



**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

**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 Services de réadaptation	
Solicitation No. - N° de l'invitation 51019-184018/B	Amendment No. - N° modif. 009
Client Reference No. - N° de référence du client 51019-184018	Date 2020-10-14
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. **009**

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

Q89: To facilitate a timely and comprehensive implementation, we would request the following modification: Due to the nature, complexity and scope of the Rehabilitation and Vocational Services program, the Implementation Phase (18 months) crosses a fiscal year. Annex B Basis of Payment 2.1 Contract Implementation indicates that “payment will be made upon VAC’s acceptance of the Implementation Phase deemed complete”. We request that VAC consider an alternative payment structure for the implementation fees, such as progress/milestone payments or installments, thereby supporting completed work and facilitating contractor cash flow.

A89: Yes, VAC will adjust the implementation method of payment for the final RFP.

Q90: Can VAC provide the average duration of a case via historical statistics or anticipated time for each case from intake to case closure?

A90: Historically, 75% of VACs Rehabilitation Program Participants complete the program within 3 years.

Q91: Reference Annex B Basis of Payment. It is stated at the beginning of this section that the Contractor guarantee of a sufficient Rehabilitation Service Specialist (RSS) to participant ratio based on the complexity of needs. It would be helpful for contractors to have a historical effective working ratio per region, to ensure appropriate staffing levels.

A91: A table indicating a provincial participant breakdown will be provided in the final RFP. The RSS to participant ratio would be mutually agreed upon by VAC based on the Contractor's assessment.

Q92: Reference Annex A SOW, Appendix 3 Contractor Resources (Credentials). Will the VR designations required be determined by the service provided? Example – would the same qualification be required for the vocational assessments as for the job search, job development and job search preparation?

A92: 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.

Q93: Reference Annex A Statement of Work (SOW), article 6.7.7 and Table 5.0 - Service Standards. Some of the timelines may be unreasonable (i.e., Intake Interviews within three days of referral) especially when travel is involved or the participant has multiple appointments to work around; Participant Claim Paid within 7 days, which is only 2 days after response.

A93: Understanding the aggressive service standard concerns, turnaround times to complete the Intake process (Participant Contact Made, Initial Standardized Rehabilitation Assessment and Intake Interview) has been extended to five business days. Participant claims processing can begin

immediately after receipt of the claim. There is no requirement to wait for the response period to begin processing the claim.

Q94: Reference Annex A SOW, article 6.9.4 – Quality Assurance. Define quality domains to be measured.

A94: Section 6 of the SOW will be updated to include additional information associated with Quality Domains.

Q95: What methodology will be implemented in order to procure network partners?

A95: It will be the Contractor's responsibility to determine the appropriate methodology to develop and define their comprehensive network of rehabilitation service providers depending on the business model for service delivery.

Q96: The Medical and Psycho-social Rehabilitation services are being provided through a network of registered Rehabilitation Service providers. Can you provide a list of these providers?

A96: VAC will not be providing a list of registered Rehabilitation Service providers. It will be the Contractor's responsibility to develop and define their comprehensive network of Rehabilitation Service Providers depending on the business model for service delivery.

Q97: There are current provider networks for Vocational Rehabilitation, Psycho-Social, and Medical services under the existing scenario. Will the organization(s) awarded the contract to operate the VAC Rehabilitation program inherit the current provider networks? Or will each bidder be required to build their own provider networks?

A97: It will be the Contractor's responsibility to develop and define their comprehensive network of Rehabilitation Service Providers depending on the business model for service delivery. Under the current service delivery model service providers register to offer services to VAC Participants through third parties. VAC does not manage the providers or maintain a network of providers.

Q98: Reference Annex A SOW section 5 and Annex B Basis of Payment article 2.4. Please clarify the method required for the delivery of orientation sessions during the Implementation Phase to VAC personnel. Section 5.11.4 and 5.11.6 speak to bilingual webinar or virtual presentations while section 2.4 in the Basis of Payment lists 13 locations and costs for travel and room-rentals.

A98: The Basis of Payment will be updated to reflect that orientation sessions will be conducted via webinar or virtual presentation during the Implementation Phase of the project.

Q99: Reference Annex A SOW, article 6.3.7. Please clarify the requirements in article 6.3.7 where it states the Contractor "must update and connect all Participant profile and demographics information on...". Please explain the process VAC is asking the Contractor to perform and what information will be provided by VAC in the electronic file transfer. Is the Contractor expected to contact all transitioning Participants during Implementation?

A99: VAC will (with contractor input) determine what information is relevant to the provision of the program and share as a component of the referral package. VAC expects the Contractor to aggregate data from multiple sources and disaggregate based on Participant demographics and GBA+ characteristics to identify differences between groups related to outcomes, service delivery, Participant experience and costs. Relevant Participant demographic information will be supplied by VAC as part of the referral package. VAC may request the Contractor collect and share additional Participant data throughout Rehabilitation Program service delivery.

Q100: Reference Annex A SOW, Appendix 5 Accessibility. In Part B – Functional accessibility of requirements sub section “Declaration” indicates Vendor to complete the table. Is it the intent to complete the answers for columns “Supports” and “Explanation” using examples of compliance of specific components of the Vendor Solution or is it required to answer in terms of the entire Vendor solution.

A100: The definition of "components" refers to the VAC's, Rehabilitation Program Participant's and the Contractor's components of the solution. Compliance must be applied to all components of the vendor's solution for use by VAC employees or by Rehabilitation Program Participants. Components used only by the vendor do not need to be included in the responses for columns "Supports" and "Explanations".

Q101: Would PSPC accept the provision of both assessments and treatment services from one provider?

A101: Yes, VAC will accept the provision of both assessments and treatment from one service provider.

Q102: Reference Annex B Basis of Payment Section 5. When VAC determines changes are required and within scope of the contract, is there a negotiation with the contractor on timelines and extent/design of the additional implementation?

A102: If VAC determines changes are required and within scope of the contract, the PSPC Contracting Authority will be consulted and will negotiate with the contractor on times and extent/design of the additional implemented.

Q103: Reference Annex A SOW, article 8.9.5.1.1. Is the use of Microsoft 365 Canadian tenant suite of applications that store their data within Canada considered acceptable for use?

A103: Yes, Microsoft creates the tenant in their Canadian Datacentres. You will find more architecture information located here:
<https://docs.microsoft.com/en-us/office365/enterprise/microsoft-cloud-it-architecture-resources>

Q104: Reference Annex A SOW, article 8.9.5.1.1. Is the Microsoft and/or Amazon Web Services (AWS) cloud solutions pre-approved for Protected B data?

A104: Yes, there are Framework Agreements awarded to 7 Cloud Service Providers (CSP) and the list can be found on the cloud brokering website at the following link
https://cloud-broker.canada.ca/s/central-provider-page-v2?language=en_CA

Q105: Reference Annex A SOW, article 8.9.5.1.1. Is there a document or literature that outlines what cloud services from either Microsoft and/or Amazon Web Services (AWS) are acceptable for use by the Contracting Authority for storing Protective B data.

A105: Yes, there are Framework Agreements in place for Microsoft & AWS for use by the Contracting Authority for storing Protected-B data. You will find the list of products available in the following link
https://cloud-broker.canada.ca/s/pbmmcatalogpage?language=en_CA

Q106: What is the anticipated award date of the contract?

A106: We are aiming for an award date of June 2021.

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.
009
File No. - N° du dossier
STJ-8-41048

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

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