



## **Addendum No. 2**

City of Coquitlam

**RFIQ No. 25-053**

### **Employee Family Assistance and Mental Health Support Program**

Issue Date: October 23, 2025

Total Page Count: 2

Proponents shall note the following amendments to the RFIQ documents:

#### **QUESTIONS AND CLARIFICATIONS**

Q1. Could the City please share the last 3 years of EFAP utilization data, including:

- a. # of cases opened per year
- b. Average sessions per case
- c. Presenting issues or themes

**A1. While budgeted utilization is 17%, the actual annual utilization in 2024/2025 is approximately 11%, which is consistent with past years. The City's top 5 services include: Counselling, Nutrition, Career, Financial and Legal and our top 5 issues are Stress, Workplace Stress, Anxiety, Relationship and Communication/Conflict Resolution. We do not currently have data on average sessions per case.**

Q2. Are there any specific focus areas (e.g., First Responders, Indigenous engagement, or diversity & inclusion) that should be emphasized?

**A2. Currently the City's focus is on better mental health support across all employee groups, customized to the employee based on culture, demographics and where they are on the mental health continuum. Please note that first responders are not included in this RFIQ.**

Q3. How do you measure mental health beyond usage?

**A3. The City does not currently measure mental health beyond usage however, going forward, the City wants to track related mental illness disability absences frequency and durations.**

Q4. Would the City prefer a per employee per month rate or an hour rate provided?

**A4. The City would like to see both a per employee per month rate and an hour rate provided.**

Q5. Please explain what is meant by "standalone fees for specific services should the City contract with separate vendors."?

**A5. Submissions should include Standalone fees for specific services should the City contract with separate vendors for services such as Critical Incident Stress**

**Management (CISM) and Trauma Response or Group Workshops or Webinars on specialized topics.**

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***End of Addendum No. 2***

Proponents take into account the content of this Addendum in the preparation and submission of the Proposal which will form part of the Contract and should be acknowledged on the Proposal Submission Form.

Upon submitting a Proposal, Proponents are deemed to have received all addenda that are issued and posted on the City's website and considered the information for inclusion in the Proposal Submission.

*Issued by:*

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