



**Workers' Compensation Board of British Columbia**

**Corporate and Health Care Purchasing**

***Request for Information & Qualification (RFIQ)***

**Human Resource Compensation and Benefits Consulting**

**RFIQ #064-2011**

**Issue Date: November 16, 2011**

WorkSafeBC is seeking submissions from qualified human resource consulting companies to provide specific expertise, support and guidance in job position evaluation, compensation analysis and salary survey for management level positions; international leadership in executive compensation with specialized advice on CEO performance reviews and compensation; and an independent and unbiased advice on benefit contract and structures with external providers.

**WorkSafeBC requests that responses be submitted by:**

**2:00 PM Pacific Time on December 2, 2011**

**Delivery Instructions:**

<b>Courier / By Hand:</b>	<b>Fax</b>
<p><b>Worker and Employer Services – Main Entrance/Security Desk WorkSafeBC</b> 6951 Westminster Highway Richmond, BC V7C 1C6  Attn: Corporate and Health Care Purchasing</p>	<p>Corporate and Health Care Purchasing Fax: <b>(604) 276-3260 (24 hour availability)</b> <b>Maximum twenty (20) pages</b>  WorkSafeBC will <b>NOT</b> accept responsibility for a busy fax line, incomplete transmissions, etc.</p>
<b>Electronically</b>	
<p>Electronic copies of the RFIQ may be submitted by e-mail to <a href="mailto:purchase@worksafebc.com">purchase@worksafebc.com</a> if less than 10MB in size, or in accordance with the BC Bid instructions for e-bidding. Only pre-authorized e-bidders registered on the BC Bid system will be able to submit electronic bids using BC Bid.</p>	

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<b>SECTION I – INSTRUCTION TO RESPONDENTS</b>
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<b>1.0 INTRODUCTION</b>
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**Workers' Compensation Board of BC herein referred to as "WorkSafeBC".**

- 1.1 This RFIQ is an inquiry and Request for Information & Qualification only and does not imply a commitment by WorkSafeBC to proceed with the work or to purchase any product(s) and/or solution(s). WorkSafeBC will advise only the Respondent(s) it decides to proceed with further, as defined herein.
- 1.2 Until such time as a contract is awarded, WorkSafeBC reserves the right in its sole discretion not to proceed with the work, or purchase any product(s) or solution(s), to proceed by way of a Request for Proposal (RFP), to issue one or more further requests for information by a Request for Information (RFI), Request for Information & Qualification (RFIQ) or Request for Additional Information (RAI) or otherwise, or to negotiate a contract individually with any Respondent to this RFIQ for all or part of the work, product(s), or solution(s).
- 1.3 WorkSafeBC reserves the right to conclude any or all of the processes relating to this requirement should it be in the best interest of WorkSafeBC as determined by WorkSafeBC. WorkSafeBC is not bound to enter into a contract with any qualified Respondent.
- 1.4 If WorkSafeBC elects to proceed by way of an RFP, or if WorkSafeBC elects to request more information by way of a further RFI, RFIQ, or RAI or by any other method, WorkSafeBC may in its sole discretion create a Respondent list using any or all Respondents to this RFIQ; may rank responses based on the evaluation and/or requirements defined herein and select a shortlist of one or more of those which ranked most highly; or if deemed in WorkSafeBC's best interest, it may include additional Respondents.
- 1.5 This RFIQ should not be considered a request for or an authorization to perform any work or to supply any goods or services. Any development work undertaken by the Respondent and any costs and/or expenses involved in the preparation of replying to this RFIQ, and for subsequent presentations and/or demonstrations and/or negotiations will be the sole responsibility of the Respondent, including any travel.
- 1.6 WorkSafeBC is subject to the *Freedom of Information and Protection of Privacy Act (FIPPA)* and as such all submissions to this RFIQ will become the property of WorkSafeBC and as such will be held in confidence by WorkSafeBC subject to the FIPPA disclosure provisions. Any clauses in a document received in response to this procurement process which purports to limit WorkSafeBC's obligations under FIPPA will be considered void and severable from the response. By answering this RFIQ the Respondent will be deemed to have accepted this term.
- 1.7 WorkSafeBC reserves the right to modify this RFIQ at any time and at its sole discretion. This includes the right to cancel this RFIQ at any time without entering into a contract with any Respondent.

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<b>2.0 RFIQ SUBMISSION AND DELIVERY INSTRUCTIONS</b>
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- 2.1 It is the Respondents' responsibility to ensure that they have received a complete set of documents as listed by the page numbers. By submitting a Response, the Respondent has verified that they have received a complete set of RFIQ documents including any and all addenda.
- 2.2 WorkSafeBC requests that Respondents complete and return all the following by **2:00 PM Pacific Time on December 2, 2011:**
- **Signed WorkSafeBC RFIQ Response Form contained in Section IV of this RFIQ**
  - **RFIQ Response**
  - **Any appendixes and information requested including:**
    - **Appendix A Protection of Privacy Assessment**
- 2.3 WorkSafeBC requests that responses be delivered by **one** of the following methods indicated below (A, B or C):
- A. Hardcopy:**
- Respondents are requested to remit **one (1) original response plus two (2) copies of the response in printed hardcopy, and** one (1) electronic version of their submission on CD/DVD or USB flash drive in Adobe PDF format or Microsoft Office (2007 or earlier version) e.g. Word, Excel, PowerPoint;
- If there is any inconsistency between the hardcopy and the electronic version of the submission, the hard copy form of the document prevails;
  - It is the Proponent's responsibility to ensure the data integrity of the electronic version of their submission, as failure (e.g. inaccessible file/data, corrupted file/data) may impact the scoring of their submission.
- B. Electronically through BC Bid:**
- An electronic copy of the response will only be accepted in MS Word or Adobe PDF format, Microsoft Office 2007 or earlier.
  - 6 MB maximum file size.
  - Please ensure that the entire proposal is submitted as a single file, except for the RFIQ Response Form which requires a signature, digital signatures are acceptable.
  - ZIP or like files will not be accepted.
  - WorkSafeBC will NOT accept any responsibility for failure to receive or the inability to read any submission for any reason including technical issues, data corruption, failure as a result of BC Bid security system, or failure for any other reason.
- C. Fax:**
- Respondents are requested to remit one (1) copy of their proposal** and are to clearly identify the their company name and RFIQ number on their fax cover sheet;
- Faxed submissions are not to exceed twenty (20) pages. If your response submission exceeds twenty (20) pages, please remit by (A) Hardcopy or (B) Electronically through BC Bid.

- Please ensure faxed submissions are **completely** received at WorkSafeBC Corporate and Health Care Purchasing fax line to be accepted:  
**(604) 276-3260 (24 hour availability)**  
WorkSafeBC will **NOT** accept responsibility for a busy fax line, incomplete transmissions etc.

2.4 **Email responses will NOT be accepted.**

### **3.0 HOW TO SUBMIT A HARDCOPY OF RESPONSE**

- 3.1 Please ensure all hardcopies of bids are delivered during normal operating hours: Weekdays 7:30 AM to 5:00 PM (before 2:00 PM on Closing Date), in an envelope identified with the name and address of the Bidder, **addressed to WorkSafeBC, Attn: Corporate and Health Care Purchasing**; with the **ITT number and Closing Date** clearly identified on the outside of the package to the following address:

**Worker and Employer Services – Main Entrance/Security Desk**  
**WorkSafeBC**  
**6951 Westminster Highway**  
**Richmond, BC V7C 1C6**  
**Attn: Corporate and Health Care Purchasing**

### **4.0 REQUESTS FOR ELECTRONIC COPY OF RFIQ**

- 4.1 It is the responsibility of the Respondents who retrieve or download this RFIQ document from the BC Bid website ([www.bcbid.gov.bc.ca](http://www.bcbid.gov.bc.ca)), or the WorkSafeBC website ([www.worksafebc.com](http://www.worksafebc.com)) to ensure they monitor this site for any addendum to the RFIQ document issued up to and including the closing date.
- 4.2 For requests of electronic copies of this Request for Information & Qualification, please contact Mandip Mailloux at 604-276-3344 and provide the appropriate RFIQ number, your name, phone number and email address.
- 4.3 Respondents who have obtained the RFIQ electronically shall not alter any portion of the document, with the exception of adding the information requested.

### **5.0 CLARIFICATION**

- 5.1 Please direct any question related to the RFIQ to the Purchasing Officer whose name appears below. Respondents shall not ask questions of the WorkSafeBC department for which the contract is being procured or any other department of WorkSafeBC, unless so directed elsewhere in this document.

**RFIQ INQUIRIES:**

**Todd Stojic, Senior Purchasing Officer**  
Corporate and Health Care Purchasing  
Phone #: (604) 279-7413  
Fax #: (604) 276-3260  
Email: [purchase@worksafebc.com](mailto:purchase@worksafebc.com)

- 5.2 Respondents are asked to submit in writing any questions regarding this RFIQ to the attention of WorkSafeBC not less than three (3) working days before RFIQ Response closing date.
- 5.3 The questions will be reviewed, and where information sought is not already clearly indicated, WorkSafeBC shall issue an addendum to all Respondents which shall become part of the RFIQ documents.
- 5.4 Other than a member of the Corporate and Health Care Purchasing, no employee or agent of WorkSafeBC is authorized to change the content of this RFIQ and/or any addenda.

<b>6.0 GOVERNING LAW / JURISDICTION</b>
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- 6.1 This Request for Information & Qualification shall be governed by and construed in accordance with the laws of the Province of British Columbia which shall be deemed to be the proper law hereof and in so doing the Courts of British Columbia shall have exclusive jurisdiction to determine all disputes and claims arising out of or in any way connected with this RFIQ.

<b>7.0 TRADE AGREEMENTS</b>
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- 7.1 If the value of any response(s) resulting from this Request for Information & Qualification and any subsequent process exceeds the cost thresholds stipulated in Article 502 of the Agreement on Internal Trade then all provisions of Chapter Five: Procurement of the Agreement on Internal Trade will apply.
- 7.2 The New West Partnership Trade Agreement (NWPTA) Article 3, 4, 14 and Part V will apply to any responses resulting from this Request for Information & Qualification.
- 7.3 The language used in all responses to this Request for Information & Qualification shall be English.

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## **SECTION II – BUSINESS OBJECTIVES**

### **1.0 PURPOSE AND SCOPE**

WorkSafeBC is seeking responses from human resource consulting companies to fulfill several corporate business objectives in compensation and benefits.

The three (3) Primary Business Objectives are:

- Management Compensation Consulting
- Executive Performance and Compensation Consulting
- Benefit Consulting

Respondents are requested to complete all the RFIQ requirements and demonstrate their expertise in at least one (1) of the Primary Business Objectives listed above. For the purposes of evaluation, each of the Primary Business Objective will be evaluated independently and there will be no added benefit to any Respondent's ability to provide services in the other Primary Business Objectives. WorkSafeBC may identify providers who best meet WorkSafeBC's requirements based on the response to this RFIQ.

The following sections describe the requirements of each Primary Business Objective.

#### **1.1 Management Compensation Consulting**

WorkSafeBC has the following list of requirements:

- Job evaluation and compensation analysis for management level positions and conducting and reporting on salary surveys.
- Proven exceptional relationships with stakeholders including an extensive network of organizations receptive to participating in large surveys.
- In-depth and detailed knowledge of professional compensation systems in organizations of a similar nature and size to WorkSafeBC. Respondents should be able to demonstrate ability to obtain in depth knowledge of WorkSafeBC's compensation system in an expedient manner; ability to match positions within an established database making comparisons and surveys highly reliable, accurate, timely and cost efficient.
- Expert knowledge of processes, systems and total compensation programs; a combination of compensation survey, data analysis, and costing skills; ability to develop a ready-to-use survey instrument in a very short timeframe with little orientation.
- Expert knowledge in the design and administration of management level performance review programs. Current expertly trained and knowledgeable resources, up to date with best practices, trends and technologies.
- The service provider must be highly credible in the industry and have a minimum of 10 years experience delivering similar service within the public sector.
- The provider needs to have significant experience in presenting materials at a high level; materials and presentation skills must be polished for presentation at the Senior Executive and Board of Director level.

## 1.2 Executive Performance and Compensation Consulting

WorkSafeBC has the following list of requirements:

- Proven highly credible and extensive experience in compiling and summarizing performance reviews for the senior executive level of organizations similar to WorkSafeBC.
- Proven highly credible and extensive experience in completing compensation analysis and recommendations for senior levels.
- An international leader in providing advice to the Board of Directors (BOD) for Chief Executive Officer (CEO) compensation packages. Ability to corroborate survey information specifically on the CEO position as part of a broader management salary survey.
- Demonstrate their expertise as an international leader in executive compensation with the ability to provide specialized advice on CEO performance reviews and compensation decisions.
- The provider needs to be highly credible in the industry and have a minimum of 10 years experience delivering similar service within the public sector. The independent verification and review by a highly credible provider is essential in ensuring the BOD due diligence.
- Current expertly trained and knowledgeable resources, up to date with best practices, trends and technologies.
- The provider needs to have significant experience in presenting materials at a high level within a similar organization. Presentation experience needs to be at the highest level of the organization, polished for presentation and discussion at the senior executive and Board of Director level.

## 1.3 Benefit Consulting

WorkSafeBC has the following list of requirements:

- Proven highly credible and extensive experience in benefit consulting.
- Expert level of knowledge of total compensation, current benefit trends, employer best practices.
- Knowledge of benefit contract agreements of similar size and type to WorkSafeBC. Respondents must be capable of providing expert advice on benefit contract design, fee structures, trends and analysis to ensure quality and value in contract renewal processes. (including negotiation of contract renewal).
- Provide independent and unbiased advice on benefit contracts and structures with external providers. (Additional requirements include a comprehensive understanding of, and expertise in the design; implementation and communication of flexible benefit programs, and expertise in the design.
- Able to provide truly independent and unbiased advice (not offer benefits of their own).
- Extensive experience designing implementing advising and communicating on flexible benefit programs.
- Expert advice and experience in design, implementation and advising on Supplementary Executive Pension Plans.
- Expert consulting ability in planning, designing and advising on communication strategies associated with benefits – implementations, changes and ongoing awareness.
- The ability to provide expert technology advice used in benefits presentation and administration.

- Expert knowledge of and experience in design, implementation and ongoing review of flexible benefit programs. Expert knowledge and ability in establishing appropriate price tags and rates within a flexible benefit program; comprehensive understanding and experience in drafting and reviewing program communication materials.
- Expert knowledge of the types, design, and implementation of disability management programs.

#### 1.4 Other Related Benefit and Compensation Consulting

WorkSafeBC may request, after the conclusion of this RFIQ, from Respondents identified under this RFIQ who enter into a Contract with WorkSafeBC, additional services related to benefit and compensation consulting. These consulting services would allow for some flexibility in this program and are required to cover future requirements that are not known at this time.

However, WorkSafeBC does not make any representation that the suppliers who are identified under this RFIQ and who entered into a Contract with WorkSafeBC will have exclusivity or any preferential Respondent status for additional services. WorkSafeBC may at its sole discretion source from other Respondents who are not identified under this RFIQ for any additional services, if deemed in WorkSafeBC's best interest.

## **2.0 MANDATORY REQUIREMENTS**

### 2.1 Respondents must meet the following minimum requirements:

1. 10 years experience delivering similar service within the public sector for organizations of similar size (3000 plus employees).
2. Respondents must demonstrate proven expertise and credible results in working with Public Sector Employers' Commission (PSEC).
3. Team based in Vancouver to ensure short turnaround responses and on site assistance is available (or demonstrated ability to ensure short turnaround).
4. Respondents must be able to provide appropriately-resourced teams for assignments on short notice.

## **3.0 RFIQ PROCESS**

### 3.1 Responses to this RFIQ may be used to qualify Respondents and to identify a Primary Provider for each Primary Business Objective.

### 3.2 Based on the responses received for the RFIQ, WorkSafeBC may:

- Decide not to proceed with the project, work, product or solution;
- Decide to defer the project, work, product or solution;
- Request further information using an Request For Information (RFI) or Request For Additional Information (RFAI);
- Develop and issue a formal Request for Proposal (RFP); or
- Shortlist one (1) or several Respondents to formally present their proposed solution and/or approaches to the WorkSafeBC Selection Committee, or negotiate a contract directly with a Respondent.

3.3 WorkSafeBC reserves all rights defined herein Section I, Instructions to Respondents, “1.0 Introduction”, as deemed in the best interest of WorkSafeBC.

**4.0 PROPOSED PROCESS FOR ACQUISITION OF CONTRACTED RESOURCES**

- 4.1 WorkSafeBC anticipates the Services of the contracted resources for a period of up to five (5) years, at which time the Services which have been provided will be reviewed. Based on this review, WorkSafeBC reserves the right to continue using contracted resources for up to three (3) additional one (1) year terms without issuing a new RFIQ.
- 4.2 WorkSafeBC is not bound to enter into a Contract or statement of work with any qualified Respondent.
- 4.3 If WorkSafeBC elects to proceed by way of an RFP, or if WorkSafeBC elects to request more information by way of a further RFI, RFIQ, or RFAI or by any other method, WorkSafeBC may in its sole discretion create a Respondent list using any or all Respondents to the Resource Request; may rank responses based on the evaluation and/or requirements defined in the Resource Request and select a shortlist of one or more of those which ranked most highly; or if deemed in WorkSafeBC’s best interest, it may include additional Respondents.

**5.0 EVALUATION**

5.1 Evaluation and selection of Respondents shall be based on WorkSafeBC’s evaluation of the responses using criteria that include, but are not limited to:

<u>Response Section</u>	<u>PRIMARY BUSINESS OBJECTIVES</u>		
	<u>Management Compensation Consulting</u>	<u>Executive Performance and Compensation Consulting</u>	<u>Benefit Consulting</u>
Company Profile	15%	15%	15%
Primary Business Objective Expertise	40%	40%	40%
Response Information / Qualification Details	20%	20%	20%
Cost estimates	15%	15%	15%
Value Add	5%	5%	5%
Response Format	5%	5%	5%
<b>Total:</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

5.2 WorkSafeBC may invite Respondent(s) to make a presentation to WorkSafeBC. At the discretion of WorkSafeBC, the evaluation for the second phase, if required will be based on the following consideration, in addition to those listed above:

- Interview/Presentation: 25%

If WorkSafeBC requests presentations, short-listed Respondent(s) will be notified after the RFIQ closing of the specific time, date and location for a presentation of their submission. The respondent will be responsible to ensure that staff attending the presentation are able to respond to detailed business and/or technical questions. All costs incurred in the preparation of the responses and the presentation, including all travel costs, are the responsibility of the Respondent and are not chargeable to WorkSafeBC. WorkSafeBC will try to accommodate the availability of all Respondent(s). However, WorkSafeBC reserves the right not to continue with Respondent(s) who are not available for a presentation

- 5.3 Any awarding of a contract will be subject to satisfactory reference checks and protection of privacy assessment, in the sole opinion of WorkSafeBC.

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## SECTION III – RESPONSE FORMAT

Respondents are invited to be creative and address any other approaches and other deliverables that may achieve the goals. WorkSafeBC requests that you include the following minimum information in your response.

### 1.0 **RESPONSE FORMAT**

- 1.1 Please enclose the **signed** Section IV. **RFIQ Response Form ON TOP of your submission package.**
- 1.2 Please provide your response in the same sequence of topics as listed below (sections 2.0 to 7.0).
- 1.3 Please provide a Table of Contents for your submission.

### 2.0 **COMPANY PROFILE**

- 2.1 Please include the following: Letter of introduction with an overview of your company (Maximum three (3) pages), including but not limited to:
  - Head and Local Offices addresses, phone numbers and shared email address.
  - Name and contact number of a full time account manager.
  - History and background, including years of operation and experience providing consulting services for public sector specific to the requirements identified in this RFIQ.
  - An overview of your customer base in Canada, including your future plans and organizations where you have ongoing contracts that are similar to the requirements identified in this RFIQ.
  - Please demonstrate proven expertise and credible results in working with the Public Sector Employers' Council (PSEC).
  - Please provide contact information for the individual who can respond to any questions that we may have.

### 3.0 **PRIMARY BUSINESS OBJECTIVE EXPERTISE**

WorkSafeBC's has three (3) Primary Business Objectives and will evaluate Responses based on these separate objectives. Please clearly indicate in your response which objectives your company wishes to respond to and complete the required section(s), as applicable.

The following checklist can be included in your response:

- Management Compensation Consulting (3.1)
- Executive Performance and Compensation Consulting (3.2)
- Benefit Consulting (3.3)

WorkSafeBC intends to identify providers for each of these Primary Business Objectives and will evaluate responses from Respondents based on their response WorkSafeBC requirements.

**3.1 Management Compensation Consulting**

- 3.1.1 Please outline your methodology and approach towards Management Compensation Consulting including job evaluation, conducting and reporting on salary surveys. Describe what sets your company apart from your competitors who provide this service?
- 3.1.2 Describe the management compensation data base that can easily incorporate WorkSafeBC data and allow timely, accurate, reliable job and compensation comparisons and surveys. This must be cost effective. Respondent to document how this will be accomplished, itemizing timelines and costs that will provide evidence of similar service delivery.
- 3.1.3 Describe your ability to develop survey instrument in a very short timeframe with little orientation.
- 3.1.4 Explain your company's depth of knowledge in the design and administration of management level performance review programs. Describe the training programs and resources to ensure you are up to date with best practices, trends and technologies.
- 3.1.5 Please describe your presentation experience to the highest level of the organization, polished for presentation and discussion at the Senior Executive and Board of Director level.
- 3.1.6 Provide a minimum of two (2) public sector references your organization has contracted with in British Columbia, over the past five (5) years that are Management Compensation related and similar in type and size to WorkSafeBC's requirements. Please include contact name, telephone number and scope of work. (examples: job evaluation/compensation, pension/benefits related and/or performance management focused)

**3.2 Executive Performance and Compensation Consulting**

- 3.2.1 Please outline your methodology and approach towards Executive Performance and Compensation Consulting including performance reviews for the senior executive level. Describe what sets your company apart from your competitors. What determines a successful program?
- 3.2.2 Please describe your company's role as an international leader in providing advice to the Board of Director level for executive compensation. Please provide evidence of ability to provide advice at the executive level for CEO compensation and to corroborate the survey information on that position as part of the broader management salary survey. Please provide one (1) public sector reference for your company's who can confirm this expertise, providing the company name, contact name, telephone number, scope of work and description of the outcomes.
- 3.2.3 WorkSafeBC requires a provider to be highly credible and experienced in compiling and summarizing performance reviews for the senior executive level of the organization and conducting compensation analysis and recommendations for senior levels. This demands that the provider have a minimum of 10 years experience delivering similar service

within the public sector with organizations that are similar to WorkSafeBC. Please provide two (2) references your organization has contracted with in the past three (3) years that are Executive Performance and Compensation Consulting related and similar in type and scope to WorkSafeBC's requirements. Please include contact name, telephone number and scope of work.

3.2.4 Explain how your organization ensures expertly trained and knowledgeable resources that are up to date with best practices and current trends.

3.2.5 Please give two detailed examples of your experience in presenting materials at a high level within a similar organization.

3.3 **Benefit Consulting**

3.3.1 Please outline your methodology and approach towards Benefit Consulting. Describe your level of knowledge of current benefit trends and employer best practices that sets your company apart from your competitors.

3.3.2 Please provide evidence of ability to conduct regular benefit contract renewals including analysis and negotiation.

3.3.3 Please provide evidence of ability to design, provide ongoing analysis and communication expertise on a flexible benefit program, including details of how a provider would become expert on an existing program that they had not designed so that cost efficiencies could be experienced. Describe recent example where your company has been contracted with a public organization to review their benefit program.

3.3.4 Please provide evidence of ability to provide expert advice on setting and adjusting price tags and benefit rates within flexible benefit programs.

3.3.5 Please provide evidence of ability to design, provide ongoing analysis, technology advice, and communication expertise on a Supplementary Executive Pension Plans, including details of how a provider would become expert on an existing program that they had not designed so that cost efficiencies could be experienced. Please provide one (1) related reference for your company, from a public sector organization that is similar to WorkSafeBC, detailing the transition process. Provide the organization name, contact name, telephone number, scope of work, process challenges, and outcomes.

3.3.6 What would be your primary focus, goals, and concerns if asked to implement a disability management program for WorkSafeBC? Please provide one (1) specific example of your experience in this area.

3.3.7 Please describe how you will ensure independent and unbiased advice?

3.3.8 How would you describe your ability to plan, design and advice on communication strategies associated with benefit programs, implementations, changes and ongoing awareness?

- 3.3.9 Provide two (2) references your organization for services provided in British Columbia in the past three (3) years for your company, where the services provided were equivalent to WorkSafeBC's Benefit Consulting objectives. Please provide at least one (1) large public sector reference and include contact name, telephone number and scope of work.

<b>4.0 RESPONSE INFORMATION / QUALIFICATION DETAILS</b>
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- 4.1 Please indicate the full range of services offered by your company.
- 4.2 Please describe in detail how WorkSafeBC's account will be managed, including your firm's key personnel, their roles and responsibilities, qualifications, level of knowledge, experience, areas of expertise and your escalation process to demonstrate your ability to meet WorkSafeBC's requirements.
- 4.3 Please describe the qualities, services and attributes that distinguish your company from other companies in the same industry and that give you a competitive advantage for each of WorkSafeBC's Primary Business Objectives for which you are responding to thei RFIQ. – management compensation, executive performance and compensation and benefit consulting.
- 4.4 Please provide an outline of your selection and background checking process and methodology to pre-qualify resources by assessing the resources:
- knowledge, skills, expertise and experience necessary to perform the services required in a professional manner and in accordance with industry standards;
  - experience and knowledge of WorkSafeBC and/or the insurance industry;
  - suitability for the role & organization.
- 4.5 Please explain and provide details how you would forecast the trends, changes or developments expected to occur within their industry over the next five (5) years, including how your company might position itself to improve those services provided to WorkSafeBC. Consider customer demands, technology, business processes, personnel competencies, training, and facilities in your response.

<b>5.0 COST</b>
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- 5.1 For each Primary Business Objective, propose the cost breakdown the major activities from (example: analysis through to presentation) and the costs associated with provision of these services based on WorkSafeBC requirements in Section II. Each Primary Business Objective should be clearly identified and the cost should be completely independent.
- 5.2 Please provide your approximate hourly rates for the standard roles or positions.
- 5.3 Please identify any other fees that might apply to a typical engagement.

<b>6.0 VALUE ADD</b>
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6.1 Please take the opportunity to describe the unique contributions your experience can deliver for WorkSafeBC. You may wish to discuss one or more of the following and explain how it relates to your Primary Business Objective(s):

- Your proposed value-add not captured elsewhere in the response.
- Proposed additional functionality components to meet WorkSafeBC's business requirements.
- Other considerations WorkSafeBC should weigh that are not covered in the RFIQ.

Please indicate examples of value add services that can be confirmed by your references.

<b>7.0 RISK ASSESSMENT REGARDING THE PROTECTION OF PRIVACY</b>
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7.1 Please complete Appendix A and provide the details requested regarding the protection of Personal Information.

**SECTION IV – RFIQ RESPONSE FORM – RFIQ #064-2011**

WORKERS' COMPENSATION BOARD OF BRITISH COLUMBIA (WORKSAFEBC)  
6951 WESTMINSTER HIGHWAY, RICHMOND, BC V7C 1C6

<b>Company Name:</b>
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I/We hereby offer the information in our response to WorkSafeBC for review. I/We understand that this information is provided in response to a Request for Information & Qualification and that nothing in the RFIQ document should be construed as binding on WorkSafeBC or that a contract need be awarded.

**APPENDIX(ES) TO RFIQ:**

WorkSafeBC requests that any appendixes as called for in the RFIQ be completed and attached to this RFIQ Response form. All appendixes form an integral part of this response. I/We enclose:

<b>Appendix A</b>	Protection of Privacy Assessment
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**ADDENDA**

I/We acknowledge receipt of the following applicable Addenda to the RFIQ:

<b>ADDENDUM:</b>	<b>DATE OF ADDENDUM</b>	<b>FROM PAGES</b>	<b>TO PAGES</b>
Addendum No. 1			
Addendum No. 2			

**Authorized signing officer**

<i>Legal / Business Name:</i>	
<i>Other names under which your Company operates:</i>	
<i>Address:</i>	<i>Telephone Number:</i>
<i>City, Province, Postal Code:</i>	<i>Fax Number:</i>
<i>Signature:</i>	<i>Date:</i>
<i>Print Name:</i>	<i>Title:</i>
<i>Official Email Address:</i>	
<i>WorkSafeBC Registration Number:</i>	

**Any clauses in a document received in response to this procurement process which purports to limit WorkSafeBC's obligations under FIPPA will be considered void and severable from the response. By answering this RFIQ the Respondent will be deemed to have accepted this term.**

**APPENDIX A – PROTECTION OF PRIVACY ASSESSMENT**

**PROTECTION OF PRIVACY ASSESSMENT**  
The Freedom of Information and Protection of Privacy Act (FIPPA) requires WorkSafeBC and any Service Provider to it, ensures personal information in its custody or under its control is stored or accessed only in Canada except in limited circumstances. As a condition of contract award, the Contractor must provide evidence of their compliance. Submit the following information as an attachment to your submission.

**Further information is available regarding this requirement at:**  
[http://www.cio.gov.bc.ca/cio/priv\\_leg/foippa/index.page](http://www.cio.gov.bc.ca/cio/priv_leg/foippa/index.page)

<p>1.1 Is your company a subsidiary and/or has any affiliation of any type with any entity outside of Canada? If yes, state their names and relationships:</p>	<p><input type="checkbox"/> Yes or <input type="checkbox"/> No</p>
<p>1.2 State the legal status of the business. E.g. Sole proprietor, partnership or limited company. 1.2.1 If the business is a partnership, state the countries where the partners reside; 1.2.2 If the business is a limited company, state the countries where the directors reside.</p>	
<p>1.3 Is your company wholly owned by a Canadian entity? If no, state the nature of the foreign ownership:</p>	<p><input type="checkbox"/> Yes or <input type="checkbox"/> No</p>
<p>1.4 Is your company controlled and operated by a Canadian entity? If no, state the nature of the foreign control and operations:</p>	<p><input type="checkbox"/> Yes or <input type="checkbox"/> No</p>
<p>1.5 State the location where personal information is currently stored, by whom and who would have access to this information.</p>	

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1.6	State how and the location where you propose to store and access personal information you obtain from WorkSafeBC, if successful.
1.7	State who provides systems & equipment maintenance and data recovery services for your data systems and state their location. If it is not an employee, answer 1.1 to 2.0 in relation to the proposed subcontractor.
1.8	Provide a description of current employee procedures and rules relating to disclosure, access and control of personal information (e.g. levels of access, circumstances, frequency and familiarity with FIPPA, security clearance requirements).
1.9	Provide a description of an existing operational privacy plan in the event of a security or privacy breach relating to personal information (eg. email breach, home invasion, theft).
2.0	If you propose to subcontract any portion or all of the work under the contract, if you are successful, state where and to whom you intend to subcontract with, and answer 1.1 to 2.0 in relation to the proposed subcontractor.

## APPENDIX B – WORKSAFEBC OVERVIEW CORPORATE PROFILE

WorkSafeBC (the Workers' Compensation Board) is an independent statutory agency that serves nearly 2.3 million workers and about 197,000 employers throughout British Columbia. It is funded through insurance premiums paid by registered employers and through investment returns. The *Workers Compensation Act* empowers WorkSafeBC to enforce occupational health and safety standards, provide legislated compensation and rehabilitation benefits to injured workers or their dependents, and collect funds from businesses to operate the workers' compensation system. In administering the Workers Compensation Act, WorkSafeBC remains separate and distinct from government. However, WorkSafeBC is accountable to the public through the provincial government, which is responsible for protecting and maintaining the overall well-being of the workers' compensation system.

WorkSafeBC is dedicated to:

- Working with our partners to achieve our vision: keeping workers and workplaces safe and secure from injuries, disease and fatalities.
- Rehabilitating injured workers and returning them to productive, safe employment.
- Providing sound financial management for a viable workers' compensation system.
- Protecting the public interest.

Most of WorkSafeBC's head office operations are located at 6951 Westminster Highway, in Richmond, B.C.

Major regions throughout B.C. are represented by area offices in Abbotsford, Courtenay, Kamloops, Kelowna, Nanaimo, Nelson, Prince George, Terrace, and Victoria. Four Lower Mainland offices are located in Burnaby, Coquitlam, North Vancouver, and Surrey.

WorkSafeBC currently employs in excess of 2,500 people; approximately 2,000 work in the head office facilities, with the balance located in regional centres.

Our mandate to provide insurance coverage to employers and rehabilitation/compensation to injured workers and their families is just the beginning of our commitment. Our mission is to assist the workers and employers of BC to create and sustain a culture of health and safety in the workplace through our compassionate and supportive services, sound decisions and advice, and solid financial stewardship.

Our commitment is to make a difference one human being at a time.