

REQUEST FOR PROPOSALS
2018-042
Employee and Family Assistance Program
Issued: July 31, 2018

Background

The Newfoundland and Labrador Centre for Health Information (the Centre) provides quality information to health professionals, the public, researchers and health system decision-makers. Through collaboration with the health system, the Centre supports the development of data and technical standards, maintains key health databases, carries out analytics and evaluation and supports health research. The Centre's mandate also includes the development and implementation of a confidential and secure provincial electronic health record, including the change management required to support adoption by end user clinicians.

The Centre is a crown agency governed by a board of directors appointed by Lieutenant- Governor-in- Council and is managed by a president & chief executive officer.

Through all facets of its work, the Centre strives to achieve its vision of *Improved Health through Quality Health Information*.

Introduction

The Centre is looking to engage a service provider with experience in administering an Employee and Family Assistance Program (EFAP). The scope of work will focus on providing assistance to Centre employees, spouses and their dependents. The term of the contract to provide these services will be 3 years with the option to renew for an additional year.

The Centre has been offering an EFAP program to its employees since 2009 .The Centre employs approximately 170 staff across the province and 96% of the staff are located in St. John's. The Centre's mandate has recently been expanded in scope and while numbers are unknown at this time, there is possibility that the staff complement could be increased to 600.

In 2017, the Centre saw a utilization rate of 26.4% for Counseling Services with a heavy utilization in mental health, personal relationship and life planning.

Service Expectations of the EFAP Provider

The Centre is seeking a service provider to provide a full range of confidential, solution focused counselling services, in person (at a location other than the workplace), over the telephone and on-line, to its employees, spouses and dependents.

The Service Provider will provide short-term counselling services to participants which address a range of personal problems that can affect productivity on the job, as well as their general well-being, if they are not attended to. Problems handled by the EFAP will include but will not be limited to:

- Personal and emotional upsets;
- Marital, family and relationship concerns;
- Work, vocational and career related issues;
- Substance abuse problems (including adult children of alcoholics);
- Addictions, including gambling;
- Trouble relationships (work and personal);
- Stress (including job-related);
- Financial Management;
- Personal or family physical health; and
- Legal counseling

The Service Provider will also provide support and/or education sessions to:

- Managers/Supervisors wishing to consult about difficult situations related to their professional environment;
- Employees facing work related issues such as conflict situations, cultural and diversity related issues;
- Employees who are returning to work from a long absence, and/or their work colleagues (particularly in cases where work related issues are present);
- Conflict resolution and workplace intervention supports as requested by the employer. This may include, coaching, consultations, facilitated mediations
- A group of individuals or members of the same family wishing to meet with a counsellor to discuss a common issue
- Provide proactive educational materials/ information on various health and wellness topics (i.e. stress management, nutritional information, financial management etc.) on a regular basis.

The service provider will provide support during unforeseen events:

- The Service Provider will, at the Centre's request, have a counsellor sent to the Centre's office in situations of unforeseen circumstances (e.g. workplace interventions) or situations requiring immediate attention (e.g. work force reduction).

The service provider will provide support during Critical Incident/Trauma Response Services:

- The service provider will provide, at the Centre's request, Critical Incident/Trauma Response sessions or other related services in response to, for example, critical incidents of violence, workplace accidents, deaths, etc. involving the Corporation's employees.

The service provider will provide information sessions and educational seminars and materials:

- The service provider will provide, at Centre's request, information sessions to employees and managers.
- The Service Provider will also provide, at the Centre's request, educational seminars on topics which emphasize health and wellness such as coping with, and managing, mental health, stress management, parenting, nutrition, fitness, aging, etc.
- Topical newsletters, articles or others should also be made available by the Service Provider.

Counselling Expectations

- When an employee, spouse or dependent contacts the EFAP service provider the counselling will commence within two (2) working days. For crisis situations, the counsellor will contact the individual within 2 hours of the initial contact.
- Counselling will be a short term, solution focused experience for their families. No set limit will be enforced to the number of counselling hours provided for an individual client.
- In-person appointments for Centre participants will not be scheduled back-to-back in order to maintain confidentiality.
- Counsellors who offer support must be in good standing with their professional and/or licensing body, and be able to handle a broad range of issues, without, in most cases, subsequent referral to other specialists. The counsellor assigned to the participant should be the counsellor who remains with the individual, unless otherwise requested by the participant.

Evaluation of Services

Participants who use the counselling services will be surveyed by the Service Provider, in an anonymous and confidential manner, at the completion of each case. The format of this survey is to be agreed upon by the Service Provider and the Centre, to determine the participants' perceptions of the degree of helpfulness provided and overall client satisfaction. The results of this feedback must be provided to the Centre on a quarterly basis.

On-line Resources

The proponent will provide Centre's participants access to their website, including any services, articles, information, materials and resources that would be available on-line.

Account Management and Reporting

The Service Provider will liaise regularly with the Centre's Human Resource Department representative. The Service Provider will also provide quarterly statistical reports and an annual summary describing such items as utilization rates, problem categories, referral rates, etc.

Mandatory Requirements

1. Respondents must demonstrate, in their proposal, they meet all the EFAP service provider requirements as noted above.
2. Respondents must agree in their response to provide proof of liability insurance if they are chosen Service Provider. The Service Provider must also agree to disclose and provide

details of any pending or anticipated civil, criminal, or administrative investigation, proceeding or litigation, bankruptcy, insolvency, arrangement, acquisition, sale or divestiture of any business or corporation, or secured indebtedness, by or of the firm or its affiliates.

3. Professional Counsellors who offer assessments and therapeutic services to Centre Staff, Spouse or Dependents must provide proof of accreditation by their respective professional body to the Service Provider.
4. Professional Counsellors must also have a satisfactory certificate of conduct and vulnerable sector check.
5. Services shall only be offered to current Centre employees, spouse and their dependents, and will not include former Centre staff, unless specifically requested by the Centre.
6. Respondents must be able to provide publicity materials to employees of the Centre. The materials can include, but not be limited to: brochures, posters, wallet cards, magnets, etc.
7. The term of the contract to provide these services will be 3 years with the option to renew for an additional year.
8. Respondents must identify the process for transitioning staff who are receiving services from current provider.

Response Format

All proposal submissions must include:

- **Overview summary** - Provide a description of the Respondent company, including its mission, vision and values statement, its age, the number of years of experience in providing counselling services, the number of full-time employees, information on service specialization, and memberships with any professional associations.
- **Completed Appendix A** – Mandatory Requirements
- **Completed Appendix B** – Financials
- **References** - Provide three (3) reference organizations for which similar services have been provided. The list should include names, phone numbers, and an email address with those organizations who can provide performance references regarding the provider.

Proposals that fail to meet these requirements in full will not be considered for further evaluation.

To obtain an electronic copy of the forms listed in the appendices, Respondents are asked to download from www.nlchi.nl.ca/index.php/procurement/open-tenders or are invited to request one through procurement@nlchi.nl.ca.

Electronic submissions will be accepted and must be received by the deadline at procurement@nlchi.nl.ca

Evaluations

The following factors will be taken into account in these evaluations:

- Experience/ability to meet requirements (60%)
- Corporate Capability (10%)
- Financial (30%)

Proposal Deadline

Responses are due by 2:00 pm NDT on August 13, 2018. Electronic responses are mandatory and can be directed to the RFP's Administrator at procurement@nlchi.nl.ca.

Questions

Questions can be directed to the RFP's Administrator at: procurement@nlchi.nl.ca.

Oral responses to questions will not be provided. Responses to written questions will be posted as addenda on the website: www.nlchi.nl.ca/index.php/procurement. It is the Respondent's responsibility to ensure they have all relevant information by regularly checking the web site. The Centre will not disclose the source of any questions submitted by Respondents.

Questions will be received until 4:00 pm Newfoundland Time on Wednesday, August 9, 2018.

Subsequent Phases of Work

Should additional work (that fits this role) be required upon expiration of this contract, the Centre reserves the right to retain the successful professional services firm who is awarded this RFP to complete this additional work under separate contract (if performance matches expectations).

Terms and Conditions

A comprehensive list of the Centre's RFP terms and conditions can be found at www.nlchi.nl.ca/index.php/procurement.