

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des soumissions
- TPSGC
11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

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
Training and Specialized Services Division/Division de
la formation et des services spécialisés
11 Laurier St. / 11, rue Laurier
10C1, Place du Portage
Gatineau, Québec K1A 0S5

Title - Sujet Employee Assistance Program Service	
Solicitation No. - N° de l'invitation 47419-163439/A	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 1000323439	Date 2015-10-16
GETS Reference No. - N° de référence de SEAG PW-\$\$ZH-124-29530	
File No. - N° de dossier 124zh.47419-163439	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-10-26	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Bouchard, Suzy	Buyer Id - Id de l'acheteur 124zh
Telephone No. - N° de téléphone (819) 956-1666 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

The purpose of this amendment is to :

- 1) modify the bid solicitation as detailed in Section A; and
- 2) Provide answer to questions from suppliers as detailed in Section B.

Section A - Modification to the bid solicitation

At the Statement of Work section 4.2.8 - Orientation and Wellness Sessions

Delete: “**Wellness Session:** one-hour educational session or lunch and learn related to issues of health and wellness of employees and managers (for example, sessions on grief, parenting, or stress management). The sessions must be delivered by a Professional Counsellor that meets the qualifications detailed in section 7.3.”

Insert: “**Wellness Session:** one-hour educational session or lunch and learn related to issues of health and wellness of employees and managers (for example, sessions on grief, parenting, or stress management). The sessions must be delivered by a Professional Counsellor that meets the qualifications detailed in section 7.3 or a Facilitator that meets the qualifications detailed in section 7.7.”

At the Statement of Work section 7. RESOURCE QUALIFICATIONS

Insert:

7.7 Facilitators

The Facilitators must have Bachelor's or Master's Degree in Social Work, Psychology or in another discipline related to counselling with a minimum 3 years' experience providing clinical counselling services or delivering wellness sessions.

The education must be from a recognized Canadian university or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada. The list of recognized organizations can be found under the Canadian Information Centre for International Credentials web site at <http://www.cicic.ca/2/home.canada>

Section B - Questions and Answers

First set of Q&A

- Q1. At Attachment 1 to Part 4, Criteria MT4 states: *The bidder must provide at a minimum the following information: 4) A copy of an invoice (monthly invoice).* What specific information is required to appear on the sample invoices? Can the supplied sample invoice be any type of invoice (i.e. monthly invoice or a reconciliation invoice, typically emitted at year-end)?
- A1. Canada is not looking for a “sample invoice” but an existing monthly invoice against a previous or current EAP Services contracts sent to a similar sized and unionized external client organization(s).

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- Q2. At Attachment 1 to Part 4, Criteria MT5. What specific information must be provided by the bidder to demonstrate compliance to MT5? Can we choose any location within the 8 regions to demonstrate compliance?
- A2. It is the Bidder's responsibility to demonstrate compliance by providing proof, descriptions, statements, examples, log-sheets, reports, tables, screen shots etc. Bidders must choose locations within the 8 regions that meet the criteria and constraints.
- Q3. At Attachment 1 to Part 4, Criteria MT6: For how many client organizations must bidders present the required information? Can bidders present an average of calls per month, over one year or should the total since 2012 be submitted? Should bidders submit only the number of crisis intervention calls, or all calls made?
- A3. The Bidder must have at least one client organization that meet the criterion. As stated in the criterion, the Bidder must demonstrate that it offered the services for at least two consecutive years after October 1st, 2012. In addition to the information requested, Bidders must provide the number of calls made for the Crisis Intervention counselling per month.
- Q4. At Attachment 1 to Part 4, Criteria MT7: To demonstrate compliance, are bidders required to provide the above information for 50 in-person wellness sessions that have been delivered or the title and number of sessions delivered by location? Are bidders required to provide information for a total of 50 sessions across four of the six areas, or 50 sessions in each of the four areas covered for a total of 200 sessions for example?
- A4. As stated in the criterion, the Bidder must provide the information for the 50 in-person sessions in at least cover four of the six areas. The minimum number of sessions is 50 in total.
- Q5. At Attachment 1 to Part 4, MT9: What specific information must be provided by the bidder to demonstrate compliance to MT9? Should bidders list all 20 incidents? Can multiple incidents with the same client be considered for compliance?
- A5. It is the Bidder's responsibility to demonstrate compliance by providing proof, descriptions, statements, examples, log-sheets, reports, tables, name of the organization, dates, location, etc. The Bidder must demonstrate that it has provided 20 onsite CISM debriefing sessions and not a detailed description of the incidents. Canada is looking for "onsite CISM debriefing sessions" which was offered to the same external organization or not.
- Q6. At page 31 of 54, section 4.2.8 states: *Wellness Session: one-hour educational session or lunch and learn related to issues of health and wellness of employees and managers (for example, sessions on grief, parenting, or stress management). The sessions must be delivered by a Professional Counsellor that meet the qualifications detailed in section 7.3.*
- Is Canada open to these sessions not being delivered by professional counselors and change the criteria to a Bachelor's Degree + 10 years of related experience or Master's Degree + 5 years of related experience?
- A6. Canada agrees to change the requirement. See modification in Section A.
- Q7. At page 33 of 54 states: *The Contractor must provide all the facilities for face-to-face counselling sessions and face-to-face advisory services within 100 km of any and all CBSA work locations identified in Appendix 1.* For compliance, do bidders need to provide all office locations within 100 KM of each CBSA location as described in Appendix 1?

Solicitation No. - N° de l'invitation

47419-163439/A

Amd. No. - N° de la modif.

003

Buyer ID - Id de l'acheteur

124zh

Client Ref. No. - N° de réf. du client

1000323439

File No. - N° du dossier

124zh47419-163439

CCC No./N° CCC - FMS No/ N° VME

- A7. Yes, it is a requirement of the Statement of Work (SOW). The facility must be within 100 km of the CBSA work location. A list the addresses of all the location must be provided after contract award as part of the deliverables (section 5.4 of the SOW). This is not part of the Technical Evaluation.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME