

City of Coquitlam

Request for Information and Qualification

RFIQ No. 25-053

Employee Family Assistance and Mental  
Health Support Program

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## [SUBMISSION FORM](#)

**1 KEY DATES**

<b>RFIQ Issue Date</b>	<b>Friday, October 3, 2025</b>
<b>Deadline for Questions</b> Send questions to: <a href="mailto:bid@coquitlam.ca">bid@coquitlam.ca</a> referencing the RFP name and number.	<b>2:00 PM (local time)</b> <b>Monday, October 20, 2025</b>
<b>Submission Deadline</b>	<b>Friday, October 24, 2025</b>

**2 RFP REQUIREMENTS, GUIDELINES, AND TERMS & CONDITIONS**

All applicable requirements and guidelines for this RFP, are available on the City's website [here](#).

To be eligible for the award, the City may require only the **successful Respondent** to have the following in place before providing any Goods or Services. The requirements that may apply to this RFIQ, listed in order of precedence are:

- a) Instructions to Proponents
- b) **The City's Standard Terms and Conditions – Consulting and Professional Services**, will apply to the Work under the subsequent RFP stage. Proponents should review the terms at this time and ensure they are able to accept them if invited to participate in the RFP.

**3 DEFINITIONS**

In this RFIQ the following terms will have the meaning set out below:

**"City"** means the City of Coquitlam.

**"Contract"** means a formal written contract between the City and a provider(s) selected to undertake Services.

**"Provider(s)"** mean those firms that the City has selected to provide employee and family assistance and mental health support program services as identified in this RFIQ.

**"Preferred Respondent"** means a proponent selected by the Evaluation Committee to participate in a subsequent RFP process or enter into negotiations for a Contract.

**"Respondent"** means an entity that submits a response to this RFIQ.

**"RFIQ"** means this Request for Information and Qualifications.

**"Services"** means and includes anything and everything required to be done by the Provider for the fulfillment and completion of the Contract as described in this RFIQ.

**"Submission"** means a response submitted for evaluation in response to this RFIQ.

## 4 INSTRUCTIONS TO RESPONDENTS

### 4.1 Acknowledgement

The City acknowledges with gratitude and respect that the name Coquitlam was derived from the hə́ŋqəmiṇə́h (HUN-kuh-MEE-num) word kʷikwə́ləm (kwee-KWET-lum) meaning “Red Fish Up the River”. The City is honoured to be located on the kʷikwə́ləm traditional and ancestral lands, including those parts that were historically shared with the qíicə́y (kat-zee), and other Coast Salish Peoples.

### 4.2 Purpose

The City is seeking qualified firms to provide a modernized **Employee Family Assistance and Mental Health Support Program** (EFAP) to support the mental health and overall well-being of employees and their immediate family members. The EFAP must be confidential, accessible, and culturally responsive, offering professional support services to address personal and work-related challenges, as well as facilitate employees and their immediate families to targeted mental health support.

Key Services include but not limited to:

- Counselling: Solution focused support (in-person, phone, video).
  - Stress Management
  - Family and Relationships
  - Youth Support
  - Addictions Support
- Coordinated referrals to community resources.
- Crisis Support – 24/7 assistance for urgent mental health needs.
- Work-Life Services – Financial, legal, caregiving, career and holistic wellness resources.
- Workplace Support – Managerial consultations, trauma response, and conflict resolution.
- Digital Resources – Self-help tools, online therapist led cognitive behavioural therapy (CBT), and interactive learning modules.
- Training and workshops

Additional Services of interest include:

- Triaged intake and case coordination with end-to-end support through EFAP services, available employer benefits and community resources.
- Mental health assessments and treatment plans.
- Specialised intervention and counselling for:
  - Depression
  - Anxiety
  - Trauma
  - Addictions
- Sleep therapy
- Life coaching

- Telemedicine

Service Expectations include but not limited to:

- Online counsellor booking for quick response.
- Secure and confidential service delivery.
- Multi-language and cultural support, including Indigenous considerations.
- Timely response times for urgent and non-urgent requests.
- Reporting on program usage (aggregated and anonymous).
- Three meetings a year to review usage, communication and program enhancements.
- Reporting on user experience and feedback.

#### 4.3 Litigation

The City may, at its absolute discretion, reject a Submission if the Respondent, or any officer or director has been engaged directly or indirectly in a legal action against the City, its elected or appointed officers, representatives or employees in relation to any matter, or if the City has initiated legal action against any officers or directors of the Respondent.

In determining whether or not to reject a Submission, the City will consider whether the litigation is likely to affect the Respondents ability to work with the City, its consultants and representatives and whether the City's experience with the Respondent indicates there is a risk the City will incur increased staff and legal costs in the administration of an agreement if it is awarded to the Respondent.

## 5 **SELECTION PROCESS**

### 5.1 Process

This RFIQ is the first stage of a potential two stage process.

#### Stage 1: - Request for Information and Qualifications

It is the intent of the City to utilize this RFIQ to invite qualified respondents who are interested in, and who have the expertise, experience, resources and knowledge to perform Services as described in this RFIQ.

The City reserves the right to contract with more than one provider based on the fit, expertise and service delivery envisioned by the City.

The City will review the Submissions and rank them based on the evaluation criteria outlined in this RFIQ. The City may, at its discretion, interview one or more Respondents, or request clarifications or additional information from a Respondent with respect to any Submission.

The evaluation of the Submissions will be based solely on the contents of the Submissions, reference checks, Respondent presentations, the City's past experience with the Respondent, and any clarifications provided in writing in response to the questions asked

by the City. The City reserves the right to directly negotiate with one or more Respondents during Stage 1.

Based on the evaluation results, the City will create a shortlist of Preferred Respondents to be invited to Stage 2 – Request for Proposal.

#### Stage 2: - Request for Proposals

The Preferred Respondents shortlisted in Stage 1 may be invited to participate in Stage 2, an invite-only Request for Proposals (RFP), where detailed information and financial pricing will be requested. All interested parties should recognize that participation in this RFIQ does not guarantee an invitation to Stage 2 or that an RFP will be issued. The City reserves the right to directly negotiate with one or more Respondents within two (2) years of Stage 1 completion. Evaluations will be confidential, and no totals or scores will be released. The City also reserves the right, at its sole discretion, to cancel this process at any time and for any reason.

### 5.2 Evaluation Criteria

#### a) Instructions for Submission and Attachment Referencing

The City uses Microsoft Word to streamline the transfer of Proponent information into an evaluation document. Responses on the Submission Form should provide direct answers or concise summaries of any referenced attachments. Where attachments are necessary, each response should summarize the relevant information and clearly indicate where the City can find the corresponding details within the attachments, specifying precisely, for example, "see Section X, subsection Y, paragraph Z, on page N."

#### b) Submission Format and Content Authenticity

Lower scores may be assigned if Submission Forms:

##### I. Non-conforming

- Are not submitted in Microsoft Word format.
- Rely solely on references such as "see section X in the attached document" without providing summaries.

##### II. Authenticity and AI Generated Content

- The City preference is for Submissions to be original and directly aligned with the requirements outlined in this RFP. Submissions containing boilerplate, non-specific, or AI-generated content may receive a lower score.
- Proponents must demonstrate a clear understanding of the City's needs by providing detailed, tailored responses, including methodologies. Submissions lacking sufficient detail and originality may result in a lower evaluation score.

#### c) Evaluation Criteria and Points Allocation

Each Submissions will be evaluated based on the following criteria:

<b>Evaluation Criteria</b>	<b>Maximum Points</b>
Alignment	20
Capabilities, Capacity And Resources	20
User Experience	40
Differentiation	10
Pricing	10
<b>Total</b>	<b>100</b>

The criteria for evaluation of the Submissions may include, but is not limited to:

**Alignment**

- Service Alignment - Comprehensive understanding of the City's vision of a modernized EFAP approach, as well as the Key and Additional services included in core product or available as an "ad on".
- Delivery – Provider's demonstrated ability to deliver services as outlined such as triage, online availability, cultural adaptability and reporting.
- Corporate Experience – Examples of clients (ideally in municipalities) with similar populations and desired services, dates and length of services.
- Understanding the coordination with the City's benefit offering and employees' and family members' ability to access adjacent health services.

**Capabilities, Capacity and Resources**

- Provide organizational background and structure, demonstrate understanding of the project objectives, outline value-added services, describe EFAP and mental health experience, detail organization size, locations and staffing, and explain staff screening and certification.

**User Experience**

- Based on case examples provided, the envisioned user experience accessing your organization's services.

**Differentiation**

- Value Added Benefits to the City – What differentiates your services from your competitors, value added services and other benefits that would be provided to the City.

**Pricing**

- A review of fee range to ensure quotes are within a reasonable budget.

d) Additional Evaluation Considerations

These criteria will be used to determine best overall value to the City as well as any other criteria that may become evident during the evaluation process.

The City may, at its discretion, request clarification or additional information from a Proponent with respect to any Submissions and the City may make such requests to only selected Proponents. The City may consider such clarifications or additional information in evaluating a Submissions.

e) Submission Compliance and Rejection

Incomplete Submissions or Submissions submitted on forms other than the Submissions Submission Form may be rejected.

The City reserves the right to reject without further consideration any Submissions which in its opinion does not meet the criteria it considers essential for the Work outlined in this RFIQ.

Where only one Submissions is received, the City may reject such and re-issue the RFIQ on a selected basis.

f) Disclosure of Information

- g) Proponents agree the City may disclose names of Proponents and total award amount, however, unevaluated results, unit prices, rates or scores will not be provided to any Proponents.

The City will review the Submissions and rank them based on the evaluation criteria outlined above. The City reserves the right to compare Submissions to other Submissions and consider other criteria that may become evident during the evaluation process to obtain best value.

The City makes no representation of any kind as to the volume of services selected and reserves the right to implement a separate pre-qualification process where more specialized services or projects are involved.

The evaluation will be confidential and no totals or scores will be released to any of the Respondents.

Where only one Submissions is received, the City may reject such and re-issue the RFIQ on a selected basis.





City of Coquitlam

## SUBMISSION FORM

RFIQ No. 25-053

### Employee Family Assistance and Mental Health Support Program

Submissions will be received as per date and time in Key Dates Section

#### **INSTRUCTIONS FOR SUBMISSION**

Submissions are to be returned in Microsoft Word and any other supporting documents to be consolidated into one PDF file and uploaded through QFile, the City's file transfer service accessed at website: [qfile.coquitlam.ca/bid](http://qfile.coquitlam.ca/bid)

- 1. In the "Subject Field" enter:** RFIQ Number and Name
- 2. Add files and "Send Files"**

(Ensure your web browser remains open until you receive 2 emails from QFile to confirm upload is complete.)

Respondents are responsible to allow ample time to complete the Submission process. If assistance is required phone 604-927-3037.

<b>Legal Name of Company</b>	
<b>Contact Person and Title</b>	
<b>Business Address</b>	
<b>Telephone</b>	
<b>Email Address</b>	

1.

**ALIGNMENT**

<b>a) Alignment to City Vision</b> - If the response to any of the questions below is YES, on a separate page provide a complete explanation including service description, delivery details and alignment with service expectations. In addition, indicate which services are included in your core EFAP offering and which are provided through an advanced or “add on” offer.	
I. Does your organization provide the following key services: II. Counselling: Solution-focused support (in-person, phone, video). a) Stress Management b) Family and Relationships c) Youth Support d) Addictions Support III. Coordinated referrals to community resources. IV. Crisis Support – 24/7 assistance for urgent mental health needs. V. Work-Life Services – Financial, legal, caregiving, career and holistic wellness resources. VI. Workplace Support – Managerial consultations, trauma response, and conflict resolution. VII. Digital Resources – Self-help tools, online therapist led CBT, and interactive learning modules. VIII. Training and workshops.	
IX. Does your organization provide the following key services: a. Triaged intake and case coordination with end-to-end support through EFAP services, available employer benefits and community resources. b. Is end-to-end triage support a core component of your service offering or is this an additional service and fee? c. Mental health assessments and treatment plan d. Specialised intervention and counselling for: i. Depression ii. Anxiety iii. Trauma iv. Addictions e. Sleep therapy f. Life coaching g. Telemedicine	
X. Have you provided similar services as listed in this RFIQ to employers that are comparable in size, industry, employee population including cultural variety?	

**b) CAPABILITIES, CAPACITY AND RESOURCES** - Proponents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary):

i. Provide an overview of the Proponent's organizational background, including history, mission, vision, corporate structure, and years in business:

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ii. Provide a detailed narrative as to the Proponent's understanding of the project objectives, outcomes and vision:

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iii. Proponent is to state any value added benefits and activities they can provide in delivering the Services. Provide details:

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iv. Describe your experience delivering Employee and Family Assistance Programs (EFAP) and Mental Health Support for municipalities or similar organizations:

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v. Provide a detailed explanation of the size of your organization, locations and number of employees within your organization in Canada. Please delineate by location and population employees that are staff, contractors, corporate, counsellors and clinicians.

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vi. Describe your process for screening and hiring counseling and clinical staff including required certifications:

--

3.

## User Experience

- a) APPROACH and METHODOLOGY** - Summarize each user's experience in each part of the scenarios below. Please include any assumptions in your response. Please indicate:
- How their needs were assessed and how they were directed to recommended services and resources.
  - How they accessed the recommended support and the methodology of which it was delivered.
  - What services, support and resources were recommended.
  - If applicable, how were these services, resources and supports coordinated.
  - How was the user's experience followed to promote successful outcomes?
  - How was the user's case closed and how was this case charged (e.g. in terms of utilization) to the employer.

**I. Scenario 1**

**Part 1**

Judy is the wife of a City employee named Joseph. She reaches out to connect with the EFAP as Joseph has finally agreed to participate in couple's counselling.

**Part 2**

During couples counselling, Joseph recognizes he needs support for his mental health. He feels overwhelmed, he is not sleeping and finds himself irritable at work and at home. Joseph's physician retired a year ago and Joseph does not have a family physician.

Both Joseph and his wife Judy have \$1,200 per year in psychological benefits through the City's extended health plan.

**II. Scenario 2**

**Part 1**

Colleen is a City employee. She is a single mom of a 16-year old daughter, Hannah, who, Colleen believes, has high anxiety and is losing weight quickly as her eating habits are poor and she regularly comments about being overweight. Colleen is sick with worry. Her daughter says she is fine and refuses to see a physician. Colleen reaches out to her EFAP for help.

**Part 2**

Hannah agrees to try counselling. During her sessions she admits to not being able to put her phone down, that her focus is constantly on social media and TikTok, and that it is impacting her ability to focus at school and has her isolating at home.

<p>III. Scenario 3</p> <p>Bruce has worked for the City for over 25 years and is from the ᑭᑭᑭᑭ (kat-zee) Nation. His community has suffered an unexpected recent loss of three youths. This trauma has had more of an impact on Bruce than he would have expected including nightmares, a constant feeling of being on alert, and finding it hard to concentrate at work – which causes him more concern as he has a safety sensitive job. His co-worker suggests that he reach out to the City's EFAP</p>

4. **Differentiation**

<p>i. What differentiates your services from your competitors?</p> <p>ii. Are there any adjacent or emerging services related to EFAP and mental health and wellbeing that your organization offers or is in development?</p> <p>iii. Please outline what you consider are you value added services.</p> <p>iv. Please outline any other benefits that would be provided to the City.</p>

**5. Pricing**

<p>As part of this RFIQ, the City requests that Proponents provide indicative pricing based on a sample utilization scenario. Pricing submitted is non-binding. The City will request detailed and binding pricing from pre-qualified Proponents at the RFP stage</p> <p>Based on staffing levels of approximately 2,300 staff and program utilization of 10%, 15% and 20%, provide a pricing range in the space below which considers the following:</p> <ul style="list-style-type: none"><li>• Core EFAP services</li><li>• Additional or advanced EFAP/Mental Health services (outside of the core offering) that meet the City's vision as explained in this RIFQ.</li><li>• Standalone fees for specific services should the City contract with separate vendors.</li><li>• Any other fees for add on services such as webinars, participation in health fair's, reporting etc.</li></ul>
<div></div>

**Attention Purchasing Manager:**

6. **I/We, the undersigned duly authorized representative of the Respondent**, having received and carefully reviewed all of the Submission documents, including the RFIQ and any issued addenda posted on the City’s website [www.coquitlam.ca/Bid-Opportunities](http://www.coquitlam.ca/Bid-Opportunities), and having fully informed ourselves as to the intent, difficulties, facilities and local conditions connected to performing the Services; submit this Submission in response to the RFIQ.
7. **I/We** agree to the rules of participation outlined in the **Instructions to Proponents** (per section 2 of RFP)
8. **I/We acknowledge** receipt of the following Addenda related to this Request for Information and Qualification and have incorporated the information received in preparing this Submission.

Addendum No.	Date Issued

**This Submission** is submitted this \_\_\_\_day of \_\_\_\_\_, 20\_\_\_\_.

**I/We have the authority to sign on behalf of the Respondent and have duly read all documents.**

<b>Legal Name of Company</b>	
<b>Signature(s) of Authorized Signatory(ies)</b>	1.
	2.
<b>Print Name(s) and Position(s) of Authorized Signatory(ies)</b>	1.
	2.