



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

PWGSC/TPSGC Acquisitions Bid
Receiving/Réception des Soumissions
126 Prince William Street/
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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

Title - Sujet Rehabilitation Services	
Solicitation No. - N° de l'invitation 51019-184018/B	Amendment No. - N° modif. 010
Client Reference No. - N° de référence du client 51019-184018	Date 2020-10-19
GETS Reference No. - N° de référence de SEAG PW-\$STJ-002-4508	
File No. - N° de dossier STJ-8-41048 (002)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-10-21	Time Zone Fuseau horaire Atlantic Daylight Saving Time ADT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Donovan (STJ), Janine E.	Buyer Id - Id de l'acheteur stj002
Telephone No. - N° de téléphone (506) 639-0215 ()	FAX No. - N° de FAX (506) 636-4376
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
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)	
Signature	Date

Solicitation Amendment

Title Rehabilitation Services and Vocational Assistance Program

Solicitation Amendment No. **010**

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

Q107: Reference Annex G Technical Evaluation Criteria: Definition of Bidder. For purposes of demonstrating the corporate experience encompassed by the Mandatory Requirements (M1, M2, M3), please confirm that the experience of direct and intermediate parent organizations of a newly established entity is an acceptable means to fulfill the required experience.

A107: No, the Bidder's experience of direct and intermediate parent organizations of a newly established entity is not an acceptable means to fulfill the required experience. Please refer to the definition of Bidder in Section 4 of SACC 2003:

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

Q108: Many large corporations structure themselves as a series of interrelated companies for a variety of legal and accounting reasons but work together in a seamless and effective way to deliver results for clients. Would VAC consider the combined experience of such a group of interrelated companies, if they are all under common ownership and one individual corporate entity within the corporate group bids?

A108: Yes, a bidder can submit a proposal that includes a combined experience of interrelated companies where it meets the definition of a Bidder. Please see the definition of Bidder here:

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

Q109: Would VAC consider re-evaluating how it plans to consider the experience of related companies? If a group of companies wishes to bid on the eventual RFP, what would be the rationale of accepting the experience of all companies in a joint venture, but not those of affiliated companies under common ownership within a corporate group, or those of companies engaged as subcontractors?

A109: No, VAC/PSPC cannot consider re-evaluating how it plans to consider the experience of related companies. Refer to the definition of the bidder here: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/25#definition-of-bidder>. The Bidder must have the expertise, knowledge or other resources in a single joint business enterprise to deliver the services outlined in the Statement of Work. Further, only companies party to the contract (the Bidder(s)) can ultimately be held accountable by Canada to perform the services.

Q110: Reference Draft RFP Amendment No. 005, Question & Answer 31: Will VAC further describe what is meant by "relevant experience from a joint venture"? Does this refer to the experience of individual member entities within a joint venture, or only to experience gained while the joint venture was a going concern?

A110: Relevant experience from a joint venture refers to the experience of individual member entities within a joint venture.

Q111: With the current draft RFP comment window set to close, please advise if VAC will consider extending the feedback window to allow for follow-up questions for any responses to questions in forthcoming Amendments that may be released.

A111: The draft RFP is now set to close on October 21st, 2020. Feedback and questions on the draft RFP may be submitted up to that date. Once the final RFP is posted, questions and clarifications may be asked in accordance with 2.4 Enquiries – Bid Solicitation.

Q112: How does VAC anticipate the draft RFP feedback and information from Amendments will be incorporated into the final version of the RFP?

A112: There will be an Appendix included with the final RFP that will include all the questions and answers which provided additional information and/or clarification.

Q113: Reference Statement of Work (SOW), Appendix 3 Contractor Resources - Re Operational Resources listed in this Appendix. Are the Resources listed mandated or suggested within the proposed service delivery solution? Are the Operational Resources listed stand-alone positions or are they functions?

A113: The resources and associated requirements identified within the Implementation and Contract Periods section of Appendix 3 are mandated for the delivery of the contract. Those identified within the General Resource section are positions that may be required, however the list is not all inclusive. The positions/resources are included to provide guidance specific to the minimum qualifications required for each position.

Q114: Reference Annex B Basis of Payment, 1.2 RSP Services and Interventions. “Physician Assessments” vary greatly in complexity, resources and time. For these reasons, a breakdown of Physician Assessment into specific categories is requested.

A114: Due to the complexity of Physician Assessments this item will be removed from the Basis of Payment in the final RFP for evaluation purposes only. Upon Contract Award VAC will work with the successful Contractor to determine suitable rates for Physician Assessments.

Q115: Reference Annex G Technical Evaluation Criteria, Mandatory Requirements: M1 & M2 – Minimum number of individuals and duration of service delivery: Given the request for ONE corporate client reference letter: is the requirement that the bidder has worked with one singular company for 5/3 consecutive years servicing a minimum of 1500/500 individuals per year for that ONE company. This would be a limiting factor unless the requirement can be across multiple companies and all bidders in a joint venture. If submitting a bid as a joint venture, would VAC accept cumulative experience of all partners? (ex - The Bidder manages over 1500 individuals per year just not for one singular company).

A115: The Mandatory Requirements for M1 and M2 have been updated in Annex G - Evaluation Criteria.

Q116: Reference Annex G Technical Evaluation Criteria, Mandatory Requirements M1 c) & M2 c) - Define ‘unique participant’: We interpret this requirement to include total number of individual clients/participants. Would VAC consider expanding this to include both total number of individual clients as well as number of services delivered to an individual client? Typically, one client may receive multiple assessments and treatments through various service lines, which may further demonstrate the Service Provider’s ability to manage high client volumes.

A116: VAC is not willing to accept the total number of individual clients as well as the number of services delivered to an individual client. The Mandatory Requirements for M1 and M2 will be updated in

Annex G - Evaluation Criteria to allow the bidder to include multiple, separate contracts as part of a joint venture to demonstrate their corporate experience.

Q117: Reference Annex G Technical Evaluation Criteria, Mandatory Requirements: M2 – Corporate Experience Vocational Rehabilitation Service Delivery. Relevant experience should be more specifically defined as it relates to the proposed services.

A117: The Mandatory Requirements for M1 and M2 will be updated in Annex G - Evaluation Criteria.

Q118: Reference Annex G Technical Evaluation Criteria, Mandatory Requirements M3. Is there an opportunity to reduce the minimum 500,000 transactions given the requirement states the provider must demonstrate this with only one corporate client?

A118: The Mandatory Requirement for M3 has been updated in Annex G - Evaluation Criteria.

Q119: Reference Annex G Technical Evaluation Criteria, Mandatory Requirements R1 – Service Delivery (Approach) “... medical, psycho-social and vocational rehabilitation...” – Confirm the scope of Case Management Services, defining the roles of VAC Decision Makers and/or Case Managers. Also confirm the referral criteria and how will participants be selected (or excluded) for services.

A119: As outlined in section 2.6.4 of the SOW, 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. The role and responsibilities of the VAC Decision Maker is defined in Section 2.6.10 of Annex A - Statement of Work. All new Participants approved by VAC for the program will be referred to the Contractor. A transition plan for existing Participants will be determined on a case by case basis following an assessment. VAC will collaborate with the Contractor during the Implementation Phase of the Contract to finalize a transition plan for existing Participants.

Q120: What is the expected interface with VAC Virtual Centre of Excellence?

A120: There is no current expectation for the Contractor to interface with the Centre of Excellence on Chronic Pain. The clinics connected to the Centre of Excellence on Chronic Pain are not officially linked to VAC and are treated the same as any clinic providing services to Veterans. The Centre of Excellence on Chronic Pain is building relationships with various clinics to research best possible treatments in chronic pain in Canada.

Q121: As the Contractor is required to identify all resources for the Operational Period, please define what qualifies as “resources, meetings and materials” for the operational period. Additionally, as per 3.3.3 Rehabilitation Program – Intake Process, 3.3.3.2 indicates that the participant intake interview must be completed in person. As such, would contractor office expenses be considered as resources within the operational period.

A121: VAC and PSPC considers the Contract Operations to be an all-inclusive firm price for all costs associated with the Contractor's operations, which by extension includes Contractor office expenses (resources, meetings and materials). The Basis of Payment will be updated accordingly.

Q122: Reference Annex B Basis of Payment. Please clarify whether the fixed rate for "Job Readiness, Job Search Preparation, and Active Job Search" in Basis of Payment Section 1.2 include progress updates to RSS during these 3 phases.

A122: Fixed rates must be all inclusive and include progress updates for all RSP services and interventions.

Q123: **Reference Annex B Basis of Payment. As participants' time spent in Job Readiness Activities may vary from 1 month up to several years depending on need, would VAC consider adding this service to the list of interventions serviced on an hourly rate? If this service is to be provided at a fixed rate as currently outlined in the RFP, please clarify if the contractor would invoice for this service at the end of the Job Readiness period only, or if instalments could be made in the case of participants in Job Readiness for several years in duration.**

A123: The Basis of Payment will be updated to include these Intervention services at an hourly rate.

Q124: **Reference Annex A SOW article 3.3.3.2. Please clarify whether the in-person Intake Interview must be completed at the Participant's home, or if there is the option to conduct this interview at the Contractor's facility or other suitable location in the community.**

A124: The Intake Interview may be conducted virtually or in person. When the Intake Interview is conducted in person it can be completed at the Participant's home, at the Contractor's facility or other suitable and appropriate location determined and agreed upon by the RSS and Participant. Criteria for suitable location will be defined during the Implementation Phase of the Contract.

Q125: **Reference Annex G Technical Evaluation Criteria, Mandatory Requirements M1 Corporate Experience Medical and Psycho-social Rehabilitation Service Delivery: The technical requirement indicates that the Bidder must demonstrate a recent combination of medical and/or psycho-social rehabilitation services. Requirement 2) indicates that a 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. The bidder must provide one corporate reference letter including minimum information, which includes confirmation the referenced services provided were for medical and psycho-social rehabilitation. In order to accurately meet the technical requirement in M1, please clarify whether a bidder can submit a combination of experience from multiple joint venture partners with more than one corporate reference that identifies medical and/or psycho-social experience (either combined or separate) to a minimum of 1500 individuals per year, over a minimum of five (5) consecutive years within the last eight (8) years.**

A125: The Mandatory Requirements for M1 and M2 will be updated in Annex G - Evaluation Criteria.

Q126: **Reference Annex B Basis of Payment. 1.2 Rehabilitation Service Professionals (RSP) Services and Interventions and 1.3 Rehabilitation Service Professionals (RSP) Services and Interventions: For the purpose of accurate pricing, please provide the geographic boundaries (i.e. provinces) for the identified regions (Atlantic, Central, Northern and Western, and Pacific).**

A126: Sections 1.2 and 1.3 in the Basis of Payment will be updated to reflect a provincial breakdown for the final RFP.

Q127: **Reference Annex A SOW. Can VAC please clarify the training or qualification requirements for Job Coach (SOW 3.4.4.5) as this is not listed in Appendix 3 Contractor Resources.**

A127: 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 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.

Q128: Reference Annex A SOW article 5.7.1.6 Communication Plans and Materials: Please confirm if a Bachelor of Translation degree qualifies as acceptable credentials for the certified language specialist.

A128: SOW Section 5.7.1.6 and Appendix 3 will be updated to define the requirements for a certified language specialist.

Q129: Reference Annex A SOW article 5.7.1.6. Communication Plans and Materials Please clarify if the Contractor is required to have a second certified language specialist on staff or would a VAC specialist be considered the secondary reviewer?

A129: The Contractor will be required to conduct the secondary review. VAC will not be responsible for conducting the secondary review.

Q130: Reference Annex B Basis of Payment. In regards to Fees for physiotherapy and chiropractic Basis of Payment 1.3 - would VAC accept this proposed as a per session rates (industry standard) vs. an hourly rate?

A130: Yes, the Basis of Payment will be updated to reflect per session rates.

Q131: Reference Annex B Basis of Payment. Physician Assessments - are these to be completed by an independent physician or the treating physician?

A131: Physician Assessments will include both independent and/or treating physicians depending on Participant need.

Q132: Reference Annex B Basis of Payment. What are the intended disciplines required for the inpatient multi-disciplinary assessment and outpatient multi-disciplinary program?

A132: VAC requires that inpatient and outpatient multi-disciplinary assessments to be conducted by health professionals with the appropriate health designations which may include but are not limited to the following: Registered Nurse, Registered Physiotherapist, Registered Psychiatric Nurse, Registered Social Worker, Registered Occupational Therapist, Registered Counsellors, and other regulated health professionals registered with the appropriate governing body and approved by VAC.

Q133: Reference Annex A SOW, Appendix 3 Contractor Resources. Rehabilitation Service Specialist (RSS) Resource requirements indicate that each RSS must hold and maintain one (1) of the following valid designations, as applicable to their role in medical, psycho-social and vocational rehabilitation: i. A current health professional designation. Please identify which health designations would be acceptable for the RSS role.

A133: VAC requires that each RSS hold and maintain one designation as applicable to their role providing medical, psycho-social and vocational rehabilitation. Examples of health designations may include but is not limited to the following: Registered Nurse, Registered Physiotherapist, Registered Psychiatric Nurse, Registered Social Worker, Registered Occupational Therapist, Registered Counsellors, and other regulated health professionals registered with the appropriate governing body and approved by VAC.

Q134: Reference Annex A SOW article 6.9.5.3 The Contractor must focus quality assurance activities on compliance with professional standards of care, jurisdictional licensing and

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File No. - N° du dossier
STJ-8-41048

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

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). Please provide clarification on this quality control requirement.

A134: The SOW will be updated to clarify VAC's Quality Management (incl. Quality Control, Quality Assurance) requirements in Section 6.10.

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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