



Regional District of Nanaimo
Request For Proposal

EMPLOYEE AND FAMILY ASSISTANCE PROGRAM

ADDENDUM No. 4 – October 5, 2016

Questions and Answers

- Q9. As we do not use company vehicles in the delivery of EFAP services, would our confirmation of having ensured local providers (ex CIR Responders) have adequate 'business use' coverage be sufficient to address the Automobile Insurance coverage requirement?
- A9. Yes, having ensured that local providers have adequate "business use" coverage would be sufficient to address the Automobile Insurance coverage requirements.
- Q10. Is current utilization data based on the same service model as the model requested in the RFP (5 sessions per year per person)?
- A10. The current utilization data is based on a service model that provides for up to five counselling sessions with some flexibility to provide less than or more than five at the counsellors discretion, based on the nature of the case.
- Q11. Can you provide the service hours or average hours per case associated with the Utilization Rate?
- A11. Information on the service hours or average hours per case is not available.
- Q12. Do the cases counted towards the utilization rate include access to web resources, and/or other services, in addition to EFAP Counselling & Work-Life service cases?
- A12. The cases counted towards the utilization rate include accesses to counselling and Work-Life services.