



PO Box 1749
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Item No. 11.1.3

Halifax Regional Council
April 8, 2008

TO: Mayor Kelly and Members of Halifax Regional Council

A handwritten signature in cursive script, appearing to read "Dan English".

SUBMITTED BY:

Dan English, Chief Administrative Officer

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Geri Kaiser, Deputy Chief Administrative Officer - Corporate Services
and Strategy

DATE: March 27, 2008

SUBJECT: RFP# 07-447, Employee and Family Assistance Program

ORIGIN

The expiration of the current contract for HRM's Employee and Family Assistance Program

RECOMMENDATION

It is recommended that:

1. Regional Council award RFP No. 07- 447, Employee and Family Assistance Program, to the highest scoring proponent, Wilson Banwell Human Solutions for a three year contract subject to annual review of performance, with the option to extend for an additional two years. Wilson Banwell Human Solutions shall provide this service at an annual cost of \$102,268.11 including net HST.

BACKGROUND

Employee and Family assistance programs have been available to HRM staff and officials since amalgamation. The purpose of the Employee & Family Assistance Program is to assist employees and officials who may be experiencing personal, health or work-related problems by making available to employees and family members voluntary, confidential counselling services. This program also serves to work with unions to create an organization that values the employee.

The current provider was awarded the contract on October 1st, 2004. The existing agreement expired on September 30th, 2007 and the contract has been extended to mid April 2008.

HRM initiated this RFP process to secure a new contract for the continued delivery of the Halifax Regional Municipality's Employee & Family Assistance Program. This is a full service confidential program including contract management, promotion, counselling services, trauma response, health information services, health promotion, awareness training for all employees and support training for supervisory personnel.

DISCUSSION

Request for Proposals #07-447, Employee & Family Assistance Program closed on January 18th, 2008 . Proposers were asked to respond to the RFP to provide service to all of the employee work group.

Five (5) proposals were received as follows:

Aspiria Corporation
Ceridian Canada Ltd.
Family Services
Shepell - FGI
Wilson Banwell Human Solutions

The following four were short-listed:

Aspiria Corporation
Ceridian Canada Ltd.
Shepell - FGI
Wilson Banwell Human Solutions

An evaluation team consisting of staff representing Non-union, NSUPE, CUPE, ATU, MAPP, and Human Resources, evaluated the proposals based on the criteria listed in appendix A - Evaluation Scorecard. The process was facilitated by Procurement staff. Costs were evaluated based on the anticipated maximum total cost to Halifax Regional Municipality for a five (5) year period.

The following scoring for all proponents is as follows:

Company	Scoring (max. 100)
Wilson Banwell	92
Shepell-FGI	83
Aspiria	73
Ceridian	63

Wilson Banwell demonstrated a clear understanding of HRM's diverse workforce, and has extensive experience in providing these services in a unionized, public service environment. Their current clients in Atlantic Canada include the University of New Brunswick, the Nova Scotia Housing Authority, Mount Saint Vincent University and the Worker's Compensation Board of Nova Scotia.

The proposal included a well presented implementation plan which will provide for a seamless transition from the current provider. The plan includes unlimited no-charge promotional materials and both face to face and online employee orientation sessions.

Their 24/7 intake services, located in Montreal and Vancouver are available either through toll free English and French phone numbers or through a local access phone number. Calls are assessed immediately and urgent or crisis calls are directly connected to a PhD. Level Psychologist. For less urgent calls, appointments are scheduled to occur within 24 to 72 hours of the phone call, with the first appointment being offered within 24 hours. A staff psychologist is always available to speak on the phone or attend an appointment should it be necessary.

Wilson Banwell offers a network of 30 counsellors in HRM and 100 counsellors in Nova Scotia, which are geographically located to provide accessibility to clients within one hour of where they live or work via either private or public transportation.

When clients are referred to community and health services, support counselling is provided until the client is in treatment and after the client is in treatment they will provide follow up and case management services. Regardless of the nature of counselling, files remain open until treatment is fully completed and follow-up is done.

In addition to providing a full range of clinical counselling services, Wilson Banwell will provide Life Event services including Legal and Financial Counselling, Career Development Counselling, Nutritional Counselling, Caregiver Support, Home Support, Smoking Cessation, and Substance Abuse Counselling.

Critical Incident Stress Management including but not limited to death, violence, shootings, hostage takings, robbery/fraud, significant organisational change, and environmental disaster is a concern for some segments of HRM staff. As part of the EFAP program these services will be available from a specially trained team, 24 hours a day, including provision of immediate response and

consultation and expedited on site services.

BUDGET IMPLICATIONS

Based on Wilson Banwell's quoted cost of \$102,268.11 including net HST for 2008/09, funding is available from Human Resources A210-6301, pending approval of the 2008/09 operating budget.

Budget Summary: A210-6301- Professional Services

08/09 Budget	\$135,000.00
Less: RFP# 07-447	\$102,268.11 (net HST incl.)
Balance	\$ 32,731.89

FINANCIAL MANAGEMENT POLICIES / BUSINESS PLAN

This report complies with the Municipality's Multi-Year Financial Strategy, the approved Operating, Capital and Reserve budgets, policies and procedures regarding withdrawals from the utilization of Capital and Operating reserves, as well as any relevant legislation.

ALTERNATIVES

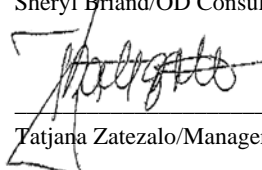
There are no recommended alternatives.

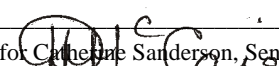
ATTACHMENTS

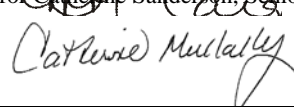
Appendix "A" - Summary of Evaluation Criteria

If the report is released to the public, a copy can be obtained by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

Report Prepared by: Sheryl Briand/OD Consultant, Organizational Development & Health, 490-6887

Report Approved by: 
Tatjana Zatezalo/Manager, Organizational Development & Health, 490-3686

Financial Approval by: 
for Catherine Sanderson, Senior Manager, Financial Services, 490-1562

Report Approved by: 
Catherine Mullally, Director, Human Resources, 490-7239

RFP# 07 - 447
Employee & Family Assistance Program
Appendix 'A'
Summary of Evaluation Criteria

Criteria	MAX SCORE	Wilson Banwell	Shepell-FGI	Aspiria	Ceridian
Qualifications, Experience & Professional Standing and References a) in EFAP programs of similar size, scope & service b) of the counsellors providing the service c) affiliation with Professional Organizations d) references	20	20	18	13	14
Understanding & Approach (suitability to meet employee needs & corporate service expectations as outlined in RFP) a) overview of approach(including roles & responsibilities of client and service provider) b) scope of work including: Intake services, Counsellor response, Integration with Peer Support program and Evaluation of service, Counselling, Location/accessibility, Referral to alternate resources, Critical Incident Stress Management Services, Ability to deal with Diversity issues, Understanding & addressing work force cultures, Account management, Program promotion, Training and orientation plan, Communications plan (inc. Reporting strategy), Relationship building, Problem solving	60	59	53	40	35
Cost	20	13	12	20	14
Anticipated Total Five (5) Year Cost		\$562,747.62 (net HST incl.)	\$618,557.13 (net HST incl.)	\$360,577.81 (net HST incl.)	\$520,000.36 (net HST incl.)
		92	83	73	63