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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

**Vendor/Firm Name and Address**  
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Saint John, NB (STJ)  
126 Prince William Street/  
126, rue Prince William  
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E2L 2B6

<b>Title - Sujet</b> Rehabilitation Services Rehabilitation Services and Vocational Assistance Program	
<b>Solicitation No. - N° de l'invitation</b> 51019-184018/C	<b>Amendment No. - N° modif.</b> 002
<b>Client Reference No. - N° de référence du client</b> 51019-184018	<b>Date</b> 2020-11-23
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$STJ-002-4532	
<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> Atlantic Standard Time AST <b>on - le 2020-12-09</b> Heure Normale de l'Atlantique HNA	
<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**

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<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>

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## Solicitation Amendment

**Title** Rehabilitation Services and Vocational Assistance Program

Solicitation Amendment No. **002**

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

**Q1: In addition to any VAC initiated audits, there are two audit requirements stated in the RFP: 1) CSAE 3416 audit; and 2) RSP Risk-based audit. For the CSAE audit 3416 audit, we assume this must be conducted by and auditor external to our organization. Please confirm an external auditor is required for this. We assume the on-site RSP risk-based audit may be conducted by an internal audit team. Please confirm this assumption is correct.**

**A1:** Yes, your assumptions are correct. The CSAE audit 3416 audit, must be conducted by an auditor external and independent to your organization. The RSP risk-based audit may be conducted by an internal audit team.

**Q2: Reference Annex K, Questions and Answers. The answer provided to Q59 indicated the following: "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."**

**We understand that an RSS is not required to hold designation/expertise in all three; however, VAC has indicated that those providing vocational rehabilitation hold a CVRP. Can VAC clarify what "providing vocational rehabilitation" means, given that the vocational potential of a participant would be assessed during the Intake Phase. Therefore, would the CVRP designation be required during the Intake and Planning phase if vocational potential is being assessed?**

**A2:** Per Section 3.3.2 of Annex A - Statement of Work - A complete referral package from VAC will include the Rehabilitation Program eligibility date, Participant type, demographics, CAF service information, eligible health problems and any employment/financial information, if relevant. The package may also include a résumé and relevant existing health professional assessments and reports if available. Participant type will identify the Participant as having medical, psychosocial and/or vocational needs. VAC expects the Contractor to assign an RSS based on the information contained in the referral package to best meet the Participant's primary needs, recognizing that following the Assessment Phase the primary needs may change or evolve, therefore the expertise of the RSS may need to adapt. i.e. change once medical and/or psychosocial needs have been stabilized/fulfilled, work collaboratively with an RSS who has a CVRP designation, etc... A CVRP designation would be required during the Intake and Planning phase if vocational potential is being assessed.

**Q3: Reference Annex G Technical Evaluation Criteria, R4 - Performance Measurement. Data collection, reporting, service standards, and turnaround times should be better defined, as there would be a profound diversity of service delivery for each type of service.**

**A3:** VAC has clearly defined performance measurement requirements in Section 6.0 of Annex A - Statement of Work. VAC recommends bidder's response to the criteria identified in R4 Annex G - Evaluation Criteria includes innovative, comprehensive performance measurement approaches based on industry best practices.

**Q4: Reference Annex Basis of Payment article 1.2. Is the functional ability evaluation or cognitive abilities evaluation, a 1 day assessment or 2 day assessment (complex)? If both types of assessments are to be available, please list as two different assessments as the fees would be unique. Similarly, is the Cognitive Functional Ability evaluation 2 day vs 3 day (complex)?**

**A4:** VAC expects that each Bidder will provide an cost for each Assessment listed in 1.2 of the Basis of Payment for a standard Assessment. Complex Assessment with be considered on a case by case basis and the extra costs associated will be included in the Contract.

**Q5: Reference Annex G Technical Evaluation Criteria. R2's overarching question states that 'bidders should describe their understanding of the mission, vision, principles, factors, goals, objectives, measurable indicators and expected outcomes of VAC's Rehabilitation Program', then show how we will deliver the services considering:**

**a) VAC's strategy for providing care, compassion and respect in delivering Rehabilitation Services for Participants with complex needs**

**b) Barriers to re-establishment in post-service life in determining Rehabilitation Program needs**

**c) VAC's Rehabilitation Program intent, eligibility, scope and parameters**

**Please could VAC clarify whether it expects the bidder to:**

**1. Address the overarching question first, before addressing a), b) and c)**

**2. Address the overarching question in c) only, as this is about program intent/eligibility/scope**

**3. Address the overarching question in a), b) and c)?**

**A5:** VAC expects the Bidders to prepare their bid in response to R2 as they deem suitable.

**Q6: 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?**

**A6:** 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.

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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