



SEN RFP 039 20/21

Employee and Family Assistance Program (EFAP)

Questions and Answers #2

November 25, 2020

Q 1: Page 10 – Mandatory Criteria - M1. Bidder’s Ability to Provide EFAP Services across Canada

“In order to meet this Mandatory requirement, the Bidder must provide the following:

- *addresses of all locations within Canada”*

Please clarify if you are referring to all of our office’s locations (headquarters, account management, clinical management, intake etc.), or if you want us to include the office addresses for all of our clinical services providers across Canada? If it is the latter, given the size of our professional counsellors network, would it be possible to provide the addresses list as a separate annex?

A1: *The Bidder must provide a list of all clinical services providers across Canada. This list may be provided as a separate annex.*

Q 2: Page 11 - Mandatory Criteria - M4. Qualifications of counselors

“The Bidder must provide:

- *The name of each professional counselor and intake service counselor*
- *The degree that each professional counselor and intake service counselor holds. If foreign credentials must indicate Canadian equivalency”*

Please clarify whether you require this info for our staff members (intake and professional counsellors on staff) or also for each professional counsellor in our network across Canada? If it is the latter, given the size of our professional counsellors’ network, would it be possible to provide the name and credentials list as a separate annex?

A2: *The Bidder must provide information for each professional counsellor in their network across Canada. This list may be provided as a separate annex.*

Q 3: Page 15 – Technical Evaluation Criteria - R4. Bidder References

“The Bidder shall provide two (2) references from Canadian Federal Government entities where the Bidder has provided EFAP services for a minimum of (2) consecutive years, within the last five (5) years, as of the issuance date of this RFP similar in scope and complexity as the work outlined in Annex “A” – Statement of Work.”



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Please confirm if these 2 references must be the same with the ones presented at **M3. Similar projects**, or if we should be providing different ones.

A3: *The Bidder may use the same 2 references as those presented at M3. Similar projects.*

Q4: Page 35 – Annex D – Direct Deposit Form

Our understanding is that Annex D should be completed and submitted along with the rest of the Mandatory and Rated Criteria, as specified at page 10 - PART 3 – BID PREPARATION INSTRUCTIONS. Would it be possible to provide it in its original format so we can complete it?

A4: If this Annex “D” cannot be completed as is and submitted with your bid, the information requested can be submitted in a different format in an Annex to your bid.

Q5: Would it be possible to provide historical utilization for the past three (3) years of the contract (breakdown of counselling versus work life services, average hours per case etc) ?

A5: The Utilization rates for the last 3 years are as follows:
2018 = 14.19%
2019 = 17.71%
2020 (as of November 21) = 17.48%

Utilization breakdown (yearly):

Year	Counselling	Work Life Services	Trauma Response
2020 (to Sept)	15.97%	5.04%	0%
2019	13.51%	4.2%	0%
2018	10.90%	3.29%	0%