REQUEST FOR PROPOSALS "RFP" NO. PS20210512
Disability Management Services

QUESTIONS AND ANSWERS NO. 4

ISSUED ON: July 22, 2021

Q1	Can the City confirm which members of our personnel need to complete a Personal Information Consent Form (Appendix 7, p.52)? Is it solely the Account Management Team or their supporting staff/teams as well? If completed consent forms for support teams are required, how many tiers below the Account Management Team must be included?
A1	**The Personal Information Consent Form should be completed by the members of the Project Team or those expected to work on the City's account on a regular basis.**
Q2	On p.31, the questionnaire does not include any mandatory requirements for '8 – Adjudication of sick leave files'. Can the City confirm there are no mandatory requirements for this service?
A2	**'Section 8 - Adjudication of sick leave files' should have a mandatory section included, please refer to AMD2 for details.**
Q3	At LifeWorks, all our third-party services are in-house. As such, we do not use any subcontractors; instead, we make sporadic use of vendors, when necessary. Our vendors are subject to change since we only use them intermittently, thus making it more advantageous for us to adjust our vendors as our needs fluctuate. Can the City confirm that vendors are exempt from completing the subcontractor form (p.53)?
A3	**We would consider vendors to be subcontractors, as they are referred to as an assist in carrying out their services. I would recommend providing details of vendors that a proponent wishes to use.**
Q4	Can the City clarify if occupational claims services are included in the Scope of Work?
A4	**In terms of occupational claims services, the City requests requirement 7 – WorkSafeBC expertise/appeals work and claims management advice. The City is not seeking case management for occupational claims.**
Q5	According to Appendix 3 – Commercial Proposal on p.42, the City requests that "All pricing submitted will be guaranteed and fixed for a period of three (3) years ." Can you confirm if there is opportunity to discuss fee alterations/changes or AWI increases at each extension point?

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A5	**The proponent can propose an opportunity to discuss fee alterations/changes or AWI increases at each extension point as part of their submission.**
Q6	Can you please confirm that the City would accept an Insurance Certificate as a proof of our existing insurance being compliant to the requirements listed in Appendix A? Or would we be disqualified if we don't provide the signed Appendix 5 form and the signed letter? Our insurance broker typically don't provide us with signed documents or letters as the insurance certificate is usually a sufficient proof of existing insurance.
A6	**While the City would prefer its Insurance certificate to be provided it may consider a different insurance certificate providing evidence of insurance. If successful the City will require its own Insurance Certificate to be provided as a part of the contract.**

END OF Q&A No.4