

**Canadian Nuclear Safety Commission**  
**Bid Solicitation # 5000068763**  
**Questions and Answers – Set 1**  
**January 20, 2023**

**Q1:** [Our] company does not currently hold COA accreditation for our EFAP, but we do have an annual SOC 2 Type II certification. [Our] company is SOC 2 Type II compliant for the data security of all our programs, including EFAP. There are a series of controls in place to ensure the privacy and confidentiality of member data are respected at all times. Each member account is segregated from other members, including family members and dependents over 14 years old. Any personal information provided to [our] company is kept confidential according to applicable privacy legislation and regulations and will only be used or disclosed according to that legislation and [our] company's privacy policy.

In addition, Company has obtained the Accreditation Canada Primer award. Accreditation Canada is a not-for-profit organization that assesses healthcare organizations according to specific quality and patient safety criteria. This accreditation demonstrates [our] company's commitment to quality and safety in healthcare delivery.

We are wondering if these certifications would be acceptable to the CNSC in place of the COA certification?

**A1:** No. This is a mandatory requirement. We are not prepared to accept alternatives to the COA accreditation.

**Q2:** On page 20 in criterion R1, you indicate you are looking for "in-person services".

Is in-person EFAP service mandatory, or would you be willing to explore a virtual-only, face-to-face consultation model, provided it could deliver quality counselling with more accessibility and faster service for your employees? Our ~600 practitioners consult on a virtual platform and can reach any employee, anywhere, as long as they have a WiFi connection.

**A2:** Yes, In-person EFAP services are required. Certain employee circumstances such as domestic violence, financial troubles and family issues cannot be discussed within their home for fear of reprisal. The CNSC wants to ensure employees have alternative accesses to receive the services and support they need for their situation.

**Q3:** [Our] company respectfully requests an extension to the proposal deadline, so that we can deliver the most complete and thoughtful response to your RFP.

**A3:** No. Our operational requirements are making this a time sensitive project.