

REQUEST FOR PROPOSAL “RFP” NO. PS20180502  
EMPLOYEE AND FAMILY ASSISTANCE PROGRAM SERVICES

QUESTIONS AND ANSWERS NO. 3

ISSUED ON May 11, 2018

Q1	<p>We would like to clarify what you prefer/require with regards to listing specific individual Affiliate Counsellors in our network.</p> <p>In section 1.4: as we use a wide network of Affiliate/Contract Counsellors in BC and across Canada beyond our in-house staff Counsellors, would you like us to list these provider’s office locations in a detailed list of locations? Along with each of their individual credentials/specializations?</p>
A1	<p><b>Section 1.4 is focused on:</b></p> <ul style="list-style-type: none"> <li>• <b>locations;</b></li> <li>• <b>availability; and</b></li> <li>• <b>ability, approach and available resources to ensure for addressing gender / transgender, orientation, indigenous, aboriginal healing and cultural needs</b></li> </ul> <p><b>Of primary interest are the scope and breadth and locations of in-person services across Metro Vancouver.</b></p> <p><b>While our primary interest is Vancouver, on occasion employees travel and need support. Additionally dependents may need support from a location outside of BC. E.g. a dependent is attending university in Toronto and is seeking in-person support. Our goal is to have an understanding of services for all covered employees and dependents regardless of where they may be at a time of need.</b></p>
Q2	<p>Section 1.9.4 &amp; 1.9.5: As above, do you require a detailed list of each individual in house and external Counsellor with credentials, specialties, and the specific requirements listed?</p>
A2	<p><b>As you note, 1.9.4 addresses the detailing of qualifications. It would not be necessary to detail the qualifications of every individual in your network;</b></p>

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	<p>however it would be important to detail minimum qualifications and experience levels of your counsellors.</p> <p>If your ability to provide certain in person services is limited by community this should be detailed. For example if your ability to provide support for first responders, transgender employees or dependents, addictions or aboriginal healing varies by community this should be detailed.</p> <p>While it is not necessary to list every person in your network, the experience levels and qualifications and proven ability to provide the services needs as noted in 1.9.5 must be shown.</p>
Q3	<p>Appendix 10: Subcontractors</p> <p>We will not subcontract the direct delivery, coordination or management of the EFAP program. However, as above, would affiliate Counsellors be included in this requirement? Or external provider networks used to enhance/provide certain work-life services?</p>
A3	<p><b>For the purposes of the contract, any group or persons being used to complete work assigned to the successful proponent who is not an employee of the successful proponent would be considered a subcontractor. The prime contractor would be responsible for ensuring all the City’s requirements were being met by their subcontractors. This would include but is not limited to insurance coverage, Workers’ Compensation Coverage and Access and Locations.</b></p>