



REQUEST FOR PROPOSAL – Employee Family Assistance Plan Services DUE MARCH 6, 2023, at 12 PM

REQUEST

Nipissing First Nation (NFN) is seeking proposals (RFP) from established Employee Family Assistance Program providers.

NFN acknowledges the unique cultural values, language, priorities and needs of its workforce and desires an EFAP provider who is grounded within. Traditional, Cultural, and historical knowledge.

Copies of this Request for Proposal may be requested by contacting Human Resources at hr@nfn.ca on or after **Monday, February 13, 2023** 8:30 a.m. to 4:30 p.m. This RFP may be downloaded from the Nipissing First Nation website at www.NFN.ca

NFN reserves the right to reject any or all proposals, waive any minor informalities in the proposal process, and accept the proposal deemed to be in the best interest of NFN.

EFFECTIVE DATE

Service provider must have the ability to provide services not later than April 1, 2023.

PREPARATION AND SUBMISSION OF THE PROPOSAL

Proposals will be received at hr@nfn.ca until **12:00 pm on Monday, March 6, 2023**. Proposals must identify a minimum of three (3) references.

SCOPE

Nipissing First Nation recognizes that the physical and mental wellness of our employees is important to the organization and the work we do each day in supporting our community. A healthy and productive workforce is paramount to the continued success and growth of Nipissing First Nation, both for our members and as an organization. As such, the Nipissing First Nation believes in maintaining an effective Employee Family Assistance Program (EFAP) to ensure its employees and their families have access to the resources they need to deal with the issues that they may face both personally and professionally.

The purpose of this Request for Proposal (RFP) is to obtain, from qualified service providers, detailed proposals for full-range EFAP services, including counseling in areas of substance use, gambling, family difficulties, stress and coping, financial stressors, legal concerns, family



violence and other personal difficulties that may interfere with productivity and workplace wellness.

Employing over 200 employees, Nipissing First Nation is seeking an EFAP provider, effective no later than April 1, 2023.

The EFAP Provider will demonstrate experience in direct service delivery, critical incident support that is from a trauma informed practice and within a culturally safe lens that meets the needs of employees of Nipissing First Nation.

QUALIFICATIONS

NFN will consider proposals which meet the following qualifications and criteria:

Offices/Locations

The service provider must have the ability to provide services locally in a flexible manner that meets the needs of our employees and their family members. The service provider must have the ability to offer service options including in-person, virtual or using a hybrid model. In addition, extended hours will be necessary to accommodate services in the evenings as well as weekends.

Insurance Requirements

Upon execution of the contract the service provider will provide copies of certificates of insurance. Upon request, the successful service provider must show proof of malpractice/liability insurance, aggregate coverage and provide certificates of coverage.

Service Provider Staffing Profile

Preference will be given to service providers who are able to offer services utilizing a diversified staffing compliment. Those offering services must have experience working with Indigenous peoples and demonstrate capacity to provide culturally safe care. The ideal service provider will employ those who identify as Indigenous (First Nation, Inuit, or Metis).

Information Sessions/Training

The service provider shall provide a pre-determined number of orientation and informational training sessions annually to the staff of NFN. NFN will work with the service provider to identify priority training topics. The sessions shall be developed and published independent of NFN. Delivery of the information and training sessions shall consider in-person and virtual options.



[Crisis Management/Critical Incident Response](#)

The service provider must be able to offer on-site services for emergency purposes in response to an employee or workplace incident.

[Intake/Response Time](#)

The service provider must have the ability to provide a twenty-four (24) hour, seven (7) day a week telephone access and/or live response to that access line; emergency calls shall be responded to within two (2) hours of submission; calls other than emergency calls will be responded to the next day.

[Privacy and Documentation](#)

The service provider shall provide explanations and assurances confidentiality is maintained in accordance with laws and regulations applicable in the province of Ontario.

[General EFAP Services](#)

The service provider shall provide a minimum of four (4) one hour counseling sessions per intake prior to referral to other provider networks including but not limited to workplace benefit programs and/or the Non-Insured Health Benefit program.

[Lifestyle, Wellness, Work/Life Balance Programs](#)

The service provider shall develop, conduct and recommend lifestyle, wellness, and work/life balance workshops and services as integral to the EFAP. Services must include online access to information in the areas of mental health/emotional well-being, substance abuse, work/life balance, personal safety, family concerns, financial/legal issues, health and wellness, professional development, and workplace effectiveness.

[Trauma, C/I/S/D Intervention Response](#)

The service provider shall demonstrate an identified trauma, C/I/S/D (Critical Incident Stress De- briefing) response team. The response team should have an activation plan that includes scope of services and guidelines on when to activate the team. The response team shall provide training to supervisors, managers, and department heads. The proposer should have a information prepared for distribution to department heads that includes the scope of services for team activation, occurrence, and reasons to activate the team

[Domestic/Family Violence/ Harassment](#)

The service provider must demonstrate experience and expertise in addressing domestic, family, and interpersonal violence, and workplace harassment.



Case Management - Sensitivity/Cost Effectiveness

The service provider shall have in effect or develop a program to assure effective case management procedures. The proposer shall demonstrate sensitivity towards cost effective utilization procedures when referrals to resources outside the realm of the EFAP are necessary.

Counseling and Referral Programs for Dependent Care, Financial Assistance, and Legal Issues

The service provider shall offer counselling and referral programs in the areas of dependent care, new parent transitions, financial assistance, and legal assistance. For dependent/elder care, information on services nationwide must be available. Services must include counseling/referral on adoption planning, childcare options, and adult/elder care arrangements. Financial assistance must be provided by qualified financial planners and/or certified public accountants. Services must include help with budgeting, credit card debt, and tax planning.

Knowledge of local resources will be required when longer term support or more specialized services are required which may indicate the need for external referrals.

Reports and Evaluation Systems

The service provider shall provide a quarterly reporting system which will summarize period activities including orientation and training schedules accomplished and results; employee utilization statistics including but not limited to # intakes, # counselling sessions, service type, # referrals. quarter to quarter program comparisons and evaluative measurements and recommendations for program improvements/modifications.

References

References will be contacted to determine if the proposer is responsive and responsible. References will be asked about their over-all impression of the proposer's quality of services performed and the timeliness of service delivery. NFN reserves the right to use itself as a reference and contact references other than those submitted by the proposer.