



Canada Revenue
Agency

Agence du revenu du
Canada

Request for Information #: 1000345444

REQUEST FOR INFORMATION (RFI)

No. 1000345444

EMPLOYEE ASSISTANCE PROGRAM

for

The Canada Revenue Agency

Closing Date and Time: January 18, 2019, 2:00 PM (EDT)



1. DISCLAIMER

Responding to this Request for Information (RFI) is not a prerequisite to receiving or being eligible to bid on any Request for Proposal (RFP). Any RFP will be advertised on the Government Electronic Tendering Service (GETS) commonly referred to as Buy and Sell (<https://buyandsell.gc.ca/>).

This RFI is not to be construed as a solicitation for tenders or proposals. No contract or other form of commitment will be entered into based on responses to this RFI. This RFI is not considered as authorization by the Canada Revenue Agency (CRA) to undertake any work that would result in costs to CRA.

Nothing in this RFI shall be construed as a commitment from CRA to issue an RFP for this solution. CRA may use non-proprietary information provided in its review and/or in the preparation of any formal RFP. All responses will be held by CRA on a confidential basis (subject to applicable federal legislation) and remain the property of CRA once they have been received. CRA may reproduce or photocopy or transcribe the response and any non-proprietary supporting documentation for the purpose of its review and/or inclusion in any resulting RFP document. Contractors responding to this RFI may be invited to a meeting to further clarify their responses to questions provided herein.

CRA shall not be bound by anything stated herein. CRA reserves the right to change, at any time, any or all parts of the requirements, as it deems necessary. CRA also reserves the right to revise its procurement approach, as it considers appropriate, either based upon information submitted in response to this RFI or for any other reason it deems appropriate.

Responses to this RFI will not be used to pre-qualify or otherwise restrict participation in any future procurement process (e.g. an RFP). Responses will not be formally evaluated.

CRA will not reimburse any expenditure incurred in preparing responses and participating in the presentation sessions related to this RFI.

Respondents must note that this list of questions is not exhaustive, and respondents are invited to provide any additional information that might prove useful and beneficial to the CRA.

2. RESPONSES

The vendor must provide a contact name, email address and telephone number when submitting their response.

Respondents are requested to submit responses by email to Henrique Carrera at henrique.carrera@cra-arc.gc.ca by, January 18, 2019; 2:00 PM Eastern Daylight Time (EDT).

While electronic submissions are preferred, respondents may also submit a hard copy of their response to the following address.

Canada Revenue Agency
Bid Receiving Unit
Ottawa Technology Centre
Receiving Dock
875 Heron Road, Room D-95
Ottawa, ON K1A 1A2
Telephone No: (613) 941-1618



3. ENQUIRIES

All enquiries regarding this RFI must be submitted via email to henrique.carrera@cra-arc.gc.ca.

4. PRESENTATION SESSIONS

Respondents to this RFI may be invited to attend one-on-one presentation sessions with CRA representatives. These sessions would allow respondents to present their RFI response and address additional clarification sought by the CRA.

5. INTRODUCTION

The CRA has decided to issue a Request for Information to industry, in order to gather information from organizations involved in the contracted delivery of Employee Assistance Program (EAP) services. The package contains a description of the current EAP services that the CRA contracts for (Statement of Work (SOW) – Annex C) and a series of questions (Annex A) related to the SOW and how prospective contractors could fulfill the needs described therein. The information gathered through this exercise will help the CRA determine how to most effectively contract for its required EAP services.

6. BACKGROUND

The CRA has a varied and diverse workforce of over 42,000 employees, from coast to coast, that are the cornerstone of Canada's tax administration. Maintaining the well-being of all employees is a commitment the CRA takes seriously. The objective of the CRA's Employee Assistance Program is to support employees who may be experiencing personal, health or work-related concerns, by making available to them and their family members, a program that is voluntary, accessible, neutral and confidential. The Program is designed to help them acquire the skills and knowledge to address personal, health or work-related concerns, and contribute to employee well-being in the workplace.

CRA's employees can access EAP services through two avenues, by contacting internal coordinator-counsellors or external service providers. Employees and their family members can use the service provider of their choice, however, family members most often choose the external service provider.

- **Coordinator-counsellors** are mental health professionals, hired by the CRA to administer the EAP in a specific area of responsibility and to provide the full range of services available through the EAP (short-term counselling, advisory services to managers, union representatives and human resources (HR) professionals, referrals, training, and critical incident stress management). Currently, there are 17 coordinator-counsellors employed across the country at the CRA.
- **External service providers (ESP)** are under contract with the CRA. They offer the full range of EAP services through employed and/or subcontracted counsellors and other professionals in accordance with the EAP National Statement of Work for ESPs. Their services are available 24/7. The CRA currently has six contracts and/or agreements, with two external service providers. One provider has two separate agreements to deliver services in the Atlantic and Pacific regions, and the other provider has four distinct contracts, covering the Headquarters, Ontario, Quebec and Prairie regions respectively.

7.0 OBJECTIVE

This RFI aims to establish an understanding of the support and counselling services available to employees. The objective is to also gather information on new technologies that could be used to inform on and ease access to counselling services for employees and their family members.



8.0 SCOPE

The CRA requests that interested parties respond to the questions in Annex A. Other relevant data with this Request for Information includes: SOW for external service provider contracts (Annex C) and CRA population/workplace data (Annex B).

9.0 REQUIREMENTS

Please refer to Annex C (SOW) for a list of mandatory requirements that external service providers are currently responsible for.

ANNEX A

GENERAL QUESTIONS

CRA has between 42,000 and 44,000 employees throughout the year, employed in more than 45 different locations across the country. Refer to Annex B for detailed numbers and locations.

Respondents are asked to please review and respond to the following table to indicate if you offer these services, as well as describe your capacity to serve some or all regions where CRA offices are located.

Service	Able to provide	Explain your capacity to provide the following services (see definitions in Annex C, Statement of Work (SOW)) to employees and family members in one, some (please specify which city(ies) or all regions where CRA offices are located as indicated in Annex B.
1. Short term counselling		
2. Advisory/coaching services to managers, union representatives and HR professionals		
3. Critical Incident Stress management. Must be able to provide support in less than 48 hours.		
4. Referral services		
5. Learning solutions		
6. 1-800 number with immediate access to bilingual professional intake workers and emergency staff available 24/7		
7. Online portal with additional tools, resources and reading material for employees and family		



members		
8. Promotional material		
9. Counselling sites at less than 50 km from each CRA site across the country.		
10. Please provide details on all other related services that you could offer		

ADDITIONAL QUESTIONS

1. Comment on your ability to offer the above mentioned services in both official languages.
2. Comment on your ability to provide accurate and timely quarterly statistics, monthly invoices for services rendered as well as client satisfaction reports.
3. Describe if your counselling team meets the following CRA standards: Master's degree in a clinical program in Counselling, Social Work, Psychology, or a related field; a minimum of 3 years' experience providing EAP or related clinical counselling services within the last 10 years; professional membership/designation in a regulatory body that regulates the profession of counselling or psychotherapy in the province or territory in which they work; be available to provide immediate critical incident stress management response when the situation warrants it.
4. Explain your complaint resolution mechanisms and procedures.
5. Do you have experience providing on-site organizational development services to address such issues as workplace conflict, teamwork problems, and group morale issues? If yes, please provide as much information as possible. These on-site services typically include employee surveys, teambuilding, workplace mediation and specially designed seminars.
6. Do you offer mobile tools such as e-counselling (via chat, videoconference or email) and other technological products aimed at enhancing psychological and emotional well-being? How can these technologies be tailored to CRA clients? (e.g. access, accessibility, look and feel, etc.) If yes, please provide as much information as possible.
7. Do you have the capacity and interest to develop products to meet specific needs? If you have done so for other clients, please provide examples.
8. The CRA would like to obtain feedback from the industry on previous solicitation processes for the provision of EAP. Please indicate what has been your experience with these processes? If you have not participated or submitted proposals please provide the reasons for not doing so.



ANNEX B - 2017-2018 CRA population/workplace data

Region	Population
Atlantic	4,201
Québec	5,334
HQ	9,415
Ontario	12,974
Prairie	6,413
Pacific	4,821
National	43,158

Offices

Region	Office / Location
Atlantic	New Brunswick
	Newfoundland and Labrador
	Nova Scotia – Halifax
	Nova Scotia – Sydney
	Prince Edward Island - Summerside
	Prince Edward Island - Charlottetown
Quebec	Montreal and Regional Office
	Gatineau
	Rouyn-Noranda
	Sherbrooke
	Trois-Rivières
	Laval
	Brossard
	Quebec
	Chicoutimi
	Rimouski
	Jonquière
	Shawinigan
Headquarters	Ottawa locations
Ontario	East-Central
	Hamilton-Niagara
	Kitchener-Waterloo
	London-Windsor
	North Central Ontario
	Ottawa
	Sudbury
	Toronto Centre
	Toronto East
	Toronto North
	Toronto West
Thunder Bay	



Canada Revenue
Agency

Agence du revenu du
Canada

Request for Information #: 1000345444

Prairies	Edmonton
	Southern Alberta, Calgary
	Southern Alberta, Lethbridge site
	Southern Alberta, Red Deer site
	Saskatchewan, Regina site
	Saskatchewan, Saskatoon site
	Winnipeg
	Brandon Sub-Office
Pacific	Fraser Valley
	Southern Interior
	Surrey locations
	Vancouver Island and North
	Victoria
	Prince George



Canada Revenue
Agency

Agence du revenu du
Canada

Request for Information #: 1000345444

ANNEX C – National Statement of Work (SOW)

Refer to Attachments - Annex C National Statement of Work (SOW)