



**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**

**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> 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> 008
<b>Client Reference No. - N° de référence du client</b> 51019-184018	<b>Date</b> 2020-12-03
<b>GETS Reference No. - N° de référence de SEAG</b> PW-SSTJ-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 2020-12-16</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**

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

## Solicitation Amendment

**Title** Rehabilitation Services and Vocational Assistance Program

Solicitation Amendment No. **008**

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

Q63: **Reference Annex K, Question and Answer #2 instructs: “To be proactive with security requirements and to avoid delays in the security screening process, please complete the Request for Private Sector Organization Screening (PSOS) form and forward to the Contracting Authority, Janine Donovan at janine.donovan@pwgsc-tpsgc.gc.ca.” Please confirm the Contracting Authority, Janine Donovan, can be contacted after the period for enquiries ends for the purpose of submitting a completed PSOS form to begin the Designated Organization Screening process.**

A63: Yes, Janine Donovan may be contacted for the purpose of submitting a completed PSOS after the period for enquiries has ended.

Q64: **Reference Part 3 Bid Preparation Instructions, Section II: Financial Bid. Article 3.1.1 states that “Bidders must submit their financial bid in accordance with the Basis of Payment in Annex “B” and Attachment 1 – Financial Bid Requirements. The total amount of taxes must be shown separately, if applicable. NOTE: Attachment 1 will be a spreadsheet which will be provided in the final RFP documents.”**

**Please confirm that only Attachment 1 (excel spreadsheet) provided in Amendment 1 released November 4, 2020 is the only requirement in the financial bid. If not, please clarify what constitutes Annex B and Attachment 1 as per the definition in the RFP (reference page 10 of 63). Please also confirm how the Bidder should show and submit applicable taxes within Annex B.**

A64: Note that the Attachment 1 (excel spreadsheet) was revised on November 26, 2020. This attachment is the only requirement in the financial bid titled, “Annex B – Basis of Payment.”

In reference to Section II: Financial Bid, section 3.1.1. The total amount of taxes must be shown separately, if applicable. This means that the bidders are not to include taxes in their unit prices. Bidders can submit the applicable taxes after each total estimated cost per section of Annex B – Basis of Payment excel spreadsheet, however this is not a requirement.

Q65: **Reference Annex B Basis of Payment. We understand that in the basis of payment, we are not to include taxes. Please confirm. Additionally, please confirm that the awarded bidder will be able to charge HST on submitted invoices.**

A65: Please refer to Answer 64 above. The bidder will bidder will be able to charge HST on submitted invoices.

Q66: **Please specify what VAC defines as “urban centres.”**

A66: VAC defines "urban centres" for Canadian Participants based on postal code. Rural postal codes are defined with a zero as the second character or with 'E4', 'E5', 'E6', 'E7', 'E8' or 'E9' as their second and third characters, all remaining postal code areas would be considered Urban.

**Q67: Annex G M3 Corporate Experience – Systems Development and Integration**

**It is indicated that the Bidder must demonstrate recent experience in systems development and integration. Specifically:**

- 1. The Bidder must describe their experience in the development and system integration of a complex, highly secure, multi-transactional (500,000/year) service delivery. The experience demonstrated must be within the last five (5) years calculated as of the closing date of the RFP for the proposed persons or entities within the joint venture. Transactions are defined as a sequence of information exchange and related work (such as database updating) that is treated as a unit of transaction.**
- 2. The Bidder must provide one corporate client reference letter demonstrating a minimum of 50,000 transactions from the Management or Executive level. The letter must at a minimum include, the following information: a) Legal name of the organization; b) Client contact name, title, and address; c) Confirmation of the complexity of IT systems development, integration and security; d) The volume of transactions per year supported; and e) Confirmation the services were provided for a minimum of three years within the last five years.**

**Clarification is required on the following:**

- 1. Is the requirement to demonstrate 500,000/year transactions or 50,000/year transactions?**
- 2. Is the experience in the system development and system integration required to be within the last five (5) years or only the transactions? A system may take 1 year to build and transactions would only take place after the system was launched.**

A67: 1. Yes, per Annex G RSVP Evaluation Criteria, section M3 Corporate Experience – Systems Development and Integration, Bidders "must describe their experience in the development and system integration of a complex, highly secure, multi-transactional (500,000/year) service delivery. Where it is possible the transaction volume is a combined total from more than one corporate client, the minimum requirement for the corporate client reference letter transaction volume is set at 50,000 transactions.

2. Yes, the system development and integration is required within the last five (5) years.

**Q68: In existing patient files can VAC provide roughly what percentage of data in the patient files that are electronic vs the percentage of data in the files that are scanned and hand written?**

A68: VAC's current Participant files consist of both electronic data and files in .pdf format. VAC does not have a percentage breakdown.

**Q69: Reference Annex A Statement of Work, article 5.6 – Existing Participant Transition Plan and Timeline. The Statement of Work indicates that some Participants receiving medical and psycho-social Rehabilitation Services will not be transferred to the Contractor, while others will be transferred over the 18 month implementation period. In addition, there may be some Participants who require coordinated service delivery, with health professionals who previously treated Participants and the Contractor's RSPs both providing care. The Contractor is required to work collaboratively with a Participant's existing health professionals.**

**Taking into account that the Contractor will not be inheriting VAC's existing network of providers, please confirm that the Contractor will have no liability or responsibility for a Participant's existing health professionals or other legacy contractors to VAC. Additionally, please confirm, for example, that the Contractor will not be responsible for the existing health professionals' or other contractors' compliance with the security, privacy, experience, licensing or other requirements set out in the RFP, and that VAC's existing network of providers be excluded from any measurement of the Contractor's Key Performance Indicator outcomes.**

A69: The Contractor will not be liable or responsible for Participants' existing health professionals or other legacy contractors to VAC unless they become a member of the Contractor's network of providers. The Contractor will not be responsible for the existing health professionals' or other contractors' compliance with the security, privacy, experience, licensing or other requirements set out in the RFP. Existing health professionals or legacy contractors to VAC would be excluded from any measurement of the Contractor's Key Performance Indicator outcomes.

Q70: **Reference Annex A Statement of Work, articles 1.1.9 and 1.1.10 – Referrals**

**The RFP contemplates that the Contractor will refer Participants to providers who are not within the Contractor's network of providers. In addition, in some circumstances (see, for example, articles 1.1.9 and 1.1.10 of the Statement of Work) the Contractor is required to prioritize referrals to Operational Stress Injury clinics and Residential Treatment clinics operated by health authorities with whom VAC has memorandums of understanding.**

**Please confirm that when the Contractor refers a Participant to a third party provider as required or permitted by the RFP it will have no liability or responsibility for the third party provider. For example, please confirm that the Contractor will not be responsible for these providers' compliance with the security, privacy, experience, licensing or other requirements set out in the RFP.**

A70: The OSI/RTCOSI is not considered a sub-contractor of the winning bid, therefore the winning contractor is not responsible.

Q71: **Refer to draft RFP Q&A1 which states:**

**Q1. It is our understanding that it is possible to obtain additional information about the current contract. Are you able to provide a copy of the current contract outlining details about the current contract including the statement of work?**

**R1. Veterans Affairs Canada provides its participants with Vocational Rehabilitation Services delivered by one National Contractor via the following Contract;  
<https://buyandsell.gc.ca/procurement-data/award-notice/PW-MCT-011-4711-001>.**

**For additional information about the current contract, the solicitation document, statement of work and amendments is available on the Buy and Sell website  
<https://buyandsell.gc.ca/procurement-data/tender-notice/PW-MCT-011-4711>.**

**Veterans Affairs Canada provides its participants with Medical and Psycho-social Rehabilitation services through a network of registered Rehabilitation Service providers. Authorizations and claims adjudication for the providers are via the following Contract;  
<https://buyandsell.gc.ca/procurement-data/award-notice/PW-PWB-011-3203-001>.**

Solicitation No. - N° de l'invitation  
51019-184018/C  
Client Ref. No. - N° de réf. du client  
51019-184018

Amd. No. - N° de la modif.  
008  
File No. - N° du dossier  
STJ-8-41048

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

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**In relation to the below response previously provided by Canada, will authorizations and claims adjudication for providers continue to be complete via the following Contract <https://buyandsell.gc.ca/procurement-data/awardnotice/PW-PWB-011-3203-001?>**

A71: Following implementation of the new contract, new authorizations and claims processing for rehabilitation services will be the responsibility of the new national Contractor for the Rehabilitation Program.

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](mailto:janine.donovan@pwgsc.gc.ca)