

**Canadian Nuclear Safety Commission**  
**Bid Solicitation # 5000068763**  
**Questions and Answers – Set 3**  
**February 6, 2023**

**Q4: 1.0 Mandatory Technical Criteria (page 20 of 54)**

**Section M1**

Many organizations in the industry are moving away from COA accreditation. That said, although we don't hold the accreditation, we do meet all of the requirements. To our knowledge, only two Canadian EFAP providers hold this accreditation now. With so many new players in the industry, can CNSC outline your reasons for maintaining this requirement at time of RFP? Is this a Government of Canada requirement?

**A4:** The rigor of the accreditation process for EAP services provides CNSC with assurance that the winning bidder's services are consistent with the depth, breadth and quality of services required by the CNSC as outlined in the Statement of Work. CNSC will accept the following accreditations: COA, CCA

See AMD001 to the RFP

**Q8:** *M2 - The Bidder must provide a list and description of contracts undertaken during the eight (8) years preceding the date of bid closing.*

- a. Can CNSC confirm expectations of what is to be contained in the "list"? Is one contract sufficient or are multiple contracts required, if yes how many? Does each organization need to have 2,500 employees?
- b. Are proponents required to provide contact information for the organizations being referenced?

**A8:** a. Bidders can use one or more contracts provided that they demonstrate the required experience outlined in M2. The cumulative number of employees within the contract (s) must be at least 2500 concurrently.

- b. At bid closing, CNSC does not require contact information. However, under the 2003 (2022-03-29) Standard Instructions - Goods or Services - Competitive Requirements, CNSC has the right to request this information at any time as part of the evaluation process.

**Q9:** R1 – What type of supporting detail to demonstrate compliance is required? Does CNSC require a listing of counsellors (with initials only for privacy/proprietary information purposes) to demonstrate these requirements outlined in R1?

**A9:** For requirement A, the CNSC requires a count of counsellors by region (no personal identifiers or contact information required), For requirements B, C, D a summary of those criteria at an organizational level is acceptable.

See AMD001 to the RFP

**Q10:** R2 – Can proponents answer this section as it relates to counsellors being transferred calls for those individuals who require immediate support during the intake process, if intake support is also managed by representatives who are not counsellors?

**A10:** Yes – Please list any qualifications, certifications and/or specialised trainings that the staff managing intake and triage hold, whether it be a counselor, client intake specialist.

**Q11:** Pricing Table: Where can proponents outline value added options and pricing in the pricing Table? These would include complementary services for CNSC’s consideration that would not be included in the evaluation/scoring.

**A11:** The financial bid must be submitted in accordance with the Pricing Schedule outlined in Attachment 1 to Part 3. The variety of services offered by bidders should be included in their total pricing. Per the evaluation criteria (see R1 & R5), bidders get additional points for offering a variety of services.

**Q12:** Pricing Table: Would CNSC allow for the provision of program increases being subject to an annual increase on each optional year based on the greater of 2% or the rise in the annual wage as reflected in the Average Wage Index issued by Statistics Canada? Or is CNSC asking for proponents to forecast precise rate increases for nine (9) optional years?

**A12:** To be posted soon.

**Q13:** R7 Program Promotion – Can CNSC confirm the approximate number of required hard copy promotional materials (posters, brochures, etc.) on an annual basis?

**A13:** The CNSC requires 25 posters and 300 brochures.

See AMD001 to the RFP.

**Q14:** *5.1.2 The Contractor must provide an immediate response to all requests for assistance with appointments scheduled within two (2) days, except in crisis situations where the appointment is to be scheduled the same day.*

- a. Can CNSC confirm whether there is flexibility for this requirement for non-urgent requests, would a first appointment offered within 5 business days be acceptable?
- b. Can CNSC confirm that participants may choose a date beyond the required number of business days and that an appointment offered within the required timeline will meet the requirement?

- c. There will be circumstances at times (DEI clinical matching, participant preferences, etc.) that may require beyond the required number of business days, can CNSC confirm flexibility to allow for this?

**A14:** a. We can be flexible, and ask for between 4 business days

b. Yes, they can.

c. Yes, there is.

**Q15:** Page 26 Section 5.5, can CNSC confirm if there is an un updated link for the Federal Contractors Program? (link is invalid)

**A15:** The link has been updated. See AMD001 to the RFP.

**Q16:** Appendix A is referenced throughout as the approximate number of employees by geographic distribution; however, it is listed as Appendix B in the appendices, please confirm this is simply an error and there is no missing Appendix.

**A16:** The reference to Appendix B was included in error. See AMD001 to the RFP

**Q17:** For the all-inclusive hourly rate as described in sections 5.5.1 of Annex A, Statement of Work, are proponents able to quote different hourly rates for the different services?

**A17:** They all fall under “prevention services”. Per Attachment 1 to Part 3, all these services need to be included in that one firm all-inclusive hourly rate. Your pricing should consider all these factors.