

**Canadian Nuclear Safety Commission**  
**Bid Solicitation # 5000068763**  
**Questions and Answers – Set 2**  
**January 31, 2023**

**Q5: Regarding Section 2.0 (page 37 of 54)**

**Background**

1. Would CNSC be willing to provide any of the following details?
  - a. 2022 Usage report
  - b. Breakdown between counselling and worklife/advisory services for 2020, 2021, 2022
  - c. Breakdown between modalities of clinical delivery for 2020, 2021, 2022
  - d. Definition of how EAP utilization is calculated by your current provider
  - e. CNSC's objective for annual utilization
2. Is CNSC willing to share who currently provides your EAP and how long you've been working together? Would you be willing to share your current costs?

**A5:**

1.
  - a. Please see background section of Annex A- Statement of Work for the usage percentages in the past four years (Up until March 31, 2022). From April 1, 2022- September 30<sup>th</sup>, 2022, the usage report is 4%
  - b. We do not have that level of breakdown.
  - c. As of 2022, By phone call or chat. Prior to 2022, all sessions were done by telephone. We do not have a breakdown of percentage of each.
  - d. Based on the number of current employees (and their family members) divided by the number of phone calls received.
  - e. The objective is to increase utilization to at least 13% by leveraging inclusive modalities and a variety of services.
2. Our current EAP provider is Health Canada. We cannot share their rates as they are proprietary to providers.

**Q6. Solicitation Close Date (Page 1 of 54)**

Is CNSC willing to extend the due date for proposal submission?

**A6:** No. Our operational requirements are making this a time sensitive project.

**Q7: PART 6 – RESULTING CONTRACT CLAUSES**

Traditionally, clients sign our EAP contract. Would CNSC be amenable to simply adding your required clauses to our standard provisions?

**A7:** No. There is no flexibility on this front.