



**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

<b>Title - Sujet</b> Rehabilitation Services	
<b>Solicitation No. - N° de l'invitation</b> 51019-184018/A	<b>Amendment No. - N° modif.</b> 004
<b>Client Reference No. - N° de référence du client</b> 51019-184018	<b>Date</b> 2019-07-26
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$STJ-002-4448	
<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> <b>on - le 2019-09-30</b>	
<b>Time Zone</b> Fuseau horaire Atlantic Daylight Saving Time ADT	
<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 (type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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Buyer ID - Id de l'acheteur

51019-184018/A

004

STJ002

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CCC No./N° CCC - FMS No./N° VME

51019-184018

STJ-8-41048

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This amendment to the Letter of Interest (LOI) is to provide the following:

- A copy of the power point presented on July 16, 2019
  - A summary of the question and answer period after the above-referenced presentation
- Q1:** Regarding slide #10 which outlines the requirement, can you explain VAC eligibility? Our assumption is that the Vendor is to perform remaining steps. Is that correct? Where is the line of responsibility?
- A1:** VAC is responsible for eligibility. At this stage, we are not clear on the lines of delineation. We want to be innovative and to streamline the delivery of the program. We will be looking to Industry to share best practices to achieve program outcomes.
- Q2:** Regarding the limitations within the Privacy Act and issues with integrating technology aspects of a 3rd party system, what are your expectations on how this will be handled?
- A2:** VAC is looking for an innovative and efficient solution and will work collaboratively with the vendor to address client confidentiality issues.
- Q3:** Again related to technology, do you envision an integrated or a stand-alone platform? In addition would a Vendor be given access to the current incumbent's platform as this will be the most efficient way to integrate (capture) data collection?
- A3:** At this stage we invite industry to share with us any innovative and best practice technology approaches.
- Q4:** Is there flexibility around VAC eligibility and other related factors? Following initial assessments, is there flexibility around addressing other factors that are impeding progress – can these unmet needs be addressed?
- A4:** Eligibility is complex and based on military service related injuries. There is flexibility within the case management process to address non service related health needs utilizing other VAC programs and community resources.
- Q5:** What is the average time that a client spends in the rehabilitation program?
- A5:** The objective is short term and goal focused. Each plan would be developed based on individual needs so it is hard to state expected timeframes. The aim is to have early intervention as per best practice for rehabilitation success and to have a solid, professional, standardized assessment as early as possible in the process.
- Q6:** What is the percentage of War Veterans without family physicians?
- A6:** Securing a family physician is a barrier for some. There are provincial wait lists. Our provincial Operational Stress Injury Clinics offer limited physician services for eligible participants to address immediate medical needs. During the industry engagement process, we will be looking to industry to share best practices or possible solutions to address this challenge. Physician involvement is a crucial aspect of aftercare for ongoing monitoring/maintenance once rehabilitation is complete.

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**Q7:** Is there a homeless veteran eligibility restriction and what is the impact to access rehabilitation services?

**A7:** Homeless Veterans are complex in that some have service related injuries while others may not. Some will have served for many years where some only a few months. Some homeless are at risk for entrenched addiction and mental health barriers. Every homeless Veteran is eligible for VAC case management services with supports to address immediate needs of homeless Veterans such as the Veterans Emergency Fund. VAC Case Managers also work collaboratively with provincial resources to develop a case plan to address unmet needs which may or may not include access to the Rehabilitation Program.

**Q8:** To what extent is sexual harassment playing into eligibility?

**A8:** The CAF has put in place initiatives to create safe places for service members and Veterans to disclose their experiences with sexual harassment. VAC has recognized service related injuries resulting from sexual harassment for many and has approved Pain and Suffering compensation as well as access to other VAC programs and benefits including Rehabilitation Services. VAC is committed to Gender Based Analysis initiatives within our program service delivery and it is a priority to continue to address these unique needs in a respectful and collaborative manner.

**Q9:** You talked about the complexity of eligibility requirements. At what point can a person qualify for services?

**A9:** VAC and the CAF work collaboratively to improve transition services for releasing military members. Both are committed to provide assessment and case management services as early as possible in the transition process to ensure the right support with the right resources are in place prior to release.

**Q10:** Are there barriers to early access for individuals with rehabilitation needs, knowing that early is better with processes in place prior to transition?

**A10:** VAC and the CAF work collaboratively to address releasing member's needs to ensure effective coordination for both CAF LTD services and VAC programs and benefits. Both agree that early intervention is paramount and are working hard to develop best practices to achieve this. We will be looking to the expertise of industry today to share any innovative approaches or solutions.

**Q11:** When do you anticipate the RFP will be posted and how long will the implementation period be?

**A11:** The RFP will be out during the Winter 2019-2020 followed by an implementation period. We will be seeking your feedback so that we can determine what is a realistic time-frame for the implementation period.

**Q12:** Regarding the CM role and the framework, what is the most pressing administrative aspect or pinch-point?

**A12:** I believe it is not having access to standardized, evidence based, professional assessments for the purpose of rehabilitation. This creates administrative challenges and barriers to effective case planning. VAC has over 400 Case Managers all accessing individual provincial providers to complete

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assessment and rehabilitation program plans which makes it difficult to achieve consistent service delivery and performance measurement.

**Q13:** Is there an ability to have some fluidity, to discuss and make it better to improve what's being proposed?

**A13:** The goal is to engage with industry to explore how you could assist VAC to improve our program objectives. VAC is committed to delivering a program of service excellence and we are looking for suggestions on how to make our program be the best it can be.

**Q14:** Will there be KPIs to determine what's working and not working?

**A14:** We have some service standards and that is certainly the intention to provide these going forward.

**Q15:** Based on the approximately 14,000 benefit recipients/clients what is the overall cost and average cost per client and are there projections available?

**A15:** It is early on in the procurement process. We will work with our statistics team to determine what these figures are and provide them depending on the service delivery approach.

**Q16:** Based on zero based budgeting forecasts is there a possibility that the available funding will be depleted over the course of a year which would be counterproductive to a client's progress?

**A16:** We do not anticipate this being a problem. VAC is and will continue to be committed to provide a Rehabilitation program that provides service excellence.

**Q17:** What are the current gaps in Domestic and Foreign client types that create longer wait times or recovery times?

**A17:** The current challenges are diverse depending on their unique situation, health issues and barriers to re-establishment. Access to primary health care in some locations is challenging which creates barriers to receiving current medical information and follow up care. Because of the varying levels of specialization required we want to explore with Industry how to be more creative to meet client needs.

**Q18:** What are the geographic locations outside of Canada with predominate numbers of VAC rehabilitation clients?

**A18:** Clients often relocate to areas where Canada offers military postings. To name a few, the United States, Australia, Europe. Complexity arises in these situations depending on eligibility and the unique needs of each client.

**Q19:** Regarding the claims process, is it the intent to funnel claims through claims centers?

**A19:** That is possible. We'll be exploring the claims process as part of this industry engagement.

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### Closing remarks

Janine Donovan stated that the presentation and the questions and answers will be posted on Buy and Sell.



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# REHABILITATIONAL SERVICES AND VOCATIONAL ASSISTANCE PROGRAM



Presentation to Industry  
July 16, 2019

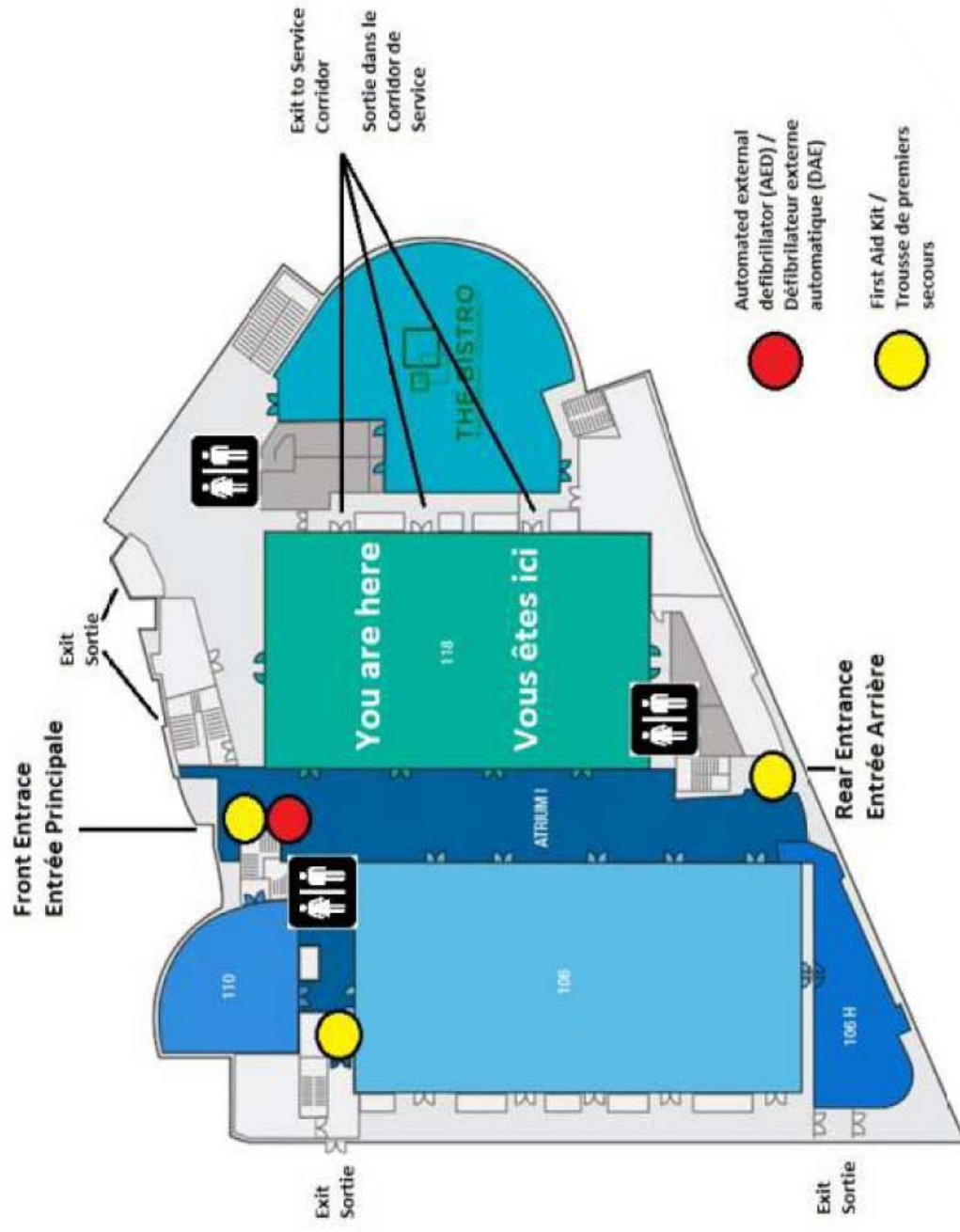


# OPENING REMARKS

## Orientation and logistics

- ▲ Location of fire exits
- ▲ Location of washrooms
- ▲ Location of food and drink vendors
- ▲ Translation
- ▲ Please put cell phones on vibrate

## Review of Agenda







# INTRODUCTION TO TEAM

- ▶ Janine Donovan – Supply Team Leader, Public Services and Procurement (PSPC)
- ▶ Lisa Martin – Supply Specialist, PSPC
- ▶ John Stavert – National Contract Manager, Veterans Affairs Canada (VAC)
- ▶ Garth Moore – Senior Analyst, VAC
- ▶ Peggy Nash-Butt – National Rehabilitation Consultant, VAC
- ▶ Colleen Walton – Senior Operations Advisor, VAC
- ▶ Leslie Maughan – Fairness Monitor, KPMG



## AGENDA July 16, 2019

Time	Item	Objective	Speaker
09:30 am-09:40 am	Welcoming Remarks	Introduce the key players in the procurement process to Industry	Janine Donovan
09:40 am-10:00 am	PSPC Presentation	General information about the industry engagement and the procurement	Janine Donovan
10:00 am-11:00 am	VAC Presentation	Background of the Rehabilitation Services and Vocational Assistance Program	Peggy Nash-Butt/ John Stavert
11:00 am-11:30 am	Questions	<ul style="list-style-type: none"><li>• Responses to questions</li><li>• Record questions and provide responses on Buy and Sell as an amendment to the Letter of Interest (LOI)</li></ul>	Participants / John Stavert



# RULES OF ENGAGEMENT

## Government of Canada commitment:

- ▶ All documentation presented during the engagement will be available to all participants in English or French.
- ▶ All interested participants will be given an ongoing opportunity to provide feedback on the requirement.



# RULES OF ENGAGEMENT

## Industry commitment:

- ▶ Participants are expected to discuss their views concerning the procurement project and to provide feedback and/solutions when requested.
- ▶ Participants will not reveal or discuss any information to media/newspapers regarding the procurement project during this consultative process. If participants receive a question from the media, participants are to direct the media to contact the PWGSC Media Relations Office by phone at 902-209-3574 or [media@tpsgc-pwgsc.gc.ca](mailto:media@tpsgc-pwgsc.gc.ca).



## DISCLAIMER

- ▶ This presentation contains a draft procurement strategy and requirements that are provided to industry at this time for information only to enable you to provide comments and feedback.
- ▶ Nothing should be construed as being a preference, a commitment or a final decision by Canada regarding the Rehabilitation Services and Vocational Assistance Program. Final decisions will only be provided in the final Request for Proposal (RFP) documents. Industry participants relying on anything stated at this time do so at their own risk, and Canada will not be responsible for any loss as a result of changes in the RFP documentation.



## OBJECTIVES

- ▶ Assessing the level of interest from the industry in providing a solution to VAC's Program requirement.
- ▶ Provide suppliers with an overview and expected outcomes for the requirement.
- ▶ To determine the ability and proposed approaches of the marketplace to deliver a timely and cost effective integrated program of multi-disciplinary Rehabilitation and Vocational Assistances Services.
- ▶ Facilitate the opportunity for the industry to provide feedback as well as obtain their assistance in shaping the RFP requirements.



## REHABILITATION SERVICES AND VOCATIONAL ASSISTANCE PROGRAM REQUIREMENT

VAC is exploring the option of having a contractor perform the following services:

- ▶ Professionally assess Rehabilitation and Vocational Assistance needs for clients.
- ▶ Develop, monitor, and evaluate Rehabilitation and Vocational Assistance plans for clients.
- ▶ Provide Rehabilitation and Vocational Assistance Services through direct service delivery or referral.
- ▶ Ensure coordination and quality assurance of direct service delivery.
- ▶ Administer, process and pay program participant claims for eligible Rehabilitation and Vocational Assistance expenses and training costs.



## PROCUREMENT APPROACH

- ▲ Industry Day - Presentation and one-on-one sessions offered to interested potential bidders: July 16, 17, 2019
- ▲ Further feedback will be requested: July 2019 to August 2019
- ▲ Anticipated posting of Draft RFP: Fall 2019
- ▲ Anticipated posting of Final RFP: Winter 2019/2020





## FAIRNESS MONITOR

The role of the Fairness Monitor is to provide an attestation of assurance on the fairness, openness and transparency of the monitored activities.

Some of the Fairness Monitor's responsibilities will include:

- ▶ Review any documentation
- ▶ Attend meetings or events
- ▶ Be present during the evaluation
- ▶ Monitor the actions and decisions of the procurement team

Note that for the purpose of carrying out its obligations, the Fairness Monitor will be granted access to industry responses and related correspondence received by Canada as a result of this engagement and may act as an observer at potential follow-up clarification or contracting activities.



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## KEY CONTACT

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Supply Team Leader  
Public Works and Government Services Canada  
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E2L 2B6

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# REHABILITATION SERVICES AND VOCATIONAL ASSISTANCE PROGRAM

- ▶ *Veterans Well Being Act*
- ▶ Who we serve
- ▶ Where we have been and where we hope to get to
- ▶ What is most important to achieve
- ▶ How we deliver Services within VAC's Case Management Framework
- ▶ VAC's Health and Wellness Framework
- ▶ Gender Inclusive Approach
- ▶ Indigenous Veterans



## REHABILITATION PROGRAM VISION AND MISSION

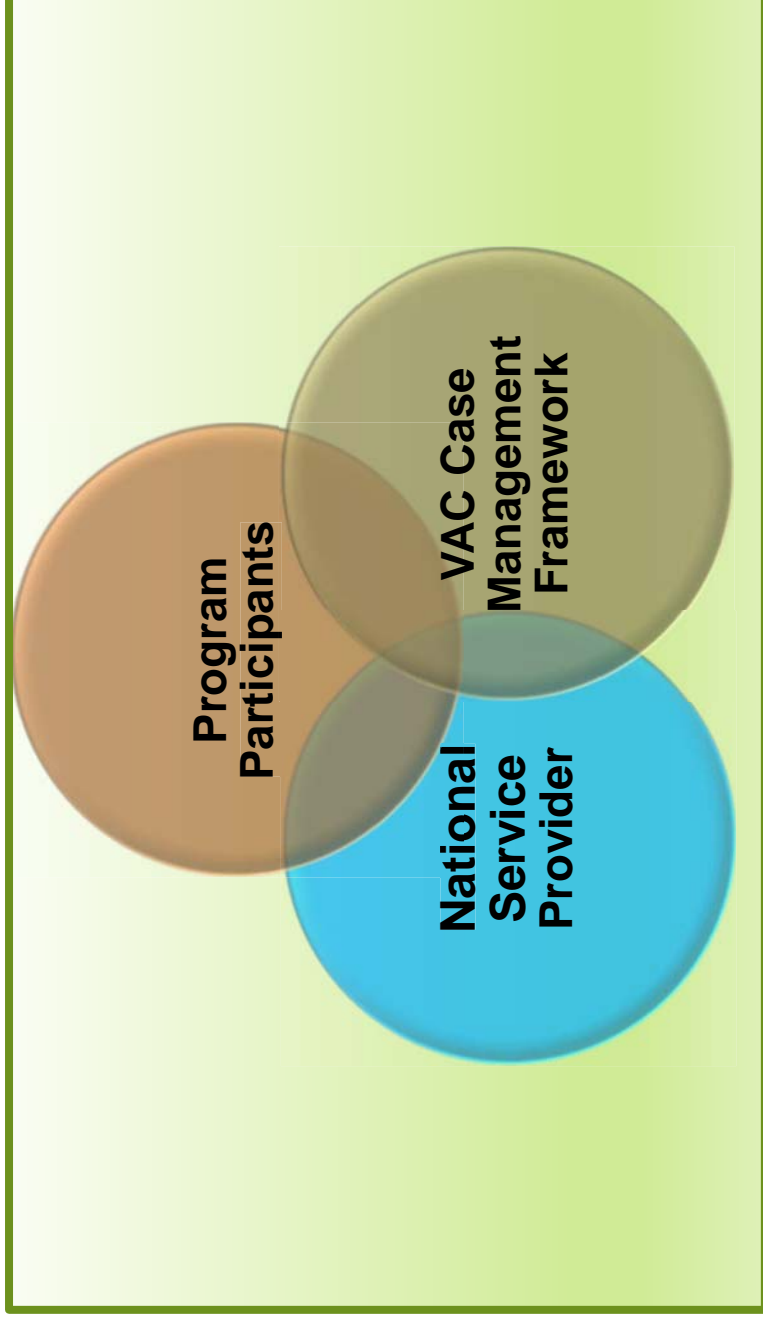
Participants will achieve optimal levels of health, independent functioning and optimal performance of their roles at home, work and in their community through evidence informed approaches, by reducing barriers to re-establishment in civilian life.

To plan and coordinate timely, Veteran-centred rehabilitation assistance services through a rehabilitation focused service delivery model that responds to identified barriers to re-establishment of eligible Canadian Armed Forces (CAF) Veterans and other participants. The objective is to restore and improve functioning to the extent possible.

Trust, Support, Care, Fluid, Compassionate, Inclusive, Professional, Timely, Accessible, Engaging, Respected, Collaborative, Evidence-based, Professional, Innovative, Seamless, Empathetic, Fluid, Trust, Support, Care, Timely, Accessible, Collaborative, Seamless, Support, Timely, Responsive, Solid, Collaborative, Trust, Respect, Confidence, Innovative, Engaging, Accessible, Timely, Professional, Support, Care, Confidence, Engaging, Equitably, Accessible, Fluid, Trust, Timely, Care, Professional, Support, Trust, Confidence, Timely, Professional, Support, Care, Confidence, Engaging, Equitably, Accessible



# COLLABORATIVE APPROACH





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## PROFILE OF A REHABILITATION PARTICIPANT - VETERAN

Calvin H.

Leading Seaman (Retired)

Supply Technician, Royal Canadian Navy

12 years of service

30 years old

### **Health Condition:**

Nerve Damage to right leg and loss of use

### **Key VAC Benefits:**

Pain and Suffering Compensation

Income Replacement Benefit

*Rehabilitation Services and Vocational  
Assistance Program*







## PROFILE OF A REHAB PARTICIPANT- SURVIVOR

Beth H.

Survivor of Corporal Robert H, who served for 12 years in the Canadian Army, Regular Forces and died in service  
30 years old

### **Survivor Key VAC Benefits:**

Pain and suffering Compensation

Death Benefit

Income Replacement Benefit

*Rehabilitation Services and Vocational Assistance Program*





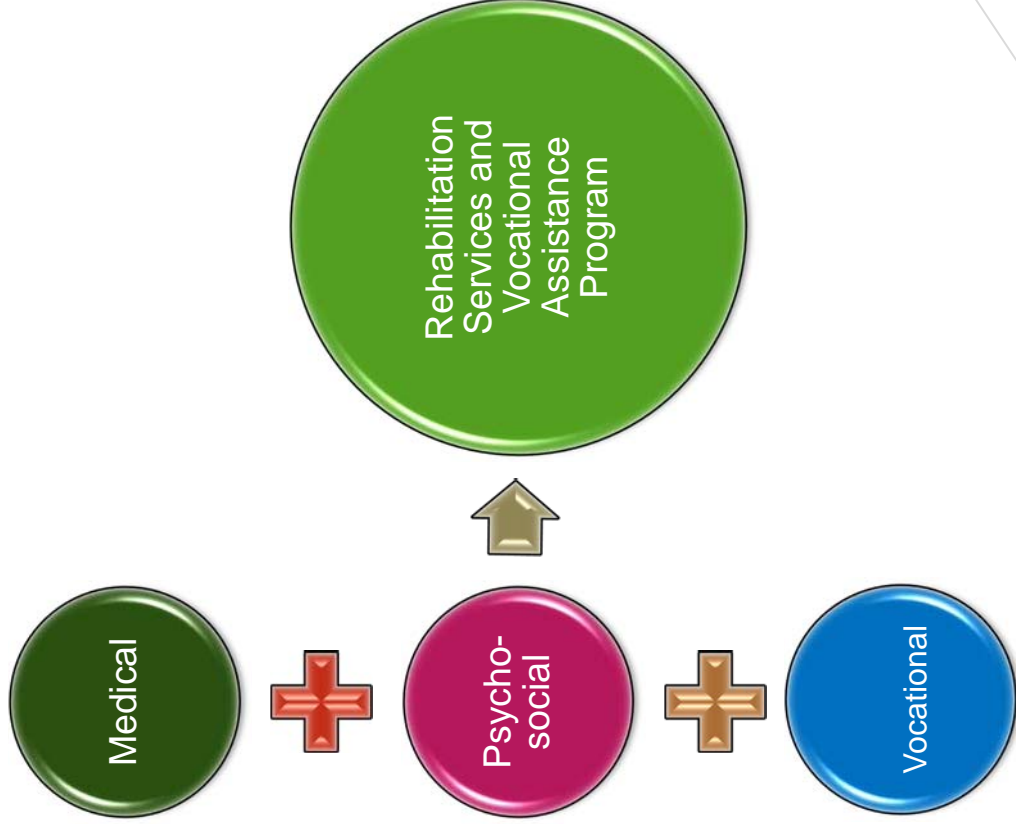


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## THE THREE PILLARS





## REHABILITATION SERVICES AND VOCATIONAL ASSISTANCE PROGRAM

- ▶ VAC determines eligibility and refers participants to program.
- ▶ Professional Multi-Disciplinary Rehabilitation Assessment.
- ▶ Plan Development which could include any Medical, Psycho-social or Vocational needs.
- ▶ Consultation and plan review with SMART goals and timelines.
- ▶ Approval and Implementation of plan with performance measurement, monitoring and evaluation.
- ▶ Ongoing Evaluation and Reports.



## DEMOGRAPHICS

- ▶ Active Rehabilitation Clients: approximately 14,000
- ▶ Clients with Mental Health Condition 17%
- ▶ Clients with Physical Health Condition 23%
- ▶ Clients with both Physical and Mental Health Condition 60%
- ▶ Client's Geographic Dispersion:
  - ▶ Urban 97%
  - ▶ Rural 2%
  - ▶ Foreign 1%

Source: Veterans Affairs Canada Rehabilitation Program Alive Eligible Client Demographics as of January 4, 2019.

**Disclaimer:** Note this demographic information is not a guarantee of future activity.



## GOALS OF THIS PROCUREMENT

- ▶ To explore options to deliver an integrated program of all multi-disciplinary Rehabilitation and Vocational Assistance Services.
- ▶ Provide each Participant with a comprehensive quality assured program of Rehabilitation and Vocational Assistance Services.
- ▶ Standardize the delivery of evidence based services for Program Participants.
- ▶ Streamline the administration of the Program.
- ▶ Provide a greater value and accessibility of the required mix of Service to Participants located nationally and internationally in an efficient manner.



## ONE-ON-ONE SESSIONS

- ▶ You have one hour to provide responses to the list of questions provided.
- ▶ We may ask clarification during that one hour time period.
- ▶ You may respond to questions in any order you wish.
- ▶ You may not provide information unrelated to any of the questions.

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