and maintenance functions.

Other Rehabilitation Counselling and Consultation Hours	Supplements to the pre-authorized hours for rehabilitation counselling and consultation with the VAC Decision Maker or Participant on aspects related to their Rehabilitation Plan. These hours are for services not covered in the described services described and can consist of case conferencing, crisis management, problems solving, which are necessary to support the Participant's active participation in the Rehabilitation Program.
Pandemic Plan	A component of the Contractor's Business Continuity and Disaster Response Plans specific to planning preparations for mitigating risks to continuity of business in the event of a pandemic.
Participant	Eligible Veterans and their eligible spouses/common-law partners and survivors.
Pass Through Costs	Actual funds disbursed to service providers, authorized third parties or reimbursements made to clients without any allowance for overhead or profit.
Personal Information	<p>Any factual or subjective information, recorded or not, about an identifiable individual. This includes information in any form, such as:</p> <ul style="list-style-type: none"> <li>• age, name, ID numbers, income, ethnic origin, or blood type;</li> <li>• opinions, evaluations, comments, social status, or disciplinary actions; and</li> <li>• employee files, credit records, loan records, medical records, existence of a dispute between a consumer and a merchant, intentions (for example, to acquire goods or services, or change jobs)</li> </ul> <p>See Section 3 of the <i>Privacy Act</i> for more information.</p>
Physical Demands Analysis (PDA)	<p>A tool that recognizes the physical effort required in work and identifying strain and sprain injury hazards. A PDA examines the force, posture, repetition and duration demands of a specific job or task.</p> <p>This analysis is conducted by an occupational therapist and is more focused on identifying the functional requirements for the occupation. The PDA focuses on five areas that are the major hazards for strains &amp; sprains: force, work environment, mobility, dexterity and posture/joint position.</p>
Privacy Impact Assessment (PIA)	An assessment for identifying and assessing privacy risks throughout the development life cycle of a program or system. The risks and effects of collecting, maintaining and disseminating personal information. Protections and processes for handling information to alleviate any potential privacy risks.
Progress Report	A status report that identifies any change that has been made such as but not limited to stabilizing or improving function of a Participant's permanent physical or mental health problem.
Protected "B" Information	Information that includes a Participant's medical, psychiatric or psychological condition(s); eligibility for social benefits or the determination of benefit levels; an individual's finances, that is, income, assets, liabilities, net worth, bank balances, financial history or activities, or creditworthiness; personal recommendations or evaluations, character references or performance evaluations. This information is not to be exchanged or shared on unsecured

	information systems or with individuals who do not have the required security clearance.
Protected Information	Information related to other than the national interest that may qualify for an exemption of exclusion under the <i>Access to Information Act</i> or <i>Privacy Act</i> , and the consequences of which would reasonably be expected to cause injury to non-national interest (i.e. a Participant's Client Identification number or their personal address).
Psycho-educational Assessment	An assessment utilized when an individual has a history of academic, social, or behavioural challenges that interfere with ability to benefit from instruction. A comprehensive assessment that can identify factors contributing to problems and recommendations for appropriate strategies and/or accommodations to enable an individual to realize their potential. The assessment may consist of detailed assessment of intelligence; measures of reading ability, including comprehension and phonological analysis (breaking down spoken words into their sounds); measures of math achievement; attentional processes; and emotional status.
Psychological Consult	A consultation with a participant's psychologist to address such areas as assessments and interventions at the individual level.
Psychological Assessment	A process of testing that uses a combination of techniques to help arrive at an hypotheses about a person and their behavior, personality and capabilities.
Psycho-vocational assessment	A vocational assessment that focuses on identifying suitable occupational options by taking into account the Participant's aptitudes, achievements, vocational interests, personality characteristics, general psychological functioning, transferable skills and labour market information. This type of 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 Participant possesses the intellectual potential to succeed in an academic upgrading or training program. This assessment can also comment on the Participant's general psychological functioning in terms of his or her ability to function in the workplace. This assessment requires a registered psychologist who has speciality in clinical or rehabilitation psychology.
Security Incident	Any workplace violence toward an employee or any act, event or omission that could result in the compromise of information, assets or services.
Security Requirements Check List (SRCL)	The security requirements check list (SRCL) is a federal government form used to define the security requirements of a contract. The check list must be completed for all contracts and subcontracts with security requirements.
Situational Assessment	Career exploration activity which may include a short-term trial work experience, designed to identify and individual's current level of employability by focusing on the identification of abilities, needs, strengths and barriers to employment, for the purpose of providing information to choose an employment goal.
SMART Rehabilitation Goals	Specific, Measurable, Achievable, Realistic and Timely (SMART) goals developed to address identified rehabilitation needs.

Suitable and gainful employment	Employment for which the participant is reasonably qualified by reason of education, training or experience and that provides a monthly rate of pay equal to at least 66 2/3 % of the imputed income that was used to calculate the earnings loss benefit. Since earnings alone do not determine whether the regular capacity to pursue work exists, elements of functional capacity and productivity must also be assessed.
Transferable Skills Analysis (TSA)	An analysis to provide an inventory of any work, knowledge and competencies learned by the Participant during their work life (including service in the Canadian Armed Forces) that can be used in other specific jobs. The Participant's general educational background is also a factor in this analysis. These are a combination of hard and soft skills. Analysis includes an assessment of prior education and training, work experience (paid and voluntary), interests and hobbies. The goal is to provide a list of specific skills and knowledge, physical abilities and restrictions, mental health limitations as they pertain to employment and personal characteristics.
Travel Authorization Form	A form developed by VAC to request and obtain prior written authorization for Rehabilitation Services Specialist travel from the VAC Decision Maker. Request for authorization and approval to travel will be on a per trip basis.
User ID	A unique VAC issued identifier that is assigned to each Rehabilitation Program Participant.
VAC Access to Information and Privacy (ATIP) Coordinator	The Access to Information and Privacy (ATIP) Coordinator acts on behalf of the Minister of Veterans Affairs, the Deputy Minister of VAC and the Veterans Ombudsman to ensure the Department's responsibilities under the Access to Information Act and the Privacy Act.
VAC Case Manager	VAC Case Managers coordinate services to enable Veterans, and their families with complex needs and who may be finding it difficult to navigate a transition or change in their lives, to achieve mutually agreed upon goals through a collaborative, organized and dynamic process.
VAC Contract Manager	The Contract Manager is primarily responsible for relationship management, contract requirements of the Program service delivery, administration for the contract requirements for the Rehabilitation Program, ensuring efficient coordination and communication between the Contractor and other VAC units and liaising with the Contracting Authority, if there are any Contract issues.
VAC Decision Maker	The VAC Decision Maker may be a VAC Case Manager, Veterans Service Agent or another delegated VAC employee as determined by VAC depending on circumstance. VAC will assign one primary (1) VAC Decision Maker to each Participant.
VAC Head Office	Head Office personnel, located in Charlottetown, PE, will oversee Rehabilitation Program delivery, information technology, finance, communications and Contract management. They will ensure that Government of Canada requirements with respect to legislation, policies and guidelines and delivery of the rehabilitation and vocational assistance services are understood and adhered to during the life of the Contract.
Vocational Assessment	An initial vocational assessment to determine if a participant is ready to participate in vocational rehabilitation and vocational assistance by assessing

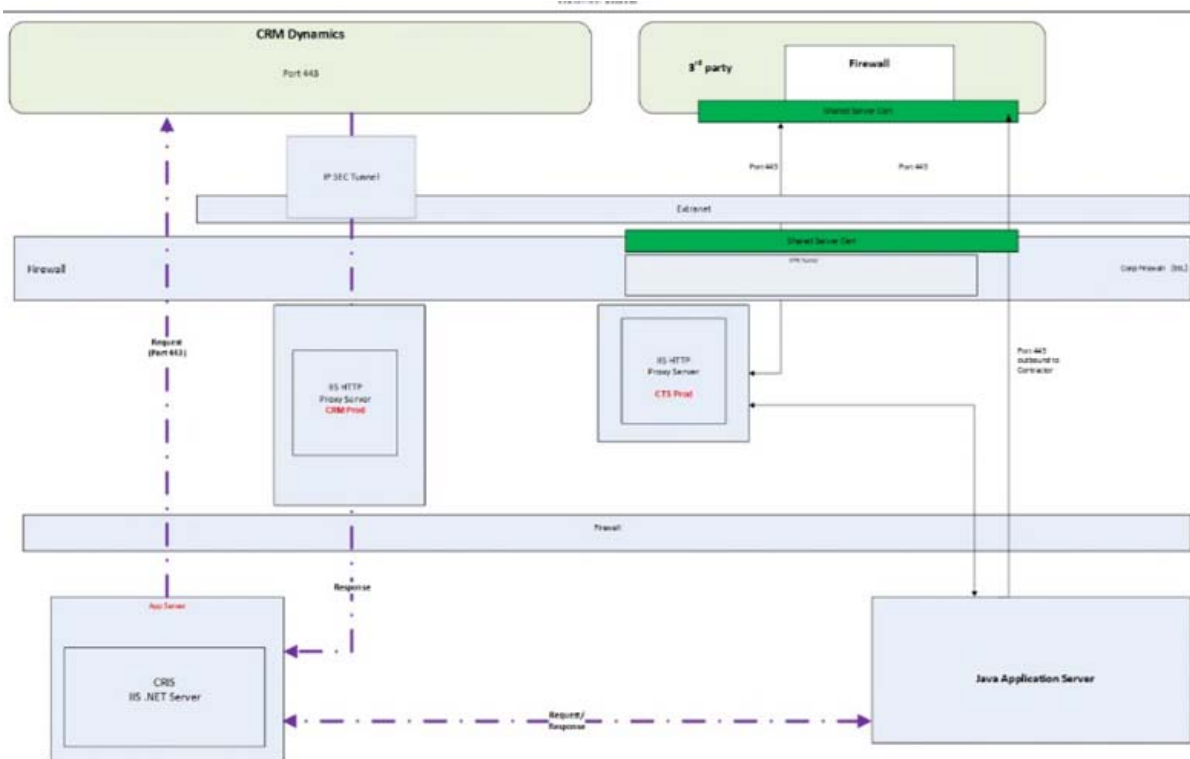
	medical, psycho/social and vocational needs, barriers, vocational potential considering a participant's health status and any functional limitations.
Vocational Evaluation	Vocational evaluation and testing may be required when the participant's vocational potential and goals cannot be satisfactorily determined through the Initial Vocational Assessment. Vocational evaluation will assist the participant in confirming realistic and attainable occupational choices and may help participants explore realistic options. It uses real or simulated work samples along with psychometric standardized battery of tests to evaluate individual aptitudes, interests, intelligence, and achievement relevant to vocation.
Vocational Counselling Services	Consultation/counselling time service by the Contractor to contact and/or meet in person with the Participant, VAC Case Manager or stakeholders to facilitate components of the Participant's Rehabilitation.
Vocational Exploration	A vocational activity to learn about various occupations and the possible "fit" with a Participant's career preferences.
Vocational Interest Testing	This type of specialized vocational assessment includes tests by which their personality-based content is intended to reveal vocational interests and work preferences.(i.e. Canadian Occupational Interest Inventory, Canadian Occupational Preference System and Strong Campbell Interest Inventory™).
Work Hardening	A program that is structured according to specific individual requirements and goals using a step-by-step approach. Work hardening deals with improving productivity, physical tolerance, strength, flexibility, etc., required in a particular job.

## APPENDIX 2 - Current VAC Systems

Client Service Delivery Network (CSDN)	<p>The largest system in the Veterans Affairs Canada (VAC) network used to deliver benefits to clients and to provide some case management services for health care and rehabilitation. The CSDN is an integrated application platform consisting of a client/server PowerBuilder application which has integrated J2EE web-based modules to provide a portal-like client management application. Most users access CSDN through Citrix servers instead of having the application reside natively on their desktop.</p> <p>In addition to the CSDN, there are several web-based applications which provide functionality to both users and clients. These applications are based on the J2EE architecture and incorporate the Struts framework and Java servlets.</p>
Enterprise Reporting Database (RDB)	<p>RDB is a database of client and program information to assist Veterans Affairs Canada in managing and reporting on VAC programs. The RDB contains information extracted from the CSDN database and from other sources. The data is summarized by subject areas, time periods, organizations, etc., into dimensions and "data-marts", or collections of related data, so that it is easier to use for building reports and viewing data. RDB is maintained and updated by the Enterprise Reporting team.</p>
GC Case - Government of Canada Case Management	<p>GC Case is the standard for case management and workload tracking in the Government of Canada and supports VAC in tracking applications, files, creating statistical reports and linking client information with benefits provided.</p> <p>GC Case is a Microsoft Customer Relationship Management (CRM) Dynamics product. For a demonstration of VAC's GC Case functionality see the eLearning module link below.</p> <p><a href="https://360.articulate.com/review/content/c5f348c3-aed4-438e-b15d-28639faa9443/review">https://360.articulate.com/review/content/c5f348c3-aed4-438e-b15d-28639faa9443/review</a></p>
My VAC Account	<p>An on line portal for VAC Clients that offers ability to connect with VAC anytime, anywhere to apply for benefits and services; track the status of applications; receive mail online; connect with VAC through secure messaging and upload documents.</p>



## VAC Connectivity



PROD / UA

### Appendix 3 – Contractor Resources

The Contractor must have sufficient resources to meet all requirements of the SOW for the life of the Contract. The resources must be assigned by the Contractor at various phases of the Contract to support the activities described in the Statement of Work (SOW).

#### Resources Requirements for the Implementation and Contract Periods:

<u><b>Rehabilitation Service Specialist (RSS)</b></u>	<p>a) Each RSS must hold and maintain one (1) of the following valid designations, as applicable to their role in medical, psycho-social or vocational rehabilitation:</p> <ul style="list-style-type: none"> <li>i. A current health professional designation; or</li> <li>ii. A current designation as a Certified Vocational Rehabilitation Services Professional (CVRP) or a Certified Vocational Rehabilitation Services Professional - Fellow (CVRP -F); and</li> <li>iii. A minimum of three (3) years' experience in the direct provision of medical, psycho-social or vocational rehabilitation services (or a combination thereof) to Participants including the following: <ul style="list-style-type: none"> <li>▪ Experience in conducting medical, psycho-social or vocational rehabilitation assessments;</li> <li>▪ Experience working with persons living with mental or physical health problems creating barriers to civilian life;</li> <li>▪ Experience analysing and interpreting medical, psycho-social or vocational assessments and making recommendations based upon critical analysis of information leading to the development of a comprehensive plan and program of care, and;</li> <li>▪ Experience working with a variety of health professionals and disciplines in an inter-disciplinary team environment.</li> </ul> </li> </ul>
<u><b>Rehabilitation Service Professional (RSP)</b></u>	<p>a) Each RSP (personnel and sub-contractors) delivering regulated rehabilitation services (medical, psycho-social and/or vocational) must maintain valid accreditation and license within the province/territory in which the service is delivered and operate consistently with the professional standard of care applicable to the profession.</p> <p><b>Note:</b> <i>In Québec, for the delivery of vocational rehabilitation or vocational assistance services the following requirements apply:</i></p> <ul style="list-style-type: none"> <li>▪ Psycho-Educators (Ps.Ed) registered with <i>Ordre des psychoéducateurs et psychoéducatrices du Québec</i>; or</li> <li>▪ Career Counsellors registered with the <i>Ordre des conseillers et conseillères d'orientation du Québec</i>.</li> </ul>
<u><b>Contract Manager / Contractor Representative</b></u>	<p>a) A Contract Manager must have a minimum of five (5) years cumulative experience establishing and managing the delivery of interdisciplinary health and/or rehabilitation services. This must include experience in coordination, oversight, quality assurance and monitoring of the delivery of services to Participants.</p> <p>b) The Bidder must identify a Contract Manager who holds and/or maintains at least one (1) qualification below in the following:</p>

	<ul style="list-style-type: none"> <li>i. Health Administration (e.g., Certified Professional Administrator (P.Adm), Master in Health Administration (MHA), Master of Public Health (MPH), Master of Public Administration (MPA),);</li> <li>ii. Program Management (e.g. Program Management Professional (PgMP), Portfolio Management Professional (PfMP);</li> <li>iii. Financial Accounting or Financial Management (e.g., Certified Public Accountant (CPA), Certified in Financial Management (CFM), etc.); or</li> <li>iv. Bachelor's Degree or higher.</li> </ul>
<b><u>Implementation / Project Manager</u></b>	<ul style="list-style-type: none"> <li>a) Implementation/Project Manager must hold and maintain at least one (1) of the following professional qualifications relevant to project management services: <ul style="list-style-type: none"> <li>i. Professional designation; or</li> <li>ii. Degree(s), diploma(s), certificate(s) from a recognized post-secondary institution; and</li> </ul> </li> <li>b) A minimum of five (5) cumulative years experience related directly to the provision of project management services; and</li> <li>c) Experience managing the implementation of two (2) IT Systems and related Service Delivery models, and including at a minimum the following Service Elements: Call Centre and/or Service desk; User Training delivery; and Communications Materials development and delivery. Projects may have been in either the public or private sector. Projects must have taken place during the past five (5) years.</li> </ul>

#### **General Resource Qualifications for Selected Resources:**

During the Contract Period resource requirements will be determined based on the proposed service delivery solution and must be accepted by the Project Authority. Resource qualifications must meet the minimum identified below.

General resources are identified but not limited to the following:

<b>Health Resources</b>	
Addiction Counsellor	<ul style="list-style-type: none"> <li>a) Master's Degree in Psychology, Counselling or Social Work combined with three to five years' experience in Addiction Counselling; and</li> <li>b) Certification with The Canadian Addiction Counsellors Certification Federation (CACCF) (or working towards the certification).</li> <li>c) A minimum of two (2) years of experience within the last five (5) years as an Addiction Counsellor.</li> </ul>
Nutritionist	<ul style="list-style-type: none"> <li>a) Degree in Dietetics, Nutrition or a related field such as Food and Nutritional Science or Biochemistry;</li> <li>b) Hold and maintain membership in good standing within the provincial/territorial regulatory body of province of residence where applicable; and</li> <li>c) Minimum of (2) years of experience within the last five (5) years as a nutritionist.</li> </ul>
Occupational Therapist	<ul style="list-style-type: none"> <li>a) Degree in Occupational Therapy with an Occupational Therapist designation from a recognized post-secondary program and be certified by the Province in which they operate.</li> <li>b) A minimum of two (2) years of experience within the last five (5) years as an Occupational Therapist.</li> </ul>
Orthotist	<ul style="list-style-type: none"> <li>a) Orthotic Technician Diploma from a recognized post-secondary program and be certified by the <i>Canadian Board for Certification of Prosthetists and Orthotists</i>; and</li> </ul>

	b) A minimum of two (2) years of experience within the last five (5) years as an Orthotic Specialist.
Psychologist	a) Valid licence to practice medicine in Canada; and b) A minimum of two (2) years of experience practicing as a Psychologist within the last five (5) years.
Psychiatrist	a) Valid licence to practice medicine in Canada; and b) A minimum of two (2) years of experience practicing as a Psychiatrist within the last five (5) years
Physician	a) Valid licence to practice medicine in Canada; and b) A minimum of two (2) years of experience practicing as a general practitioner within the last five (5) years.
Physiologist	a) Physiologist designation or honours Bachelor of Science Degree in Human Kinetics/Kinesiology from a recognized post-secondary program. b) A minimum of two (2) years of experience within the last five (5) years as a physiologist.
Physiotherapist	a) Degree in Physiotherapy with a Physiotherapist designation from a recognized post-secondary program and be certified by the Province in which they operate. b) A minimum of two (2) years of experience within the last five (5) years as a physiotherapist.
Prosthetists	a) Prosthetic Technician Diploma from a recognized post-secondary program and be certified by the Canadian Board for Certification of Prosthetists and Orthotists; b) A minimum of two (2) years of experience within the last five (5) years as a prosthetic specialist.
Registered Nurse	a) Registered Nursing Degree or Diploma from a recognized post-secondary program and valid licence to practice nursing in Canada; b) A minimum of two (2) years of experience as a Registered Nurse within the last five (5) years; and c) Demonstrated knowledge of medical, psychological and social conditions and pharmaceutical treatment.
Social Worker	a) Master's Degree in Social Work from a recognized post-secondary program and valid licence to practice nursing in Canada; b) A minimum of two (2) years of experience as a Registered Social Worker within the last five (5) years; and c) Demonstrated knowledge of medical, psychological and social conditions and pharmaceutical treatment.
Other Medical Professionals (as requested by VAC)	a) Membership in good standing with the provincial regulatory body of the province of residence where applicable; and b) A minimum of two (2) years of experience in the field within the last five (5) years.
<b>Operational Resources</b>	
Business Analyst	a) Bachelor's Degree from a recognized post-secondary institution; and  b) A minimum of two (2) years of experience in Business Analysis or a related field.

Client Contact Administrator	<p>a) Ability to communicate in both French and English.</p> <p>b) Minimum of two (2) years pf experience in managing client support services.</p>
Computer Systems IT Leader / Manager	<p>a) Bachelor's Degree in Computer Science, Business Administration, Commerce or Engineering, from a recognized post-secondary institution; and</p> <p>b) A minimum of five (5) cumulative years experience managing/supervising IT Teams in delivery and operations of systems, systems analysis, data administration, software engineering, network design or computer programming.</p>
Contractor's Security Officer	<p>a) A minimum of three (3) years of recent and demonstrated experience providing security requirements, advice and guidance for accountability and compliance on all contract related security matters within the last five (5) years and this experience must include:</p> <ul style="list-style-type: none"> <li>i. conducting security screening of personnel and infrastructure assets;</li> <li>ii. conducting vulnerability and security threat and risk assessments for facilities, and</li> <li>iii. investigating security incidents and reporting causes and related weaknesses and recommending remedies.</li> </ul>
Database Administrator	<p>a) A minimum of three (3) years recent and demonstrated experience with a minimum of one (1) relational database system in the IM/IT industry within the last five (5) years and this experience must include:</p> <ul style="list-style-type: none"> <li>i. providing specialized expertise and practical assistance in use of database management systems and the manipulation of data for information systems, including work at any stage of the database life cycle (feasibility, design, development and service delivery);</li> <li>ii. defining security requirements for all data elements;</li> <li>iii. defining and customizing data conversion strategies, specifications and routines; and</li> <li>iv. managing and organizing electronic databases in order to ensure share ability, coherence, availability, accuracy, completeness and integrity to meet informatics needs.</li> </ul>
IT Security Specialist	<p>a) A minimum of three (3) years recent and demonstrated experience providing IT security advice and guidance for integrated application design and development in the IM/IT industry within the last five (5) years. This experience must include:</p> <ul style="list-style-type: none"> <li>i. conducting compliance audits of IT operations, application systems and infrastructure;</li> <li>ii. conducting vulnerability and security threat and risk assessments of IT facilities, application systems and communications; and</li> <li>iii. investigating security incidents and reporting causes and related weaknesses and recommending remedies.</li> </ul>
Programmer Analyst	<p>a) A minimum of two (2) years recent and demonstrated experience using structured methodologies for program coding and testing in the IM/IT industry within the last five (5) years; and this experience must include:</p> <ul style="list-style-type: none"> <li>i. Gathering and analyzing data for the conduct of studies to establish the technical and economic feasibility of proposed information systems, and for the development of functional and system design specifications; and</li> <li>ii. Analyzing security requirements for all systems and services.</li> </ul>

Security Coordinator	<ul style="list-style-type: none"> <li>a) A minimum of three (3) years of recent and demonstrated experience providing facilities and personnel security management. Experience must include: <ul style="list-style-type: none"> <li>i. Ensuring personnel compliance with security policies and standards;</li> <li>iii. Conducting vulnerability and security threat and risk assessments of facilities and communications; and</li> <li>iv. Investigating security incidents and reporting causes and related weaknesses and recommending remedies.</li> </ul> </li> </ul>
Senior Auditor	<ul style="list-style-type: none"> <li>a) Hold a valid professional Canadian designation relevant to the audit field or its international equivalent, as determined by the Project Authority; and</li> <li>b) A minimum of five (5) cumulative years experience related directly to the provision of health or auditing services involving data and financial analysis and statistics.</li> </ul>
Strategic Communications Advisor	<ul style="list-style-type: none"> <li>a) College Diploma or higher in Business, Marketing, Human Resources, Communications or other related fields deemed appropriate;</li> <li>b) A minimum of five (5) years of formal work experience in the field of Strategic Communications.</li> </ul>

## Appendix 4 – References

The following documents provide guidance for the provision of services for the Rehabilitation Services and Vocational Assistance Program. The Contractor must conform to and maintain a working knowledge of Government of Canada (GoC) requirements, including, but not limited to, all amendments thereto, any superseding instruments and any subsequent requirements (i.e., regulations, directives, standards, etc.).

### **Canadian Centre for Cyber Security**

#### **Baseline Security Requirements for Network Security Zones (ITSG-22):**

<https://cyber.gc.ca/en/guidance/baseline-security-requirements-network-security-zones-government-canada-itcg-22>

#### **Cryptographic Algorithms for UNCLASSIFIED, PROTECTED A, and PROTECTED B Information:**

<https://cyber.gc.ca/en/guidance/cryptographic-algorithms-unclassified-protected-and-protected-b-information-itcg-40111>

#### **Guidance on Securely Configuring Network Protocols (ITSP.40.062)**

<https://cyber.gc.ca/en/guidance/guidance-securely-configuring-network-protocols-itcg-40062>

#### **Harmonized TRA Methodology (TRA-1):**

<https://cyber.gc.ca/en/guidance/harmonized-tra-methodology-tra-1>

#### **IT Media Sanitization (ITSP.40.006):**

<https://cyber.gc.ca/en/guidance/it-media-sanitization-itcg-40006>

#### **Publications:**

<https://www.cse-cst.gc.ca/en/node/268/html/15236>

#### **User Authentication Guidance for Information Technology Systems:**

<https://www.cse-cst.gc.ca/en/node/2454/html/28582>

#### **IT Security Risk Management: A Lifecycle Approach:**

<https://cyber.gc.ca/en/guidance/annex-4a-profile-1-protected-b-medium-integrity-medium-availability-itcg-33>

### **Canadian Standard of Assurance**

#### **CSAE 3419, Reporting of Controls at a Service Organization:**

<https://www.iasplus.com/en-ca/standards/assurance/other-canadian-standards/csae-3416-reporting-on-controls-at-a-service-organization>

### **Department of National Defence**

#### **My Transition Guide: Transitioning from Military to Civilian Life:**

#### **Well-being Framework:**

<https://www.canada.ca/en/department-national-defence/corporate/reports-publications/transition-guide/well-being-framework.html>



## **Justice Laws Website**

### **Accessible Canada Act**

<https://laws-lois.justice.gc.ca/eng/acts/A-0.6/>

### **Access to Information Act:**

<https://laws.justice.gc.ca/eng/acts/A-1/>

### **Department of Veterans Affairs Act:**

<https://laws.justice.gc.ca/eng/acts/V-1/FullText.html>

### **Financial Administration Act:**

<https://laws.justice.gc.ca/eng/acts/F-11/FullText.html>

### **Income Tax Act**

<https://laws-lois.justice.gc.ca/eng/acts/I-3.3/>

### **Library and Archives of Canada Act:**

<https://laws.justice.gc.ca/eng/acts/L-7.7/FullText.html>

### **National Defence Act:**

<https://laws-is.justice.gc.ca/eng/acts/n-5/>

### **Official Languages Act:**

<http://laws-lois.justice.gc.ca/eng/acts/O-3.01/>

### **Pension Act:**

<https://laws.justice.gc.ca/eng/acts/p-6/index.html>

### **Personal Information Protection and Electronic Documents Act:**

<https://laws.justice.gc.ca/eng/acts/P-8.6/FullText.html>

### **Privacy Act:**

<https://laws-lois.justice.gc.ca/eng/acts/P-21/>

### **Veterans Health Care Regulations:**

<https://laws.justice.gc.ca/eng/regulations/SOR-90-594/FullText.html>

### **Veterans Well-being Act:**

<https://laws-lois.justice.gc.ca/eng/acts/C-16.8/index.html>

### **Veterans Well-being Regulations:**

<https://laws-lois.justice.gc.ca/eng/regulations/SOR-2006-50/index.html>

### **War Veterans Allowance Act:**

<https://laws-lois.justice.gc.ca/eng/acts/w-3/>

## **Library and Archives Canada**

### **Cataloguing and Metadata**

<https://www.bac-lac.gc.ca/eng/services/cataloguing-metadata/Pages/cataloguing-metadata.aspx>

## **National Joint Council**

### **Travel Directive**

<https://www.njc-cnm.gc.ca/directive/d10/en>

## **Public Services and Procurement Canada**

### **Industrial Security Manual:**

<http://iss-ssi.pwgscc-tpsgc.gc.ca/msi-ism/index-eng.html>

## **Treasury Board of Canada**

### **Directive on the Management of Communications**

<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=30682>

### **Directive on the Management of Communications - Appendix A – Definitions:**

<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=30682&section=procedure&p=A>

### **Directive on the Management of Communications - Appendix B - Mandatory Procedures for Advertising:**

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=30682&section=procedure&p=B>

### **Directive on the Management of Communications - Appendix C - Mandatory Procedures for Public Opinion Research:**

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=30682&section=procedure&p=C>

### **Directive on the Management of Communications - Appendix D - Mandatory Procedures for Social Media and Web Communications:**

<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=30682&section=procedure&p=D>

### **Directive on Security Management**

<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32611>

### **Policy on Access to Information:**

<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12453>

### **Policy on Communications and Federal Identity:**

<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=30683>

### **Policy on Government Security:**

<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578>

### **Policy on Privacy Protection:**

<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12510>

### **Policy on Results:**

<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=31300>

### **Policy on Service and Digital:**

<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32603>

### **Procedures for Publishing:**

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=27167>

### **Security Requirements Check List (SRCL):**

<https://www.tbs-sct.gc.ca/tbsf-fsct/350-103-html-eng.asp>

### **Standard on Identity and Credential Assurance:**

<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32612>

### **Standard on Metadata:**

<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=18909>

### **Standard on Optimizing Websites and Applications for Mobile Devices:**

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=27088>

### **Standard on Web Accessibility:**

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601&section=text>

## **Treasury Board Secretariat**

### **Content Style Guide:**

<https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-style-guide.html>

### **Gender-based Analysis Plus:**

<https://www.canada.ca/en/treasury-board-secretariat/services/treasury-board-submissions/gender-based-analysis-plus.html>

### **Web Experience Toolkit:**

<https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/web-experience-toolkit.html>

## **Veterans Affairs Canada**

### **Consent for Veterans Affairs Canada to Collect Personal Information from Third Parties:**

<http://www.veterans.gc.ca/eng/forms/document/497>

### **Consent for Veterans Affairs Canada to Disclose Personal Information to Third Parties:**

<http://www.veterans.gc.ca/eng/forms/document/473>

### **Monitoring the Well-being of Veterans: A Veteran Well-being Surveillance Framework**

[http://publications.gc.ca/collections/collection\\_2017/acc-vac/V32-347-2017-eng.pdf](http://publications.gc.ca/collections/collection_2017/acc-vac/V32-347-2017-eng.pdf)

### **Rehabilitation Related Expenses – Other than Training:**

<http://www.Veterans.gc.ca/eng/about-us/policy/document/1199>

### **Rehabilitation Services and Vocational Assistance Plan: Assessments, Development and Implementation:**

<https://www.veterans.gc.ca/eng/about-vac/legislation-policies/policies/document/2833>

### **Rehabilitation Services and Vocational Assistance: Medical Release – 2019 Transition:**

<https://www.veterans.gc.ca/eng/about-vac/legislation-policies/policies/document/2832>

### **Vocational Rehabilitation and Vocational Assistance – Training Expenses Policy:**

<http://www.veterans.gc.ca/eng/about-us/policy/document/2130#anchor64059>

# ICT Accessibility Requirements (Based on EN 301 549 – 2018)

## What is ICT?

Information and Communications Technology (ICT) includes hardware, software, voice communication, video capabilities and digital content (including web and non-web based information).

## What is ICT accessibility and why is it important?

"ICT accessibility ensures that people with and without disabilities can access the same information, perform the same tasks, and receive the same services using information technology. It is the digital equivalent to accessibility in the physical environment—the curb cuts, ramps, railings, etc., of the digital age. While ICT accessibility can provide usability benefits to everyone who uses ICT, it is a vital necessity to many people with disabilities." -

[NASCIO - Accessibility in IT Procurement](#)

## About this document

This document lists relevant ICT accessibility requirements from the EN 301 549 V2.1.2 (2018-08) Harmonised European Standard "Accessibility requirements for ICT products and services", which includes the Web Content Accessibility Guidelines (WCAG) 2.1 level AA.

At first glance, some requirements may appear to be unrelated to this product or service. They have been included for consideration since the full feature set of a Vendor's product or service may not be known. For example, a video may be embedded into product documentation, so accessibility requirements for video and audio may become relevant.

Appendices include definitions, references, and practical guidance on creating accessible documentation.

## Sources used to compile this document

- [EN 301 549 V2.12 \(2018-08\) Harmonised European Standard "Accessibility requirements for ICT products and services" \(PDF\)](#)
- [Web Content Accessibility Guidelines \(WCAG\) 2.1](#) (W3C Recommendation 05 June 2018)
- [Understanding WCAG 2.1](#) (Updated 16 November 2018)
- [How to Meet WCAG 2.1 \(Quick Reference\)](#)
- [VPAT® 2.3 EU](#)

# Part A - Functional performance statements

These are explanatory (non-testable) statements that introduce the core aspects that the offered product or service must provide to be considered accessible.

**4.2.1. Usage without vision:** Where ICT provides visual modes of operation, some users need ICT to provide at least one mode of operation that does not require vision.

- NOTE 1: A web page or application with a well formed semantic structure can allow users without vision to identify, navigate and interact with a visual user interface.
- NOTE 2: Audio and tactile user interfaces may contribute towards meeting this clause.

**4.2.2. Usage with limited vision:** Where ICT provides visual modes of operation, some users will need the ICT to provide features that enable users to make better use of their limited vision.

- NOTE 1: Magnification, reduction of required field of vision and control of contrast, brightness and intensity can contribute towards meeting this clause.
- NOTE 2: Where significant features of the user interface are dependent on depth perception, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause.
- NOTE 3: Users with limited vision may also benefit from non-visual access (see clause 4.2.1).

**4.2.3. Usage without perception of colour:** Where ICT provides visual modes of operation, some users will need the ICT to provide a visual mode of operation that does not require user perception of colour.

- NOTE: Where significant features of the user interface are colour-coded, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause.

**4.2.4. Usage without hearing:** Where ICT provides auditory modes of operation, some users need ICT to provide at least one mode of operation that does not require hearing.

- NOTE: Visual and tactile user interfaces may contribute towards meeting this clause.

**4.2.5. Usage with limited hearing:** Where ICT provides auditory modes of operation, some users will need the ICT to provide enhanced audio features.

- NOTE 1: Enhancement of the audio clarity, reduction of background noise, increased range of volume and greater volume in the higher frequency range can contribute towards meeting this clause.
- NOTE 2: Users with limited hearing may also benefit from non-hearing access (see clause 4.2.4).

**4.2.6. Usage without vocal capability:** Where ICT requires vocal input from users, some users will need the ICT to provide at least one mode of operation that does not require them to generate vocal output.

- NOTE 1: This clause covers the alternatives to the use of orally-generated sounds, including speech, whistles, clicks, etc.
- NOTE 2: Keyboard, pen or touch user interfaces may contribute towards meeting this clause.

**4.2.7. Usage with limited manipulation or strength:** Where ICT requires manual actions, some users will need the ICT to provide features that enable users to make use of the ICT through alternative actions not requiring manipulation or hand strength.

- NOTE 1: Examples of operations that users may not be able to perform include those that require fine motor control, path dependant gestures, pinching, twisting of the wrist, tight grasping, or simultaneous manual actions.
- NOTE 2: One-handed operation, sequential key entry and speech user interfaces may contribute towards meeting this clause.
- NOTE 3: Some users have limited hand strength and may not be able to achieve the level of strength to perform an operation. Alternative user interface solutions that do not require hand strength may contribute towards meeting this clause.

**4.2.8. Usage with limited reach:** Where ICT products are free-standing or installed, the operational elements will need to be within reach of all users.

- NOTE: Considering the needs of wheelchair users and the range of user statures in the placing of operational elements of the user interface may contribute towards meeting this clause.

**4.2.9. Minimize photosensitive seizure triggers:** Where ICT provides visual modes of operation, some users need ICT to provide at least one mode of operation that minimizes the potential for triggering photosensitive seizures.

- NOTE: Limiting the area and number of flashes per second may contribute towards meeting this clause.

**4.2.10. Usage with limited cognition:** Some users will need the ICT to provide features that make it simpler and easier to use.

- NOTE 1: This clause is intended to include the needs of persons with limited cognitive, language and learning abilities.
- NOTE 2: Adjustable timings, error indication and suggestion, and a logical focus order are examples of design features that may contribute towards meeting this clause.

**4.2.11. Privacy:** Where ICT provides features that are provided for accessibility, some users will need their privacy to be maintained when using those ICT features that are provided for accessibility.

- NOTE: Enabling the connection of personal headsets for private listening, not providing a spoken version of characters being masked and enabling user control of legal, financial and personal data are examples of design features that may contribute towards meeting this clause.



# Part B - Functional accessibility requirements

## Explanation of the table columns

The format closely follows the VPAT@ 2.3 EU, but includes additional information.

- **"EN 301 549 Clauses"** includes all Clauses of the EN 301 549 V2.12 (2018-08) that may apply to the ICT product or service. If WCAG 2.1 applies, we include the full text of the criterion along with links to the criterion, "Understanding the requirement", "How to meet the requirement" and definitions of standardized words.
- **"Determination of Compliance"** describes how to test if you have met the requirement. These are copied from EN 301 549 Annex C.
- **"Supports?"** is to be filled in by the Vendor, except when the cell contains hyphens (---), with one of the following terms:
  - **Supports**: The functionality of the product or service has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
  - **Partially Supports**: Some functionality of the product or service does not meet the criterion.
  - **Does Not Support**: The majority of product or service functionality does not meet the criterion.
  - **Not Applicable**: The criterion is not relevant to the product or service.
- **"Explanations"** is to be filled in by the Vendor, except when the cell contains hyphens (---), and should explain the Vendor's response to "Supports?".
  - **If "Supports"**: Explain how the product or service meets the requirement.
  - **If "Partially Supports" or "Does Not Support"**: Explain what functions fail to meet the criterion and expected time-frame to meet, or accessible alternatives provided which meet the Functional Performance Statements in Part A.
  - **If "Not Applicable"**: Explain why the criterion does not apply

## Declaration

The form below refers to *</ICT under evaluation>*. It has been completed by *<Evaluator's legal name>* on *<Date>*.

## Scope

The following Functional Accessibility Requirements are applicable to the Functional Performance Statements in Part A. If a solution meets all of these it is considered to have met the Functional Performance Statements and is therefore deemed to conform with EN 301 549.

Clauses 5.2, 5.4, 6.1, 6.2.1.1, 6.2.1.2, 6.2.2.1, 6.2.2.2, 6.2.3, 6.2.4, 6.3, 6.4, 6.5.2, 6.5.3, 6.5.4, 6.6, 7.1.1, 7.1.2, 7.1.3, 7.2.1, 7.2.2, 7.2.3, 9.1.1.1, 9.1.2.1, 9.1.2.2, 9.1.2.3, 9.1.2.4, 9.1.2.5, 9.1.3.1, 9.1.3.2, 9.1.3.3, 9.1.3.4, 9.1.3.5, 9.1.4.1, 9.1.4.2, 9.1.4.3, 9.1.4.4, 9.1.4.5, 9.1.4.10, 9.1.4.11, 9.1.4.12, 9.1.4.13, 9.2.1.1, 9.2.1.2, 9.2.1.4, 9.2.2.1, 9.2.2.2, 9.2.3.1, 9.2.4.1, 9.2.4.2, 9.2.4.3, 9.2.4.4, 9.2.4.5, 9.2.4.6, 9.2.4.7, 9.2.5.1, 9.2.5.2, 9.2.5.3, 9.2.5.4, 9.3.1.1, 9.3.1.2, 9.3.2.1, 9.3.2.2, 9.3.2.3, 9.3.2.4, 9.3.3.1, 9.3.3.2, 9.3.3.3, 9.3.3.4, 9.4.1.1, 9.4.1.2, 9.4.1.3, 9.5, 10.1.1.1, 10.1.2.1, 10.1.2.2, 10.1.2.3, 10.1.2.4, 10.1.2.5, 10.1.3.1, 10.1.3.2, 10.1.3.3, 10.1.3.4, 10.1.3.5, 10.1.4.1, 10.1.4.2, 10.1.4.3, 10.1.4.4, 10.1.4.5, 10.1.4.10, 10.1.4.11, 10.1.4.12, 10.1.4.13, 10.2.1.1, 10.2.1.2, 10.2.1.4, 10.2.2.1, 10.2.2.2, 10.2.3.1, 10.2.4.2, 10.2.4.3, 10.2.4.4, 10.2.4.6, 10.2.4.7, 10.2.5.1, 10.2.5.2, 10.2.5.3, 10.2.5.4, 10.3.1.1,



10.3.1.2, 10.3.2.1, 10.3.2.2, 10.3.3.1, 10.3.3.2, 10.3.3.3, 10.3.3.4, 10.4.1.1, 10.4.1.2, 10.5, 10.6, 12.1.1, 12.1.2, 12.2.2, 12.2.3, 12.2.4, 13.1.2, 13.1.3, 13.1.4, 13.1.5, 13.1.6 and 13.2 have been deemed relevant to this ICT.

EN 301 549 (2018) clauses		Determination of compliance	Supports?	Explanation
<b>5 Generic requirements</b>		<b>C.5 Generic requirements</b>	---	---
<b>5.2 Activation of accessibility features</b> Where ICT has documented accessibility features, it shall be possible to activate those documented accessibility features that are required to meet a specific need without relying on a method that does not support that need.		<b>C.5.2 Activation of accessibility features</b> Type of assessment Inspection Pre-conditions 1. The ICT has documented accessibility features to meet a specific need. Procedure 1. Check that it is possible to activate those accessibility features without relying on a method that does not support that need. Result Pass: Check 1 is true Fail: Check 1 is false		
<b>5.4 Preservation of accessibility information during conversion</b> Where ICT converts information or communication it shall preserve all documented non-proprietary information that is provided for accessibility, to the extent that such information can be contained in or supported by the destination format.		<b>C.5.4 Preservation of accessibility information during conversion</b> Type of assessment Inspection Pre-conditions 1. The non-proprietary information provided for accessibility is documented. 2. The ICT converts information or communication. 3. The non-proprietary information provided for accessibility can be contained in the destination format. 4. The non-proprietary information provided for accessibility can be supported by the destination format.		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
	Procedure 1. Check that the non-proprietary information provided for accessibility is preserved when the ICT converts information or communication. Result Pass: Check 1 is true Fail: Check 1 is false		
<b>6 ICT with two-way voice communication</b>	<b>C.6 ICT with two-way voice communication</b>	---	---
<b>6.1 Audio bandwidth for speech</b> Where ICT provides two-way voice communication, in order to provide good audio quality, that ICT shall be able to encode and decode two-way voice communication with a frequency range with an upper limit of at least 7 000 Hz. NOTE 1: For the purposes of interoperability, support of Recommendation ITU-T G.722 [i.21] is widely used. NOTE 2: Where codec negotiation is implemented, other standardized codecs such as Recommendation ITU-T G.722.2 [i.22] are sometimes used so as to avoid transcoding.	<b>C.6.1 Audio bandwidth for speech</b> Type of assessment Measurement Pre-conditions 1. The ICT under test provides two-way voice communication. Procedure 1. Check that the ICT can encode and decode audio with a frequency range with an upper limit of at least 7 000 Hz. Result Pass: Check 1 is true Fail: Check 1 is false		
<b>6.2 Real-time text (RTT) functionality</b>	<b>C.6.2 Real-time text (RTT) functionality</b>	---	---
<b>6.2.1 RTT provision</b>	<b>C.6.2.1 RTT provision</b>	---	---
<b>6.2.1.1 RTT communication</b> Where ICT supports two-way voice communication in a specified context of use, the ICT shall allow a user to communicate with another user by RTT.	<b>C.6.2.1.1 RTT communication</b> Type of assessment Inspection Pre-conditions		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>NOTE 1: The RTT capability can be provided as a factory default or added later.</p> <p>NOTE 2: Provision of RTT may require additional service provision, additional hardware and/or software which may be provided separately or together.</p>	<p>1. The ICT system under test allows two-way voice communication.</p> <p>2. A "reference" RTT-capable device compatible with the system is connected at the other end of the system.</p> <p>Procedure</p> <p>1. Check that the ICT allows a user to communicate with the "reference" ICT by RTT.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>6.2.1.2 Concurrent voice and text</b></p> <p>Where ICT supports two-way voice communication in a specified context of use, and enables a user to communicate with another user by RTT, it shall provide a mechanism to select a mode of operation which allows concurrent voice and text.</p> <p>NOTE: The availability of voice and RTT running concurrently can allow the RTT to replace or support voice and transfer additional information such as numbers, currency amounts and spelling of names.</p>	<p><b>C.6.2.1.2 Concurrent voice and text</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT supports two-way voice communication.</p> <p>2. The ICT enables a user to communicate with another user by RTT.</p> <p>Procedure</p> <p>1. Check that the ICT provides a mechanism to select a mode of operation which allows concurrent voice and text.</p> <p>2. Check that ICT allows the concurrent use of voice and text when in the mode of operation identified in step 1.</p> <p>Result</p> <p>Pass: Checks 1 and 2 are true</p>		
<b>6.2.2 Display of Real-time Text</b>	<b>C.6.2.2 Display of Real-time Text</b>	---	---
<b>6.2.2.1 Visually distinguishable display</b>	<b>C.6.2.2.1 Visually distinguishable display</b>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>Where ICT has RTT send and receive capabilities, displayed sent text shall be visually differentiated from and separated from received text.</p>	<p>Type of assessment Inspection</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> <li>1. The ICT under test has RTT send and receive capabilities.</li> <li>2. The ICT supports RTT mechanism(s).</li> <li>3. A "reference" RTT-capable terminal using mechanisms supported by the ICT system is connected at the other end of the system to the ICT under test.</li> </ol> <p>Procedure</p> <ol style="list-style-type: none"> <li>1. The ICT under test is connected to the ICT system terminated by the "reference" terminal.</li> <li>2. The different elements of the ICT are in an operational status (the connection is active and the terminals are in the relevant RTT mode) and the two terminals are communicating to each other.</li> <li>3. A Short text sequence is sent by the ICT under test.</li> <li>4. A Short text sequence is sent by the "reference" terminal.</li> <li>5. Check, on the ICT under test, that displayed sent text is visually differentiated from and separated from received text.</li> </ol> <p>Result</p> <p>Pass: Check 5 is true</p> <p>Fail: Check 5 is false</p> <p>NOTE: A "reference" terminal is a terminal having RTT send and receive capabilities that uses the RTT mechanisms supported by the ICT system. This "reference" terminal is the responsibility of the test laboratory.</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p><b>6.2.2.2 Programmatically determinable send and receive direction</b></p> <p>Where ICT has RTT send and receive capabilities, the send/receive direction of transmitted text shall be programmatically determinable, unless the RTT has closed functionality.</p> <p>NOTE: The intent of this clause is to enable screen readers to be able to distinguish between incoming text and outgoing text when used with RTT functionality.</p>	<p><b>C.6.2.2.2 Programmatically determinable send and receive direction</b></p> <p>Type of assessment Inspection Pre-conditions</p> <ol style="list-style-type: none"> <li>1. The ICT under test has RTT send and receive capabilities.</li> <li>2. The RTT is open functionality.</li> <li>3. A "reference" RTT-capable terminal using mechanisms supported by the ICT network is connected at the other end of an ICT system to the ICT under test.</li> </ol> <p>Procedure</p> <ol style="list-style-type: none"> <li>1. The ICT under test is connected to the ICT system terminated by the "reference" terminal.</li> <li>2. The different elements of the ICT are in an operational status (the connection is active and the terminals are in the relevant RTT mode) and the two terminals are communicating to each other.</li> <li>3. A Short text sequence is sent by the ICT under test.</li> <li>4. A Short text sequence is sent by the "reference" terminal.</li> <li>5. Check that the send/receive direction of transmitted text is programmatically determinable.</li> </ol> <p>Result</p> <p>Pass: Check 5 is true</p> <p>Fail: Check 5 is false</p> <p>NOTE: A "reference" terminal is a terminal having RTT send and receive capabilities that uses the RTT mechanisms supported by the ICT network. This</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p><b>6.2.3 Interoperability</b></p> <p>Where ICT with RTT functionality interoperates with other ICT with RTT functionality (as required by clause 6.2.1.1) they shall support at least one of the four RTT interoperability mechanisms described below:</p> <ol style="list-style-type: none"> <li>ICT interoperating over the Public Switched Telephone Network (PSTN), with other ICT that directly connects to the PSTN as described in Recommendation ITU-T V.18 [i.23] or any of its annexes for text telephony signals at the PSTN interface;</li> <li>ICT interoperating with other ICT using VOIP with Session Initiation Protocol (SIP) and using real-time text that conforms to IETF RFC 4103 [i.13];</li> <li>ICT interoperating with other ICT using RTT that conforms with the IP Multimedia Sub-System (IMS) set of protocols specified in ETSI TS 126 114 [i.10], ETSI TS 122 173 [i.11] and ETSI TS 134 229 [i.12];</li> <li>ICT interoperating with other ICT using a relevant and applicable common specification for RTT exchange that is published and available. This common specification shall include a method for indicating loss or corruption of characters.</li> </ol>	<p>"reference" terminal is the responsibility of the test laboratory.</p> <p><b>C.6.2.3 Interoperability</b></p> <p>Type of assessment</p> <p>Test</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> <li>The ICT under test supports two-way voice communication.</li> <li>The ICT under test has RTT functionality.</li> </ol> <p>Procedure</p> <ol style="list-style-type: none"> <li>Check that the ICT interoperates over the Public Switched Telephone Network (PSTN), with other ICT that directly connects to the PSTN as described in Recommendation ITU-T V.18 [i.23] or any of its annexes for text telephony signals at the PSTN interface.</li> <li>Check that the ICT interoperates with other ICT using VOIP with Session Initiation Protocol (SIP) and using real-time text that conforms to IETF RFC 4103 [i.13].</li> <li>Check that the ICT interoperates with other ICT using RTT that conforms with the IP Multimedia Sub-System (IMS) set of protocols specified in ETSI TS 126 114 [i.10], ETSI TS 122 173 [i.11] and ETSI TS 134 229 [i.12].</li> <li>Check that the ICT interoperates with other ICT using a relevant and applicable common specification that is published and available.</li> <li>Check that the common specification in check 4 includes a method for indicating loss or corruption of characters.</li> </ol> <p>Result</p> <p>Pass: Check 1 or 2 or 3 or both 4 and 5 are true</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
	Fail: All of Checks 1, 2, 3 and at least one of 4 or 5 are false		
<p><b>6.2.4 Real-time text responsiveness</b></p> <p>Where ICT utilises RTT input, that RTT input shall be transmitted to the ICT network supporting RTT within 1 second of the input entry.</p> <p>NOTE 1: Input entry is considered to have occurred when sufficient user input has occurred for the ICT to establish which character(s) to send.</p> <p>NOTE 2: Input entry will differ between systems where text is entered on a word-by-word basis (e.g. speech-to-text and predictive-text based systems) and systems where each character is separately generated.</p>	<p><b>C.6.2.4 Real-time text responsiveness</b></p> <p>Type of assessment</p> <p>Inspection of Measurement data or Test</p> <p>Pre-conditions</p> <p>1. The ICT under test has RTT send and receive capabilities.</p> <p>2. A "reference" RTT-capable terminal using mechanisms supported by the ICT system is connected at the other end of an ICT system to the ICT under test.</p> <p>3. The ICT under test is connected to the ICT system terminated by the "reference" terminal.</p> <p>4. The different elements of the ICT are in a working status (the connection is active and the terminals are in the relevant RTT mode).</p> <p>Procedure</p> <p>1. A short sequence is input to the terminal under test.</p> <p>2. Check the time at which input entry has occurred.</p> <p>3. Check the period between input entry to the ICT terminal under test and the time when the text is transmitted to the ICT network.</p> <p>Result</p> <p>Pass: Check 3 is less than or equal to 1 second</p> <p>Fail: Check 3 is greater than 1 second</p> <p>NOTE: As described in the notes to clause 6.2.4, the identification of when input entry has occurred may vary according to the type of RTT system under test.</p>		
<b>6.3 Caller ID</b>	<b>C.6.3 Caller ID</b>		



EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>Where ICT provides caller identification or similar telecommunications functions are provided, the caller identification and similar telecommunications functions shall be available in text form and in at least one other modality.</p>	<p>Type of assessment Inspection Pre-conditions 1. The ICT provides caller identification, or similar telecommunications functions are provided. Procedure 1. Check that the information delivered by each function is available as text. 2. Check that the information delivered by each function is available in another modality. Result Pass: Both Checks 1 and 2 are true Fail: Check 1 or 2 is false</p>		
<p><b>6.4 Alternatives to voice-based services</b></p> <p>Where ICT provides real-time voice-based communication and also provides voice mail, auto-attendant, or interactive voice response facilities, the ICT should offer users a means to access the information and carry out the tasks provided by the ICT without the use of hearing or speech.</p> <p>NOTE: Solutions capable of handling audio, real-time text and video media could satisfy the above requirement.</p>	<p><b>C.6.4 Alternatives to voice-based services</b></p> <p>Type of assessment Inspection Pre-conditions 1. The ICT provides real-time voice-based communication. 2. The ICT provides voice mail, auto-attendant, or interactive voice response facilities. Procedure 1. Check that the ICT offers users a means to access the information without the use of hearing or speech. 2. Check that a user can carry out the tasks provided by the system without the use of hearing or speech. Result Pass: Checks 1 and 2 are true</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
	Fail: Check 1 or 2 is false		
<b>6.5 Video communication</b>	<b>C.6.5 Video communication</b>	---	---
<p><b>6.5.1 General (informative)</b></p> <p>Clause 6.5 (Video communications) provides performance requirements that support users who communicate using sign language and lip-reading. For these users, good usability is achieved with Common Intermediate Format (CIF) resolution, a frame rate of 20 frames per second and over, with a time difference between speech audio and video that does not exceed 100 ms.</p> <p>When the resolution is reduced to Quarter Common Intermediate Format (QCIF) and the frame rate drops to 12 frames per second the communication is still usable with some restrictions.</p> <p>A lower resolution causes less disturbance to the perception of sign language and lip-reading than that caused by a lower frame rate.</p> <p>Delay can be a problem in video communication. Overall delay values below 0,4 s are preferred, with an increase in preference down to 0,1 s. Values over 0,8 s are felt to hinder a good sign conversation. Overall delay depends on multiple factors, including e.g. network delay and video processing. For this reason a testable requirement on minimum values for overall delay cannot be produced.</p>	<p><b>C.6.5.1 General (informative)</b></p> <p>Clause 6.5.1 is informative only and contains no requirements requiring test.</p>	---	---
<p><b>6.5.2 Resolution</b></p> <p>Where ICT that provides two-way voice communication includes real-time video functionality, the ICT:</p> <ul style="list-style-type: none"> <li>a. shall support at least QCIF resolution;</li> <li>b. should preferably support at least CIF resolution.</li> </ul>	<p><b>C.6.5.2 Resolution</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> <li>1. The ICT provides 2 way voice communication.</li> <li>2. The ICT includes real-time video functionality.</li> </ol> <p>Procedure</p> <ol style="list-style-type: none"> <li>1. Check that the video communication resolution is QCIF resolution or better.</li> </ol> <p>Result</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
	Pass: Check 1 is true Fail: Check 1 is false		
<b>6.5.3 Frame rate</b> Where ICT that provides two-way voice communication includes real-time video functionality, the ICT: a. shall support a frame rate of at least 12 frames per second (FPS); b. should preferably support a frame rate of at least 20 frames per second (FPS) with or without sign language in the video stream.	<b>C.6.5.3 Frame rate</b> Type of assessment Inspection Pre-conditions 1. The ICT provides 2 way voice communication. 2. The ICT includes real-time video functionality. Procedure 1. Check that the video communication frame rate is equal to or higher than 12 frames per second. Result Pass: Check 1 is true Fail: Check 1 is false		
<b>6.5.4 Synchronization between audio and video</b> Where ICT that provides two-way voice communication includes real-time video functionality, the ICT should ensure a maximum time difference of 100 ms between the speech and video presented to the user.	<b>C.6.5.4 Synchronization between audio and video</b> Type of assessment Measurement Pre-conditions 1. The ICT provides 2 way voice communication. 2. The ICT includes real-time video functionality. Procedure 1. Check that the time difference between the speech and video presented to the user is equal to or less than 100 ms. Result Pass: Check 1 is true Fail: Check 1 is false		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<b>6.6 Alternatives to video-based services</b> Where ICT provides real-time video-based communication and also provides answering machine, auto attendant or interactive response facilities, the ICT should offer users a means to access the information and carry out the tasks related to these facilities: <ul style="list-style-type: none"> <li>a. for audible information, without the use of hearing;</li> <li>b. for spoken commands, without the use of speech;</li> <li>c. for visual information, without the use of vision.</li> </ul> NOTE: Solutions capable of generating real-time captions or handling real-time text could satisfy the above requirement.	<b>C.6.6 Alternatives to video-based services</b> Clause 6.6 is advisory only and contains no requirements requiring test.		
<b>7 ICT with video capabilities</b>	<b>C.7 ICT with video capabilities</b>	---	---
<b>7.1 Caption processing technology</b>	<b>C.7.1 Caption processing technology</b>	---	---
<b>7.1.1 Captioning playback</b> Where ICT displays video with synchronized audio, it shall have a mode of operation to display the available captions. Where closed captions are provided as part of the content, the ICT shall allow the user to choose to display the captions. NOTE: Captions may contain information about timing, colour and positioning. This caption data is important for caption users. Timing is used for caption synchronization. Colour can be used for speaker identification. Position can be used to avoid obscuring important information.	<b>C.7.1.1 Captioning playback</b> Type of assessment Test 1 Pre-conditions 1. The ICT displays or processes video with synchronized audio. 2. Captions are provided in the video. Procedure 1. Check that there is a mechanism to display the captions. Result Pass: Check 1 is true Fail: Check 1 is false Type of assessment Test 2		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
	<p>Pre-conditions</p> <ol style="list-style-type: none"> <li>1. The ICT displays or processes video with synchronized audio.</li> <li>2. Closed captions are provided by the content.</li> </ol> <p>Procedure</p> <ol style="list-style-type: none"> <li>1. Check that there is a mechanism to choose to display the captions.</li> </ol> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>7.1.2 Captioning synchronization</b></p> <p>Where ICT displays captions, the mechanism to display captions shall preserve synchronization between the audio and the corresponding captions.</p>	<p><b>C.7.1.2 Captioning synchronization</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <ol style="list-style-type: none"> <li>1. The ICT has a mechanism to display captions.</li> </ol> <p>Procedure</p> <ol style="list-style-type: none"> <li>1. Check that the mechanism to display the captions preserves the synchronization between the audio and corresponding captions.</li> </ol> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>7.1.3 Preservation of captioning</b></p> <p>Where ICT transmits, converts or records video with synchronized audio, it shall preserve caption data such that it can be displayed in a manner consistent with clauses 7.1.1 and 7.1.2.</p> <p>Additional presentational aspects of the text such as screen position, text colours, text style and text fonts may convey meaning, based on</p>	<p><b>C.7.1.3 Preservation of captioning</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>regional conventions. Altering these presentational aspects could change the meaning and should be avoided wherever possible.</p>	<p>1. The ICT transmits converts or records video with synchronized audio.</p> <p>Procedure</p> <p>1. Check that the ICT preserves caption data such that it can be displayed in a manner consistent with clauses 7.1.1 and 7.1.2.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<b>7.2 Audio description technology</b>	<b>C.7.2 Audio description technology</b>	---	---
<p><b>7.2.1 Audio description playback</b></p> <p>Where ICT displays video with synchronized audio, it shall provide a mechanism to select and play available audio description to the default audio channel.</p> <p>Where video technologies do not have explicit and separate mechanisms for audio description, an ICT is deemed to satisfy this requirement if the ICT enables the user to select and play several audio tracks.</p> <p>NOTE 1: In such cases, the video content can include the audio description as one of the available audio tracks.</p> <p>NOTE 2: Audio descriptions in digital media sometimes include information to allow descriptions that are longer than the gaps between dialogue. Support in digital media players for this "extended audio description" feature is useful, especially for digital media that is viewed personally.</p>	<p><b>C.7.2.1 Audio description playback</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT displays video with synchronized audio.</p> <p>Procedure</p> <p>1. Check that there is an explicit and separate mechanism for audio description.</p> <p>2. Check that there is a mechanism to select and play the audio description to the default audio channel.</p> <p>3. Check that the ICT enables the user to select and play several audio tracks.</p> <p>Result</p> <p>Pass: Check 1 and 2 are true or 1 is false and 3 is true</p> <p>Fail: Check 1 is true and 2 is false or 1 is false and 3 is false</p>		
<b>7.2.2 Audio description synchronization</b>	<b>C.7.2.2 Audio description synchronization</b>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
Where ICT has a mechanism to play audio description, it shall preserve the synchronization between the audio/visual content and the corresponding audio description.	<p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT has a mechanism to play audio description.</p> <p>Procedure</p> <p>1. Check that the synchronization between the audio/visual content and the corresponding audio description is preserved.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>7.2.3 Preservation of audio description</b></p> <p>Where ICT transmits, converts, or records video with synchronized audio, it shall preserve audio description data such that it can be played in a manner consistent with clauses 7.2.1 and 7.2.2.</p>	<p><b>C.7.2.3 Preservation of audio description</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT transmits converts or records video with synchronized audio.</p> <p>Procedure</p> <p>1. Check that the ICT preserves audio description data such that it can be played in a manner consistent with clauses 7.2.1 and 7.2.2.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<b>9 Web</b>	<b>C.9 Web</b>	---	---
<p><b>9.0 General (informative)</b></p> <p>Requirements in clause 9 apply to web pages (as defined in clause 3.1) including:</p>	<p><b>C.9.0 General (informative)</b></p> <p>Clause 9.0 is informative only and contains no requirements requiring test.</p>	---	---



EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> <li>Conformance with WCAG 2.0 Level AA is equivalent to conforming with clauses 9.1.1, 9.1.2, 9.1.3.1 to 9.1.3.3, 9.1.4.1 to 9.1.4.5, 9.2.1.1, 9.2.1.2, 9.2.1.4, 9.2.1.1, 9.2.1.2, 9.2.2, 9.2.3, 9.2.4, 9.3, 9.4.1.1, 9.4.1.2 and the conformance requirements of clause 9.5 of the present document.</li> <li>Conformance with WCAG 2.1 Level AA is equivalent to conforming with all of clauses 9.1 to 9.4 and the conformance requirements of clause 9.5 of the present document.</li> <li>Requirements for other documents and software are provided in clauses 10 and 11 respectively.</li> </ul> <p>NOTE 1: When evaluating web sites they are evaluated as individual web pages. Web applications, mobile web applications etc. are covered under the definition of web page which is quite broad and covers all web content types.</p> <p>The web content requirements in clauses 9.1 to 9.4 set out all of the Level A and Level AA Success Criteria from the W3C Web Content Accessibility Guidelines (WCAG 2.1) [5]:</p> <ul style="list-style-type: none"> <li>Web Pages conforming to WCAG 2.0 Level A and AA also conform to clauses 9.1.1.1 to 9.1.3.3, 9.1.4.1 to 9.1.4.5, 9.2.1.1, 9.2.1.2, 9.2.2.1 to 9.2.4.7, 9.3.1.1 to 9.4.1.2 and the conformance requirements of clause 9.5.</li> <li>Web Pages that conform to WCAG 2.1 Level AA conform to all of clauses 9.1 to 9.4 and the conformance requirements of clause 9.5.</li> <li>Web Pages conforming to clauses 9.1.1.1 to 9.1.3.3, 9.1.4.1 to 9.1.4.5, 9.2.1.1, 9.2.1.2, 9.2.2.1 to 9.2.4.7, 9.3.1.1 to 9.4.1.2, and the conformance requirements of clause 9.5, also conform to WCAG 2.0 Level AA.</li> <li>Web Pages that conform to all of clauses 9.1 to 9.4, and the conformance requirements of clause 9.5, conform to WCAG 2.1 Level AA.</li> </ul>			

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>NOTE 2: WCAG 2.0 is identical to ISO/IEC 40500 (2012): "Information technology - W3C Web Content Accessibility Guidelines (WCAG) 2.0" [4].</p> <p>The requirements in clauses 9.1 to 9.4 are written using the concept of satisfying success criteria (defined in clause 3.1).</p> <p>A web page satisfies a WCAG success criterion when the success criterion does not evaluate to false when applied to the web page. This implies that if the success criterion puts conditions on a specific feature and that specific feature does not occur in the web page, then the web page satisfies the success criterion.</p> <p>NOTE 3: For example, a web page that does not contain pre-recorded audio content in synchronized media will automatically satisfy WCAG success criterion 1.2.2 (captions - pre-recorded) and, in consequence, will also conform to clause 9.1.2.2.</p> <p>In addition to Level AA success criteria, the Web Content Accessibility Guidelines also include success criteria for Level AAA.</p> <p>NOTE 4: The body of the present document does not include the Level AAA success criteria, both to avoid confusion with the Level A and Level AA based requirements and for harmonisation with other procurement standards.</p> <p>Web authors and procurement accessibility specialists are encouraged to improve accessibility beyond the requirements of the present document and should therefore consider whether any of the WCAG Level AAA success criteria offer suggestions that may be applicable and relevant to their project, as well as potentially beneficial to some users.</p> <p>NOTE 5: The W3C states that "It is not recommended that Level AAA conformance be required as a general policy for entire sites because it is not possible to satisfy all Level AAA Success Criteria for some content".</p>			
<b>9.1 Perceivable</b>	<b>C.9.1 Perceivable</b>	---	---
<b>9.1.1 Text alternatives</b>	<b>C.9.1.1 Text alternatives</b>	---	---
<b>9.1.1.1 Non-text content</b>	<b>C.9.1.1.1 Non-text content</b>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.1.1 Non-text content</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.1.1 Non-text content</b></p> <p><a href="#">Understanding Non-text Content</a></p> <p><a href="#">How to Meet Non-text Content</a></p> <p>(Level A)</p> <p>All <a href="#">non-text content</a> that is presented to the user has a <a href="#">text alternative</a> that serves the equivalent purpose, except for the situations listed below.</p> <ul style="list-style-type: none"> <li>Controls, Input: If non-text content is a control or accepts user input, then it has a <a href="#">name</a> that describes its purpose. (Refer to <a href="#">Success Criterion 4.1.2</a> for additional requirements for controls and content that accepts user input.)</li> <li>Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to <a href="#">Guideline 1.2</a> for additional requirements for media.)</li> <li>Test: If non-text content is a test or exercise that would be invalid if presented in <a href="#">text</a>, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>Sensory: If non-text content is primarily intended to create a <a href="#">specific sensory experience</a>, then text alternatives at least provide descriptive identification of the non-text content.</li> <li><a href="#">CAPTCHA</a>: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.</li> <li>Decoration, Formatting, Invisible: If non-text content is <a href="#">pure decoration</a>, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by <a href="#">assistive technology</a>.</li> </ul>	<p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.1.1 Non-text content</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 (2018) clauses		Determination of compliance		Supports?	Explanation
<b>9.1.2 Time-based media</b>		<b>C.9.1.2 Time-based media</b>		---	---
<b>9.1.2.1 Audio-only and video-only (prerecorded)</b> Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)</a> . <b>WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)</b> <a href="#">Understanding Audio-only and Video-only (Prerecorded)</a> <a href="#">How to Meet Audio-only and Video-only (Prerecorded)</a> (Level A) For <a href="#">prerecorded audio-only</a> and <a href="#">prerecorded video-only</a> media, the following are true, except when the audio or video is a <a href="#">media alternative for text</a> and is clearly labeled as such: <ul style="list-style-type: none"> <li>• <a href="#">Prerecorded Audio-only</a>: An <a href="#">alternative for time-based media</a> is provided that presents equivalent information for prerecorded audio-only content.</li> <li>• <a href="#">Prerecorded Video-only</a>: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.</li> </ul>		<b>C.9.1.2.1 Audio-only and video-only (prerecorded)</b> Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)</a> . Result Pass: Check 1 is true Fail: Check 1 is false			
<b>9.1.2.2 Captions (prerecorded)</b> Where ICT is a web page, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded)</a> . <b>WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded)</b> <a href="#">Understanding Captions (Prerecorded)</a> <a href="#">How to Meet Captions (Prerecorded)</a> (Level A) <a href="#">Captions</a> are provided for all <a href="#">prerecorded audio</a> content in <a href="#">synchronized media</a> , except when the media is a <a href="#">media alternative for text</a> and is clearly labeled as such.		<b>C.9.1.2.2 Captions (prerecorded)</b> Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded)</a> . Result Pass: Check 1 is true			

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p><b>9.1.2.3 Audio description or media alternative (prerecorded)</b> Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded)</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded)</b> <a href="#">Understanding Audio Description or Media Alternative (Prerecorded)</a> <a href="#">How to Meet Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>An alternative for time-based media or audio description of the prerecorded video content is provided for <a href="#">synchronized media</a>, except when the media is a <a href="#">media alternative for text</a> and is clearly labeled as such.</p>	<p>Fail: Check 1 is false</p> <p><b>C.9.1.2.3 Audio description or media alternative (prerecorded)</b> Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded)</a>. Result Pass: Check 1 is true Fail: Check 1 is false</p>		
<p><b>9.1.2.4 Captions (live)</b> Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.2.4 Captions (Live)</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.2.4 Captions (Live)</b> <a href="#">Understanding Captions (Live)</a> <a href="#">How to Meet Captions (Live)</a> (Level AA)</p> <p><a href="#">Captions</a> are provided for all <a href="#">live audio</a> content in <a href="#">synchronized media</a>.</p>	<p><b>C.9.1.2.4 Captions (live)</b> Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.2.4 Captions (Live)</a>. Result Pass: Check 1 is true Fail: Check 1 is false</p>		
<p><b>9.1.2.5 Audio description (prerecorded)</b></p>	<p><b>C.9.1.2.5 Audio description (prerecorded)</b> Type of assessment</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded)</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded).</b></p> <p><a href="#">Understanding Audio Description (Prerecorded)</a></p> <p><a href="#">How to Meet Audio Description (Prerecorded)</a></p> <p>(Level AA)</p> <p><a href="#">Audio description</a> is provided for all <a href="#">prerecorded video</a> content in <a href="#">synchronized media</a>.</p>	<p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded)</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<b>9.1.3 Adaptable</b>	<b>C.9.1.3 Adaptable</b>	---	---
<p><b>9.1.3.1 Info and relationships</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.3.1 Info and Relationships</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.3.1 Info and Relationships</b></p> <p><a href="#">Understanding Info and Relationships</a></p> <p><a href="#">How to Meet Info and Relationships</a></p> <p>(Level A)</p> <p>Information, <a href="#">structure</a>, and <a href="#">relationships</a> conveyed through <a href="#">presentation</a> can be <a href="#">programmatically determined</a> or are available in text.</p>	<p><b>C.9.1.3.1 Info and relationships</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.3.1 Info and Relationships</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.1.3.2 Meaningful sequence</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence</b></p> <p><a href="#">Understanding Meaningful Sequence</a></p>	<p><b>C.9.1.3.2 Meaningful sequence</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p><a href="#">How to Meet Meaningful Sequence</a> (Level A)</p> <p>When the sequence in which content is presented affects its meaning, a <a href="#">correct reading sequence</a> can be <a href="#">programmatically determined</a>.</p>	<p>1. The ICT is a web page. Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence</a>.</p> <p>Result</p> <p>Pass: Check 1 is true Fail: Check 1 is false</p>		
<p><b>9.1.3.3 Sensory characteristics</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics</b></p> <p><a href="#">Understanding Sensory Characteristics</a></p> <p><a href="#">How to Meet Sensory Characteristics</a> (Level A)</p> <p>Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.</p> <p>Note: For requirements related to color, refer to <a href="#">Guideline 1.4</a>.</p>	<p><b>C.9.1.3.3 Sensory characteristics</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page. Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics</a>.</p> <p>Result</p> <p>Pass: Check 1 is true Fail: Check 1 is false</p>		
<p><b>9.1.3.4 Orientation</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.3.4 Orientation</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.3.4 Orientation</b></p> <p><a href="#">Understanding Orientation</a></p> <p><a href="#">How to Meet Orientation</a> (Level AA)</p>	<p><b>C.9.1.3.4 Orientation</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page. Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.3.4 Orientation</a>.</p> <p>Result</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is <a href="#">essential</a>.</p> <p>Note: Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable.</p>	<p>Pass: Check 1 is true Fail: Check 1 is false</p>		
<p><b>9.1.3.5 Identify input purpose</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose</b></p> <p><a href="#">Understanding Identify Input Purpose</a></p> <p><a href="#">How to Meet Identify Input Purpose</a></p> <p>(Level AA)</p> <p>The purpose of each input field collecting information about the user can be <a href="#">programmatically determined</a> when:</p> <ul style="list-style-type: none"> <li>The input field serves a purpose identified in the <a href="#">Input Purposes for User Interface Components</a> section; and</li> <li>The content is implemented using technologies with support for identifying the expected meaning for form input data.</li> </ul>	<p><b>C.9.1.3.5 Identify input purpose</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose</a>.</p> <p>Result</p> <p>Pass: Check 1 is true Fail: Check 1 is false</p>		
<p><b>9.1.4 Distinguishable</b></p>	<p><b>C.9.1.4 Distinguishable</b></p>	---	---
<p><b>9.1.4.1 Use of colour</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.4.1 Use of Color</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.4.1 Use of Color</b></p> <p><a href="#">Understanding Use of Color</a></p> <p><a href="#">How to Meet Use of Color</a></p> <p>(Level A)</p>	<p><b>C.9.1.4.1 Use of colour</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p>		



EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>Note: This success criterion addresses color perception specifically. Other forms of perception are covered in <a href="#">Guideline 1.3</a> including programmatic access to color and other visual presentation coding.</p>	<p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.4.1 Use of Color</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.1.4.2 Audio control</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.4.2 Audio Control</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.4.2 Audio Control</b></p> <p><a href="#">Understanding Audio Control</a></p> <p><a href="#">How to Meet Audio Control</a></p> <p>(Level A)</p> <p>If any audio on a Web page plays automatically for more than 3 seconds, either a <a href="#">mechanism</a> is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p> <p>Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether or not it is used to meet other success criteria) must meet this success criterion. See <a href="#">Conformance Requirement 5: Non-Interference</a>.</p>	<p><b>C.9.1.4.2 Audio control</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.4.2 Audio Control</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.1.4.3 Contrast (minimum)</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)</b></p> <p><a href="#">Understanding Contrast (Minimum)</a></p> <p><a href="#">How to Meet Contrast (Minimum)</a></p> <p>(Level AA)</p>	<p><b>C.9.1.4.3 Contrast (minimum)</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)</a>.</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>The visual presentation of <a href="#">text</a> and <a href="#">images of text</a> has a <a href="#">contrast ratio</a> of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> <li>• Large Text: <a href="#">Large-scale text</a> and images of large-scale text have a contrast ratio of at least 3:1;</li> <li>• Incidental: Text or images of text that are part of an inactive <a href="#">user interface component</a>, that are <a href="#">pure decoration</a>, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</li> <li>• Logotypes: Text that is part of a logo or brand name has no contrast requirement.</li> </ul>	<p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.1.4.4 Resize text</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.4.4 Resize text</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.4.4 Resize text</b></p> <p><a href="#">Understanding Resize text</a></p> <p><a href="#">How to Meet Resize text</a></p> <p>(Level AA)</p> <p>Except for captions and <a href="#">images of text</a>, <a href="#">text</a> can be resized without <a href="#">assistive technology</a> up to 200 percent without loss of content or functionality.</p>	<p><b>C.9.1.4.4 Resize text</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.4.4 Resize text</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.1.4.5 Images of text</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.4.5 Images of Text</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.4.5 Images of Text</b>.</p> <p><a href="#">Understanding Images of Text</a></p> <p><a href="#">How to Meet Images of Text</a></p>	<p><b>C.9.1.4.5 Images of text</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>(Level AA)</p> <p>If the technologies being used can achieve the visual presentation, <u>text</u> is used to convey information rather than <u>images of text</u> except for the following:</p> <ul style="list-style-type: none"> <li>• Customizable: The image of text can be <u>visually customized</u> to the user's requirements;</li> <li>• Essential: A particular presentation of text is <u>essential</u> to the information being conveyed.</li> </ul> <p>Note: Logotypes (text that is part of a logo or brand name) are considered essential.</p>	<p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.4.5 Images of Text</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.1.4.10 Reflow</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.4.10 Reflow</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.4.10 Reflow</b></p> <p><a href="#">Understanding Reflow</a></p> <p><a href="#">How to Meet Reflow</a></p> <p>(Level AA)</p> <p>Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> <li>• Vertical scrolling content at a width equivalent to 320 <a href="#">CSS pixels</a>;</li> <li>• Horizontal scrolling content at a height equivalent to 256 <a href="#">CSS pixels</a>.</li> </ul> <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p> <p>Note: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For web content which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS</p>	<p><b>C.9.1.4.10 Reflow</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.4.10 Reflow</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>pixels is equivalent to a starting viewport height of 1024px at 400% zoom.</p> <p>Note: Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content.</p>			
<p><b>9.1.4.11 Non-text contrast</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast</b></p> <p><a href="#">Understanding Non-text Contrast</a></p> <p><a href="#">How to Meet Non-text Contrast</a></p> <p>(Level AA)</p> <p>The visual <a href="#">presentation</a> of the following have a <a href="#">contrast ratio</a> of at least 3:1 against adjacent color(s):</p> <ul style="list-style-type: none"> <li>• User Interface Components: Visual information required to identify <a href="#">user interface components</a> and <a href="#">states</a>, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;</li> <li>• Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is <a href="#">essential</a> to the information being conveyed.</li> </ul>	<p><b>C.9.1.4.11 Non-text contrast</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.1.4.12 Text spacing</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.4.12 Text spacing</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.4.12 Text spacing</b></p> <p><a href="#">Understanding Text Spacing</a></p> <p><a href="#">How to Meet Text Spacing</a></p>	<p><b>C.9.1.4.12 Text spacing</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>(Level AA)</p> <p>In content implemented using markup languages that support the following <a href="#">text style properties</a>, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> <li>• Line height (line spacing) to at least 1.5 times the font size;</li> <li>• Spacing following paragraphs to at least 2 times the font size;</li> <li>• Letter spacing (tracking) to at least 0.12 times the font size;</li> <li>• Word spacing to at least 0.16 times the font size.</li> </ul> <p>Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.</p>	<p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.4.12 Text spacing</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.1.4.13 Content on hover or focus</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus</b></p> <p><a href="#">Understanding Content on Hover or Focus</a></p> <p><a href="#">How to Meet Content on Hover or Focus</a></p> <p>(Level AA)</p> <p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> <li>• Dismissible: A <a href="#">mechanism</a> is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an <a href="#">input error</a> or does not obscure or replace other content;</li> <li>• Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;</li> </ul>	<p><b>C.9.1.4.13 Content on hover or focus</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> <li>Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.</li> </ul> <p>Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.</p> <p>Note: Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML <a href="#">title attribute</a>.</p> <p>Note: Custom tooltips, sub-menus, and other non-modal popups that display on hover and focus are examples of additional content covered by this criterion.</p>			
<b>9.2 Operable</b>	<b>C.9.2 Operable</b>		
<b>9.2.1 Keyboard accessible</b>	<b>C.9.2.1 Keyboard accessible</b>		
<b>9.2.1.1 Keyboard</b> Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.1.1 Keyboard</a> . <b>WCAG 2.1 Success Criterion 2.1.1 Keyboard</b> <a href="#">Understanding Keyboard</a> <a href="#">How to Meet Keyboard</a> (Level A) All <a href="#">functionality</a> of the content is operable through a <a href="#">keyboard interface</a> without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. Note: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.	<b>C.9.2.1.1 Keyboard</b> Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 2.1.1 Keyboard</a> . Result Pass: Check 1 is true Fail: Check 1 is false		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>Note: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</p>			
<p><b>9.2.1.2 No keyboard trap</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap</b></p> <p><a href="#">Understanding No Keyboard Trap</a></p> <p><a href="#">How to Meet No Keyboard Trap</a></p> <p>(Level A)</p> <p>If keyboard focus can be moved to a component of the page using a <a href="#">keyboard interface</a>, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p> <p>Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See <a href="#">Conformance Requirement 5: Non-Interference</a>.</p>	<p><b>C.9.2.1.2 No keyboard trap</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.2.1.4 Character key shortcuts</b></p> <p>Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion <a href="#">2.1.4 Character Key Shortcuts</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts</b></p> <p><a href="#">Understanding Character Key Shortcuts</a></p> <p><a href="#">How to Meet Character Key Shortcuts</a></p> <p>(Level A)</p> <p>If a <a href="#">keyboard shortcut</a> is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p>	<p><b>C.9.2.1.4 Character key shortcuts</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> <li>• Turn off: A <a href="#">mechanism</a> is available to turn the shortcut off;</li> <li>• Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.);</li> <li>• Active only on focus: The keyboard shortcut for a <a href="#">user interface component</a> is only active when that component has focus.</li> </ul>	Fail: Check 1 is false		
<b>9.2.2 Enough time</b>	<b>C.9.2.2 Enough time</b>	---	---
<b>9.2.2.1 Timing adjustable</b> Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable</a> . <b>WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable</b> <a href="#">Understanding Timing Adjustable</a> <a href="#">How to Meet Timing Adjustable</a> (Level A) For each time limit that is set by the content, at least one of the following is true: <ul style="list-style-type: none"> <li>• Turn off: The user is allowed to turn off the time limit before encountering it; or</li> <li>• Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or</li> <li>• Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or</li> <li>• Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or</li> <li>• Essential Exception: The time limit is <a href="#">essential</a> and extending it would invalidate the activity; or</li> </ul>	<b>C.9.2.2.1 Timing adjustable</b> Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable</a> . Result Pass: Check 1 is true Fail: Check 1 is false		



EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> <li>20 Hour Exception: The time limit is longer than 20 hours.</li> </ul> <p>Note: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with <a href="#">Success Criterion 3.2.1</a>, which puts limits on changes of content or context as a result of user action.</p>			
<p><b>9.2.2.2 Pause, stop, hide</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide</b></p> <p><a href="#">Understanding Pause, Stop, Hide</a></p> <p><a href="#">How to Meet Pause, Stop, Hide</a></p> <p>(Level A)</p> <p>For moving, <a href="#">blinking</a>, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> <li>Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to <a href="#">pause</a>, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is <a href="#">essential</a>; and</li> <li>Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</li> </ul> <p>Note: For requirements related to flickering or flashing content, refer to <a href="#">Guideline 2.3</a>.</p> <p>Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or</p>	<p><b>C.9.2.2.2 Pause, stop, hide</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>not) must meet this success criterion. See <a href="#">Conformance Requirement 5: Non-Interference</a>.</p> <p>Note: Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.</p> <p>Note: An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.</p>			
<b>9.2.3 Seizures and physical reactions</b>	<b>C.9.2.3 Seizures and physical reactions</b>	---	---
<p><b>9.2.3.1 Three flashes or below threshold</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold</b></p> <p><a href="#">Understanding Three Flashes or Below Threshold</a></p> <p><a href="#">How to Meet Three Flashes or Below Threshold</a></p> <p>(Level A)</p> <p><a href="#">Web pages</a> do not contain anything that flashes more than three times in any one second period, or the <a href="#">flash</a> is below the <a href="#">general flash and red flash thresholds</a>.</p> <p>Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See <a href="#">Conformance Requirement 5: Non-Interference</a>.</p>	<p><b>C.9.2.3.1 Three flashes or below threshold</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<b>9.2.4 Navigable</b>	<b>C.9.2.4 Navigable</b>	---	---
<b>9.2.4.1 Bypass blocks</b>	<b>C.9.2.4.1 Bypass blocks</b>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks</b></p> <p><a href="#">Understanding Bypass Blocks</a></p> <p><a href="#">How to Meet Bypass Blocks</a></p> <p>(Level A)</p> <p>A <a href="#">mechanism</a> is available to bypass blocks of content that are repeated on multiple <a href="#">Web pages</a>.</p>	<p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.2.4.2 Page titled</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.4.2 Page Titled</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.4.2 Page Titled</b></p> <p><a href="#">Understanding Page Titled</a></p> <p><a href="#">How to Meet Page Titled</a></p> <p>(Level A)</p> <p><a href="#">Web pages</a> have titles that describe topic or purpose.</p>	<p><b>C.9.2.4.2 Page titled</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 2.4.2 Page Titled</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.2.4.3 Focus Order</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.4.3 Focus Order</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.4.3 Focus Order</b></p> <p><a href="#">Understanding Focus Order</a></p> <p><a href="#">How to Meet Focus Order</a></p>	<p><b>C.9.2.4.3 Focus Order</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>(Level A)</p> <p>If a <a href="#">Web page</a> can be <a href="#">navigated sequentially</a> and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	<p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 2.4.3 Focus Order</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.2.4.4 Link purpose (in context)</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)</a>-</p> <p><b>WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)</b></p> <p><a href="#">Understanding Link Purpose (In Context)</a></p> <p><a href="#">How to Meet Link Purpose (In Context)</a></p> <p>(Level A)</p> <p>The <a href="#">purpose</a> of each <a href="#">link</a> can be determined from the link text alone or from the link text together with its <a href="#">programmatically determined link context</a>, except where the purpose of the link would be <a href="#">ambiguous to users in general</a>.</p>	<p><b>C.9.2.4.4 Link purpose (in context)</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.2.4.5 Multiple ways</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.4.5 Multiple Ways</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.4.5 Multiple Ways</b></p> <p><a href="#">Understanding Multiple Ways</a></p> <p><a href="#">How to Meet Multiple Ways</a></p> <p>(Level AA)</p> <p>More than one way is available to locate a <a href="#">Web page</a> within a <a href="#">set of Web pages</a> except where the Web Page is the result of, or a step in, a <a href="#">process</a>.</p>	<p><b>C.9.2.4.5 Multiple ways</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 2.4.5 Multiple Ways</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p><b>9.2.4.6 Headings and labels</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.4.6 Headings and Labels</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.4.6 Headings and Labels</b></p> <p><a href="#">Understanding Headings and Labels</a></p> <p><a href="#">How to Meet Headings and Labels</a></p> <p>(Level AA)</p> <p>Headings and <a href="#">labels</a> describe topic or purpose.</p>	<p>Fail: Check 1 is false</p> <p><b>C.9.2.4.6 Headings and labels</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 2.4.6 Headings and Labels</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.2.4.7 Focus visible</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.4.7 Focus Visible</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.4.7 Focus Visible</b></p> <p><a href="#">Understanding Focus Visible</a></p> <p><a href="#">How to Meet Focus Visible</a></p> <p>(Level AA)</p> <p>Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	<p><b>C.9.2.4.7 Focus visible</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 2.4.7 Focus Visible</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.2.5 Input modalities</b></p>	<p><b>C.9.2.5 Input modalities</b></p>	---	---
<p><b>9.2.5.1 Pointer gestures</b></p>	<p><b>C.9.2.5.1 Pointer gestures</b></p> <p>Type of assessment</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures</b></p> <p><a href="#">Understanding Pointer Gestures</a></p> <p><a href="#">How to Meet Pointer Gestures</a></p> <p>(Level A)</p> <p>All <a href="#">functionality</a> that uses multipoint or path-based gestures for operation can be operated with a <a href="#">single pointer</a> without a path-based gesture, unless a multipoint or path-based gesture is <a href="#">essential</a>.</p> <p>Note: This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).</p>	<p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.2.5.2 Pointer cancellation</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation</b></p> <p><a href="#">Understanding Pointer Cancellation</a></p> <p><a href="#">How to Meet Pointer Cancellation</a></p> <p>(Level A)</p> <p>For <a href="#">functionality</a> that can be operated using a <a href="#">single pointer</a>, at least one of the following is true:</p>	<p><b>C.9.2.5.2 Pointer cancellation</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<ul style="list-style-type: none"> <li>• No Down-Event: The <a href="#">down-event</a> of the pointer is not used to execute any part of the function;</li> <li>• Abort or Undo: Completion of the function is on the <a href="#">up-event</a>, and a <a href="#">mechanism</a> is available to abort the function before completion or to undo the function after completion;</li> <li>• Up Reversal: The up-event reverses any outcome of the preceding down-event;</li> <li>• Essential: Completing the function on the down-event is <a href="#">essential</a>.</li> </ul>			

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>Note: Functions that emulate a keyboard or numeric keypad key press are considered essential.</p> <p>Note: This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).</p>			
<p><b>9.2.5.3 Label in name</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.5.3 Label in Name</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.5.3 Label in Name</b></p> <p><a href="#">Understanding Label in Name</a></p> <p><a href="#">How to Meet Label in Name</a></p> <p>(Level A)</p> <p>For user interface components with <a href="#">labels</a> that include <a href="#">text</a> or <a href="#">images of text</a>, the <a href="#">name</a> contains the text that is presented visually.</p> <p>Note: A best practice is to have the text of the label at the start of the name.</p>	<p><b>C.9.2.5.3 Label in name</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 2.5.3 Label in Name</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.2.5.4 Motion actuation</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.5.4 Motion Actuation</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.5.4 Motion Actuation</b></p> <p><a href="#">Understanding Motion Actuation</a></p> <p><a href="#">How to Meet Motion Actuation</a></p> <p>(Level A)</p> <p><a href="#">Functionality</a> that can be operated by device motion or user motion can also be operated by <a href="#">user interface components</a> and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> <li>Supported Interface: The motion is used to operate functionality through an <a href="#">accessibility supported</a> interface;</li> </ul>	<p><b>C.9.2.5.4 Motion actuation</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 2.5.4 Motion Actuation</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> <li>Essential: The motion is <a href="#">essential</a> for the function and doing so would invalidate the activity.</li> </ul>			
<b>9.3 Understandable</b>	<b>C.9.3 Understandable</b>	---	---
<b>9.3.1 Readable</b>	<b>C.9.3.1 Readable</b>	---	---
<b>9.3.1.1 Language of page</b> Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 3.1.1 Language of Page</a> . <b>WCAG 2.1 Success Criterion 3.1.1 Language of Page</b> <a href="#">Understanding Language of Page</a> <a href="#">How to Meet Language of Page</a> (Level A) The default <a href="#">human language</a> of each <a href="#">Web page</a> can be <a href="#">programmatically determined</a> .	<b>C.9.3.1.1 Language of page</b> Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 3.1.1 Language of Page</a> . Result Pass: Check 1 is true Fail: Check 1 is false		
<b>9.3.1.2 Language of parts</b> Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 3.1.2 Language of Parts</a> . <b>WCAG 2.1 Success Criterion 3.1.2 Language of Parts</b> <a href="#">Understanding Language of Parts</a> <a href="#">How to Meet Language of Parts</a> (Level AA) The <a href="#">human language</a> of each passage or phrase in the content can be <a href="#">programmatically determined</a> except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.	<b>C.9.3.1.2 Language of parts</b> Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 3.1.2 Language of Parts</a> . Result Pass: Check 1 is true Fail: Check 1 is false		



EN 301 549 (2018) clauses		Determination of compliance		Supports?	Explanation?
9.3.2 Predictable		C.9.3.2 Predictable		---	---
9.3.2.1 On focus	Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 3.2.1 On Focus</a> .	C.9.3.2.1 On focus			
WCAG 2.1 Success Criterion 3.2.1 On Focus		Type of assessment			
<a href="#">Understanding On Focus</a>		Inspection			
<a href="#">How to Meet On Focus</a>		Pre-conditions			
(Level A)		1. The ICT is a web page.			
When any <a href="#">user interface component</a> receives focus, it does not initiate a <a href="#">change of context</a> .		Procedure			
		1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 3.2.1 On Focus</a> .			
		Result			
		Pass: Check 1 is true			
		Fail: Check 1 is false			
9.3.2.2 On input		C.9.3.2.2 On input			
Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 3.2.2 On Input</a> .		Type of assessment			
WCAG 2.1 Success Criterion 3.2.2 On Input		Inspection			
<a href="#">Understanding On Input</a>		Pre-conditions			
<a href="#">How to Meet On Input</a>		1. The ICT is a web page.			
(Level A)		Procedure			
Changing the setting of any <a href="#">user interface component</a> does not automatically cause a <a href="#">change of context</a> unless the user has been advised of the behavior before using the component.		1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 3.2.2 On Input</a> .			
		Result			
		Pass: Check 1 is true			
		Fail: Check 1 is false			
9.3.2.3 Consistent navigation		C.9.3.2.3 Consistent navigation			
Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation</a> .		Type of assessment			
		Inspection			

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p><b>WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation</b>  <a href="#">Understanding Consistent Navigation</a>  <a href="#">How to Meet Consistent Navigation</a>  (Level AA)</p> <p>Navigational mechanisms that are repeated on multiple <a href="#">Web pages</a> within a <a href="#">set of Web pages</a> occur in the <a href="#">same relative order</a> each time they are repeated, unless a change is initiated by the user.</p>	<p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.3.2.4 Consistent identification</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 3.2.4 Consistent Identification</a>.</p> <p><b>WCAG 2.1 Success Criterion 3.2.4 Consistent Identification</b>  <a href="#">Understanding Consistent Identification</a>  <a href="#">How to Meet Consistent Identification</a>  (Level AA)</p> <p>Components that have the <a href="#">same functionality</a> within a <a href="#">set of Web pages</a> are identified consistently.</p>	<p><b>C.9.3.2.4 Consistent identification</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 3.2.4 Consistent Identification</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.3.3 Input assistance</b></p>	<p><b>C.9.3.3 Input assistance</b></p>	---	---
<p><b>9.3.3.1 Error identification</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 3.3.1 Error Identification</a>.</p> <p><b>WCAG 2.1 Success Criterion 3.3.1 Error Identification</b>  <a href="#">Understanding Error Identification</a>  <a href="#">How to Meet Error Identification</a></p>	<p><b>C.9.3.3.1 Error identification</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>(Level A)</p> <p>If an <a href="#">input error</a> is automatically detected, the item that is in error is identified and the error is described to the user in text.</p>	<p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 3.3.1 Error Identification</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.3.3.2 Labels or instructions</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions</a>.</p> <p><b>WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions</b></p> <p><a href="#">Understanding Labels or Instructions</a></p> <p><a href="#">How to Meet Labels or Instructions</a></p> <p>(Level A)</p> <p><a href="#">Labels</a> or instructions are provided when content requires user input.</p>	<p><b>C.9.3.3.2 Labels or instructions</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.3.3.3 Error suggestion</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 3.3.3 Error Suggestion</a>.</p> <p><b>WCAG 2.1 Success Criterion 3.3.3 Error Suggestion</b></p> <p><a href="#">Understanding Error Suggestion</a></p> <p><a href="#">How to Meet Error Suggestion</a></p> <p>(Level AA)</p> <p>If an <a href="#">input error</a> is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	<p><b>C.9.3.3.3 Error suggestion</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 3.3.3 Error Suggestion</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p><b>9.3.3.4 Error prevention (legal, financial, data)</b> Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)</a>.</p> <p><b>WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)</b> <a href="#">Understanding Error Prevention (Legal, Financial, Data)</a> <a href="#">How to Meet Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>For <a href="#">Web pages</a> that cause <a href="#">legal commitments</a> or financial transactions for the user to occur, that modify or delete <a href="#">user-controllable</a> data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• Reversible: Submissions are reversible.</li> <li>• Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</li> <li>• Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</li> </ul>	<p><b>C.9.3.3.4 Error prevention (legal, financial, data)</b> Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)</a>. Result Pass: Check 1 is true Fail: Check 1 is false</p>		
<b>9.4 Robust</b>	<b>C.9.4 Robust</b>	---	---
<b>9.4.1 Compatible</b>	<b>C.9.4.1 Compatible</b>	---	---
<p><b>9.4.1.1 Parsing</b> Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 4.1.1 Parsing</a>.</p> <p><b>WCAG 2.1 Success Criterion 4.1.1 Parsing</b> <a href="#">Understanding Parsing</a> <a href="#">How to Meet Parsing</a> (Level A)</p>	<p><b>C.9.4.1.1 Parsing</b> Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 4.1.1 Parsing</a>.</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p> <p>Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.</p>	<p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.4.1.2 Name, role, value</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value</a>.</p> <p><b>WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value</b></p> <p><a href="#">Understanding Name, Role, Value</a></p> <p><a href="#">How to Meet Name, Role, Value</a></p> <p>(Level A)</p> <p>For all <a href="#">user interface components</a> (including but not limited to: form elements, links and components generated by scripts), the <a href="#">name</a> and <a href="#">role</a> can be <a href="#">programmatically determined</a>; states, properties, and values that can be set by the user can be <a href="#">programmatically set</a>; and notification of changes to these items is available to <a href="#">user agents</a>, including <a href="#">assistive technologies</a>.</p> <p>Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.</p>	<p><b>C.9.4.1.2 Name, role, value</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.4.1.3 Status messages</b></p> <p>Where ICT is a web page, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 4.1.3 Status Messages</a>.</p> <p><b>WCAG 2.1 Success Criterion 4.1.3 Status Messages</b></p> <p><a href="#">Understanding Status Messages</a></p> <p><a href="#">How to Meet Status Messages</a></p> <p>(Level AA)</p>	<p><b>C.9.4.1.3 Status messages</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
In content implemented using markup languages, <a href="#">status messages</a> can be <a href="#">programmatically determined</a> through <a href="#">role</a> or properties such that they can be presented to the user by <a href="#">assistive technologies</a> without receiving focus.	<p>1. Check that the web page does not fail <a href="#">WCAG 2.1 Success Criterion 4.1.3 Status Messages</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>9.5 WCAG conformance requirements</b></p> <p>Where ICT is a web page, it shall satisfy all the following five WCAG 2.1 conformance requirements at Level AA [5].</p> <p>Conformance level</p> <p>Full pages</p> <p>Complete processes</p> <p>Only Accessibility-Supported Ways of Using Technologies</p> <p>Non-interference</p> <p>NOTE 1: A Web page that meets all of requirements 9.1 to 9.4, or where a Level AA conforming alternate version (as defined in WCAG 2.1 [5]) is provided, will meet conformance requirement 1.</p> <p>NOTE 2: According to W3C: "WCAG 2.1 extends Web Content Accessibility Guidelines 2.0 [4], which was published as a W3C Recommendation December 2008. Content that conforms to WCAG 2.1 also conforms to WCAG 2.0, and therefore to policies that reference WCAG 2.0" [4].</p> <p>NOTE 3: Conformance requirement 5 states that all content on the page, including content that is not otherwise relied upon to meet conformance, meets clauses 9.1.4.2, 9.2.1.2, 9.2.2.2 and 9.2.3.1.</p> <p>WCAG 2.1 conformance requirements at Level AA [5]</p>	<p><b>C.9.5 WCAG conformance requirements</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a web page.</p> <p>Procedure</p> <p>1. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "1: Conformance level" at Level AA.</p> <p>2. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "2: Full pages".</p> <p>3. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "3: Complete processes".</p> <p>4. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "4: Only Accessibility-Supported Ways of Using Technologies".</p> <p>5. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "5: Non-interference".</p> <p>Result</p> <p>Pass: All checks are true</p> <p>Fail: Any check is false</p>		
<b>10 Non-web documents</b>	<b>C.10 Non-web documents</b>		
<b>10.0 General (informative)</b>	<b>C.10.0 General (informative)</b>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>Requirements in clause 10 apply to documents:</p> <ul style="list-style-type: none"> <li>• that are not web pages;</li> <li>• that are not embedded in web pages;</li> <li>• that are embedded in web pages and that are not used in the rendering and that are not intended to be rendered together with the web page in which they are embedded.</li> </ul> <p>Clause 9 provides requirements for documents that are in web pages or that are embedded in web pages and that are used in the rendering or that are intended to be rendered together with the web page in which they are embedded.</p> <p>NOTE 1: Some examples of documents are letters, spreadsheets, emails, books, pictures, presentations, and movies that have an associated user agent such as a document reader, editor or media player.</p> <p>NOTE 2: A single document may be composed of multiple files such as the video content, closed caption text, etc. This fact is not usually apparent to the end-user consuming the document/content.</p> <p>NOTE 3: Documents require a user agent in order for the content to be presented to users. The requirements for user agents can be found in clause 11.</p> <p>NOTE 4: The requirements for content that is part of software, can be found in clause 11.</p> <p>NOTE 5: The success criteria set out in clause 10 are intended to harmonize with the Working Group Note [i.26] produced by the W3C's <a href="#">WCAG2ICT Task Force</a>.</p>			
<b>10.1 Perceivable</b>	<b>C.10.1 Perceivable</b>	---	---
<b>10.1.1 Text alternatives</b>	<b>C.10.1.1 Text alternatives</b>	---	---
<b>10.1.1.1 Non-text content</b> Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.1.1 Non-text Content</a> .	<b>C.10.1.1.1 Non-text content</b> Type of assessment Inspection		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>NOTE: CAPTCHAs do not currently appear outside of the Web. However, if they do appear, this guidance is accurate.</p> <p><b>WCAG 2.1 Success Criterion 1.1.1 Non-text Content</b></p> <p><a href="#">Understanding Non-text Content</a></p> <p><a href="#">How to Meet Non-text Content</a></p> <p>(Level A)</p> <p>All <a href="#">non-text content</a> that is presented to the user has a <a href="#">text alternative</a> that serves the equivalent purpose, except for the situations listed below.</p> <ul style="list-style-type: none"> <li>Controls, Input: If non-text content is a control or accepts user input, then it has a <a href="#">name</a> that describes its purpose. (Refer to <a href="#">Success Criterion 4.1.2</a> for additional requirements for controls and content that accepts user input.)</li> <li>Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to <a href="#">Guideline 1.2</a> for additional requirements for media.)</li> <li>Test: If non-text content is a test or exercise that would be invalid if presented in <a href="#">text</a>, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>Sensory: If non-text content is primarily intended to create a <a href="#">specific sensory experience</a>, then text alternatives at least provide descriptive identification of the non-text content.</li> <li><a href="#">CAPTCHA</a>: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.</li> <li>Decoration, Formatting, Invisible: If non-text content is <a href="#">pure decoration</a>, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by <a href="#">assistive technology</a>.</li> </ul>	<p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.1.1 Non-text content</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		



EN 301 549 (2018) clauses		Determination of compliance	Supports?	Explanation?
<b>10.1.2 Time-based media</b>		<b>C.10.1.2 Time-based media</b>	---	---
<b>10.1.2.1 Audio-only and video-only (prerecorded)</b>  Where ICT is a non-web document, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)</a> .  NOTE: The alternative can be provided directly in the document - or provided in an alternate version that meets the success criterion.  <b>Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)</b>  <a href="#">Understanding Audio-only and Video-only (Prerecorded)</a> <a href="#">How to Meet Audio-only and Video-only (Prerecorded)</a>  (Level A)  For <a href="#">prerecorded audio-only</a> and <a href="#">prerecorded video-only</a> media, the following are true, except when the audio or video is a <a href="#">media alternative for text</a> and is clearly labeled as such: <ul style="list-style-type: none"><li>• <a href="#">Prerecorded Audio-only</a>: An <a href="#">alternative for time-based media</a> is provided that presents equivalent information for prerecorded audio-only content.</li><li>• <a href="#">Prerecorded Video-only</a>: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.</li></ul>		<b>C.10.1.2.1 Audio-only and video-only (prerecorded)</b>  Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document.  Procedure 1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)</a> .  Result Pass: Check 1 is true Fail: Check 1 is false		
<b>10.1.2.2 Captions (prerecorded)</b>  Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded)</a> .  NOTE: The WCAG 2.1 definition of "captions" notes that "in some countries, captions are called subtitles". They are also sometimes referred to as "subtitles for the hearing impaired". Per the definition in WCAG 2.1, to meet this success criterion, whether called captions or subtitles, they would have to provide "synchronized visual and / or text alternative for both speech and non-speech audio information needed to understand the media content" where non-speech		<b>C.10.1.2.2 Captions (prerecorded)</b>  Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document.  Procedure 1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded)</a> .		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>information includes "sound effects, music, laughter, speaker identification and location".</p> <p><b>WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded).</b></p> <p><a href="#">Understanding Captions (Prerecorded)</a></p> <p><a href="#">How to Meet Captions (Prerecorded)</a></p> <p>(Level A)</p> <p><a href="#">Captions</a> are provided for all <a href="#">prerecorded</a> audio content in <a href="#">synchronized media</a>, except when the media is a <a href="#">media alternative for text</a> and is clearly labeled as such.</p>	<p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.1.2.3 Audio description or media alternative (prerecorded)</b></p> <p>Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded)</a>.</p> <p>NOTE 1: The WCAG 2.1 definition of "audio description" says that "audio description" is "Also called 'video description' and 'descriptive narration'".</p> <p>NOTE 2: Secondary or alternate audio tracks are commonly used for this purpose.</p> <p><b>WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded).</b></p> <p><a href="#">Understanding Audio Description or Media Alternative (Prerecorded)</a></p> <p><a href="#">How to Meet Audio Description or Media Alternative (Prerecorded)</a></p> <p>(Level A)</p> <p>An <a href="#">alternative for time-based media</a> or audio description of the <a href="#">prerecorded video</a> content is provided for <a href="#">synchronized media</a>, except when the media is a <a href="#">media alternative for text</a> and is clearly labeled as such.</p>	<p><b>C.10.1.2.3 Audio description or media alternative (prerecorded)</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded)</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.1.2.4 Captions (live)</b></p> <p>Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.2.4 Captions (Live)</a>.</p>	<p><b>C.10.1.2.4 Captions (live)</b></p> <p>Type of assessment</p> <p>Inspection</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>NOTE: The WCAG 2.1 definition of "captions" notes that "in some countries, captions are called subtitles". They are also sometimes referred to as "subtitles for the hearing impaired". Per the definition in WCAG 2.1, to meet this success criterion, whether called captions or subtitles, they would have to provide "synchronized visual and / or text alternative for both speech and non-speech audio information needed to understand the media content" where non-speech information includes "sound effects, music, laughter, speaker identification and location".</p> <p><b>WCAG 2.1 Success Criterion 1.2.4 Captions (Live)</b></p> <p><a href="#">Understanding Captions (Live)</a></p> <p><a href="#">How to Meet Captions (Live)</a></p> <p>(Level AA)</p> <p><a href="#">Captions</a> are provided for all <a href="#">live audio</a> content in <a href="#">synchronized media</a>.</p>	<p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.2.4 Captions (Live)</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.1.2.5 Audio description (prerecorded)</b></p> <p>Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded)</a>.</p> <p>NOTE 1: The WCAG 2.1 definition of "audio description" says that audio description is "Also called 'video description' and 'descriptive narration'".</p> <p>NOTE 2: Secondary or alternate audio tracks are commonly used for this purpose.</p> <p><b>WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded)</b></p> <p><a href="#">Understanding Audio Description (Prerecorded)</a></p> <p><a href="#">How to Meet Audio Description (Prerecorded)</a></p> <p>(Level AA)</p> <p><a href="#">Audio description</a> is provided for all <a href="#">prerecorded video</a> content in <a href="#">synchronized media</a>.</p>	<p><b>C.10.1.2.5 Audio description (prerecorded)</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded)</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.1.3 Adaptable</b></p>	<p><b>C.10.1.3 Adaptable</b></p>	---	---

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p><b>10.1.3.1 Info and relationships</b></p> <p>Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.3.1 Info and Relationships</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.3.1 Info and Relationships</b></p> <p><a href="#">Understanding Info and Relationships</a></p> <p><a href="#">How to Meet Info and Relationships</a></p> <p>(Level A)</p> <p>Information, <u>structure</u>, and <u>relationships</u> conveyed through <u>presentation</u> can be <u>programmatically determined</u> or are available in text.</p>	<p><b>C.10.1.3.1 Info and relationships</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.3.1 Info and Relationships</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.1.3.2 Meaningful sequence</b></p> <p>Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence</b></p> <p><a href="#">Understanding Meaningful Sequence</a></p> <p><a href="#">How to Meet Meaningful Sequence</a></p> <p>(Level A)</p> <p>When the sequence in which content is presented affects its meaning, a <u>correct reading sequence</u> can be <u>programmatically determined</u>.</p>	<p><b>C.10.1.3.2 Meaningful sequence</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.1.3.3 Sensory characteristics</b></p> <p>Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics.</b></p> <p><a href="#">Understanding Sensory Characteristics</a></p>	<p><b>C.10.1.3.3 Sensory characteristics</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p><a href="#">How to Meet Sensory Characteristics</a> (Level A)</p> <p>Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.</p> <p>Note: For requirements related to color, refer to WCAG 2.1 - <a href="#">Guideline 1.4</a>.</p>	<p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.1.3.4 Orientation</b></p> <p>Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.3.4 Orientation</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.3.4 Orientation</b></p> <p><a href="#">Understanding Orientation</a></p> <p><a href="#">How to Meet Orientation</a> (Level AA)</p> <p>Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is <a href="#">essential</a>.</p> <p>Note: Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable.</p>	<p><b>C.10.1.3.4 Orientation</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions:</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.3.4 Orientation</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.1.3.5 Identify input purpose</b></p> <p>Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose</b></p> <p><a href="#">Understanding Identify Input Purpose</a></p> <p><a href="#">How to Meet Identify Input Purpose</a> (Level AA)</p>	<p><b>C.10.1.3.5 Identify input purpose</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>The purpose of each input field collecting information about the user can be <a href="#">programmatically determined</a> when:</p> <ul style="list-style-type: none"> <li>• The input field serves a purpose identified in the <a href="#">Input Purposes for User Interface Components</a> section; and</li> <li>• The content is implemented using technologies with support for identifying the expected meaning for form input data.</li> </ul>	<p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<b>10.1.4 Distinguishable</b>	<b>C.10.1.4 Distinguishable</b>	---	---
<p><b>10.1.4.1 Use of colour</b></p> <p>Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.4.1 Use of Color</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.4.1 Use of Color.</b></p> <p><a href="#">Understanding Use of Color</a></p> <p><a href="#">How to Meet Use of Color</a></p> <p>(Level A)</p> <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>Note: This success criterion addresses color perception specifically. Other forms of perception are covered in <a href="#">Guideline 1.3</a> including programmatic access to color and other visual presentation coding.</p>	<p><b>C.10.1.4.1 Use of colour</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.4.1 Use of Color</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.1.4.2 Audio control</b></p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.1.</p> <p><b>Table 10.1: Document success criterion: Audio control</b></p> <p>If any audio in a document plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a <a href="#">mechanism</a> is available to control audio volume independently from the overall system volume level.</p> <p>NOTE 1: Since any part of a document that does not meet this success criterion can interfere with a user's ability to use the whole</p>	<p><b>C.10.1.4.2 Audio control</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.1.</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>document, all content in the document (whether or not it is used to meet other success criteria) shall meet this success criterion.</p> <p>NOTE 2: This success criterion is identical to the <a href="#">WCAG 2.1 Success Criterion 1.4.2 Audio Control</a>, replacing "on a Web page" with "in a document" "any content" with "any part of a document", "whole page" with "whole document", "on the Web page" with "in the document", removing "See Conformance Requirement 5: Non-Interference" and adding note 1.</p> <p><b>WCAG 2.1 Success Criterion 1.4.2 Audio Control</b></p> <p><a href="#">Understanding Audio Control</a></p> <p><a href="#">How to Meet Audio Control</a></p> <p>(Level A)</p>	<p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.1.4.3 Contrast (minimum)</b></p> <p>Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)</b></p> <p><a href="#">Understanding Contrast (Minimum)</a></p> <p><a href="#">How to Meet Contrast (Minimum)</a></p> <p>(Level AA)</p> <p>The visual presentation of <a href="#">text</a> and <a href="#">images of text</a> has a <a href="#">contrast ratio</a> of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> <li>• Large Text: <a href="#">Large-scale</a> text and images of large-scale text have a contrast ratio of at least 3:1;</li> <li>• Incidental: Text or images of text that are part of an inactive <a href="#">user interface component</a>, that are <a href="#">pure decoration</a>, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</li> <li>• Logotypes: Text that is part of a logo or brand name has no contrast requirement.</li> </ul>	<p><b>C.10.1.4.3 Contrast (minimum)</b></p> <p>Type of assessment: Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		



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<p><b>10.1.4.4 Resize text</b></p> <p>Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.4.4 Resize Text</a>.</p> <p>NOTE 1: Content for which there are software players, viewers or editors with a 200 percent zoom feature would automatically meet this success criterion when used with such players, unless the content will not work with zoom.</p> <p>NOTE 2: This success criterion is about the ability to allow users to enlarge the text on screen at least up to 200 % without needing to use assistive technologies. This means that the application provides some means for enlarging the text 200 % (zoom or otherwise) without loss of content or functionality or that the application works with the platform features that meet this requirement.</p> <p><b>WCAG 2.1 Success Criterion 1.4.4 Resize Text</b></p> <p><a href="#">Understanding Resize text</a></p> <p><a href="#">How to Meet Resize text</a></p> <p>(Level AA)</p> <p>Except for captions and <a href="#">images of text</a>, <a href="#">text</a> can be resized without <a href="#">assistive technology</a> up to 200 percent without loss of content or functionality.</p>	<p><b>C.10.1.4.4 Resize text</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.4.4 Resize text</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.1.4.5 Images of text</b></p> <p>Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.4.5 Images of Text</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.4.5 Images of Text</b></p> <p><a href="#">Understanding Images of Text</a></p> <p><a href="#">How to Meet Images of Text</a></p> <p>(Level AA)</p> <p>If the technologies being used can achieve the visual presentation, <a href="#">text</a> is used to convey information rather than <a href="#">images of text</a> except for the following:</p>	<p><b>C.10.1.4.5 Images of text</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.4.5 Images of Text</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p>		



EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> <li>Customizable: The image of text can be <a href="#">visually customized</a> to the user's requirements;</li> <li>Essential: A particular presentation of text is <a href="#">essential</a> to the information being conveyed.</li> </ul> <p>Note: Logotypes (text that is part of a logo or brand name) are considered essential.</p>	Fail: Check 1 is false		
<p><b>10.1.4.10 Reflow</b></p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.2.</p> <p><b>Table 10.2: Document success criterion: Reflow</b></p> <p>Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> <li>Vertical scrolling content at a width equivalent to 320 <a href="#">CSS pixels</a>;</li> <li>Horizontal scrolling content at a height equivalent to 256 <a href="#">CSS pixels</a>.</li> </ul> <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p> <p>NOTE 1: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For documents which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom.</p> <p>NOTE 2: Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content.</p> <p>NOTE 3: This success criterion is identical to the <a href="#">WCAG 2.1 Success Criterion 1.4.10 Reflow</a> replacing the original WCAG 2.1 notes with notes 1 and 2, above.</p>	<p><b>C.10.1.4.10 Reflow</b></p> <p>Type of assessment Inspection</p> <p>Pre-conditions 1. The ICT is a non-web document.</p> <p>Procedure 1. Check that the document does not fail the Success Criterion in Table 10.2.</p> <p>Result Pass: Check 1 is true Fail: Check 1 is false</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<b>WCAG 2.1 Success Criterion 1.4.10 Reflow</b> <a href="#">Understanding Reflow</a> <a href="#">How to Meet Reflow</a> (Level AA)			
<b>10.1.4.11 Non-text contrast</b> Where ICT is a non-web document, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast</a> . <b>WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast.</b> <a href="#">Understanding Non-text Contrast</a> <a href="#">How to Meet Non-text Contrast</a> (Level AA) The visual <a href="#">presentation</a> of the following have a <a href="#">contrast ratio</a> of at least 3:1 against adjacent color(s): <ul style="list-style-type: none"> <li>User Interface Components: Visual information required to identify <a href="#">user interface components</a> and <a href="#">states</a>, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;</li> <li>Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is <a href="#">essential</a> to the information being conveyed.</li> </ul>	<b>C.10.1.4.11 Non-text contrast</b> Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document that does not have a fixed size content layout area that is essential to the information being conveyed. Procedure 1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast</a> . Result Pass: Check 1 is true Fail: Check 1 is false		
<b>10.1.4.12 Text spacing</b> Where ICT is a non-web document that does not have a fixed size content layout area that is essential to the information being conveyed, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.4.12 Text spacing</a> . <b>WCAG 2.1 Success Criterion 1.4.12 Text spacing</b> <a href="#">Understanding Text Spacing</a> <a href="#">How to Meet Text Spacing</a>	<b>C.10.1.4.12 Text spacing</b> Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>(Level AA)</p> <p>In content implemented using markup languages that support the following <a href="#">text style properties</a>, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> <li>• Line height (line spacing) to at least 1.5 times the font size;</li> <li>• Spacing following paragraphs to at least 2 times the font size;</li> <li>• Letter spacing (tracking) to at least 0.12 times the font size;</li> <li>• Word spacing to at least 0.16 times the font size.</li> </ul> <p>Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.</p>	<p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.4.12 Text spacing</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.1.4.13 Content on hover or focus</b></p> <p>Where ICT is a non-web document, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus</a>.</p> <p><b>WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus.</b></p> <p><a href="#">Understanding Content on Hover or Focus</a></p> <p><a href="#">How to Meet Content on Hover or Focus</a></p> <p>(Level AA)</p> <p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> <li>• Dismissible: A <a href="#">mechanism</a> is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an <a href="#">input error</a> or does not obscure or replace other content;</li> <li>• Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;</li> </ul>	<p><b>C.10.1.4.13 Content on hover or focus</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<ul style="list-style-type: none"> <li>Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.</li> </ul> <p>Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.</p> <p>Note: Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML <a href="#">title attribute</a>.</p> <p>Note: Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion.</p>			
<b>10.2 Operable</b>	<b>C.10.2 Operable</b>		
<b>10.2.1 Keyboard accessible</b>	<b>C.10.2.1 Keyboard accessible</b>		
<b>10.2.1.1 Keyboard</b> Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 2.1.1 Keyboard</a> . <b>WCAG 2.1 Success Criterion 2.1.1 Keyboard</b> <a href="#">Understanding Keyboard</a> <a href="#">How to Meet Keyboard</a> (Level A) All <a href="#">functionality</a> of the content is operable through a <a href="#">keyboard interface</a> without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. Note: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.	<b>C.10.2.1.1 Keyboard</b> Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 2.1.1 Keyboard</a> . Result Pass: Check 1 is true Fail: Check 1 is false		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>Note: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</p>			
<p><b>10.2.1.2 No keyboard trap</b></p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.3.</p> <p><b>Table 10.3: Document success criterion: No keyboard trap</b></p> <p>If keyboard focus can be moved to a component of the document using a <a href="#">keyboard interface</a>, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p> <p>NOTE 1: Since any part of a document that does not meet this success criterion can interfere with a user's ability to use the whole document, it is necessary for all content in the document (whether or not it is used to meet other success criteria) to meet this success criterion.</p> <p>NOTE 2: Standard exit methods may vary by platform. For example, on many desktop platforms, the Escape key is a standard method for exiting.</p> <p>NOTE 3: This success criterion is identical to the <a href="#">WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap</a> replacing "page" and "Web page" with "document", removing "See Conformance Requirement 5: Non-Interference" and with the addition of note 2 above and with note 1 above re-drafted to avoid the use of the word "must".</p> <p><b>WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap</b></p> <p><a href="#">Understanding No Keyboard Trap</a></p> <p><a href="#">How to Meet No Keyboard Trap</a></p> <p>(Level A)</p>	<p><b>C.10.2.1.2 No keyboard trap</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.3.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.2.1.4 Character key shortcuts</b></p>	<p><b>C.10.2.1.4 Character key shortcuts</b></p> <p>Type of assessment</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>Where ICT is a non-web document, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts</b></p> <p><a href="#">Understanding Character Key Shortcuts</a></p> <p><a href="#">How to Meet Character Key Shortcuts</a></p> <p>(Level A)</p> <p>If a <a href="#">keyboard shortcut</a> is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• Turn off: A <a href="#">mechanism</a> is available to turn the shortcut off;</li> <li>• Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.);</li> <li>• Active only on focus: The keyboard shortcut for a <a href="#">user interface component</a> is only active when that component has focus.</li> </ul>	<p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure:</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<b>10.2.2 Enough time</b>	<b>C.10.2.2 Enough time</b>	---	---
<p><b>10.2.2.1 Timing adjustable</b></p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.4.</p> <p><b>Table 10.4: Document success criterion: Timing adjustable</b></p> <p>For each time limit that is set by the document, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• Turn off: The user is allowed to turn off the time limit before encountering it; or</li> <li>• Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or</li> <li>• Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action</li> </ul>	<p><b>C.10.2.2.1 Timing adjustable</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.4.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>(for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or</p> <ul style="list-style-type: none"> <li>Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or</li> <li>Essential Exception: The time limit is <a href="#">essential</a> and extending it would invalidate the activity; or</li> <li>20 Hour Exception: The time limit is longer than 20 hours.</li> </ul> <p>NOTE 1: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with <a href="#">WCAG 2.1 Success Criterion 3.2.1</a>, which puts limits on changes of content or context as a result of user action.</p> <p>NOTE 2: This success criterion is identical to the <a href="#">WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable</a> replacing "the content" with "documents" and with the words "WCAG 2.1" added before the word "Success Criterion" in note 1 above.</p> <p><b>WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable</b></p> <p><a href="#">Understanding Timing Adjustable</a></p> <p><a href="#">How to Meet Timing Adjustable</a></p> <p>(Level A)</p>			
<p><b>10.2.2.2 Pause, stop, hide</b></p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.5.</p> <p><b>Table 10.5: Document success criterion: Pause, stop, hide</b></p> <p>For moving, <a href="#">blinking</a>, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> <li>Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to <a href="#">pause</a>,</li> </ul>	<p><b>C.10.2.2.2 Pause, stop, hide</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.5.</p> <p>Result</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is <b>essential</b>; and</p> <ul style="list-style-type: none"> <li>Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</li> </ul> <p>NOTE 1: For requirements related to flickering or flashing content, refer to <a href="#">WCAG 2.1 Guideline 2.3</a>.</p> <p>NOTE 2: Since any part of a document that does not meet this success criterion can interfere with a user's ability to use the whole document, it is necessary for all content in the document (whether it is used to meet other success criteria or not) to meet this success criterion.</p> <p>NOTE 3: Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.</p> <p>NOTE 4: An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.</p> <p>NOTE 5: This success criterion is identical to the <a href="#">WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide</a> replacing "page" and "Web page" with "document", removing "See Conformance Requirement 5: Non-Interference" in note 2 of the success criterion, with the words "WCAG 2.1" added before the word "Guideline" in note 1 above and with note 2 above re-drafted to avoid the use of the word "must".</p> <p><b>Guideline 2.3 Seizures and Physical Reactions</b></p> <p><b>Do not design content in a way that is known to cause seizures or physical reactions.</b></p>	<p>Pass: Check 1 is true Fail: Check 1 is false</p>		



EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<b>WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide</b> <a href="#">Understanding Pause, Stop, Hide</a> <a href="#">How to Meet Pause, Stop, Hide</a> (Level A)			
<b>10.2.3 Seizures and physical reactions</b>	<b>C.10.2.3 Seizures and physical reactions</b>	---	---
<b>10.2.3.1 Three flashes or below threshold</b> Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.6. <b>Table 10.6: Document success criterion: Three flashes or below threshold</b> Documents do not contain anything that flashes more than three times in any one second period, or the <a href="#">flash</a> is below the <a href="#">general flash and red flash thresholds</a> . NOTE 1: Since any part of a document that does not meet this success criterion can interfere with a user's ability to use the whole document, it is necessary for all content in the document (whether it is used to meet other success criteria or not) to meet this success criterion. NOTE 2: This success criterion is identical to the <a href="#">WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold</a> replacing "Web pages" with "documents", "the whole page" with "the whole document", "the Web page" with "the document" and removing "See Conformance Requirement 5: Non-Interference" and with note 1 above re-drafted to avoid the use of the word "must". <b>WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold</b> <a href="#">Understanding Three Flashes or Below Threshold</a> <a href="#">How to Meet Three Flashes or Below Threshold</a> (Level A)	<b>C.10.2.3.1 Three flashes or below threshold</b> Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.6. Result Pass: Check 1 is true Fail: Check 1 is false	---	
<b>10.2.4 Navigable</b>	<b>C.10.2.4 Navigable</b>	---	---

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p><b>10.2.4.2 Document titled</b></p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.7.</p> <p><b>Table 10.7: Document success criterion: Document titled</b></p> <p>Documents have titles that describe topic or purpose.</p> <p>NOTE 1: The name of a document (e.g. document, media file) is a sufficient title if it describes the topic or purpose.</p> <p>NOTE 2: This success criterion is identical to the <a href="#">WCAG 2.1 Success Criterion 2.4.2 Page Titled</a> replacing "Web pages" with "documents" and with the addition of note 1 above.</p> <p><b>WCAG 2.1 Success Criterion 2.4.2 Page Titled</b></p> <p><a href="#">Understanding Page Titled</a></p> <p><a href="#">How to Meet Page Titled</a></p> <p>(Level A)</p>	<p><b>C.10.2.4.2 Document titled</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.7.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.2.4.3 Focus Order</b></p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.8.</p> <p><b>Table 10.8: Document success criterion: Focus order</b></p> <p>If a document can be <a href="#">navigated sequentially</a> and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p> <p>NOTE: This success criterion is identical to the <a href="#">WCAG 2.1 Success Criterion 2.4.3 Focus Order</a> replacing "Web page" with "document".</p> <p><b>WCAG 2.1 Success Criterion 2.4.3 Focus Order</b></p> <p><a href="#">Understanding Focus Order</a></p> <p><a href="#">How to Meet Focus Order</a></p> <p>(Level A)</p>	<p><b>C.10.2.4.3 Focus Order</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.8.</p> <p>Result</p> <p>Pass: Check 1 is true Fail: Check 1 is false</p>		
<p><b>10.2.4.4 Link purpose (in context)</b></p>	<p><b>C.10.2.4.4 Link purpose (in context)</b></p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)</b></p> <p><a href="#">Understanding Link Purpose (In Context)</a></p> <p><a href="#">How to Meet Link Purpose (In Context)</a></p> <p>(Level A)</p> <p>The <a href="#">purpose</a> of each <a href="#">link</a> can be determined from the link text alone or from the link text together with its <a href="#">programmatically determined link context</a>, except where the purpose of the link would be <a href="#">ambiguous to users in general</a>.</p>	<p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.2.4.6 Headings and labels</b></p> <p>Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 2.4.6 Headings and Labels</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.4.6 Headings and Labels</b></p> <p><a href="#">Understanding Headings and Labels</a></p> <p><a href="#">How to Meet Headings and Labels</a></p> <p>(Level AA)</p> <p>Headings and <a href="#">labels</a> describe topic or purpose</p>	<p><b>C.10.2.4.6 Headings and labels</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 2.4.6 Headings and Labels</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.2.4.7 Focus visible</b></p> <p>Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 2.4.7 Focus Visible</a></p> <p><b>WCAG 2.1 Success Criterion 2.4.7 Focus Visible</b></p> <p><a href="#">Understanding Focus Visible</a></p> <p><a href="#">How to Meet Focus Visible</a></p>	<p><b>C.10.2.4.7 Focus visible</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p>		

EN 301 549 (2018) clauses		Determination of compliance	Supports?	Explanation
(Level AA)	Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	<p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 2.4.7 Focus Visible</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<b>10.2.5 Input modalities</b>		<b>C.10.2.5 Input modalities</b>	---	---
<b>10.2.5.1 Pointer gestures</b> Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.9. <b>Table 10.9: Document success criterion: Pointer gestures</b> All <a href="#">functionality</a> that uses multipoint or path-based gestures for operation can be operated with a <a href="#">single pointer</a> without a path-based gesture, unless a multipoint or path-based gesture is <a href="#">essential</a> . NOTE 1: This requirement applies to documents that interpret pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). NOTE 2: This success criterion is identical to the <a href="#">WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures</a> replacing the original WCAG 2.1 note with note 1 above. <b>WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures</b> <a href="#">Understanding Pointer Gestures</a> <a href="#">How to Meet Pointer Gestures</a>		<p><b>C.10.2.5.1 Pointer gestures</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.9</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
(Level A)	<b>10.2.5.2 Pointer cancellation</b> Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.10. <b>Table 10.10: Document success criterion: Pointer cancellation</b>	<p><b>C.10.2.5.2 Pointer cancellation</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>For <a href="#">functionality</a> that can be operated using a <a href="#">single pointer</a>, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>No Down-Event: The <a href="#">down-event</a> of the pointer is not used to execute any part of the function;</li> <li>Abort or Undo: Completion of the function is on the <a href="#">up-event</a>, and a <a href="#">mechanism</a> is available to abort the function before completion or to undo the function after completion;</li> <li>Up Reversal: The up-event reverses any outcome of the preceding down-event;</li> <li>Essential: Completing the function on the down-event is <a href="#">essential</a>.</li> </ul> <p>NOTE 1: Functions that emulate a keyboard or numeric keypad key press are considered essential.</p> <p>NOTE 2: This requirement applies to a document that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).</p> <p>NOTE 3: This success criterion is identical to the <a href="#">WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation</a> replacing the original WCAG 2.1 note with notes 1 and 2 above.</p> <p><b>WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation</b></p> <p><a href="#">Understanding Pointer Cancellation</a></p> <p><a href="#">How to Meet Pointer Cancellation</a></p> <p>(Level A)</p>	<p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the success criterion in Table 10.10</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.2.5.3 Label in name</b></p> <p>Where ICT is a non-web document, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.5.3 Label in Name</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.5.3 Label in Name</b></p> <p><a href="#">Understanding Label in Name</a></p> <p><a href="#">How to Meet Label in Name</a></p> <p>(Level A)</p>	<p><b>C.10.2.5.3 Label in name</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>For user interface components with <a href="#">labels</a> that include <a href="#">text</a> or <a href="#">images of text</a>, the <a href="#">name</a> contains the text that is presented visually.</p> <p>Note: A best practice is to have the text of the label at the start of the name.</p>	<p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 2.5.3 Label in Name</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.2.5.4 Motion actuation</b></p> <p>Where ICT is a non-web document, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.5.4 Motion Actuation</a>.</p> <p><b>WCAG 2.1 Success Criterion 2.5.4 Motion Actuation</b></p> <p><a href="#">Understanding Motion Actuation</a></p> <p><a href="#">How to Meet Motion Actuation</a></p> <p>(Level A)</p> <p><a href="#">Functionality</a> that can be operated by device motion or user motion can also be operated by <a href="#">user interface components</a> and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> <li>Supported Interface: The motion is used to operate functionality through an <a href="#">accessibility supported</a> interface;</li> <li>Essential: The motion is <a href="#">essential</a> for the function and doing so would invalidate the activity.</li> </ul>	<p><b>C.10.2.5.4 Motion actuation</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 2.5.4 Motion Actuation</a>.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<b>10.3 Understandable</b>	<b>C.10.3 Understandable</b>		
<b>10.3.1 Readable</b>	<b>C.10.3.1 Readable</b>		
<p><b>10.3.1.1 Language of page</b></p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.11.</p> <p><b>Table 10.11: Document success criterion: Language of page</b></p> <p>The default <a href="#">human language</a> of each document can be <a href="#">programmatically determined</a>.</p>	<p><b>C.10.3.1.1 Language of page</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>NOTE: This success criterion is identical to the <a href="#">WCAG 2.1 Success Criterion 3.1.1 Language of Page</a> replacing "web page" with "document".</p> <p><b>WCAG 2.1 Success Criterion 3.1.1 Language of Page</b></p> <p><a href="#">Understanding Language of Page</a></p> <p><a href="#">How to Meet Language of Page</a></p> <p>(Level A)</p>	<p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.11.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.3.1.2 Language of parts</b></p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.12.</p> <p><b>Table 10.12: Document success criterion: Language of parts</b></p> <p>The <a href="#">human language</a> of each passage or phrase in the document can be <a href="#">programmatically determined</a> except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p> <p>NOTE 1: There are some document technologies where there is no assistive technology supported method for marking the language for the different passages or phrases in the document, and it would not be possible to meet this success criterion with those technologies.</p> <p>NOTE 2: Inheritance is one common method. For example a document provides the language that it is using and it can be assumed that all of the text or user interface elements within that document will be using the same language unless it is indicated.</p> <p>NOTE 3: This success criterion is identical to the <a href="#">WCAG 2.1 Success Criterion 3.1.2 Language of Parts</a> replacing "content" with "document" and with the addition of notes 1 and 2 above.</p> <p><b>WCAG 2.1 Success Criterion 3.1.2 Language of Parts</b></p> <p><a href="#">Understanding Language of Parts</a></p> <p><a href="#">How to Meet Language of Parts</a></p> <p>(Level AA)</p>	<p><b>C.10.3.1.2 Language of parts</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.12.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 (2018) clauses		Determination of compliance		Supports?	Explanation
<b>10.3.2 Predictable</b>		<b>C.10.3.2 Predictable</b>		---	---
<b>10.3.2.1 On focus</b> Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 3.2.1 On Focus</a> .  NOTE: Some compound documents and their user agents are designed to provide significantly different viewing and editing functionality depending upon what portion of the compound document is being interacted with (e.g. a presentation that contains an embedded spreadsheet, where the menus and toolbars of the user agent change depending upon whether the user is interacting with the presentation content, or the embedded spreadsheet content). If the user uses a mechanism other than putting focus on that portion of the compound document with which they mean to interact (e.g. by a menu choice or special keyboard gesture), any resulting change of context would not be subject to this success criterion because it was not caused by a change of focus.		<b>C.10.3.2.1 On focus</b> Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 3.2.1 On Focus</a> . Result Pass: Check 1 is true Fail: Check 1 is false			
<b>WCAG 2.1 Success Criterion 3.2.1 On Focus</b> <a href="#">Understanding On Focus</a> <a href="#">How to Meet On Focus</a> (Level A)  When any <a href="#">user interface component</a> receives focus, it does not initiate a <a href="#">change of context</a> .					
<b>10.3.2.2 On input</b> Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 3.2.2 On Input</a> .  <b>WCAG 2.1 Success Criterion 3.2.2 On Input</b> <a href="#">Understanding On Input</a> <a href="#">How to Meet On Input</a> (Level A)		<b>C.10.3.2.2 On input</b> Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 3.2.2 On Input</a> .			



EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
Changing the setting of any <a href="#">user interface component</a> does not automatically cause a <a href="#">change of context</a> unless the user has been advised of the behavior before using the component.	Result Pass: Check 1 is true Fail: Check 1 is false		
<b>10.3.3 Input assistance</b>	<b>C.10.3.3 Input assistance</b>	---	---
<b>10.3.3.1 Error identification</b> Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 3.3.1 Error Identification</a> . <b>WCAG 2.1 Success Criterion 3.3.1 Error Identification</b> <a href="#">Understanding Error Identification</a> <a href="#">How to Meet Error Identification</a> (Level A) If an <a href="#">input error</a> is automatically detected, the item that is in error is identified and the error is described to the user in text.	<b>C.10.3.3.1 Error identification</b> Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 3.3.1 Error Identification</a> . Result Pass: Check 1 is true Fail: Check 1 is false		
<b>10.3.3.2 Labels or instructions</b> Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions</a> . <b>WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions</b> <a href="#">Understanding Labels or Instructions</a> <a href="#">How to Meet Labels or Instructions</a> (Level A) <a href="#">Labels</a> or instructions are provided when content requires user input.	<b>C.10.3.3.2 Labels or instructions</b> Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions</a> . Result Pass: Check 1 is true Fail: Check 1 is false		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p><b>10.3.3.3 Error suggestion</b></p> <p>Where ICT is a non-web document, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 3.3.3 Error Suggestion</a>.</p> <p><b>WCAG 2.1 Success Criterion 3.3.3 Error Suggestion</b></p> <p><a href="#">Understanding Error Suggestion</a></p> <p><a href="#">How to Meet Error Suggestion</a></p> <p>(Level AA)</p> <p>If an <b>input error</b> is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	<p><b>C.10.3.3.3 Error suggestion</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail <a href="#">WCAG 2.1 Success Criterion 3.3.3 Error Suggestion</a> [4].</p> <p>Result:</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>10.3.3.4 Error prevention (legal, financial, data)</b></p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.13.</p> <p><b>Table 10.13: Document success criterion: Error prevention (legal, financial, data)</b></p> <p>For documents that cause <a href="#">legal commitments</a> or financial transactions for the user to occur, that modify or delete <a href="#">user-controllable</a> data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <p>Reversible: Submissions are reversible.</p> <p>Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</p> <p>Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</p> <p>NOTE: This success criterion is identical to the <a href="#">WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)</a> replacing "web pages" with "documents".</p>	<p><b>C.10.3.3.4 Error prevention (legal, financial, data)</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.13.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 (2018) clauses		Determination of compliance	Supports?	Explanation
<b>WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)</b> <a href="#">Understanding Error Prevention (Legal, Financial, Data)</a> <a href="#">How to Meet Error Prevention (Legal, Financial, Data)</a> (Level AA)				
<b>10.4 Robust</b>		<b>C.10.4 Robust</b>	---	---
<b>10.4.1 Compatible</b>		<b>C.10.4.1 Compatible</b>	---	---
<b>10.4.1.1 Parsing</b> Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.14. <b>Table 10.14: Document success criterion: Parsing</b> For documents that use markup languages, in such a way that the markup is separately exposed and available to assistive technologies and accessibility features of software or to a user-selectable user agent, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. NOTE 1: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete. NOTE 2: Markup is not always available to assistive technology or to user selectable user agents such as browsers. In such cases, conformance to this provision would have no impact on accessibility as it can for web content where it is exposed. NOTE 3: Examples of markup that is separately exposed and available to assistive technologies and to user agents include but are not limited to: documents encoded in HTML, ODF, and OOXML. In these examples, the markup can be parsed entirely in two ways: (a) by assistive technologies which may directly open the document, (b) by assistive technologies using DOM APIs of user agents for these document formats.		<b>C.10.4.1.1 Parsing</b> Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.14. Result Pass: Check 1 is true Fail: Check 1 is false		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>NOTE 4: This success criterion is identical to <a href="#">the WCAG 2.1 Success Criterion 4.1.1 Parsing</a> replacing "In content implemented using markup languages" with "For documents that use markup languages, in such a way that the markup is separately exposed and available to assistive technologies and accessibility features of software or to a user-selectable user agent" with the addition of notes 2 and 3 above.</p> <p><b>WCAG 2.1 Success Criterion 4.1.1 Parsing</b></p> <p><a href="#">Understanding Parsing</a></p> <p><a href="#">How to Meet Parsing</a></p> <p>(Level A)</p>			
<p><b>10.4.1.2 Name, role, value</b></p> <p>Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.15.</p> <p><b>Table 10.15: Document success criterion: Name, role, value</b></p> <p>For all <a href="#">user interface components</a> (including but not limited to: form elements, links and components generated by scripts), the <a href="#">name</a> and <a href="#">role</a> can be <a href="#">programmatically determined</a>; states, properties, and values that can be set by the user can be <a href="#">programmatically set</a>; and notification of changes to these items is available to <a href="#">user agents</a>, including <a href="#">assistive technologies</a>.</p> <p>NOTE 1: This success criterion is primarily for software developers who develop or use custom user interface components. Standard user interface components on most accessibility-supported platforms already meet this success criterion when used according to specification.</p> <p>NOTE 2: For document formats that support interoperability with assistive technology, standard user interface components often meet this success criterion when used according to the general design and accessibility guidance for the document format.</p> <p>NOTE 3: This success criterion is identical to the <a href="#">WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value</a> replacing the original WCAG 2.1 note with note 1 and with the addition of note 2 above.</p>	<p><b>C.10.4.1.2 Name, role, value</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT is a non-web document.</p> <p>Procedure</p> <p>1. Check that the document does not fail the Success Criterion in Table 10.15.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

EN 301 549 (2018) clauses		Determination of compliance	Supports?	Explanation
<b>WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value</b> <a href="#">Understanding Name, Role, Value</a> <a href="#">How to Meet Name, Role, Value</a> (Level A)				
<b>10.5 Caption positioning</b> Where ICT is a non-web document that contains synchronized media with captions, the captions should not obscure relevant information in the synchronized media.		<b>C.10.5 Caption positioning</b> Clause 10.5 contains no requirements requiring test.		
<b>10.6 Audio description timing</b> Where ICT is a non-web document that contains synchronized media with audio description, the audio description should not interfere with relevant audio information in the synchronized media.		<b>C.10.6 Audio description timing</b> Clause 10.6 contains no requirements requiring test.		
<b>12 Documentation and support services</b>		<b>C.12 Documentation and support services</b>	---	---
<b>12.1 Product documentation</b>		<b>C.12.1 Product documentation</b>	---	---
<b>12.1.1 Accessibility and compatibility features</b> Product documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT. NOTE: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.		<b>C.12.1.1 Accessibility and compatibility features</b> Type of assessment Inspection Pre-conditions 1. Product documentation is supplied with the ICT. Procedure 1. Check that product documentation provided with the ICT lists and explains how to use the accessibility and compatibility features of the ICT. Result Pass: Check 1 is true Fail: Check 1 is false		
<b>12.1.2 Accessible documentation</b>		<b>C.12.1.2 Accessible documentation</b>		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>Product documentation provided with the ICT shall be made available in at least one of the following electronic formats:</p> <ul style="list-style-type: none"> <li>a. a Web format that conforms to the requirements of clause 9, or</li> <li>b. a non-web format that conforms to the requirements of clause 10.</li> </ul> <p>NOTE 1: This does not preclude the possibility of also providing the product documentation in other formats (electronic or printed) that are not accessible.</p> <p>NOTE 2: It also does not preclude the possibility of providing alternate formats that meet the needs of some specific type of users (e.g. Braille documents for blind people or easy-to-read information for persons with cognitive impairments).</p> <p>NOTE 3: Where the documentation is integral to the ICT it will be provided through the user interface which is accessible.</p> <p>NOTE 4: A user agent that supports automatic media conversion would be beneficial to enhancing accessibility.</p>	<p>Type of assessment Inspection</p> <p>Pre-conditions 1. Product documentation in electronic format is supplied with the ICT.</p> <p>Procedure 1. Check that product documentation in electronic format provided with the ICT conforms to the requirements of clauses 9 or 10 as appropriate.</p> <p>Result Pass: Check 1 is true Fail: Check 1 is false</p>		
<b>12.2 Support services</b>	<b>C.12.2 Support services</b>	---	---
<b>12.2.1 General (informative)</b>  ICT support services include, but are not limited to: help desks, call centres, technical support, relay services and training services.	<b>C.12.2.1 General (informative)</b>  Clause 12.2.1 is informative only and contains no requirements requiring test.	---	---
<b>12.2.2 Information on accessibility and compatibility features</b>  ICT support services shall provide information on the accessibility and compatibility features that are included in the product documentation.  NOTE: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	<b>C.12.2.2 Information on accessibility and compatibility features</b>  Type of assessment Inspection Pre-conditions 1. ICT support services are provided.  Procedure		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
	<p>1. Check that the ICT support services provide information on the accessibility and compatibility features that are included in the product documentation.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<p><b>12.2.3 Effective communication</b></p> <p>ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point.</p>	<p><b>C.12.2.3 Effective communication</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. ICT support services are provided.</p> <p>Procedure</p> <p>1. Check that the ICT support services accommodate the communication needs of individuals with disabilities either directly or through a referral point.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p> <p>NOTE: The provision of any level of support for the communication needs of individuals with disabilities constitutes a pass of this requirement. Suppliers may wish to provide further information about the level of support that is provided to enable the adequacy and quality of the support to be judged.</p>		
<p><b>12.2.4 Accessible documentation</b></p> <p>Documentation provided by support services shall be made available in at least one of the following electronic formats:</p> <p>a. a Web format that conforms to clause 9; or</p>	<p><b>C.12.2.4 Accessible documentation</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p>		



EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>b. a non-web format that conforms to clause 10.</p> <p>NOTE 1: This does not preclude the possibility of also providing the documentation in other formats (electronic or printed) that are not accessible.</p> <p>NOTE 2: It also does not preclude the possibility of providing alternate formats that meet the needs of some specific type of users (e.g. Braille documents for blind people or easy-to-read information for persons with cognitive impairments).</p> <p>NOTE 3: A user agent that supports automatic media conversion would be beneficial to enhancing accessibility.</p>	<p>1. Documentation is provided by the ICT support services.</p> <p>Procedure</p> <p>1. Check that documentation in electronic format provided by the ICT support services conforms to the requirements of clauses 9 or 10 as appropriate.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		
<b>13 ICT providing relay or emergency service access</b>	<b>C.13 ICT providing relay or emergency service access</b>	---	---
<b>13.1 Relay services requirements</b>	<b>C.13.1 Relay services requirements</b>	---	---
<p><b>13.1.1 General (informative)</b></p> <p>Relay services enable users of different modes of communication e.g. text, sign, speech, to interact remotely through ICT with two-way communication by providing conversion between the modes of communication, normally by a human operator.</p> <p>It is best practice to meet the applicable relay service requirements of ETSI ES 202 975 [i.5].</p>	<p><b>C.13.1.1 General (informative)</b></p> <p>Clause 13.1.1 is informative only and contains no requirements requiring test.</p>	---	---
<p><b>13.1.2 Text relay services</b></p> <p>Where ICT is intended to provide a text relay service, the text relay service shall enable text users and speech users to interact by providing conversion between the two modes of communication.</p>	<p><b>C.13.1.2 Text relay services</b></p> <p>Type of assessment</p> <p>Inspection</p> <p>Pre-conditions</p> <p>1. The service is a text relay service.</p> <p>Procedure</p> <p>1. Check that the service enables text users and speech users to interact by providing conversion between the two modes of communication.</p>		



EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
	Result Pass: Check 1 is true Fail: Check 1 is false		
<b>13.1.3 Sign relay services</b> Where ICT is intended to provide a sign relay service, the sign relay service shall enable sign language users and speech users to interact by providing conversion between the two modes of communication. NOTE: Sign relay services are also sometimes referred to as sign language relay services or video relay services.	<b>C.13.1.3 Sign relay services</b> Type of assessment Inspection Pre-conditions 1. The service is a sign relay service. Procedure 1. Check that the service enables sign language users and speech users to interact by providing conversion between the two modes of communication. Result Pass: Check 1 is true Fail: Check 1 is false		
<b>13.1.4 Lip-reading relay services</b> Where ICT is intended to provide a lip-reading relay service, the lip-reading service shall enable lip-readers and voice telephone users to interact by providing conversion between the two modes of communication.	<b>C.13.1.4 Lip-reading relay services</b> Type of assessment Inspection Pre-conditions 1. The service is a lip-reading relay service. Procedure 1. Check that the service enables lip-readers and voice telephone users to interact by providing conversion between the two modes of communication. Result Pass: Check 1 is true Fail: Check 1 is false		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<b>13.1.5 Captioned telephony services</b> Where ICT is intended to provide a captioned telephony service, the captioned telephony service shall assist a deaf or hard of hearing user in a spoken dialogue by providing text captions translating the incoming part of the conversation.	<b>C.13.1.5 Captioned telephony services</b> Type of assessment Inspection Pre-conditions 1. The service is a captioned telephony service. Procedure 1. Check that the service assists a deaf or hard of hearing user in a spoken dialogue by providing text captions translating the incoming part of the conversation. Result Pass: Check 1 is true Fail: Check 1 is false		
<b>13.1.6 Speech to speech relay services</b> Where ICT is intended to provide a speech to speech relay service, the speech to speech relay service shall enable speech or cognitively impaired telephone users and any other user to communicate by providing assistance between them.	<b>C.13.1.6 Speech to speech relay services</b> Type of assessment Inspection Pre-conditions 1. The service is a speech to speech relay service. Procedure 1. Check that the service enables enable speech or cognitively impaired telephone users and any other user to communicate by providing assistance between them. Result Pass: Check 1 is true Fail: Check 1 is false		
<b>13.2 Access to relay services</b> Where ICT systems support two-way communication and a set of relay services for such communication is specified, access to those	<b>C.13.2 Access to relay services</b> Type of assessment		

EN 301 549 (2018) clauses	Determination of compliance	Supports?	Explanation
<p>relay services shall not be prevented for outgoing and incoming calls.</p> <p>NOTE 1: Two-way communication may include voice, real-time text, or video, singly or in combinations supported by both the relay service and the ICT system.</p> <p>NOTE 2: The purpose of this requirement is to achieve functionally equivalent communication access by persons with disabilities.</p>	<p>Inspection</p> <p>Pre-conditions</p> <p>1. The ICT system supports two-way communication.</p> <p>2. A set of relay services for two-way communication is specified.</p> <p>Procedure</p> <p>1. Check that the system does not prevent access to those relay services for incoming and outgoing calls.</p> <p>Result</p> <p>Pass: Check 1 is true</p> <p>Fail: Check 1 is false</p>		

## Annex - References (from EN 301 549)

### 2.1 Normative references

References are specific, identified by date of publication and/or edition number or version number. Only the cited version applies.

Referenced documents which are not found to be publicly available in the expected location might be found at [ETSI References in docbox](#).

- NOTE: While any hyperlinks included in this clause were valid at the time of publication, ETSI cannot guarantee their long term validity.

The following referenced documents are necessary for the application of the present document.

**[1]** ETSI ETS 300 381 (Edition 1) (December 1994): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids".

**[2]** ETSI ES 200 381-1 (V1.2.1) (October 2012): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids Part 1: Fixed-line speech terminals".

**[3]** ETSI ES 200 381-2 (V1.1.1) (October 2012): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids; Part 2: Cellular speech terminals".

**[4]** W3C Recommendation (December 2008) /ISO/IEC 40500:2012: "Web Content Accessibility Guidelines (WCAG) 2.0".

- NOTE: Available at [WCAG 2.0](#).

**[5]** W3C Proposed Recommendation (June 2018): "Web Content Accessibility Guidelines (WCAG) 2.1".

- NOTE: Available at [WCAG 2.1](#).

## 2.2 Informative references

References are either specific (identified by date of publication and/or edition number or version number) or non-specific. For specific references, only the cited version applies. For non-specific references, the latest version of the referenced document (including any amendments) applies.

- NOTE: While any hyperlinks included in this clause were valid at the time of publication, ETSI cannot guarantee their long term validity.

The following referenced documents are not necessary for the application of the present document but they assist the user with regard to a particular subject area.

- [i.1]** ANSI/IEEE C63.19 (2011): "American National Standard Method of Measurement of Compatibility between Wireless Communication Devices and Hearing Aids".
- [i.2]** ANSI/TIA-4965: "Receive volume control requirements for digital and analogue wireline terminals".
- [i.3]** European Commission M 376-EN: "Standardization Mandate to CEN, CENELEC and ETSI in support of European accessibility requirements for public procurement of products and services in the ICT domain".
- [i.4]** ETSI EG 201 013: "Human Factors (HF); Definitions, abbreviations and symbols".
- [i.5]** ETSI ES 202 975: "Human Factors (HF); Requirements for relay services".
- [i.6]** ETSI ETS 300 767: "Human Factors (HF); Telephone Prepayment Cards; Tactile Identifier".
- [i.7]** ETSI CEN/CENELEC/ETSI TR 101 550: "Documents relevant to EN 301 549 "Accessibility requirements suitable for public procurement of ICT products and services in Europe"".
- [i.8]** ETSI CEN/CENELEC/ETSI TR 101 551: "Guidelines on the use of accessibility award criteria suitable for publicly procured ICT products and services in Europe".
- [i.9]** ETSI TR 102 612: "Human Factors (HF); European accessibility requirements for public procurement of products and services in the ICT domain (European Commission Mandate M 376, Phase 1)".
- [i.10]** ETSI TS 126 114: "Universal Mobile Telecommunications System (UMTS); LTE; IP Multimedia Subsystem (IMS); Multimedia telephony; Media handling and interaction (3GPP TS 26.114)".
- [i.11]** ETSI TS 122 173: "Digital cellular telecommunications system (Phase 2+) (GSM); Universal Mobile Telecommunications System (UMTS); LTE; IP Multimedia Core Network Subsystem (IMS) Multimedia Telephony Service and supplementary services; Stage 1 (3GPP TS 22.173)".

- [i.12] ETSI TS 134 229: "Universal Mobile Telecommunications System (UMTS); LTE; Internet Protocol (IP) multimedia call control protocol based on Session Initiation Protocol (SIP) and Session Description Protocol (SDP); User Equipment (UE) conformance specification (3GPP TS 34.229)".
- [i.13] IETF RFC 4103 (2005): "RTP Payload for Text Conversation".
- [i.14] ISO/IEC 17007:2009: "Conformity assessment - Guidance for drafting normative documents suitable for use for conformity assessment".
- [i.15] ISO 9241-11:1998: "Ergonomic requirements for office work with visual display terminals (VDTs) -- Part 11: Guidance on usability".
- [i.16] ISO 9241-110:2006: "Ergonomics of human-system interaction -- Part 110: Dialogue principles".
- [i.17] ISO 9241-171:2008: "Ergonomics of human-system interaction-Part 171: Guidance on software accessibility".
- [i.18] ISO 26800:2011: "Ergonomics - General approach, principles and concepts".
- [i.19] ISO/IEC 13066-1:2011: "Information technology - Interoperability with assistive technology (AT) - Part 1: Requirements and recommendations for interoperability".
- [i.20] Recommendation ITU-T E.161 (2001): "Arrangement of digits, letters and symbols on telephones and other devices that can be used for gaining access to a telephone network".
- [i.21] Recommendation ITU-T G.722 (1988): "7 kHz audio-coding within 64 kbit/s".
- [i.22] Recommendation ITU-T G.722.2 (2003): "Wideband coding of speech at around 16 kbit/s using Adaptive Multi-Rate Wideband (AMR-WB)".
- [i.23] Recommendation ITU-T V.18 (2000): "Operational and interworking requirements for DCEs operating in the text telephone mode".
- [i.24] TIA-1083-A (2010): "Telecommunications; Telephone Terminal equipment; Handset magnetic measurement procedures and performance requirements".
- [i.25] US Department of Justice: "2010 ADA Standards for Accessible Design".
- [i.26] W3C Working Group Note 5 September 2013: "Guidance on Applying WCAG 2.0 to Non-Web Information and Communications Technologies (WCAG2ICT)".
- NOTE: Available at [WCAG2ICT](#).
- [i.27] Commission Implementing Decision of 27.4.2017 on a standardisation request to the European standardisation organisations in support of Directive (EU) 2016/2102 of the European Parliament and of the Council on the accessibility of the websites and mobile applications of public sector bodies.
- [i.28] Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies.
- [i.29] ETSI EN 301 549 (V1.1.2) (04-2015): "Accessibility requirements suitable for public procurement of ICT products and services in Europe".
- [i.30] ETSI TR 101 552: "Guidance for the application of conformity assessment to accessibility requirements for public procurement of ICT products and services in Europe".

# Annex - Definitions and abbreviations (from EN 301 549)

## 3.1 Definitions

For the purposes of the present document, the terms and definitions given in ETSI EG 201 013 [i.4] and the following apply:

**accessibility**: extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of characteristics and capabilities, to achieve a specified goal in a specified context of use (from ISO 26800 [i.18])

- NOTE 1: Context of use includes direct use or use supported by assistive technologies.
- NOTE 2: The context in which the ICT is used may affect its overall accessibility. This context could include other products and services with which the ICT may interact.

**assistive technology**: hardware or software added to or connected to a system that increases accessibility for an individual

- NOTE 1: Examples are Braille displays, screen readers, screen magnification software and eye tracking devices that are added to the ICT.
- NOTE 2: Where ICT does not support directly connected assistive technology, but which can be operated by a system connected over a network or other remote connection, such a separate system (with any included assistive technology) can also be considered assistive technology.

**audio description**: additional audible narrative, interleaved with the dialogue, which describes the significant aspects of the visual content of audio-visual media that cannot be understood from the main soundtrack alone

- NOTE: This is also variously described using terms such as "video description" or variants such as "descriptive narration".

**authoring tool** : software that can be used to create or modify content

- NOTE 1: An authoring tool may be used by a single user or multiple users working collaboratively.
- NOTE 2: An authoring tool may be a single stand-alone application or be comprised of collections of applications.
- NOTE 3: An authoring tool may produce content that is intended for further modification or for use by end-users.

**caption**: synchronized visual and/or text alternative for both speech and non-speech audio information needed to understand the media content (after WCAG 2.1 [5])

- NOTE: This is also variously described using terms such as "subtitles" or variants such as "subtitles for the deaf and hard-of-hearing".

**closed functionality** : functionality that is limited by characteristics that prevent a user from attaching, installing or using assistive technology



**content:** information and sensory experience to be communicated to the user by means of software, including code or mark-up that defines the content's structure, presentation, and interactions (after WCAG2ICT [i.26])

- NOTE: Content occurs in three places: web pages, documents and software. When content occurs in a web page or a document, a user agent is needed in order to communicate the content's information and sensory experience to the user. When content occurs in software, a separate user agent is not needed in order to communicate the content's information and sensory experience to the user - the software itself performs that function.

**context of use:** users, tasks, equipment (hardware, software and materials), and the physical and social environments in which a product is used (from ISO 9241-11 [i.15])

**open functionality:** functionality that supports access by assistive technology

- NOTE: This is the opposite of Closed Functionality.

**operable part** : component of ICT used to activate, deactivate, or adjust the ICT

- NOTE: Operable parts can be provided in either hardware (see mechanically operable parts, above) or software. An on-screen button is an example of an operable part provided by software.

**platform software** : collection of software components that runs on an underlying software or hardware layer, and that provides a set of software services to other software components that allows those applications to be isolated from the underlying software or hardware layer (after ISO/IEC 13066-1 [i.19])

- NOTE: A particular software component might play the role of a platform in some situations and a client in others.

**programmatically determinable** : able to be read by software from developer-supplied data in a way that other software, including assistive technologies, can extract and present this information to users in different modalities

- NOTE: WCAG 2.1 uses "determined" where this definition uses "able to be read" (to avoid ambiguity with the word "determined").

**real-time text** : form of a text conversation in point to point situations or in multipoint conferencing where the text being entered is sent in such a way that the communication is perceived by the user as being continuous

**satisfies a success criterion:** success criterion does not evaluate to "false" when applied to the ICT (after WCAG 2.1 [5])

**terminal:** combination of hardware and/or software with which the end user directly interacts and that provides the user interface

- NOTE 1: The hardware may consist of more than one device working together e.g. a mobile device and a computer.
- NOTE 2: For some systems, the software that provides the user interface may reside on more than one device such as a telephone and a server.

**user agent:** software that retrieves and presents content for users (after WCAG 2.1 [5])

- NOTE 1: Software that only displays the content contained within it is treated as software and not considered to be a user agent.
- NOTE 2: An example of software that is not a user agent is a calculator application that does not retrieve the calculations from outside the software to present it to a user. In this case, the calculator software is not a user agent, it is simply software with a user interface.
- NOTE 3: Software that only shows a preview of content such as a thumbnail or other non-fully functioning presentation is not providing user agent functionality.

**user interface:** all components of an interactive system (software or hardware) that provide information and/or controls for the user to accomplish specific tasks with the interactive system (from ISO 9241-110 [i. 16])

**user interface element:** entity of the user interface that is presented to the user by the software (after ISO 9241-171 [i. 17])

- NOTE 1: This term is also known as "user interface component".
- NOTE 2: User-interface elements can be interactive or not.

**web content:** content that belongs to a web page, and that is used in the rendering or that is intended to be used in the rendering of the web page

**web page:** non-embedded resource obtained from a single URI using HTTP plus any other resources that are used in the rendering or intended to be rendered together with it by a user agent (after WCAG 2.1 [5])

## 3.2 Abbreviations

For the purposes of the present document, the following abbreviations apply:

**ADA** Americans with Disabilities Act

**ANSI** American National Standards Institute

**AT** Assistive Technology

**CIF** Common Intermediate Format

**CSS** Cascading Style Sheets

**DOM** Document Object Model

**EU** European Union

**FPS** Frames Per Second

**FXML** XML-based user interface markup language

**HTML** HyperText Markup Language

**HTTP** HyperText Transfer Protocol



**ICT** Information and Communication Technology  
**IETF** Internet Engineering Task Force  
**IMS** IP Multimedia System  
**IP** Internet Protocol  
**JWG** Joint Working Group (of CEN/CENELEC/ETSI)  
**ODF** Open Document Format  
**OOXML** Office Open eXtensible Markup Language  
**PSTN** Public Switched Telephone Network  
**QCIF** Quarter Common Intermediate Format  
**RFC** Request For Comment  
**RTT** Real-Time Text SC Success Criterion  
**SIP** Session Initiation Protocol  
**URI** Uniform Resource Identifier  
**USB** Universal Serial Bus  
**VoIP** Voice over IP  
**W3C** World Wide Web Consortium  
**WCAG** Web Content Accessibility Guidelines (of W3C)  
**XML** eXtensible Markup Language  
**XUL** XML User interface Language

## **Annex - Practical guidance for accessible non-web documentation**

In WCAG “success criteria” are all technology agnostic. The requirements for non-web documents are based on the WCAG 2.1 level AA requirements, which means all level A and AA criteria relevant to documents must be met.

The W3C publishes [sufficient techniques](#) to meet WCAG success criteria, including techniques for non-web document formats such as PDF. Using a given technique is considered “sufficient” to meet the criteria relevant to the technique, but you can also meet the criteria in other ways.

Various software vendors and organizations offer supplementary material that provides more concrete or simplified instructions for making documents accessible.

- [Adobe PDF accessibility](#)
- [Accessible Digital Office Document \(ADOD\) Project](#)
- [Microsoft Accessibility Checker](#)
- [Webaim: Microsoft Word Techniques](#)
- [Webaim: PDF Techniques](#)
- [Canada.ca Content Style Guide](#)
- [Google Docs – Make your document or presentation accessible](#)
- [Web Accessibility Perspectives - Compilation of 10 Topics/Videos](#)
- [18F Web Accessibility Guide](#)
- [University of Washington Accessible Document Guides](#)

NOTE: Following the guidance given in the links above does not guarantee compliance with WCAG 2.1. Links are provided for reference only.



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Gouvernement  
du Canada

Contract number / Numéro du contrat

Security Classification / Classification de sécurité

5109 - 184 018

## Security Requirements Check List (SRCL) Liste de vérification des exigences relatives à la sécurité (LVERS)

<b>PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE</b>		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Veterans Affairs Canada		2. Branch or Directorate / Direction générale ou Direction Service Delivery and Program Management
3. a) Subcontract number / Numéro du contrat de sous-traitance	3. b) Name and address of subcontractor / Nom et adresse du sous-traitant	
4. Brief description of work / Brève description du travail To obtain approval for the procurement of the Rehabilitation and Vocational-assistance Program (RSVP), which will include psycho-social, medical and physical, to be awarded to a new contractor(s) prior to 2020/12/31.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis PROTECTED B		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? (Specify the level of access using the chart in Question 7. c) Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g., cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex., nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/> Not releasable À ne pas diffuser <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/> PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/> PROTECTED C PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/> SECRET SECRET <input type="checkbox"/> TOP SECRET TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/> NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/> NATO SECRET NATO SECRET <input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/> PROTECTED B PROTÉGÉ B <input type="checkbox"/> PROTECTED C PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/> SECRET SECRET <input type="checkbox"/> TOP SECRET TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>







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**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes  
Non Oui

If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes  
Non Oui

Short Title(s) of material: / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

**PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- |   |   |   |  |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS<br>COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL<br>CONFIDENTIEL           | <input type="checkbox"/> SECRET<br>SECRET           | <input type="checkbox"/> TOP SECRET<br>TRÈS SECRET               |
| <input type="checkbox"/> TOP SECRET - SIGINT<br>TRÈS SECRET - SIGINT        | <input type="checkbox"/> NATO CONFIDENTIAL<br>NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET<br>NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET<br>COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS<br>ACCÈS AUX EMPLACEMENTS              |   |   |  |

Special comments:  
Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.  
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes  
Non Oui

If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté? ☐ No ☐ Yes  
Non Oui

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☐ No ☒ Yes  
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No ☐ Yes  
Non Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☐ No ☒ Yes  
Non Oui

**INFORMATION TECHNOLOGY (IT) MEDIA**

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☐ No ☒ Yes  
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☐ No ☒ Yes  
Non Oui





Government  
of Canada

Gouvernement  
du Canada

Contract number / Numéro du contrat

Security Classification / Classification de sécurité

**PART C - (continued) / PARTIE C (suite)**

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTRIENTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media / Support TI	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link / Lien électronique	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

If yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée  
« Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to the SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

If yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g., SECRET with Attachments).  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée  
« Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p.  
ex. SECRET avec des pièces jointes).



## Task Authorization Autorisation de tâche

Contract Number - Numéro du contrat

Contractor's Name and Address - Nom et l'adresse de l'entrepreneur	Task Authorization (TA) No. - N° de l'autorisation de tâche (AT)
	Title of the task, if applicable - Titre de la tâche, s'il y a lieu
	Total Estimated Cost of Task (Applicable taxes extra) Coût total estimatif de la tâche (Taxes applicables en sus) \$

Security Requirements: This task includes security requirements  
Exigences relatives à la sécurité : Cette tâche comprend des exigences relatives à la sécurité

☐ No - Non ☐ Yes - Oui If YES, refer to the Security Requirements Checklist (SRCL) included in the Contract  
Si OUI, voir la Liste de vérification des exigences relative à la sécurité (LVERS) dans le contrat

►

### For Revision only - Aux fins de révision seulement

TA Revision Number, if applicable Numéro de révision de l'AT, s'il y a lieu	Total Estimated Cost of Task (Applicable taxes extra) before the revision Coût total estimatif de la tâche (Taxes applicables en sus) avant la révision \$	Increase or Decrease (Applicable taxes extra), as applicable Augmentation ou réduction (Taxes applicables en sus), s'il y a lieu \$
--	--	---

**Start of the Work for a TA : Work cannot commence until a TA has been authorized in accordance with the conditions of the contract.**

**Début des travaux pour l'AT : Les travaux ne peuvent pas commencer avant que l'AT soit autorisée conformément au contrat.**

### 1. Required Work: - Travaux requis :

A.Task Description of the Work required - Description de tâche des travaux requis	See Attached - Ci-joint <input type="checkbox"/>
B. Basis of Payment - Base de paiement	See Attached - Ci-joint <input type="checkbox"/>
C. Cost of Task - Coût de la tâche	See Attached - Ci-joint <input type="checkbox"/>
D. Method of Payment - Méthode de paiement	See Attached - Ci-joint <input type="checkbox"/>



Contract Number - Numéro du contrat

## 2. Authorization(s) - Autorisation(s)

By signing this TA, the authorized client and (or) the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the contract.

En apposant sa signature sur l'AT, le client autorisé et (ou) l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT respecte les conditions du contrat.

The client's authorization limit is identified in the contract. When the value of a TA and its revisions is in excess of this limit, the TA must be forwarded to the PWGSC Contracting Authority for authorization.

La limite d'autorisation du client est précisée dans le contrat. Lorsque la valeur de l'AT et ses révisions dépasse cette limite, l'AT doit être transmise à l'autorité contractante de TPSGC pour autorisation.

\_\_\_\_\_  
Name and title of authorized client - Nom et titre du client autorisé à signer

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
PWGSC Contracting Authority - Autorité contractante de TPSGC

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## 3. Contractor's Signature - Signature de l'entrepreneur

\_\_\_\_\_  
Name and title of individual authorized - to sign for the Contractor  
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# Annex F

## Rehabilitation Statistics\*

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
Eligible	8,651	11,787	13,233	13,749	14,300	14,800
Exits	1,364	1,515	2,620	3,281	3,000	3,200
Total	10,015	13,302	15,853	17,030	17,300	18,000

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

Source: VAC Statistics Directorate

# Annex F

## Rehabilitation Statistics\*

### 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
BCMYA	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

*\*Please note: Statistics will be updated with the posting of the final Request for Proposal.*

# Annex F

## Rehabilitation Statistics\*

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