



Request for Proposal

Employee and Family Assistance Program (EFAP) Services

RFP#: RPL-2026-08

Issue date: October 2, 2026

Document information	Details
RFP Contact	Audrey Sanders
Submission email	HR@ReginaLibrary.ca
Submission deadline	November 2, 2026 at 12:00 noon Saskatchewan time

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Part 1: Invitation and Submission Instructions

1.1 Invitation to Respondents

This Request for Proposal (the “RFP”) is an invitation by Regina Public Library (“RPL”) to prospective respondents (“Respondents”) to submit proposals for a robust, confidential, accessible, and inclusive Employee and Family Assistance Program (“EFAP”) for the 270 eligible RPL employees and their eligible family members (“Users”).

RPL intends to select a qualified services firm capable of delivering short-term counselling, crisis support, intake and assessment, referral, workplace assistance, critical incident and trauma response, account management, communications, reporting, and related services.

RPL intends to enter into a two-year agreement, with the possibility of up to three one-year extensions, for a maximum potential term of five years. Extensions will be at RPL’s sole discretion.

1.2 Background

Regina Public Library is a community gathering place where reading, discovery, and lifelong learning are respected and encouraged. RPL operates from multiple locations in Regina, Saskatchewan. The EFAP will support a distributed workforce and eligible family members through telephone, virtual, digital, and in-person services.

1.3 Summary of Requirements

- Confidential intake through multiple channels and 24/7/365 crisis access.
- Screening, assessment, short-term counselling, follow-up, and facilitated referral.
- Up to six counselling sessions per person per episode of care.
- Qualified counsellors available to Users virtually and in-person at the User’s discretion. All in-person services would need to be accessible to Regina and the surrounding area.
- Inclusive, culturally responsive, trauma-informed, and accessible services.
- Critical incident and trauma response in Regina, the surrounding areas, and Saskatchewan.
- Supervisor consultation, management referral support, and workplace education.
- Implementation, transition, orientation, promotion, account management, reporting, and quality improvement.
- Strong privacy, information security, business continuity, and subcontractor controls.
- Transparent, sustainable pricing with costs for additional and optional services clearly identified.

1.4 RFP Contact

For the purposes of this procurement process, the “RFP Contact” will be:

Audrey Sanders
Director, People and Culture
Regina Public Library
306-777-6059
Email: asanders@reginalibrary.ca

Respondents and their representatives must not contact any other RPL employee, officer, agent, official, or representative concerning this RFP. Failure to comply may result in disqualification.

1.5 Type of Contract

RPL seeks to contract with one Respondent but reserves the right to contract with more than one party at its sole discretion.

While proposals from parties working in partnership will be considered, one party must act as the prime contractor with whom RPL may negotiate and enter into an agreement.

Each Respondent must include, as Appendix D to its proposal, a complete proposed draft contract reflecting all proposed legal and commercial terms. RPL may negotiate, revise, replace, or reject any proposed term.

1.6 RFP Timetable

Milestone	Date
Issue date	October 2, 2026
Deadline for questions	October 16, 2026 at 12:00 noon Saskatchewan time
Submission deadline	November 2, 2026 at 12:00 noon Saskatchewan time
Evaluation period	November 3 to 13, 2026
Shortlist interviews or presentations, if required	November 17 to 18, 2026
Anticipated award	November 25, 2026
Anticipated contract start	December 1, 2026

RPL may amend the timetable. All indicated dates after the submission deadline are targets only.

1.7 Submission of Proposals

Proposals must be received at HR@ReginaLibrary.ca by the submission deadline. Proposals received after the submission deadline will not be accepted. The subject line must state "Proposal for EFAP Services - [Respondent legal name]".

Respondents must:

- Submit one searchable PDF or Microsoft Word proposal.
- Identify the RFP title, RFP number, Respondent's legal name, proposal contact, and return address on the first page.
- Follow the order and numbering set out in Part 4.
- Include all required appendices.
- Clearly identify confidential or proprietary information.
- Respondents are responsible for timely and complete delivery.

A Respondent may amend its proposal before the submission deadline by submitting the amendment by email to the RFP Contact in accordance with the proposal submission requirements above. Any amendment should clearly indicate which part of the proposal the amendment is intended to amend or replace. A Respondent may withdraw its proposal at any time before execution of an agreement by written notice emailed to the RFP Contact and signed by an authorized representative of the Respondent. RPL is under no obligation to return withdrawn proposals.

Part 2: Terms and Conditions of the RFP Process

2.1 General Information and Instructions

2.1.1 Follow Instructions

Respondents should structure proposals in accordance with this RFP and reference applicable section numbers. Material omissions may adversely affect evaluation or result in disqualification.

2.1.2 English

All proposals, documents, presentations, and communications must be in English.

2.1.3 Complete Proposal

Proposal content should be submitted in the required form but may include links, URLs, or other references for supporting content or examples. RPL may or may not review such material in its evaluation of proposals; therefore, Respondents must ensure that all required information is included in the body of the proposal and appendices. Information included by reference must only supplement or otherwise support the content of the proposal.

2.1.4 Verification and Past Performance

RPL may contact references, verify information, consider publicly available information, consider information obtained from third parties, and consider past performance or conduct on previous contracts with RPL or other organizations. When evaluating proposals, RPL may request further information from any Respondent or third party to verify, clarify, and/or supplement the information provided in a proposal. RPL may revisit, re-evaluate, and rescore a Respondent's response or ranking based on any such information.

2.1.5 Estimates and Due Diligence

RPL and its advisers make no representation, warranty, or guarantee as to the accuracy of information contained in this RFP or issued by way of addenda. Any quantities, census information, utilization data, or other data provided by RPL are estimates only unless expressly stated otherwise and are provided solely to indicate the general scale and scope of the services required.

Respondents are responsible for obtaining all information necessary to prepare a proposal and for identifying any assumptions on which the proposal is based.

2.1.6 Respondent Costs and Retention

Respondents bear all proposal and presentation costs. RPL will retain proposals and accompanying documentation.

2.1.7 No Guarantee or Exclusivity

RPL does not guarantee any minimum number of Users, cases, sessions, referrals, critical incidents, workshops, or other volume. Any agreement will be non-exclusive.

2.2 Communications and Addenda

Questions must be submitted in writing to the RFP Contact by the deadline for questions. RPL is not responsible for information provided by or obtained from any source other than the RFP Contact. This RFP may be amended only by addendum. Each addendum forms an integral part of this RFP and may contain important information, including significant changes to the RFP. Respondents are responsible for obtaining and acknowledging all addenda issued by RPL. If RPL determines that it is necessary to issue an addendum toward the end of the initial submission period, RPL may, at its sole discretion, extend the submission deadline for a reasonable period.

2.3 Notification and Debriefing

After an agreement is executed by RPL and a Respondent, the other Respondents will be notified directly by email. Respondents may request a debriefing after receipt of notification of the outcome of the procurement process. All debriefing requests must be made in writing to the RFP Contact within thirty days of notification. A debriefing will not disclose another Respondent's confidential information.

2.4 Conflict of Interest and Prohibited Conduct

2.4.1 Conflict of Interest

For the purposes of this RFP, "conflict of interest" includes any situation or circumstance where, in relation to the RFP process, the Respondent has an unfair advantage or engages in conduct that may give it an unfair advantage, including having or accessing confidential information of RPL not available to other Respondents, communicating with any person with a view to influencing preferred treatment, or engaging in conduct that compromises or could be seen to compromise the integrity, competitiveness, or fairness of the process.

A conflict of interest also includes any situation where, in relation to performance of any resulting agreement, the Respondent's other commitments, relationships, or financial interests could, or could be seen to, exercise an improper influence over objective, unbiased, and impartial judgment or could compromise, impair, or be incompatible with effective performance of the Respondent's contractual obligations.

Respondents must avoid any conflict of interest in relation to this RFP, immediately disclose to RPL any actual, potential, or perceived conflict of interest that arises during the RFP process, and comply with any requirements prescribed by RPL to resolve the conflict. A Respondent that is uncertain

whether a circumstance creates a conflict of interest or perception of conflict should disclose the circumstances to RPL at the earliest possible date and request RPL's interpretation.

2.4.2 Ineligible Persons

Current RPL employees, or those employed by RPL any time within 12 months prior to the submission deadline, and members of RPL's Board of Directors are not eligible to participate, either directly or indirectly, as a Respondent or as a Respondent's team member or subcontractor. Respondents must disclose if any proposed or intended team member or subcontractor is associated with an ineligible person. RPL may prohibit that person or entity from participating, disqualify the Respondent, or prescribe requirements to resolve the issue.

2.4.3 Prohibited Conduct

Respondents must not engage in communications that could constitute a conflict of interest; communicate with media in relation to this RFP or any resulting agreement without prior written permission from the RFP Contact; lobby directly or indirectly to influence the selection process; engage in bid-rigging, price-fixing, bribery, fraud, coercion, collusion, or other illegal business practices; offer gifts to RPL representatives; submit misrepresentations or misleading information; or engage in any conduct that compromises or may be seen to compromise the competitive process. RPL may disqualify a Respondent, rescind a notice of selection, or terminate an agreement for conflict of interest, prohibited conduct, misrepresentation, or unsatisfactory past conduct.

2.5 Confidential Information and Privacy

All information provided by or obtained from RPL in any form in connection with this RFP, whether before or after issuance of this RFP, is the sole property of RPL, must be treated as confidential, must not be used for any purpose other than responding to this RFP and performing any resulting agreement, must not be disclosed without prior written authorization from RPL, and must be returned to RPL immediately upon request.

Respondents should identify information supplied in confidence. RPL will maintain confidentiality except as required by law, court, tribunal, audit, governance, or procurement obligations. RPL is subject to The Local Authority Freedom of Information and Protection of Privacy Act.

The selected Respondent must preserve User confidentiality and anonymity to the fullest extent permitted by law and professional obligations. RPL must not receive identifiable clinical or case information except with valid consent, where required by law, or where a lawful safety duty requires disclosure.

2.6 Non-Binding Process

This procurement process is not intended to create and will not create a formal, legally binding bidding process and will instead be governed by the law applicable to direct commercial negotiations. This RFP will not give rise to any Contract A-based tendering law duties or any other legal obligations arising out of any process contract or collateral contract. Neither the Respondent nor RPL will have the right to make any claims in contract, tort, or otherwise against the other with respect to the award of an agreement, failure to award an agreement, or failure to honour a

proposal submitted in response to this RFP. No legal relationship or obligation for services will arise until RPL and the selected Respondent execute a written agreement.

Pricing information provided in proposals will be non-binding before execution of a written agreement, but such information will be assessed during evaluation and ranking. Inaccurate, misleading, incomplete, withdrawn, or altered pricing may adversely affect evaluation, ranking, or RPL's decision to enter into an agreement. RPL may cancel or amend the RFP process without liability at any time and is not obligated to select the lowest-priced proposal.

2.7 Governing Law

These Terms and Conditions of the RFP Process are intended to be interpreted broadly and independently, with no provision intended to limit the scope of any other provision. They are non-exhaustive and must not be construed as limiting the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations. This RFP and any resulting agreement are governed by and construed in accordance with the laws of the Province of Saskatchewan and the federal laws of Canada applicable therein.

Part 3: Scope of Services Required

3.1 Program Objectives and Principles

- Confidentiality, clinical independence, informed consent, and User autonomy.
- 24/7/365 intake and crisis response with effective triage and escalation.
- Equitable, culturally responsive, trauma-informed, and accessible service.
- Qualified, credentialed, supervised practitioners and accountable subcontractors.
- Continuity of care supported by referral and follow-up.
- Evidence-informed quality assurance and continuous improvement.
- Transparent pricing and de-identified reporting.

3.2 Eligible Users and Service Model

- There are currently 270 eligible RPL employees. Family members are also eligible.
- Provide up to six counselling sessions per person per episode of care.
- Clearly define an episode of care and explain how separate episodes are determined and administered, including extension of services as needed
- Include screening, assessment, short-term counselling, facilitated referral, and follow-up.
- Identify services outside the EFAP scope and the support provided when longer-term or specialized care is indicated.

3.3 Intake, Access, and Crisis Response

- Multiple intake channels, including telephone and appropriate digital options.
- 24-hour, seven-day crisis and emergency access.
- Timely routine, urgent, crisis, and emergency appointments with published standards for call answering, returned contacts, triage, and first appointments.
- Immediate clinical escalation for Users presenting with suicidal ideation or another acute risk.
- Clear criteria for telephone, virtual, and in-person intervention.
- Measurement and reporting of unanswered calls, return-call performance, wait times, and time to first appointment.
- Tested call-centre backup, disaster recovery, and business continuity.

3.4 Clinical Assessment, Counselling, and Referral

- Counselling for a broad range of personal, family, workplace, mental health, and behavioral concerns.
- Specialized legal, financial, credit, career, work-life, addictions, and related supports.
- Transparent criteria for referral beyond EFAP.
- Facilitated referral and matching to appropriate resources.
- Meaningful User choice in counsellor selection and a process to change counsellors.
- Referral monitoring and follow-up that preserves confidentiality.
- Appropriate relapse-prevention follow-up for addictions and substance-use cases.
- Properly bounded return-to-work support when requested and authorized.

3.5 Equity, Diversity, Inclusion, and Accessibility

- Inclusive and culturally responsive services for marginalized and equity-seeking Users, including trans and gender non-conforming, racialized, LGBTQ+, and Indigenous communities.
- Accessible formats and channels, language access, culturally appropriate matching, accommodation, and trauma-informed practice.
- Monitoring and improvement of access barriers and service inequities while protecting confidentiality.

3.6 Critical Incident and Trauma Response

- Consultation, planning, onsite or virtual response, individual and group support, follow-up, and referral.
- Sufficient Saskatchewan-based or Saskatchewan-ready resources.
- Disclosure of resource numbers, location, qualifications, specialized training, availability, response targets, and pricing.

3.7 Workplace and Organizational Assistance

- Supervisor consultation concerning workplace issues that may involve personal, behavioural, or medical factors.
- Guidance and training for RPL management related to referrals and confidentiality boundaries.
- Online preventative resources available to Users.
- Workshops that prevent or mitigate behavioural and organizational health concerns.
- Consultation on psychological safety, substance use, harassment, aggression, and related concerns.
- Clear identification of included services and added-cost services.

3.8 Implementation, Transition, and Communications

- Implementation for the anticipated December 1, 2026 start date or other mutually agreeable date.
- Experienced implementation leader and formal, detailed implementation/transition work plan.
- Continuity for active Users during transition from the incumbent provider.
- Minimal, lawful data transfer, and clear communications.
- Transition risk identification and mitigation.
- Orientation, promotional materials, launch activity, and ongoing communications included in the base program.
- Processes ensuring all provider personnel understand RPL's applicable employment contracts, including the Collective Agreement between RPL and CUPE Local 1594, as well as RPL's benefit programs.

3.9 Account Management

- Assignment of a single primary account manager responsible for implementation, service reviews, issue resolution, escalation, reporting, quality review, contract administration, and recommendations.

- Saskatchewan-based account representation or equivalent demonstrated capacity and responsiveness.

3.10 Personnel, Counsellors, and Subcontractors

- Qualified intake personnel with clinical escalation support.
- A sufficient network of credentialed counsellors.
- Identify and describe mental health coaches or similar roles, scope, qualifications, oversight, and pricing.
- Ongoing credential, registration, training, competence, and good-standing verification procedures for all counsellors and service providers.
- Well established quality assurance processes for those employees and independent contractors providing services.
- A clear User complaint and escalation process.
- Full accountability for subcontracted providers, and prior RPL approval for material subcontracting changes.

3.11 Privacy, Confidentiality, Data, and Security

- Data retention minimization and a complete, documented inventory of collected, generated, retained, and disclosed personal information.
- Secure data transfers and role-based access controls.
- Disclosure of hosting, processing, storage, and support locations, including access outside Canada.
- Authentication, logging, encryption, retention, and secure disposal policies and processes, and appropriate privacy training for all service providers and support staff.
- Incident detection, containment, notification, investigation, and remediation systems and processes in place, as well as a documented policy and process for cooperation with RPL to mitigate the impact of any incident or breach.
- Contractual controls for affiliates, subcontractors, cloud providers, and other third parties.
- No secondary use, advertising, model training, sale, or commercialization without express contractual authorization.
- Support for RPL privacy, security, audit, and due-diligence requirements.

3.12 Reporting and Service Reviews

- Regular de-identified utilization and performance reporting with information readily available on trending issues and concerns.
- Reporting on access, call performance, wait times, case and session patterns, referrals, critical incidents, workplace consultation, education, satisfaction, complaints, quality, and trends where safely reportable.
- Disclosure of frequency, constraints, suppression thresholds, customization, ad hoc reporting, service-review cadence, and fees.
 - Applied analysis of RPL and broader community-related activities to identify trends, and support RPL's efforts in maintaining a healthy workforce and work environment.

3.13 Quality Improvement and Evaluation

- Formal quality management covering access, clinical quality, User experience, practitioners, subcontractors, complaints, incidents, outcomes, and corrective action.
- Measurable quality indicators, customer satisfaction monitoring, and improvement planning.
- Substantiated value or return-on-investment analysis where available.
- Disclosure of recent relevant external service audits and the policy on independent review.

3.14 Service Levels

- Proposed measurable commitments for intake, call answering, returned contacts, appointment access, crisis escalation, critical incident response, complaint resolution, reporting, account management, incident notification, and business continuity.
- Well defined measurement methods, exclusions, reporting, governance, corrective action, escalation, and remedies.

3.15 Pricing and Value

- Transparent monthly per-employee pricing for the base EFAP services.
- Base pricing inclusive of counselling, intake, assessment, case management, setup, administration, account management, implementation, standard communications, and standard reporting.
- Disclosure of utilization assumptions, separately billed services, reconciliation, adjustments, minimums, maximums, taxes, travel, and referral costs.
- Optional services clearly separated and priced.

Part 4: Submission Requirements and Evaluation Criteria

4.1 Proposal Requirements

Proposals must follow the structure below, answer each requirement directly, distinguish included base services from optional or additional-fee services, identify deviations, and cross-reference supporting evidence, appendices, sample documents, and the corresponding Part 3 requirement wherever applicable.

4.1.1 Cover Letter and Executive Summary

1. Provide a dated cover letter signed by an authorized official.
2. Identify the legal name, proposal contact, and authority to negotiate.
3. Confirm proposal validity for at least 120 days.
4. Disclose conflicts or confirm none.
5. Summarize the service model, differentiators, commitments, and material exceptions.

4.1.2 Submission Form

Complete and include **Appendix A: Submission Form** with the proposal. Appendix A must identify the Respondent's full legal name, operating name, business address, proposal contact, jurisdiction of incorporation, proposed account manager, addenda acknowledged, proposal validity expiry, declarations, and authorized signature.

4.1.3 Corporate Profile, Experience, and Qualifications

1. Provide a company profile, qualifications, operational capacity, organizational structure, employee and contractor numbers, and definition of contractor.
2. State years providing EFAP services in Canada.
3. Describe Saskatchewan and municipal or public-sector EFAP experience with examples.
4. Identify relevant offices, Saskatchewan representation, proposed account manager, location, experience, and backup.
5. Describe differentiators, ownership, affiliates, and subcontracting model.
6. Provide evidence of insurance coverage or insurability appropriate to the services, including commercial general liability, professional liability/errors and omissions, cyber/privacy liability, and any other coverage proposed by the Respondent. Minimum coverage levels, insured/additional insured wording, certificates of insurance, and related contract requirements will be confirmed during contract negotiation.
7. Provide a current Saskatchewan Workers' Compensation Board Letter of Good Standing or, if not applicable, explain why WCB coverage is not required and identify any equivalent coverage or compliance mechanism. If the proponent does not currently have Saskatchewan WCB coverage in place, they should state that its intent is to obtain WCB coverage as required.

4.1.4 Compliance and Service Model

1. Provide a requirement-by-requirement compliance response to Part 3, confirming whether the Respondent complies, partially complies, or does not comply with each requirement. For each partial or non-compliant response, describe the deviation, proposed alternative, operational impact, and any pricing or contractual implications.
2. Confirm up to six sessions per person per episode of care and define an episode.
3. Provide 2025 average utilization across active accounts and methodology, highlighting how you expect RPL's utilization will align.
4. State average sessions per case and typical engagement length.
5. Describe the overall EFAP service model and how it will meet RPL's objectives for confidentiality, clinical independence, User autonomy, inclusive access, continuity of care, quality improvement, de-identified reporting, and transparent pricing.
6. Identify all services included in the base EFAP price, all services excluded from the base price, and all assumptions or dependencies that affect whether a service is included, optional, or separately billed.

4.1.5 Intake, Access, and Crisis Response

1. Describe all intake channels and triage.
2. Provide target and 2025 actual performance for returned contacts, answered and unanswered calls, and first appointments.
3. State hours in Saskatchewan time and describe 24/7/365 emergency service.
4. Provide routine, urgent, crisis, and emergency appointment timeframes.
5. Describe the exact response to a 3:00 a.m. contact involving suicidal ideation and a request for immediate clinical assistance.
6. Explain telephone, virtual, and in-person access; call-centre backup; disaster recovery; business continuity; wait-time measurement; unanswered-call tracking; returned-contact tracking; and urgency identification.
7. Propose measurable service-level commitments for intake, call answering, returned contacts, first appointments, crisis escalation, critical incident response, complaint resolution, reporting, account management, incident notification, and business continuity, including measurement methods, exclusions, reporting frequency, escalation, corrective action, and remedies.

4.1.6 Clinical Services and Referral

1. Identify needs not handled and specialized services available.
2. Confirm screening, assessment, short-term counselling, referral, follow-up, up to six sessions per person per episode of care, and the process for identifying and administering separate episodes of care.
3. Describe addictions relapse-prevention follow-up.
4. Provide percentages handled within the EFAP and referred beyond it, and average sessions.
5. Explain referral criteria, facilitated referral, matching to appropriate resources, counsellor choice, the process for changing counsellors, referral monitoring, confidentiality-preserving follow-up, and boundaries for any return-to-work support.

4.1.7 Equity, Diversity, Inclusion, and Accessibility

1. Describe strategies for marginalized and equity-seeking Users.
2. Describe counsellor diversity, cultural matching, language access, accessibility, accommodation, and trauma-informed practice.
3. Explain how barriers and equity are monitored and improved.

4.1.8 Critical Incident and Trauma Response

1. Describe the complete process, response times, deployment, follow-up, and reporting.
2. Describe Saskatchewan resources, numbers, locations, availability, credentials, and training.
3. Identify included and additional-cost services.

4.1.9 Workplace and Organizational Assistance

1. Describe supervisor consultation and manager training on referrals.
2. Provide at least one year of aggregate self-referral and supervisory-referral data.
3. List workplace education, preventative resources, workshops, online resources, and organizational consultation services available to RPL, identifying what is included in the base program and what would be separately billed.
4. Describe psychological safety, substance use, harassment, and aggression expertise.
5. Identify included and additional fees.

4.1.10 Implementation, Account Management, and Communications

1. Identify the implementation lead and experience.
2. Provide a detailed implementation and transition plan for the anticipated December 1, 2026 start date, including key milestones, RPL dependencies, launch communications, orientation activities, incumbent transition, active-case continuity, transition risks, and mitigation measures.
3. Describe incumbent transition, active-case continuity, data migration, communication plan, risks, and mitigation.
4. Describe included orientation and promotion.
5. Describe the proposed account management and governance model, including the primary account manager, backup coverage, service-review cadence, issue resolution, escalation, reporting review, contract administration, quality review, and recommendations for continuous improvement.

4.1.11 Member Data, Privacy, Confidentiality, and Security

1. Identify eligibility information required from RPL and provide a complete personal-information inventory covering information collected, generated, retained, disclosed, transferred, stored, accessed, returned, or destroyed in connection with the services.
2. Describe data flows and transfers among all parties.
3. Describe confidentiality and anonymity policies and exceptions.
4. Identify all data locations and access outside Canada.
5. Describe privacy, confidentiality, consent, anonymity, hosting, processing, storage, access locations, authentication, logging, encryption, role-based access, retention, secure disposal, staff

privacy training, subcontractor and cloud-provider controls, audit support, incident detection, incident notification, investigation, remediation, and any proposed secondary use of data.

4.1.12 Staff and Counsellors

1. Describe call-centre composition, location, hours, qualifications, and escalation.
2. Disclose mental health coaches and their role, qualifications, oversight, and pricing.
3. Describe Saskatchewan counsellor numbers, credentials, experience, specializations, locations, and supervision.
4. Describe credential monitoring, complaints, contractor accountability, assessment, counselling, closure, and referral.
5. Describe the Respondent's quality assurance program for employees, independent contractors, subcontractors, affiliates, and referral partners, including credential verification, supervision, training, complaint handling, corrective action, and RPL approval for material subcontracting changes.

4.1.13 Reporting

1. Provide sample standard and ad hoc reports showing de-identified utilization, access, call performance, wait times, case and session patterns, referrals, critical incidents, workplace consultation, education, satisfaction, complaints, quality, trends, and small-cell suppression practices.
2. Identify reporting constraints and suppression practices.
3. Describe customization capability and cost.
4. Propose service-review frequency and describe how reports will be used to support RPL's quality improvement, workforce wellness, trend analysis, and service planning while preserving confidentiality and anonymity.

4.1.14 Quality Improvement and Evaluation

1. Describe the formal quality management program covering access, clinical quality, User experience, practitioners, subcontractors, complaints, incidents, outcomes, corrective action, measurable quality indicators, customer satisfaction monitoring, and improvement planning.
2. Provide substantiated value or ROI information.
3. Provide recent relevant external-audit results or executive summaries.
4. Describe third-party audit policy.

4.1.15 Pricing

1. Complete Appendix B.
2. Itemize included and separately billed services.
3. State utilization assumptions, referral costs, reconciliation, minimums, adjustments, credits, annual increases, and rate guarantee.
4. Provide optional-service rates, all fees, travel or technology charges, referral-related charges, minimums, maximums, annual adjustments, credits, reconciliation mechanisms, taxes shown separately, and all other potential cost drivers.

4.1.16 References

Provide three recent comparable corporate references, with name, title, email, telephone number, period of service, scope of service, and approximate eligible population. RPL reserves the right to check the references of any and all Respondents at any time during the evaluation process; to use its own previous experience with the Respondent; to seek past-performance information from third parties known to RPL; and to disqualify or reduce the scoring of any Respondent whose references or past performance are, in RPL's opinion, unsatisfactory.

4.1.17 Proposed Draft Contract

Include as Appendix D a complete proposed contract covering scope, term, implementation, eligibility, fees, service levels, reporting, privacy, security, data location, records, audit, subcontracting, insurance, liability, intellectual property, accessibility, continuity, incidents, termination, transition, disputes, governing law, and order of precedence. Identify non-negotiable terms.

4.1.18 Additional and Value-Added Services

Identify additional-fee services and rates. Separately identify services offered without additional cost.

4.2 Evaluation

RPL will select the proposal that, in its judgment, best meets its interests and provides greatest overall value. RPL may verify information, contact references, seek clarification, and invite shortlisted Respondents to interviews or presentations. RPL's evaluation team will consist of representatives from RPL management and staff. Proposal evaluation results are the property of RPL, and RPL does not intend to disclose evaluation results before, during, or after the RFP process except as required by law or RPL governance requirements.

4.2.1 Mandatory Review

Mandatory element	Requirement
Timely submission	Received at HR@ReginaLibrary.ca by the deadline.
Authorized cover letter	Dated and signed by an authorized official, with proposal validity and conflict disclosure.
Part 3 compliance response	Complete requirement-by-requirement response to the scope of services, with deviations identified.
Complete EFAP service model	Capacity to serve eligible employees and family members through confidential, clinically appropriate, inclusive, and accessible services.
24/7/365 crisis access	Confirmed, with triage and acute-risk escalation process described.
Six-session benefit	Up to six sessions per person per episode of care, with episode definition provided.
Qualified Saskatchewan-serving network	Counsellor and critical-incident capacity for Regina, surrounding area, and Saskatchewan described.
Privacy and security controls	Confidentiality, anonymity, data-location, incident-response, subcontractor, and continuity controls described.

Implementation readiness	Implementation and transition plan for the anticipated December 1, 2026 start date provided.
Pricing form	Appendix B completed in Canadian dollars, with taxes shown separately.
Compliance checklist	Appendix C completed.
References	Three recent comparable client references provided.
Draft contract	Complete proposed contract included as Appendix D.

4.2.2 Rated Criteria

Rated category	Weight
Corporate profile, EFAP experience, references, and organizational capacity	10%
Core EFAP service model, clinical services, referral, and continuity of care	20%
Access, intake, crisis response, critical incident response, and service levels	15%
Saskatchewan capacity, counsellor network, equity, accessibility, and cultural responsiveness	15%
Privacy, confidentiality, security, data governance, quality assurance, and reporting	15%
Implementation, transition, account management, workplace support, and communications	10%
Pricing, rate certainty, included services, and overall value for money	15%
Total	100%

RPL may consider total evaluated cost, price transparency, rate certainty, included and excluded services, utilization assumptions, reconciliation, optional-service costs, contract terms, service-level commitments, implementation risk, privacy and security risk, references, and overall value. RPL is not obligated to select the lowest price.

4.2.3 Interviews and Due Diligence

RPL may use interviews or presentations for clarification, scenario testing, demonstrations, discussion with proposed personnel, and contract review. Unless expressly permitted by RPL, no new information may be brought forward by the Respondent during an interview or presentation. Respondents should not prepare their proposal on the assumption they will be granted an interview or presentation and should respond fully to the RFP at the time of initial submission. RPL may validate or rescore affected criteria based on clarification or verified information.

4.2.4 Selection and Award

Selection will reflect RPL's determination of best overall value after consideration of proposals, clarifications, references, interviews if used, and contract negotiations. RPL is the sole judge of its own best interests.

Appendix A: Submission Form

Field	Respondent response
Full legal name	
Operating name	
Business address	
Proposal contact and title	
Email and telephone	
Jurisdiction of incorporation	
Proposed account manager	
Addenda acknowledged	
Proposal validity expiry	

Declarations

- The proposal complies with the RFP.
- Information is accurate and complete.
- All conflicts have been disclosed.
- The Respondent has not engaged in prohibited conduct.
- No agreement exists until a written contract is executed.
- A complete proposed draft contract is included as Appendix D.

Signature field	Details
Authorized signatory	
Title	
Signature	
Date	

Appendix B: Pricing Form

All prices must be in Canadian dollars. Applicable sales taxes must be shown separately.

B1. Base EFAP Pricing

Pricing item	Year 1	Year 2	Ext. Year 1	Ext. Year 2	Ext. Year 3
Monthly price per eligible employee					
Minimum monthly fee					
Implementation or setup fee					
Other mandatory fee					

B2. Base Rate Assumptions

Item	Respondent response
Eligible population assumption	
Utilization assumption and method	
Sessions per person per episode	
Definition of episode of care	
Average sessions assumed per case	
Services included	
Services excluded	
Year-end reconciliation	
Annual adjustment method and cap	
Maximum rate guarantee	

B3. Optional and Additional Services

Service	Description	Pricing unit	Rate	Other fees
Critical incident response				
Onsite counselling				
Workshops or training				
Organizational consultation				
Specialized legal services				
Specialized financial services				
Customized reporting				
Other				

B4. Taxes and Cost Disclosure

Item	Respondent response
Applicable taxes	
Travel policy and rates	
Technology or portal fees	
Referral-related charges	
Other cost drivers	
Pricing exceptions	

Appendix C: Mandatory Requirements Checklist

Complete each row. Explain every partial or non-compliant response and cross-reference the proposal.

#	Mandatory element and requirement	Yes / Partial / No	Reference / explanation
1	Timely submission: Received at HR@ReginaLibrary.ca by the deadline.		
2	Authorized cover letter: Dated and signed by an authorized official, with proposal validity and conflict disclosure.		
3	Submission Form: Appendix A completed and signed.		
4	Part 3 compliance response: Complete requirement-by-requirement response to the scope of services, with deviations identified.		
5	Complete EFAP service model: Capacity to serve eligible employees and family members through confidential, clinically appropriate, inclusive, and accessible services.		
6	24/7/365 crisis access: Confirmed, with triage and acute-risk escalation process described.		
7	Six-session benefit: Up to six sessions per person per episode of care, with episode definition provided.		
8	Qualified Saskatchewan-serving network: Counsellor and critical-incident capacity for Regina, surrounding area, and Saskatchewan described.		
9	Privacy and security controls: Confidentiality, anonymity, data-location, incident-response, subcontractor, and continuity controls described.		
10	Implementation readiness: Implementation and transition plan for the anticipated December 1, 2026 start date provided.		
11	Pricing Form: Appendix B completed in Canadian dollars, with taxes shown separately.		
12	Compliance checklist: Appendix C completed.		
13	References: Three recent comparable client references provided.		
14	Draft contract: Complete proposed contract included as Appendix D.		

Appendix D: Respondent Proposed Draft Contract

Attach the complete proposed draft contract under this appendix. Identify all schedules, incorporated documents, online terms, policies, dependencies, and non-negotiable provisions.

Minimum Contract Content

- Parties, definitions, scope, locations, and order of precedence.
- Term, extensions, renewal, implementation, transition, active-case continuity, and exit assistance.
- Eligibility, episode-of-care definition, sessions, and benefit limits.
- Service levels, measurement, reporting, governance, remedies, and escalation.
- Fees, optional services, taxes, adjustments, assumptions, reconciliation, and audit.
- Clinical governance, credentials, supervision, complaints, incidents, and referrals.
- Confidentiality, privacy, consent, records, retention, data location, return, and destruction.
- Security, incident notification, remediation, audit, and business continuity.
- Subcontractors, affiliates, referral partners, and flow-down obligations.
- Insurance, indemnity, liability, warranties, compliance, and professional obligations.
- Intellectual property, licences, accessibility, and third-party technology.
- Termination, transition assistance, dispute resolution, and Saskatchewan governing law.

Before issue, RPL should confirm the RFP number, eligible population and family definition, incumbent transition needs, insurance requirements, data residency position, contract term, and final evaluation weights.