



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

**SOLICITATION AMENDMENT  
MODIFICATION DE L'INVITATION**

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

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

**Comments - Commentaires**

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

**Vendor/Firm Name and Address**

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

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

<b>Title - Sujet</b> Services de réadaptation	
<b>Solicitation No. - N° de l'invitation</b> 51019-184018/B	<b>Amendment No. - N° modif.</b> 006
<b>Client Reference No. - N° de référence du client</b> 51019-184018	<b>Date</b> 2020-09-29
<b>GETS Reference No. - N° de référence 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 at - à 02:00 PM on - le 2020-10-14</b>	<b>Time Zone</b> Fuseau horaire Atlantic Daylight Saving Time ADT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Donovan (STJ), Janine E.	<b>Buyer Id - Id de l'acheteur</b> stj002
<b>Telephone No. - N° de téléphone</b> (506) 639-0215 ( )	<b>FAX No. - N° de FAX</b> (506) 636-4376
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <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 (type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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## Solicitation Amendment

**Title** Rehabilitation Services and Vocational Assistance Program

Solicitation Amendment No. **006**

**This solicitation is hereby amended to:**

- 1. Extend the closing date of the draft RFP to October 14, 2020; and**
- 2. Provide the following questions and answers:**

**Q37: Reference the Security Requirements Check List: Part A, Question 4 indicates the contract will be awarded by December 31, 2020. Is this accurate?**

A37: December 31, 2020 was the estimated award date at the time the SRCL was completed. Since then we have revised the estimated award date to June 2021.

**Q38: Reference Annex G Technical Evaluation Criteria. Definition of Bidder: "Bidder" means the person or entity (or, in the case of a joint venture (JV), the person or entities) submitting a bid. Please confirm that the experience and qualifications of a Bidder's subcontracts will be evaluated as part of the Bidder's (non-JV) experience and qualifications for the purposes of meeting the mandatory requirements of the RFP. When considering this request, we ask you to keep in mind that allowing bids that involve either a Prime/Subcontractor structure or a JV structure is critical to ensuring that this procurement is successful and that VAC's business needs are met. If PWGSC were to exclude bids that rely on a Prime/Subcontractor structure, the number of compliant proposals can be expected to fall significantly. As well, less competition often leads to higher costs and solutions that do not leverage the best resources and technology available in the market.**

A38: The term Bidder is fully defined in Section 4 of SACC 2003 (2020/05/28):

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/25#definition-of-bidder>

"Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.

Canada will only accept the experience of the Bidder as defined in Section 4 of SACC 2003 (2020/05/28) for the purposes of meeting the mandatory requirements. The experience obtained from a JV structure will be accepted for this purpose. The experience and qualifications of a Bidder's subcontractors will not be accepted as part of the Bidder's (non-JV) experience and qualifications for this purpose as it is not included in the definition of the Bidder.

**Q39: Reference Annex A Statement of Work (SOW) article 4.5.5. Is there a specific national credential required for vocational professionals? (CVRP, RRP, CCDP)**

A39: VAC requires those providing vocational rehabilitation services in Canada to hold a Certified Vocational Rehabilitation Professional (CVRP) designation. When providing vocational rehabilitation services to Participants residing permanently or temporarily outside Canada the Contractor would be required to align the credentials of those providing vocational rehabilitation services to a CVRP as closely as possible.

**Q40: Reference draft Request for Proposal (RFP) article 1.2. This article states "...leveraging a national network of Rehabilitation Service Providers (collectively referred to as "Services Providers")." Further, Annex A SOW article 1.1.9 Memorandum of understanding mentions 10 Operational Stress Injury (OSI) clinics across Canada, and in article 1.1.10 it mentions 1 Residential Treatment Clinics for Operational Stress Injuries (RTCOSI) in Quebec. Will the successful Bidder be provided with the national network list of Rehabilitation teams and/or individuals, the list of OSI clinics across Canada, and the RTCOSI in Quebec at the contract implementation stage?**

A40: It will be the Contractor's responsibility to develop and define their comprehensive network of Rehabilitation Service Providers. VAC will provide a list of OSI clinics and the RTCOSI which must be incorporated into the Contractor's network.

**Q41: Are all individual Rehabilitation Service Providers required to become a formal subcontract partner within the program or may some such providers provide services such as assessments and RSP services on a purchased service basis?**

A41: VAC does not stipulate the Contractor's RSP arrangement. VAC expects the Contractor to determine the type of contractual relationship with RSPs, whether it be a formal subcontract or other contractual arrangement.

**Q42: Will the contractor be expected to brand the new program or will the Contracting Authority set the program name and branding?**

A42: It is not anticipated at this time that new branding will be required. There is no expectation that VAC's Rehabilitation Services and Vocational Assistance Program name will change with the new contract.

**Q43: Please confirm whether there is a requirement to have facilities located in specific cities for in person service delivery. Also, please confirm whether there is a requirement to set-up a contractor administration location(s).**

A43: There is no requirement from VAC to have facilities located in specific cities. VAC expects the Contractor to propose the best solution for service delivery based on the information shared in the RFP. A contract administration team will be required, however the location of team members will be at the discretion of the Contractor provided all requirements of the RFP are fulfilled.

**Q44: As this procurement reflects changes to how VAC delivers rehabilitation services, how will this impact VAC's staffing model? Specifically, will there be any layoffs of VAC staff or other staffing changes within VAC that would impact the bidder selected to implement and deliver services for VAC?**

A44: No, there will be no lay-offs within VAC as a result of the implementation of a national contract and the changes to the provision of rehabilitation services.

**Q45: Reference draft RFP article 4.1.3. This article states that the evaluated cost/total bid price will be used to score the financial bid. What volumes will the government use to multiply by the bidder's hourly/fixed rates proposed in Annex B in order to derive a total cost for year one and each of the 9 subsequent years. For example, if a bidder proposes a fixed price of \$100 for each Intake phase, how many completed Intake phases will the Government use to multiply by the \$100 to get a total price for year one?**

A45: The estimated volumes will be provided with the final RFP.

- Q46: Reference Annex A SOW, Appendix 1 Acronyms, Glossary of Terms and Definitions & Annex Basis of Payment. In the Glossary, Cognitive Capacity Evaluation (CCE) is defined as an evaluation process used by Neuropsychologists. Please confirm if this assessment can be conducted by an Occupational Therapist, as per the standards of practice for Occupational Therapists in provincial jurisdictions. It is noted that the definition of Cognitive Capacity Evaluation provided in the Glossary is the same as the definition for Neuropsychological Assessment. Please clarify the difference between the two assessments if the Contracting Authority requires Neuropsychologists to be used for CCE.**
- A46: The term has been updated to include **Functional** which had been omitted from the previous version and the definition for Cognitive Functional Capacity Evaluation has been updated in Annex A - Appendix 1 - Acronyms, Abbreviations and Glossary. A Cognitive Functional Capacity Evaluation may be provided by an Occupational Therapist provided they have the required training. Proof of training may be requested.
- Q47: Neuropsychological Assessment is not listed as an assessment to be used in the Basis of Payment please confirm if this assessment will be included.**
- A47: Yes, this should be an assessment listed in the Basis of Payment and will be included in the final RFP.
- Q48: Reference Annex A SOW, Appendix 1 Acronyms, Glossary of Terms and Definitions & Annex Basis of Payment. In the Glossary, the same definition is used for Functional Capacity Evaluation and Gradual Return to Work (GRTW)/work reintegration. Please clarify expectation for GRTW services.**
- A48: The definitions for Functional Capacity Evaluation and Gradual Return to Work/Work Reintegration have been updated in the Acronyms, Abbreviations and Glossary Annex A, Appendix 3. Gradual Return to Work (GRTW)/Work Re-integration is the process of assisting the Participant in transitioning to back to work by developing a plan with an employer which may include modifying hours of work, duties, implementing work-place accommodations, etc.
- Q49: Reference Annex B Basis of Payment. The Basis of Payment lists 5 Regions (eg. Atlantic, Central etc) in sections 1.2 and 1.3. Please provide the definition /geographic boundaries for these 5 regions.**
- A49: Sections 1.2 and 1.3 in the Basis of Payment will be updated to reflect a provincial breakdown for the final RFP.
- Q50: Reference Annex B Basis of Payment. Article 1.3 in the Basis of Payment states that 60% of the Rehabilitation Services Professional (RSP) Services and Intervention will be performed under the payment grid that will be proposed in section 1.3 and 40% will be paid under the VAC Benefits Grids. Can the Contracting Authority explain why 100% of the services and intervention is not paid as per the VAC Benefits grid?**
- A50: The 60% allocation to the bidder proposed payment grid is to allow bidders to reflect the current market conditions for the most frequently provided rehabilitation services.
- Q51: Reference Annex F Rehabilitation Statistics. Of the total rehabilitation client volumes provided in this Annex, will VAC continue to manage a percentage of rehab clients internally, or is it anticipated that all Rehab clients will be referred to the contractor? If VAC will continue to manage some clients internally, will an estimated number or percentage be provided in the final RFP?**

A51: It is expected all new rehabilitation program participants will be referred to the Contractor. A transition plan for existing rehabilitation program participants will be developed and reviewed with the successful bidder as part of the implementation phase of the project.

Q52: **Reference Annex G Technical Evaluation Criteria. Under the Point Rated Criteria our calculation shows the Evaluation of SOW Elements equals 25,000 points not 24,000?**

A52: The Point Rated Criteria has been updated to reflect the total of all the elements.

Q53: **Reference Annex A SOW Section 3. Will templates or samples of Rehab Plans and Progress Updates be provided, or will the contractor create these internally?**

A53: VAC expects the bidder to propose the required tools and templates to support the service delivery of the Rehabilitation Services and Vocational Assistance Program. VAC will provide input to the proposed tools and templates to support alignment and integration activities during the implementation phase. The Contractor will be expected to align and with VACs data and reporting requirements.

Q54: **Reference Annex A SOW article 3.3.5.6. Does the Vocational Plan need to be submitted with the Rehab Plan (i.e. same turn-around time?). If not, or if Rehab Services need to be completed before vocational rehab/activities undertaken, is there a KPI attached to submission of vocational plan?**

A54: The Rehabilitation Plan can consist of a medical, psycho-social and/or vocational component(s), which may include a Vocational Training Plan specific to vocational rehabilitation. The vocational component of the Rehabilitation Plan may be developed at a later date as per section 3.3.5.6.4. If the Rehabilitation Plan is solely for vocational rehabilitation then it must adhere to turn-around-timelines identified in Table 5.0 Service Standards of Section 6.0.

All other terms and conditions of the solicitation document remain unchanged.

All enquiries concerning this amendment are to be forwarded to:

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Email: janine.donovan@pwgsc.gc.ca