

NOTICE OF PROPOSED PROCUREMENT (NPP)

Employee Assistance Services

Solicitation Number: 1000248166

Organization Name: Health Canada

Solicitation Date: July 17, 2023

Closing Date: August 28, 2023 at 2PM EDT

Anticipated Start Date: Upon Contract Award

Contract Duration: Initial contract will be three years with two additional one year option periods.

Solicitation Method: Competitive

Applicable Trade Agreements: None

Comprehensive Land Claim Agreement Applies: None

Number of Contracts: One

Requirement Details

Description of Work:

Employee Assistance Program (EAP) services for the Health Canada's Specialized Health Services Employees and their Immediate Family Members

Health Canada's Specialized Health Services Directorate (SHSD) consists of the Public Service Occupational Health Program (PSOHP), Employee Assistance Services (EAS), (Mental Health Interventions Design and Development (MHIDD), Policy and Strategic Direction (PSDD), Research and Innovation (RiD) and the Director General's Office (DGO). There are plus or minus 300 indeterminate and term employees, located primarily in major urban centres across Canada.

SHSD employs a workforce comprised of administrative personnel, program officers, managers, supervisors and other specialized roles: doctors, nurses, nurse practitioners, mental-health counsellors and hygienists

SHSD is committed to providing timely and accessible mental health and well-being services that correspond and evolve with employees' and their family members' needs. SHSD also recognizes the value and importance of promoting mental health through a prevention/education approach, and to create and sustain healthy and respectful work environments that foster employee well-being, engagement and productivity.

SHSD currently uses two different service delivery models to provide both internal and external EAP services across Canada to its employees. This Statement of Work (SOW) pertains to the external component only.

The Contractor must provide the following core EAP services to clients:

- a. Intake services
- b. Short-term counselling services
- c. Crisis intervention services
- d. Specialized consultative services
- e. Advisory services
- f. Well-being documentation
- g. National EAP Account Manager
- h. Program monitoring and quality control services
- i. Website and secure web portal
- j. Access to digital application (app); and
- k. Facilities for face-to-face counselling services.

The Contractor must provide the following EAP services on an "as and when requested" basis:

- a. CISM services
- b. Orientation and wellness sessions and
- c. Promotional and information materials

Security Requirement:

- 1. The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), and obtain approved Document Safeguarding Capability at the level of PROTECTED B, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
- 2. The Contractor personnel requiring access to PROTECTED information, assets, or sensitive site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.
- 3. The Contractor MUST NOT utilize its facilities to process, produce, or store PROTECTED information or assets until the CSP, PWGSC has issued written approval.
- 4. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce, or store PROTECTED information until the CSP, PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B.
- 5. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
- 6. The Contractor must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - (b) *Contract Security Manual* (Latest Edition).

Contract Authority

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Inquiries

Inquiries regarding this RFP requirement must be submitted to the Contracting Authority named above.