

## **ANNEX A**

### **STATEMENT OF WORK**

#### **SHORT TITLE**

Post-Deployment Reintegration Interviews

#### **REQUIREMENT**

The purpose of this contract is to conduct interviews, in both English and French, on post-deployment reintegration experiences of Canadian Forces (CF) members, transcribe the recorded interview material, translate any French interview transcriptions into English, and write brief one to two page summaries of the major themes emerging from each of the interviews. This work will be performed for three separate rotations of CF members who have recently returned from a deployment, i.e., over three post-deployment cycles. The work for the first set of interviews, transcriptions, translations and summaries (first post-deployment cycle) is expected to commence in May 2010 while the work for the second and third set of interviews, transcriptions, translations and summaries (second and third post-deployment cycles) will commence approximately October/November 2010 and April/May 2011, respectively.

#### **BACKGROUND**

The present contract is to provide research assistance for a project within the Individual Readiness (IR) Section at DRDC Toronto focused on assessing Canadian Forces (CF) members' work, interpersonal, and personal experiences following an operational deployment. This is referred to as the post-deployment reintegration process. More specifically, in the months after a member of the Canadian Forces (CF) returns from a deployment (s)he is adjusting to being back with his/her family and friends, being back in garrison, and is working through being able to "feel like themselves" again. This process occurs over a period of time, within a variety of contexts, and can be quite varied in nature.

How long does it take for a CF member to re-integrate? Past research suggests it can take several months for military personnel to readjust after returning from deployment, with four months being mentioned as the typical readjustment period following a fairly stable deployment such as Bosnia (Thompson & Gignac, 2002). However, the role of the CF in Afghanistan is a complex one, in that, their role as a part of the North Atlantic Treaty Organization (NATO) is to provide security, ensure stability, and aid in the reconstruction of the country (NATO, 2007). Since the mission began in 2002, there have been mounting injuries and casualties among CF members (133 fatalities as of October 31, 2009), Afghan civilians, and military members from other NATO countries. Also, some members of the CF have had multiple deployments to Afghanistan. However, in spite of this, "...the overwhelming majority of CF personnel are fit and healthy. They come through the rigours of difficult deployments without difficulties." (Report on the Standing Committee of National Defence, 2009, p.24). Overall, the question regarding how the reintegration process for a mission such as Afghanistan compares to the four month period adjustment period cited for a stable deployment such as Bosnia is one that this research would like to address.

The overall objective of this project is to better understand the reintegration process by interviewing CF members approximately 12 months following an operational deployment to Afghanistan regarding their reintegration experiences, both positive and negative, across the personal, interpersonal, and work domains.

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## SCOPE OF WORK

1. Arrange (date, time, location) structured qualitative interviews. Although the exact number of interviews to be conducted is unknown, Bidders should plan their logistics and resources to conduct sixty interviews.
2. An initial set of questions to be discussed in the interviews has been developed by the Scientific Authority. The contractor will review these questions and will work in collaboration with the Scientific Authority to produce a final version of the questions to be asked at the interviews.
3. Perform structured qualitative interviews which should take between one hour to one and a half hours each. These interviews will be conducted in English or French as selected by the CF member being interviewed. It is preferred that these interviews take place in person. However, a telephone interview will be permitted instead of an in person interview if a significant number of interviews cannot be scheduled for a particular geographic location over the course of a few days. In order facilitate this process all travel will have to be approved by the Scientific Authority prior to it being scheduled by the contractor.
4. All interviews are to be recorded. Two sets of recordings are to be made of each interview. One will be the primary audio recording and the other will be a back up audio recording.
5. The audio recordings of each interview are to be transcribed into text files (e.g., MS WORD).
6. The text files must be checked for completeness and accuracy.
7. The transcribed French interviews will also have to be translated into English.
8. A one to two page summary is to be made for each interview. Each summary is to focus on the major theme(s) emerging from the interview. These are to be sent to the Scientific Authority within three weeks after the interview has been completed.
9. The contractor will complete the work for this project off-site.
10. The in-person interviews will be conducted at different sites across Canada. Since the exact location of the interviews has yet to be determined, Bidders are to assume interviews are spread equally across all provinces. For travel cost calculation purposes bidders are to assume two interview blocks of two days each per province. Up to three interview blocks may be scheduled consecutively.
11. The contractor will supply all equipment to be used in project (e.g., recording devices)

## DELIVERABLES

1. A list of the final set of questions asked in each of the structured interviews
2. Complete and accurate transcriptions of all recorded interviews
3. Complete and accurate translation of all transcribed French interviews
4. Return all recorded data to the Scientific Authority
5. One page single spaced monthly progress reports are to be sent to the Scientific Authority via e-mail

6. One to two page summaries of the major theme(s) emerging from each of the interviews. These summaries are to be delivered electronically within three weeks after each interview has been conducted. These summaries are to be in MS WORD format.
7. All deliverables are to be made to the Project Authority.

#### **OPTIONAL REQUIREMENT**

1. At the end of this study there may be a need to interview additional people to answer the question or address new questions that come up during the first phase.

#### **TRAVEL**

1. All costs associated with travel, lodgings and rations shall be in accordance with Canadian Treasury Board Travel Rates and Allowances.
2. All costs associated with Travel will appear on the Progress Claim as a separate line item.