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**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  
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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> 007
<b>Client Reference No. - N° de référence du client</b> 51019-184018	<b>Date</b> 2020-09-30
<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</b> <b>at - à 02:00 PM</b> <b>on - le 2020-10-14</b>	
<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</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>

## Solicitation Amendment

**Title** Rehabilitation Services and Vocational Assistance Program

Solicitation Amendment No. **007**

**This solicitation is hereby amended to provide the follow questions and answers:**

**Q55: Reference Annex A Statement of Work (SOW) Appendix 3 - Contractor Resources. The Rehab Service Specialist must hold health professional designation or Certified Vocational Rehabilitation Professional (CVRP) and minimum of 3 years' experience. Will those with Registered Rehabilitation Professional (RRP) designation continue to be acceptable or will all RSS staff be required to obtain the CVRP prior to providing services?**

A55: Veterans Affairs Canada (VAC) requires that each RSS hold one or more designation/expertise in medical, psycho-social and/or vocational rehabilitation. The RSS is not required to hold a designation in all three. VAC expects the Contractor to work collaboratively to fulfill the rehabilitation needs of the Participant. VAC requires those providing Vocational rehabilitation hold a CVRP for Canadian participants.

**Q56: Reference Annex B Basis of Payment article 1.2 Rehabilitation Service Professional (RSP) Services and Interventions. Will Cognitive Function Capacity Evaluation (FCE)/ Functional Abilities Evaluation (FAE) be approved as a standardized assessment?**

A56: Currently VAC is conducting a pilot related to Cognitive FCE/FAEs. Provided the results of the pilot are positive, it is anticipated this assessment will be approved as a standardized assessment.

**Q57: Reference Annex B Basis of Payment article 1.3. RSP Services and Intervention psychological, physiotherapy, massage, chiropractic and social work are listed as representing approximately sixty percent of "services performed under this contract". Can VAC define what would be considered psychological and social work services?**

A57: VAC's Rehabilitation Services and Vocational Assistance Program offers wellness programs to support ill and injured Veterans and in some cases family members to achieve a successful transition to post-service life. Psychological and social work services must be delivered within the scope of rehabilitation, offered to stabilize and restore a Participant's basic functioning by addressing the barriers to re-establishment. Psychological and social work services provided within the Rehabilitation Program must be delivered within the scope of practice set out by regulatory bodies.

**Q58: Reference Annex A SOW article 3.1.3. How would VAC define "Physical Therapy" to differentiate from "Physiotherapy"?**

A58: VAC does not differentiate physical therapy and physiotherapy. Article 3.1.3 of the Annex A - Statement of Work will be updated as appropriate.

**Q59: Reference Annex A SOW Appendix 3 – Contractor Resources. Please confirm the requirement for Psychologists to have a valid license to practice medicine in Canada as this is not reflective of provincial regulatory requirements.**

A59: The requirements for being registered, licensed, certified or chartered as a Psychologist providing psychological services varies from province-to-province in Canada, therefore the Psychologist must hold the valid credentials of the province of practice.

**Q60: Reference Annex A SOW Appendix 3 – Contractor Resources. Would VAC be amenable to the use of Chiropractors and Orthotists in the delivery of podiatry?**

A60: Yes, VAC considers Chiropractors and Orthotists as approved health professionals provided the scope of service is focused on medical, psycho-social and vocational rehabilitation.

**Q61: Reference Annex A SOW article 1.1.7. Define the role of VAC Decision Maker.**

A61: The VAC Decision Maker will be the individual assigned by VAC to work collaboratively with the Contractor and the Participant.

**Q62: Reference Annex A article 1.1.9. If assessment at an Operational Stress Injury (OSI) clinic is not appropriate (i.e., geographically prohibitive, unable to provide scope, timing issues, or unsatisfactory service) describe the process to obtain approval (if needed) to obtain assessment services elsewhere.**

A62: The Contractor must request approval from the VAC Decision Maker to obtain assessments outside of an OSI clinic where an internal escalation process will be actioned.

**Q63: Reference Annex A SOW article 1.1.17. Regarding “Using a network of regulated or VAC approved health professionals...”, if a professional is regulated in the province/country, does that mean they do not have to be approved by VAC?**

A63: 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. Each member of the Contractor's network of regulated health professionals will not require VAC approval. The Contractor is responsible to ensure the proper credentials are upheld and VAC may periodically request proof of credentials. In the exceptional case where a non-regulated health professional is required per articles 4.5.6 and 4.5.7 of the SOW, 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.

**Q64: Reference Annex A SOW article 3.2.1.4.1. Define parameters of “suitable” gainful employment.**

A64: Suitable Gainful Employment is defined in the Annex A SOW - Appendix 1 - Acronyms Abbreviations and Glossary of Terms as follows: 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 income replacement 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.

**Q65: Reference Annex A SOW article 3.2.2.2. In this section you have Vocational Assessment listed under the Vocational Rehabilitation Services and you also have Career Assessment listed under the Vocational Assistance Services. We would like to understand the difference between “vocational” and “career” assessments in the context of these two service lines.**

A65: An initial vocational rehabilitation assessment is the first step in the individualized vocational rehabilitation assessment process designed to determine if a Participant is ready for vocational rehabilitation and a return to work process. A vocational rehabilitation assessment combines all the information related to the medical, psycho-social and vocational rehabilitation needs of the Participant. This specialized assessment process evaluates the health and functional status directly arising from the Participant's eligible health problems and the impact these impairments will have

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on the employability of the Participant to return to work in a suitable gainful employment in post-service life. Career assessments are more streamlined, generic assessments tools designed to identify the employability needs of spouses and survivors to understand if they have vocational assistance needs, as defined by VAC.

**Q66: Reference Annex A SOW article 3.3.2.3. Are military records for the participant (i.e., MPRR, performance reviews, course reports, medical package, release category, target salary range) provided with referral information?**

A66: VAC will (with contractor input and Participant consent) determine what information is relevant to the provision of the program and share as a component of the referral package.

**Q67: Reference Annex A SOW Table 2: Program Participant Outcomes and Targers. Do you have historical and current performance outcomes available relative to the performance indicators and targets set out on Table 2: Program Participant Outcomes and Targets?**

A67: VAC publishes results for Participant Outcomes related to Improved Functional Capacity on GC InfoBase at the following location.  
<https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#orgs/dept/139/infograph/results>

**Q68: What are VAC's the targeted outcomes across Canada by region?**

A68: The program aims to universally provide consistent service. The overall group-level targets will be the same, regardless of location of delivery.

**Q69: Reference Annex A SOW, Appendix 3 – Contractor Resources. Vocational Specialists: Would you consider other professional and qualified Vocational designations such as:**

- a. CCPD (Certified Career Development Professional)
- b. RRP (Registered Rehabilitation Professional)
- c. RVP (Registered Vocational Professional)
- d. CCC (Canadian Certified Counsellor)
- e. CRC (Certified Rehabilitation Counsellor)
- f. CVE (Certified Vocational Evaluator)
- g. any other recognized vocational designation in Canada

A69: VAC requires those providing vocational rehabilitation services in Canada to hold a Certified Vocational Rehabilitation Professional (CVRP) designation. The CVRP is the only acceptable designation for services provided in Canada and none of the designations listed in the question can be substituted for the CVRP. 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.

**Q70: Can you confirm if vocational professionals who are working toward certification and meet the minimum 3 year related experience can work under the supervision and have their reports signed off of someone who has the CVRP or CVE designation?**

A70: No other designation may be substituted for the CVRP. Vocational professionals must be certified in order to deliver the services. 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.

**Q71: Would you consider other recognized vocational rehabilitation qualifications, if individuals are working toward their CVRP and expect to achieve it within 12 months of hire?**

A71: No other designation may be substituted for the CVRP. Vocational professionals must be certified in order to deliver the services. 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.

Q72: **Reference Annex A SOW, Appendix 3 – Contract Resources. Confirm which accreditation is required for vocational rehabilitation services for RSPs, as this is not a regulated designation type.**

A72: 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.

Q73: **Reference Annex A SOW Appendix 3 – Contractor Resources. Vocational Specialists: Is it expected that multiple RSSs and/or RSPs work with a single participant? For example, an RSS must hold a valid designation based on their role in the medical, psycho-social or vocational rehabilitation; and complex files could overlap all three of these domains.**

A73: VAC requires that each Participant be assigned to an RSS. VAC requires that each RSS hold one or more designation/expertise in medical, psycho-social and/or vocational rehabilitation. The RSS is not required to hold a designation in all three. VAC expects the Contractor to work collaboratively to fulfill the rehabilitation needs of the Participant. VAC requires those providing Vocational rehabilitation hold a CVRP for Canadian participants. RSPs will provide relevant rehabilitation services based on the requirements of the participant. It is anticipated that depending on the needs of the Participant there could be overlapping services in the areas of medical, psycho-social and vocational rehabilitation.

Q74: **Social Work: Can VAC provide the specific designations and credentials required to deliver the Social Work services?**

A74: VAC requires that all social work services be provided by individuals with a Registered Social Worker designation.

Q75: **Social Work: Will VAC accept registered psychotherapists to participate in the service delivery to Veterans?**

A75: Currently, VAC accepts the following non-psychologist/psychiatrist counselling professions regulated in four provinces: Registered Counseling Therapists (Nova Scotia), Psychotherapists (Ontario and Quebec), Counselling Therapists (New Brunswick). VAC will also accept the profession of Canadian Certified Counsellors in all other provinces/territories (despite no provincial regulation) under the conditions that providers are registered members in good standing and have an unrestricted license in the province/territory in which they are practicing.

Q76: **Reference Annex G Technical Evaluation Criteria. R2 – Program Knowledge mentions “VAC’s Rehabilitation Program intent, eligibility, scope and parameters....” This could be better defined, with regards to the referral process.**

A76: VAC expects the bidder to clearly articulate their understanding of VAC's Rehabilitation Services and Vocational Assistance Program by demonstrating a knowledge of the intent, eligibility, scope and parameters of the program. VAC expects the Contractor to have a solid understanding of the

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Client Ref. No. - N° de réf. du client  
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STJ-8-41048

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

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Program, its purpose, it's unique and complex participants and what it means to re-establish in post-service life.

**Q77: Reference Annex G Technical Evaluation Criteria, R3 - Program Management/Framework. Does VAC have prescribed timelines for specific KPIs? Updated by Industry: To clarify, does VAC have a standard timeline for each of the following phases: Referral, Intake, Assessment and Planning, Intervention, Rehabilitation Program completion and file closure?**

A77: Services standards within each stage are indicated in Table 5.0 Service Standards of Annex A - SOW. VAC does not have a standard timeline for each phase as durations are dependent on the individual needs of the Participant.

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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