



Regional District of Nanaimo
Request For Proposal

EMPLOYEE AND FAMILY ASSISTANCE PROGRAM

ADDENDUM No. 3 – September 29, 2016

Questions and Answers

- Q5. Utilization seems exceptionally high – was there an event (downsizing or otherwise) that would account such high usage of the service in 2015/2016?
- A5. No, there was not an event that would account for the exceptionally and unusually high usage of the service in 2015/2016. Statistical information indicates that there was a substantial increase in the number of employees who accessed counselling services for issues related to couples/relationships (36.2% in 2015-2016 compared to 19.2% in 2014-2015) while other issues (addiction, family, personal/emotional, and work related) were relatively unchanged.
- Q6. How is utilization currently defined?
- A6. Utilization is defined by the number of eligible employees who have accessed the EFAP service.
- Q7. Do you have a proposed effective date?
- A7. The effective date will be determined following the completion of the RFP process.
- Q8. Digital copy of the proposal – Please clarify the media type you require (emailed PDF, Digital Disc, USB Drive etc...)
- A8. The digital copy of a proposal in pdf format can be provided on disc or a USB key.