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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

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Issuing Office - Bureau de distribution

Saint John, NB (STJ)
126 Prince William Street/
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Title - Sujet Rehabilitation Services Rehabilitation Services and Vocational Assistance Program	
Solicitation No. - N° de l'invitation 51019-184018/C	Amendment No. - N° modif. 004
Client Reference No. - N° de référence du client 51019-184018	Date 2020-11-24
GETS Reference No. - N° de référence de SEAG PW-\$STJ-002-4532	
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 Atlantic Standard Time AST on - le 2020-12-09 Heure Normale de l'Atlantique HNA	
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
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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. **004**

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

Q22: In order to guarantee a sufficient Rehabilitation Service Specialist (RSS) to Participant ratio, based on the complexity of Medical, Psycho-social and Vocational Rehabilitation service (Rehabilitation Program) needs please provide the following: 1) Anticipated volume of referrals with each city per province, 2) Anticipated breakdown of types of referrals (i.e. mental health, physical disability, brain injury, and all other referral types, within each city, per province.

A22: Participant volumes per city, per province have been provided. VAC has included statistical information with the RFP Annex F - VAC Rehabilitation Statistics provides Bidders with current and forecasted client volumes. Volumes provided in Annex B - Basis of Payment are not intended to be reflective of all future services provided under this Contract, but for evaluation purposes to compare Bidders.

Q23: Reference Annex F – VAC Rehabilitation Statistics. Of the total rehabilitation client volumes provided in Annex F, can an estimated volume of clients accessing each of medical, psychosocial, or a combination of services be provided?

A23: We are currently not in a position to share a complete breakdown, however approximately 15% of our Program Participants are in receipt of vocational rehabilitation services. Approximately 5% of our Program Participants are in receipt of only vocational rehabilitation services.

Q24: Is there an estimate for the number of participants who will be referred for assessment of financial benefit programs (Income Replacement Benefit (IRB) and Canadian Forces Income Support (CFIS)) only?

A24: VAC expects less than 100 clients annually will be referred for an assessment for financial benefits programs (IRB and CFIS) only.

Q25: When providing updated statistics in the final RFP, can VAC include a detailed geographical (national and international) breakdown of services required by treatment type and by assessment type? Please include a list of all countries where Veterans would reside. Please provide a list of accreditations required in each geography as global standards vary.

A25: The RFP Annex B - Basis of Payment includes a Provincial breakdown. Participants may choose to reside permanently or temporarily in any country provided they adhere to the sections 83-91 of the Rehabilitation Services and Vocational Assistance Plan: Assessments, Development and Implementation Policy (see RFP Annex A - References). Approximately 1% of the Rehabilitation Program Participants reside outside of Canada, therefore the Contractor, VAC and the Participant will be required to ensure standards are aligned as closely as possible with Canadian standards.

Q26: Reference Annex A SOW article 2.3.2. How does VAC anticipate that changes in policy surrounding program eligibility in 2024 will affect referral volumes?

A26: VAC's Participant forecast for the Rehabilitation Program included in the RFP Annex F - VAC Rehabilitation Statistics, reflect planned eligibility changes.

Q27: Reference Annex B Basis of Payment. Under Section 3.2 Claims Reimbursement Processing, can you provide an estimate number of claims being processed for reimbursement on either a monthly or annual basis?

A27: VAC estimates approximately 10,000 hours annually will be required to process medical, psycho-social and vocational rehabilitation claims, however may vary depending on the bidder's business model for service delivery.

Q28: Reference Annex A SOW, Section 8 Application and IT Requirements, Appendix 2 (Demonstration of GC Case) What are VAC reimbursement terms for expenses paid to the Program Participant? Net 30, 45, 60 or 90 days?

A28: RFP Annex A - SOW paragraph 6.7 and Table 6.0 of the Service Standards require the Contractor to pay a participant claim within 7 business days. VAC expects that for payments to participants there will be no hold on processing the payment.

Q29: Is VAC able to provide estimated participant volumes where the expedited intake process for "at risk or urgent clients" would be required?

A29: Currently VAC does not have the data to estimate the Participant volumes expedited during the Intake Process for "at risk or urgent clients". VAC does not anticipate Urgent Participant volume to be above 10% of the total estimated Participants.

Q30: What are the current and historical regional volumes for the Operational Stress Injury (OSI) clinics?

A30: During the fiscal year 2019-2020, 3711 new referrals were made to the OSI/RTCOSI Clinics for all assessments, treatments and interventions, including rehabilitation.

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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