

Transition for Clients from RDC to TCII programming

Unless otherwise notified, any client with an RDC funded project should continue to liaise with TCII through their normal RDC account manager.

TCII has identified three transition leads for existing or new clients contemplating applying for new research and development funding or who have projects or ideas in early stage of discussion or development. The transition leads will ensure client questions, concerns and issues are heard. The leads will not necessarily be assessing and monitoring each file; they will facilitate the integration with TCII staff, and will ensure new clients are assigned a consistent single point of contact.

The transition leads are:

- Kirk Youden: 729-0695; kirkyouden@gov.nl.ca
- Shelly Petten: 729-4208; shellypetten@gov.nl.ca
- Taylor Parsons: 729-2685; tparsons@gov.nl.ca

Frequently Asked Questions (RDC Clients)

1. I cannot reach my current Account Manager? Who should I call?

Unless you are notified otherwise, your account manager should remain the same individual you are currently working with. However, if you have experienced difficulty reaching a particular individual TCII has assigned transition leads to help with ensuring your company's project file remains a priority. Someone from the transition team will be in contact to discuss any concerns you have, and to help with file migration. You should hear from them in the next few days; however you can reach out to a transition lead member at any time. The leads are Kirk Youden, Shelly Petten and Taylor Parsons.

2. I have a payment request submitted, when can I expect my payment?

Your claim for payment will be reviewed as per your contract. All eligible requests for payment will be processed and honoured in a timely manner. TCII does not anticipate any significant delay due to this integration. Claims forms will continue to be available online for downloading and completion. Until otherwise notified, completed claims can be submitted via e-mail to your assigned account manager.

3. Is TCII accepting new applications for the former RDC programming?

Yes, TCII is accepting new applications for R&D programming. Please contact one of the transition leads for more information.

4. Will I lose my current funding?

No. All current funding contracts will be honoured. Government is committed to offering funding for R&D and innovation. Current programming will remain the same for now

5. I submitted an application that is currently under review, when can I expect a decision?

All applications that have been submitted where a decision has not been rendered are still under review and will be assessed, based on the current program guidelines. The decision timeline will depend on when you submitted your application; TCII is committed to meeting or exceeding the service standards for the programs to the best of its ability.

6. I would like to amend my project, or extend the project (*any change to Ts&Cs*), how can I do this?

Continue to contact your current Account Manager. If you experience difficulties following this process please contact a transition lead and they will ensure you have a contact person who can help facilitate the request. TCII is trying to ensure a seamless transition process and has appropriate business processes in place to make decisions on funding applications, including amendments.

7. I currently have projects with TCII and RDC, who do I contact now?

Your TCII contact will remain the same. Your RDC project may be transferred to your TCII contact, or it may remain unchanged. Please contact the transition team member who will be able to answer specific questions for the short-term transition period. In the future, TCII is moving toward a single point of contact for all of your business applications.

8. I don't have a funding project, however I connect with RDC staff on other initiatives (including expertise in a subject area), who do I contact now?

Please contact a transition lead and they will identify the most appropriate contact for you.