



# Request for Information

FOR

## Wellbeing Digital Platform

Date Issued: **March 3, 2023**

Response Period Closes: **March 17, 2023 at 2:00PM EDT.**

Address Inquiries to:

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Return Responses to:

Chris Zaremba  
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## REQUEST FOR INFORMATION

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## SECTION I

### INTRODUCTION AND PROCESS FOR RESPONDING TO REQUEST FOR INFORMATION

#### 1. Requirement

This document is a Request for Information (RFI) to seek input on the proposed procurement of a Wellbeing Digital Platform. As part of its Wellbeing Strategy, the Office of the Superintendent of Financial Institutions (OSFI) is looking at providing enhanced wellbeing support to its employees through an online platform/application that touches on the three Wellbeing Dimensions:

- Mind (social, psychological, emotional, and intellectual)
- Life (career, financial, sense of purpose, work/life balance, spiritual, and safety and care), and,
- Body (nutrition, physical activity, rest, and substance use).

The objective of the RFI is to provide industry with the opportunity to present their capabilities. Responses received during this RFI process may be used by OSFI to determine what should be included in a potential procurement that will meet internal stakeholder requirements and be consistent with industry practices.

#### 2. Background

The Office of the Superintendent of Financial Institutions (OSFI) is the primary regulator of federally chartered financial institutions and federally administered pension plans. OSFI's mission is to protect the rights and interests of depositors, policyholders, pension plan members and creditors of financial institutions, and to advance and administer a regulatory framework that contributes to public confidence in a competitive financial system. OSFI supervises and regulates all banks, and all federally incorporated or registered trust and loan companies, insurance companies, cooperative credit associations, fraternal benefit societies and pension plans.

Detailed information about the Office of the Superintendent of Financial Institutions (OSFI), including our mission and objectives, history, organization and how we regulate can be found at OSFI's website [www.osfi-bsif.gc.ca](http://www.osfi-bsif.gc.ca).

#### 3. Nature of Request for Information

This is not a bid solicitation. This Request for Information (RFI) will not result in the award of any contract; therefore, potential suppliers of any goods or services described in this document should not earmark stock or facilities, nor allocate resources, as a result of any information contained herein. Nor will this RFI result in the creation of any source list; therefore, a potential supplier's lack of response to this request will not preclude that supplier from participating in any future procurement activity related to this initiative. The procurement of goods or services described in this document will not necessarily follow this RFI. This



RFI is simply intended to solicit feedback from potential vendors with respect to the matters described in this document and its attachments.

This RFI will help inform which procurement approaches should be considered by OSFI. Future procurement activities could include the issuance of a Request for Proposal (RFP).

#### 4. Submission of Responses

1. **Time and Place for Submission of Responses.** Interested respondents should submit responses electronically (via email) to the OSFI Contracting Authority identified in section 7 below. Responses must be received by the time and date indicated on page 1 of this document.
2. **Responsibility for Timely Delivery.** Each respondent is solely responsible for ensuring the response is delivered on time to the correct location. Responses may be submitted electronically as indicated.
3. **Identification of Response.** Each respondent should ensure that its name and the closing date are clearly identified in the response.
4. **Content of Responses.**
  - a. Respondents should respond to the questions contained in Section II using the same numbering format.
  - b. Respondents are reminded that this is an RFI and not an RFP and, in that regard, respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this document could be satisfied. Any marketing or promotional information submitted as part of the responses will not be reviewed.
  - c. Responses will not be used for competitive or comparative evaluation purposes. However, for ease of use and in order that the greatest value be gained from responses, OSFI requests that respondents follow the structure outlined below.

#### 5. Response Costs

OSFI will not reimburse any respondents for expenses incurred in responding to this RFI.

#### 6. Treatment of Responses

- a) **Use of Responses.** Responses will not be formally evaluated. However, the responses received may be used to assist OSFI in the development of the related procurement strategies and RFP requirements. OSFI will review all responses received by the deadline for responses. OSFI may, at its sole discretion, review responses received after the deadline.
- b) **Review Team.** A review team composed of representatives of OSFI will review the responses. OSFI reserves the right to hire any independent consultant or use any Government resources that it deems necessary to review any response. Not all members of the review team will necessarily review all responses.
- c) **Confidentiality.** Respondents should mark any portions of their response that they consider proprietary or confidential. OSFI will treat those portions of the response as confidential to the extent permitted by the *Access to Information Act* (ATIP).
- d) **Follow-up Activity.** OSFI may, at its discretion, contact any representative to follow-up with additional questions or for clarification of any aspect of a response. OSFI may, at its discretion,



request a closed meeting with any one or every respondent to further discuss their RFI response and recommendations.

#### **7. One-on-One Meetings with OSFI**

- a) **One-on-One with Interested RFI respondents.** OSFI may, at its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response. OSFI may, at its discretion agree to meet with respondents to provide respondents with the opportunity to present and/or demonstrate their capabilities in relation to this RFI.
- b) **Venue.** All meetings will be held virtually using Microsoft Teams.

#### **8. Enquiries**

Because this is not a bid solicitation, OSFI will not necessarily respond to enquiries in writing by circulating answers to all potential respondents. During the RFI process, OSFI will address only questions pertaining to the RFI process. Requests for additional information regarding the executive coaching services (beyond that contained in this document) will not be accommodated. Respondents with questions regarding this RFI may direct their enquiries to the OSFI Contracting Authority as follows:

Chris Zaremba  
Senior Contracting Officer  
Office of the Superintendent of Financial Institutions  
E-mail : [contracting@osfi-bsif.gc.ca](mailto:contracting@osfi-bsif.gc.ca)



**SECTION III**  
**QUESTIONS TO INDUSTRY**

#	Questions
<b>Q1</b>	Does your platform provide an employee and family assistance program that would include, at minimum, intake services, counseling services, crisis interventions counseling, critical incident stress management, professional/advisory services, orientation sessions, promotional and communication material, and program monitoring and quality control reports?
<b>Q2</b>	Does your platform provide self-assessments to users and, based on the user's responses, suggest relevant content or interventions to help improve the user's wellbeing?
<b>Q3</b>	Does your platform have a search functionality that allows users to easily find relevant wellbeing information such as articles, podcasts, videos?
<b>Q4</b>	Does your platform have interactive content such as exercises and videos to help employees improve their wellbeing?
<b>Q5</b>	Does your platform have features that promote continued active user engagement such as personal challenges, programs focused on changing habits over time, push notifications and reminders?
<b>Q6</b>	Does your platform have the option to engage users in corporate wellbeing challenges that motivate them to perform wellbeing-related tasks (as a group or individually) competitively with other users who are from OSFI?
<b>Q7</b>	Does your platform use gamification such as achievements, rewards and badges to help users stay engaged?
<b>Q8</b>	Does your platform allow for integration with smart bands such as Apple Watch or FitBit to allow users to track their own health data such as daily steps, work outs, and sleep cycles?
<b>Q9</b>	Does your platform promote a sense of community for users through social community features such as group training or chat function?
<b>Q10</b>	Does your platform contain information or tools intended for managers to help them reinforce a culture of psychological health and safety within their teams such as building resilience and helping others dealing with mental health challenges?
<b>Q11</b>	Is all content and tools (e.g. navigation tools, search functions, user help) on your platform available in both official languages (English and French)?
<b>Q12</b>	Does your platform have a reporting functionality for OSFI to determine usage rates, identify areas of concerns or trends in overall user wellbeing, and services or resources most often used?
<b>Q13</b>	Is your platform a secure application that meets the Privacy Act requirements?
<b>Q14</b>	Does your platform have a newsfeed functionality that could be used to promote OSFI wellbeing-related communications, training and events to users from our organisation?
<b>Q15</b>	Does your platform allow for the use of short quarterly user surveys to measure organisational performance on employee wellbeing over time?
<b>Q16</b>	Can you offer any other comments and/or recommendations that OSFI should consider related to this requirement?