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PWGSC/TPSGC Acquisitions Bid  
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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> 008
<b>Client Reference No. - N° de référence du client</b> 51019-184018	<b>Date</b> 2020-10-13
<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 2020-10-21</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: 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 Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) 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. **008**

**This solicitation is hereby amended to:**

**1. Extend the closing date of the draft RFP to October 21<sup>st</sup>. We anticipate having the final Request for Proposal (RFP) posted between October 22<sup>nd</sup> and October 30<sup>th</sup>. And;**

**2. Provide the follow questions and answers:**

**Q79: Reference Annex A Statement of Work (SOW), Appendix 3 – Contractor Resources – Rehabilitation Services Specialist (RSS). Certified Vocational Rehabilitation Professional (CVRP) is the only designation indicated as being acceptable combined with the educational requirements. Is VAC opposed to other qualifications for the delivery of this contract? These may be but not limited to: CCRC, RRP, RVP, CVE, CCVE, ICVE, CDMP, CRWC, RTWDM, Canadian Certified Ergonomist, Registered Kinesiologist, Physiotherapist and Occupational Therapists.**

**The RRP is affiliated with Vocational Rehabilitation Professional of Canada (VRA) which is in their 50th year of operation, and a nationally recognized and nationally registered organization. CVRP is a product generated by VRA, working collaboratively for the protection of the public.**

**The National Institute of Disability Management and Research (NIDMAR) is another organization that is known internationally and founded in 1994. Many professionals across Canada are registered with this organization. Candidates are granted a designation once they have been successful writing and passing the exam.**

**Other professionals such as Registered Kinesiologists, physiotherapist and Occupational Therapist hold designations with their respectful colleges and may also have the required vocational and disability case management experience to qualify for the RSS position.**

**The current CVRP designation will limit the ability for any organization to provide services to Veterans as there is a limited national membership pool; thus, reducing the capacity to meet the expected measurable outcomes.**

**A79: 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. 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. VAC expects service delivery outside of Canada to be consistent with services provided within Canada. Other professionals such as registered kinesiologists, physiotherapists and occupational therapists would be accepted within their scope of practice.**

**Q80: Reference Annex A SOW articles 6.7.7, 7.5.2.7, 7.5.2.8 & 7.5.2.11. The SOW references 7 calendar days for processing claims in section 7.5.2.7 but 7 business days in Table 5.0 Service Standards. Please clarify. Our recommendation is to use business days to allow for stat holidays and office closures.**

**A80: Yes, agreed. The RFP will be revised to business days.**

**Q81: Reference Annex A SOW articles 7.5.5.4 & 7.5.5.5. We recommend use of business days rather than calendar days to allow for consistency relative to other measures and to account for holidays and office closures.**

A81: Yes, agreed. The RFP will be revised to business days.

**Q82: Reference Annex A SOW Appendix 3 Contract Resources. This Appendix details the requirements of the contractor's resources. The chart noted that the Rehabilitation Service Specialist (RSS) must have a current health professional designation or a CVRP or CVRP-F designation, and a minimum of three years experience. The CVRP designation is not available in French. Our organization would like to request the Ordre des psychoéducateurs et psychoéducatrices du Québec and Ordre des conseillères et conseillers d'orientation du Québec be added to the approved designations.**

A82: Yes, Annex A - Appendix 3 has been updated to include the appropriate requirements for Rehabilitation Service Specialists (RSS) located in Quebec.

**Q83: Reference Draft RFP Part 4 and Annex B Basis of Payment. Article 4.1.3 Financial Evaluation states the bidder's evaluated cost/total bid price is based on the aggregate of all elements of the basis of payment including implementation period, contract, contract phase-out, and additional option years. However the basis of payment section 10.0 indicates the contract phase-out will be negotiated. Please confirm if the contract phase-out contacts should be included in the basis of payment**

A83: The contract phase-out will be negotiated. Part 4 of the RFP will be corrected.

**Q84: Can you provide a rough estimate of what the annual contract value the government is expecting for each year of services and what is the government's expected price will be over the 12 years?**

A84: No estimate of annual contract value will be provided. The Basis of Payment will provide an estimate of annual quantities for the services being requested.

**Q85: Reference Annex B Basis of Payment. Specifically article 2.0 - Contract Implementation, it indicates that payment for each service 2.1, 2.3, 2.4, and 2.5 that reimbursement to the bidder will occur once the service type is completed and accepted by VAC. Would you consider changing the reimbursement to a percentage of completion method, whereby payment to the bidder occurs throughout the implementation period depending on the percentage of the service is completed. As the implementation period will run for 1.5 years, it will cause significant cash flow restrains on the bidder if they have to wait until the end of the program to be reimbursed for costs they have incurred. This is especially true for 2.1 and 2.5, which could have significant financial costs.**

A85: Yes, VAC will adjust the implementation method of payment for the final RFP.

**Q86: Reference Annex A SOW, article 4.5.5 and Appendix 3 Contractor Resources. Can Voc rehab/assistance services, or some elements of those services, be provided by a staff who does not meet the RSP qualification requirements - eg. non-CVRP? I.e. Job Developer support, resume assistance support.**

A86: VAC requires those providing vocational rehabilitation to hold a CVRP for Canadian Rehabilitation Program Participants. For any Participants living outside of Canada the contractor would be required to align the credentials of vocational rehabilitation professionals as closely as possible

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with those credentials of a CVRP. Within a vocational training plan, job development may be performed by a professional with a certificate, diploma or degree in either business, sales and marketing or human resources under the guidance of a CVRP.

**Q87: Reference Annex A SOW, article 7.5.2.2. Can we utilize Portal authentication as a replacement for either digital signatures or physical signatures?**

A87: Yes, portal authentication can be used, however the attestation the client provides must ensure that the signatory is bound to the attestation they provide and as such VAC would look to ensure the means of providing the attestation includes the following:

- ensures the signatory is who they are purporting to be, i.e. identity validation;
- they have the intent to make the attestation, i.e. they cannot deny making the attestation and the approval,
- if in a virtual environment is recorded and has an audit trail which cannot be altered once provided.

**Q88: Reference Annex A SOW, articles 1.1.9 and 1.1.10 SOW. Are you able to provide additional detail on the existing relationship and processes in place with the ten provincial Health Authorities, the Operational Stress Injury (OSI) clinics and the Residential Treatment Clinics (RTCOSI), including:**

- **The number of cases per year referred to the OSI/RTCOSI clinics.**
- **The requirements of the Rehabilitation Partner to work with the OSI/RTCOSI clinics once a participant has been referred.**
- **Are there any wait times that veterans are experiencing accessing these preferred resources and, if so, would VAC require bridge support during those periods?**

A88: • The ten outpatient OSI Clinics and the Residential Treatment Clinic (RTCOSI) are completely funded by VAC but fully operated by Provincial Health Authorities. All OSI Clinics provide comprehensive assessments for disability benefit, assessments for treatment, individual and group treatments, as well as couple and family interventions. VAC requires that all the OSI Clinics offer evidence-informed treatments.

• During the fiscal year 2019-2020, 3711 new referrals were made to the OSI/RTCOSI Clinics for all assessments, treatments and interventions, including rehabilitation.

• OSI/RTCOSI Clinics will share clinical information and collaborate with Rehabilitation Partners based on client consent and needs. The clinicians of OSI/RTCOSI clinics will make clinical recommendations but any financial decision to determine compensation or the substantive payment remains the responsibility of VAC.

• There are wait times to access services in OSI/RTCOSI Clinics. VAC would expect the Contractor to provide reasonable supports to the Participant in consultation with the VAC Decision Maker.

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

All enquiries concerning this amendment are to be forwarded to:

Name: Janine Donovan  
Telephone No.: (506) 639-0215  
Email: janine.donovan@pwgsc.gc.ca