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New Brunswick
E2L 2B6
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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
Raison sociale et adresse du
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Issuing Office - Bureau de distribution

Saint John, NB (STJ)
126 Prince William Street/
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Saint John
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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. 010
Client Reference No. - N° de référence du client 51019-184018	Date 2020-12-08
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 2020-12-18 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
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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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. 010

This solicitation is hereby amended to:

- 1) **REMOVE** the application of the Phased Bid Compliance Process to the Point Rated Evaluation Criteria.

REMOVE clause 4.1.2.2 in its entirety.

Note the Phased Bid Compliance Process will only apply to the Mandatory Requirements M1, M2 and M3 in Annex G Technical Evaluation Criteria. It **will not** apply to any of the Point Rate Criteria, R1 through R9 in Annex G Technical Evaluation Criteria.

- 2) **REMOVE** clause 4006 from the RFP,

Reference article 7.2.2 - **REMOVE** 4006 (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground information, apply to and form part of the Contract.

Reference article 7.11.b, **REMOVE** reference to 4006 (2010-08-16) Contractor to Own Intellectual Property Rights in Foreground information

- 3) Make changes to responses to previously addressed questions as follows:

REMOVE previously addressed questions and answers and **REPLACE WITH** the following:

Q9: **Reference Annex B Basis of Payment In the Basis of Payment, 1.1d) the Intervention hours are estimated to be 45,000 by VAC and the Estimated number of Participants in the program at 6,550 each year. This would seem to indicate approximately seven hours of interventions (45,000/6550) are to be given on average per Participant per year. In addition, there are 14,200 participants currently in the program who will require intervention services annually are they to be included in the intervention hours (e.g. 45,000/14,000) means participants only receive on average 3.2 hours per year. Is this the correct correlation between the two estimates? If so, the number seems very low when a client is in the program on average for 3 years and requires monthly touch points as per the SOW. The SOW states max 80 hours of VR and 40 hours of Medical/psychosocial services. The Basis of Payment is not correlating with the SOW to provide veteran centric services.**

A9: The number of Intervention hours in 1.1 d) represent the hours required for RSS effort during the Intervention Phase of the Program for a combination of new and existing Rehabilitation Program Participants. The level of effort required for each Participant during the Intervention Phase (1.1 d) will vary depending on the Participant's status and complexity, interventions/services underway, future/existing requirements, time remaining in the Program, etc... VAC expects a veteran centric approach to service delivery at all phases of the Rehabilitation Program.

Q36: **Could Veterans Affairs Canada provide the current claims reimbursement/payment volumes by category of service and type (client vs. provider)?**

A36: VAC does not currently have a national contractor administrating/managing/coordinating all of the services being requested with this Request for Proposal (RFP). VAC does not have the data to provide the current claims reimbursement/payment volumes by category of service and type (client vs. provider).

Q37: Could Veterans Affairs Canada provide claims volumes by current submission method (fax, mail, electronic via portal, e-mail)?

A37: VAC does not currently have a national contractor administrating/managing/coordinating all of the services being requested with this Request for Proposal (RFP). VAC does not have the data to provide claims volumes by current submission method (fax, mail, electronic via portal, e-mail).

4) Provide the following new questions and answers:

Q72: To ensure bidders are providing documentation as expected by Canada, would you please confirm your preferred volume location of the following items:

- **Annex J should go in Section III Certifications**
- **2.3 Former Public Servant should go in Section I, Technical Bid, Part 3**
- **Insurance Requirements should go in Section IV Additional Information**
- **Annex H should go in Section II Financial Bid**

A72: Annex J and 2.3 Former Public Servant should go in Section 3 - Certifications. Insurance Requirements and Annex H should be in Section IV – Additional Information.

Q73: Reference Annex B Basis of Payment. A number of assessments have been removed from the Basis of payment from the draft RFP such as Vocational Assessment, Life Skills Assessment, Interest Testing, Labour Market Analysis, Transferrable Skills Analysis, Vocational Evaluation but they are still listed as pre-authorized rehabilitation assessments as per section 3.3.4.5. Can VAC please clarify if those assessments are still pre-authorized and if so, will they be added to the basis of payment schedule?

A73: Section 1.1 b includes the Vocational Rehabilitation Assessments and activities identified in the SOW that may be required for Vocational Rehabilitation Plan development.

Q74: Reference article RFP, Section 7.3.1 of the RFP and Annex A SOW Statement of Work, Sections 8.7.3.3 and 8.9.5.1.3

The RFP does not distinguish between personal information or other information required to administer the VAC program and personal information and other information collected in the course of delivering medical, psycho-social and health rehabilitation services. This creates a number of obstacles and operational challenges. By way of example:

- a) **individuals who are eligible to seek rehabilitation services may be reluctant to do so given that VAC will have access to the medical, psycho-social and other records created by the rehabilitation service professionals;**
- b) **information collected by a regulated health professional in a health professional-patient relationship as information will be administered by VAC that is subject to federal legislation and policies (including the Privacy Act, Access to Information Act and policies applicable to Protected B information);**
- c) **rehabilitation service professionals will need to have the Contract Security Program security clearances specified in section 7.3.1(2) of the RFP;**
- d) **rehabilitation service professionals will need to have their facilities and systems approved by the Contract Security Program (see section 7.3.1(3) of the RFP and section 8.9.5.1.3 of the SOW);**

- e) **the engagement by the Contractor of independent rehabilitation service professionals will need to be approved by the Contract Security Program in advance (see section 7.3.1(4) of the RFP);**
- f) **rehabilitation services will need to be performed within isolated physical and logical security zones at locations that comply with the facility security requirements defined in the Security Requirements Checklist (SRCL), making work from home during the COVID pandemic uncertain and making it more difficult for veterans to access rehabilitation services.**

A preferable approach for all stakeholders, including VAC, bidders and veterans, would be for information collected by rehabilitation service professionals to be handled in accordance with the legal, licensing and professional obligations that apply to the performance of these services – rather than as information that is subject to the legislation or policies applicable to records within of the Government of Canada.

Because of the legal, licensing and professional safeguards and patient access rights that apply to regulated healthcare professionals, adopting the preferable approach will in no way compromise the protection afforded to this information.

Additionally, the information handled by the Contractor in the course of administering the VAC program (i.e., the information identified in section 8.8.2.1 and Table 10 of the SOW) would continue to be subject to the privacy and security provisions of the RFP, including the industrial security requirements applicable to Protected B information (to the extent that they handle Protected B information).

In the circumstances, we request that the RFP be revised to make clear that information collected, created or generated by rehabilitation service professionals in the course of delivering their services will not be subject to the requirements of the resulting contract applicable to VAC property (including requirements in respect of industrial security, information security, network infrastructure, etc.). Rather, this information will be subject to a requirement that it be processed in accordance with the laws and licensing/professional requirements that govern the activities of the applicable rehabilitation service professionals.

A74: When a Contractor is providing services on VAC's behalf, they are subject to the Privacy and Access to Information Acts. The information the contractor collects uses and discloses, regardless of what type of information it is (personal, confidential or otherwise) while performing these services, must be protected and safeguarded in accordance with these Acts and the Government of Canada Policies. Further to this, the Contractor can only collect, use and disclose information that VAC deems is needed in support of administration of the programs. VAC must be able to retrieve the information the contractor has in support of VAC services should a client make an access to information or privacy request.

In reference to section 7.3.1(2) and 7.3.1(3) of the RFP, the rehabilitation service providers are the individual service providers and do not need to be cleared by the Contract Security Program (CSP), i.e. the actual doctors' offices, physiotherapy clinics, etc and they do not need their facilities and systems approved by the CSP. However it is the prime contractor's responsibility to get approval from the CSP before awarding a subcontract with security requirements.

Q75: **Reference Annex A SOW, Appendix 2 – Current VAC SystemsAs per Appendix 2, VAC has three (3) systems that appear to touch on rehabilitation (CSDN, GCCase and MVA). Can VAC advise if integration from the Contractor's system will be required to these three (3) and if yes, can VAC explain the purpose.**

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51019-184018/C
Client Ref. No. - N° de réf. du client
51019-184018

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010
File No. - N° du dossier
STJ-8-41048

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

A75: The Contractor will be required to send data to VAC once, and VACs internal systems will ensure the data is made available to any system that has a requirement to retrieve and display that data point. Real-time data transfers will be required to ensure Participant data from multiple sources can be integrated, aggregated and disaggregated for the purposes of service delivery, program management, performance measurement, etc.

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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