MINISTRY OF HOUSING AND SOCIAL DEVELOPMENT
Request for Qualifications

Responsible Gambling Strategy
Clinical Counselling Service Provider

Request for Qualifications No. PC-02-2010
Issue Date: February 26, 2010

Closing Locations:

MAIL ONLY	COURIER/BY HAND	ELECTRONIC COPIES
Problem Gambling Program	Problem Gambling Program	info@bcresponsiblegambling.ca
P.O. Box 9311, Stn Prov Govt	3rd Floor, 910 Government St.	Subject: RFQ PC 02-2010
Victoria, BC. V8W 9N1	Victoria, BC. V8W 1X3	Counselling Provider RFQ
Attention: Stacey Ishkanian	Attention: Stacey Ishkanian	

Closing Date and Time

Three (3) complete hard copies and one (1) electronic copy in MS Word of each Response must be received by 4:00 PM Pacific Time on March 19, 2010 at the above locations:

Contact Person: Stacey Ishkanian, BC Problem Gambling Program
E-mail: info@bcresponsiblegambling.ca

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1. Overview of the Requirement

The Ministry of Housing and Social Development, through its Gaming Policy and Enforcement Branch ("the Branch"), is the lead co-ordinating ministry for gaming, responsible gambling and problem gambling policies and programs.

Problem gambling counselling services are an integral part of the BC Problem Gambling Program, and a cornerstone of the Province's Responsible Gambling Strategy. Introduced in 2003, the Strategy has three goals: to reduce the incidence of problem gambling, to reduce the harmful impacts of excessive gambling and to ensure the delivery of gambling in a manner that encourages responsible gambling and healthy choices. Clinical Counselling Services supports goal two of the Strategy by providing accurate information, resources, and meaningful services that promote healthy choices and help reduce harmful impacts associated with gambling.

In order to achieve these goals, the Strategy guides work in three key business areas: the BC Problem Gambling Program, responsible gambling awareness, and problem/responsible gambling research.

The Problem Gambling Program delivers and supports an integrated system of prevention, public awareness, research, education, treatment, information and referral services related to problem and responsible gambling. Problem gambling counselling services are delivered by contracted service providers free of charge across the province by telephone or in person. Services are available in all regions of the province– North, Interior, Fraser Valley, Lower Mainland-North Shore-Coast-Garibaldi and Vancouver Island. Services are available for those groups considered most at risk, including youth, seniors, aboriginal and multicultural communities.

For more information, please visit the BC Responsible Gambling web site at www.bcresponsiblegambling.ca.

The Branch has identified a need for qualified and experienced individuals to provide the above described clinical counselling services. The purpose of this Request for Qualifications is to qualify individuals experienced in the following Service Area:

- **Problem Gambling Clinical Counselling Services**

Based on the review of the RFQ Responses the Province intends to establish a List of Qualified Suppliers who, on an "as, if and when requested" basis, may be contacted directly, or asked to compete, to enter into a Contract for provision of the services described in section 4.

2. Request for Qualifications Definitions

Throughout this Request for Qualifications, the following definitions may be used:

a) "BC Bid" means the electronic tendering service maintained by the Province;

b) “BC Bid Website” means the website maintained by BC Bid at www.bcbid.gov.bc.ca or any replacement website;
c) “Contract” means a written contract executed by the Province and a Qualified Supplier;
d) “Consultant” means a person nominated by the Province to be qualified in one or more Service Area;
e) “List of Qualified Suppliers” or “List” means a list of names of Qualified Suppliers, and in the case where the Qualified Supplier is a company, includes the names of their Consultants, who possess the qualifications described in this RFQ and that have satisfied any conditions set by the Province for being added to and staying on that list;
f) “Must”, or “mandatory” means a requirement that must be met in order for a Response to receive consideration;
g) “Province” means Her Majesty the Queen in Right of the Province of British Columbia and includes the Ministry of Housing and Social Development;
h) “Qualified Supplier” means a Respondent who is either an individual Consultant, or who is a company having one or more Consultants, possessing the qualifications in a Service Area described in this RFQ that has satisfied any conditions set by the Province for being added to, and staying on, the List of Qualified Suppliers in that Service Area;
i) “Respondent” means an individual or a company that submits, or intends to submit, a Response;
j) “Response” means a statement of qualifications for a Consultant submitted in reply to this RFQ;
k) “RFQ” or “Request for Qualifications” means the process described in this document;
l) “Service Area” means a category of service described in this RFQ in respect of which a List will be established;
m) “should” or “desirable” means a requirement having a significant degree of importance to the objectives of this RFQ; and “Problem Gambling Program” or “PGP” refers to the program area within the Gaming Policy and Enforcement Branch responsible for the delivery of prevention and treatment services for persons experiencing problems related to excessive gambling.

3. Request for Qualifications

3.1 Enquiries

All enquiries related to this RFQ are to be directed, in writing, to the contact person at the e-mail address indicated on the front cover of this RFQ. Information obtained from any other source is not official and should not be relied upon. Do not contact the Ministry/agency involved unless indicated as the contact person. Enquiries and answers may be recorded and distributed to all Respondents at the Province’s option.

3.2 Closing Date

Three (3) complete hard copies and one (1) complete electronic copy of each Response must be received before 4:00 PM Pacific Time on March 19, 2010 at the appropriate address(es) on the front cover of this RFQ. Responses must not be sent by facsimile. Responses and their envelopes should be clearly marked with the name and address of the Respondent, the RFQ number, and the project or program title. Responses received after the date set out on the front cover of this RFQ will be dealt with under section 5.1.11.

3.3 Qualifications Review Committee

Review of Responses will be by a committee formed by the Province and may include employees and contractors of the Province.

3.4 Review and Selection

The qualifications review committee will check Responses against the mandatory criteria. Responses not meeting all mandatory criteria will be rejected without further consideration. Responses that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria. Responses not meeting a minimum score (if specified) in a category will not be further considered. The names of successful Respondents will be added to the Province's List of Qualified Suppliers.

3.5 Signed Responses

The Response must include a completed cover letter substantially similar to the cover letter set out in Appendix A and the cover letter must be signed by a person authorized to sign on behalf of the Respondent. The electronic copy must contain a completed cover letter, though it does not need to be signed.

3.6 Changes to Response Wording

The Respondent will not change the wording of its Response after the closing date and time specified on the front cover of this RFQ, and no words or comments will be added to the Response unless requested by the Province for purposes of clarification.

3.7 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing a Response and for subsequent negotiations with the Province, if any. The Province will not be liable to any Respondent for any claims, whether for costs or damages incurred by the Respondent in preparing the Response, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

3.8 Acceptance of Responses

This RFQ is not an agreement to purchase services. The Province is not bound to enter into a Contract with any Qualified Supplier. Responses will be assessed in light of the qualification review criteria. The Province will be under no obligation to receive further information, whether written or oral, from any Respondent.

3.9 Definition of Contract

Notice in writing to a Respondent that it has been identified as a Qualified Supplier will neither constitute a Contract nor give the Respondent any legal or equitable rights or privileges relative to the service requirements set out in this RFQ. Only if a Qualified Supplier and the Province enter into a subsequent full written Contract will a Respondent acquire any legal or equitable rights or privileges.

3.10 List of Qualified Suppliers Not Binding

A Qualified Supplier may withdraw its name from the List of Qualified Suppliers by notifying the Province in writing. The Province may withdraw a name of a Qualified Supplier from the List of Qualified Suppliers by notifying that Qualified Supplier in writing.

3.11 Modification of Terms

The Province reserves the right to modify the terms of this RFQ at any time in its sole discretion. This includes the right to cancel this RFQ or the List of Qualified Suppliers at any time without entering into a Contract.

3.12 Ownership of Responses

All documents, including Responses, submitted to the Province become the property of the Province. They will be received and held in confidence by the Province, subject to the provisions of the *Freedom of Information and Protection of Privacy Act.*

3.13 Confidentiality of Information

Information pertaining to the Province obtained by the Respondent as a result of participation in this RFQ is confidential and must not be disclosed without written authorization from the Province.

3.14 Collection and Use of Personal Information

Respondents are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any subcontractors. If this RFQ requires Respondents to provide the Province with personal information of employees who have been included as resources in response to this RFQ, Respondents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to the Province. Such written consents are to specify that the personal information may be forwarded to the Province for the purposes of responding to this RFQ and use by the Province for the purposes set out in the RFQ. The Province may, at any time, request the original consents or copies of the original consents from Respondents, and upon such request being made, Respondents will immediately supply such originals or copies to the Province.

3.15 Additional Information on the RFQ

All subsequent information regarding this RFQ, including changes made to this document, will be posted on the BC Bid web site. It is the sole responsibility of the Respondent to check for amendments and additional information on the BC Bid web site.

3.16 Debriefing

The Ministry will offer a debriefing to Respondents who did not make the List of Qualified Suppliers, on request, at a mutually agreeable time.

3.17 Form of Contract

Any Contract with a Qualified Supplier will be in the form of a Transfer Under Agreement.

4. Services

4.1 Services

The following provides details of the types of skills the Province will require from Qualified Suppliers in order to deliver the services discussed:

Delivery of coordinated clinical counselling services for people who have problems with gambling and affected others.

The Consultant will require comprehensive skills in order to provide clinical counselling services to people who have problems with gambling and affected others. Respondents must apply and qualify for all services. Respondents must demonstrate their qualifications with respect to the skills listed *(list them by letter in Appendix B).*

• Services (*list them by letter in Appendix B*):

a. Apply the Biopsychosocial model and harm reduction model in the assessment and treatment of individuals, couples and families;
b. Knowledge of problem gambling, including: current statistics, unique issues experienced by a problem gambler and affected others, groups and resources available for people experiencing a problem with gambling, current research in the area of treatment for problem gamblers, and legislation affecting gambling in BC;
c. Demonstrated working knowledge of cognitive-behavioural approaches and the 12-Step model of recovery;
d. Recognize issues of transference and counter-transference and demonstrate how these can affect work with clients;
e. Apply knowledge of developmental transitions and challenges across the lifespan;
f. Apply a theory of change to a case and discuss how it is consistent with the provider's theoretical orientation;
g. Demonstrate an understanding of diversity (age, class, race, gender, ethnicity, levels of ability, language, spiritual and religious beliefs, educational achievement and sexuality), recognizing how differences may impact counselling and adapting approach when working with diverse clients;
h. Recognize barriers to counselling, how counsellors' values and biases may affect diverse clients, and suggest culturally relevant resources as applicable;
i. Working understanding of DSM-IV-TR, and understanding of psychotropic medications available. Working knowledge of the signs and symptoms of mental health issues;
j. Ability to identify concurrent disorders and demonstrated knowledge of British Columbia's continuum of health resources for concurrent issues to problem gambling;
k. Facilitate group therapy process and psycho-educational workshops, applying a theory of group development and employing an effective facilitation style; and
l. Performing simple functions related to information technology hardware and software (Microsoft Office including PowerPoint, Excel and Word; scanning documents; web-based applications and databases; Outlook w/ calendar for e-mail, and Internet functions).
m. Desirable: Demonstrated experience in Problem Gambling Counselling
n. Desirable: Demonstrated Problem Gambling Certification

o. Desirable: Familiarity with Canadian Aboriginal History, cultural needs and gambling in Aboriginal communities; experience working with aboriginal communities.
p. Desirable: Fluency in a second language.

4.2 Pricing (Contract Fees)

Fees for the above stated services will be $100.00 per service unit on a fee-for-service basis, full and part-time contracts will deliver to a maximum of 300, 600, or 1200 service units per annum, plus expenses. A full menu of rates and expenses for contract deliverable activities will be included in the Policy and Procedure Manual. Full payment of monthly fees will be contingent on demonstrated delivery of the contract requirements/deliverables.

Expenses will be invoiced as per the General Core Policy and Procedures Manual regulations and are set to a maximum per annum for all travel and specified program delivery costs. All fees and expenses will also be subject to verification and audit by the Ministry or Ministry-designated personnel.

4.3 Security Clearance

The Province will require security clearance, in the form of a Criminal Record Check, from the Consultant before entering into a Contract. The Branch will advise successful Consultants after the selection process as to the procedure for conducting the Criminal Record Check.

4.4 Location and Facilities

Projects may require Consultants to work on-site from time to time, but Consultants must be prepared and able to work at their own off-site work location and must be able to be contacted by telephone, cellular phone, and e-mail. Consultants will be assigned a particular "home" region to base themselves and from which travel expenses will be computed. Travel is encouraged and supported. Consultants must have access to standard office space and automation tools and equipment (i.e., laptop computer, MS Outlook w/ MS Outlook Calendar, MS Word, MS Excel and MS PowerPoint, printer, scanner, fax, and furnishings).

When requested or required to work on-site by the Ministry, Consultants may, but not necessarily, have access to a workspace, a computer with Internet connectivity and standard office automation tools.

5. Use of List

5.1 Guidelines

The guidelines set out in this Section 5 regarding the use of the List of Qualified Suppliers are subject to change from time to time as the Province may deem necessary, without notice to the Consultants or firms on the List.

5.1.1 The List of Qualified Suppliers will be in effect until March 31, 2012.

5.1.2 The Province may, in its sole discretion, from time to time, use the List of Qualified Suppliers in connection with projects or assignments. The criteria for selecting Qualified Suppliers for each project or task will vary, depending upon the requirements of the applicable project or task and could involve requiring a Consultant to have a certain demonstrated experience and proficiency level in one or more Service Areas depending on the specific requirements of the project or assignment.

5.1.3 Any Contracts entered into with a Qualified Supplier will be:

(a) between the Province and the individual Consultant where the Qualified Supplier is the individual Consultant, and

(b) between the Province and a company and specifying the individual Consultant(s) to be engaged where the Qualified Supplier is a Respondent company.

5.1.4 The Province reserves the right, in its sole discretion, to renew any contracts entered into with a Qualified Supplier for an additional two (2) terms for durations not exceeding two (2) years each.

5.1.5 Qualified Suppliers may be contacted on an "as, if and when requested" basis and may be contacted directly or asked to compete on opportunities for the provision of services in accordance with the selection method set out in paragraph 5.1.6 or as revised by the Province and communicated to all Qualified Suppliers from time to time. If a Qualified Supplier's requested Consultant is unavailable for a contemplated project or assignment, the Qualified Supplier may propose a substitute resource to the Province for evaluation and consideration.

5.1.6 The Province may select a Qualified Supplier from the List using one or more of the following selection methods:

(a) If the estimated Contract value is less than $25,000 the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier;

(b) If the estimated Contract value is $25,000 or more and less than $75,000, the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term, etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier if it can be verified by the Province that only one Qualified Supplier has a Consultant that:

i. is available to undertake the project or assignment; or,

ii. has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications.

(c) If the estimated Contract value is $25,000 or more and less than $75,000, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the

Province's specific assessment of the Consultant qualifications, the Province may, in its sole discretion, use a competitive or other selection process between a minimum of three (if available) such Qualified Suppliers that evaluates each Qualified Supplier's available Consultants, proposed approach, pricing, or other elements required for the project or assignment. The Province may in its sole discretion consider other Qualified Suppliers' available Consultants that, in the Province's sole opinion, meet the Province's qualification criteria for the project or assignment (e.g., specialization, experience level, etc.).

(d) If the estimated Contract value is $75,000 or more, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province will invite all such Qualified Suppliers to compete for the project or assignment.

(e) Notwithstanding subparagraphs (a), (b), (c), and (d), the Province may directly negotiate a contract with a Qualified Supplier where one of the following exceptional conditions applies:

i. only one available Consultant is qualified to provide the services;

ii. an unforeseeable emergency exists and the services could not be obtained in time by means of a competitive process;

iii. a competitive process would interfere with the Province's ability to maintain security or order or to protect human, animal or plant life or health; or

iv. the acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest.

5.1.7 Qualified Suppliers will immediately, during the period that the List is in effect, advise the Province of any material changes to the information contained in their Response.

5.1.8 The Province has the sole discretion to remove a Qualified Supplier from the List of Qualified Suppliers for unsatisfactory performance by a Qualified Supplier in a Contract or for failing to meet the requirements for staying on the List of Qualified Suppliers as set out in this RFQ or as may be communicated by the Province from time to time.

5.1.9 The Province has no obligation to:

(a) inquire as to the availability of a substitute Consultant when advised by a Qualified Supplier that the Consultant named on the List is not available for a particular project;
(b) evaluate or accept any substitute Consultant proposed by a Qualified Supplier;

(c) enter into a Contract with any one or more Qualified Suppliers; or
(d) invite any one or more Qualified Suppliers to participate in competitive processes for a Contract.

5.1.10 The Province reserves the right, in its sole discretion, to:

(a) employ open competitions that include suppliers external to the List of Qualified Suppliers;
(b) otherwise engage suppliers external to the List of Qualified Suppliers in connection with any project required by the Province; and
(c) at any time, cancel, extend, expand or make a call to the market-place to renew the List of Qualified Suppliers.

5.1.11 The Province may, in its sole discretion, consider subsequent requests for inclusion on the List of Qualified Suppliers after June 19, 2010 and during the term of the List. Any such requests will be subject to those Respondents submitting their qualification information for review in the same manner as originally outlined in this RFQ. There is no assurance that the Province will require any future additions to the List or will accept any requests for inclusion.

6. Qualifications Review Criteria

6.1 Mandatory Criteria

The following are mandatory requirements. Responses not clearly demonstrating that they meet them will receive no further consideration during the evaluation process.

Mandatory Criteria

(a) The Response (both hard and electronic copies) must be received at the appropriate closing locations by the specified closing date and time.

(b) The Response must be in English and must not be sent by facsimile.

(c) Three (3) hard copies and one (1) electronic copy of the Response must be submitted, either in MS Word or PDF format.

(d) The Response must include a completed form, in substantially the same form as Appendix B, for each Consultant to be considered.

(e) The Consultant must possess a Masters degree in behavioural or health sciences from an accredited university. Proof of successful completion must be provided.

(f) The Consultant must demonstrate s/he has at least 4500 hours (~5 years full time) of experience delivering supervised clinical counselling services of which three (3) will be related to addiction and mental health issues. Must have experience in assessment (DSM IV/V, psycho-metrics as required for addictions and mental health assessment) and treatment, group and individual counselling as well as facilitating psycho-education

(g) Secondary consideration may be given to applicants demonstrating a combination of either: (e) plus three years of counselling experience or (f) combined with student status in a counselling masters program at an accredited university. The province retains the right to apply this secondary consideration at its' discretion.

(h) The consultant must be registered with at least one of the following three professional bodies:
   i. British Columbia Association of Clinical Counsellors
   ii. Canadian Counselling and Psychotherapy Association
   iii. Registered Clinical Social Worker

(i) The Consultant must possess a computer with at least Windows XP (or Windows Vista) operating system, as well as at least Internet Explorer 7. The Consultant must possess and have a working knowledge of MS Outlook, Calendar, MS Excel, and MS Word. Written confirmation is required.

(j) The Consultant without problem gambling experience or training must have completed (or complete within six months of qualifying on the RFQ) the Level I – Introduction to Problem Gambling Training delivered by the Problem Gambling Program or equivalent training as requested by Gaming Policy and Enforcement Branch (i.e. Problem Gambling Certification); and have CPR and First Aid certification. If either or both are not completed, written intention to complete within 3 months is required.

(k) Possession of a valid BC driver's licence.

(l) Access to a vehicle appropriate to the Region's terrain in good working order with valid vehicle insurance. Written confirmation is required.

6.2 Desirable Criteria

Responses meeting the mandatory requirements above will be further assessed against the Services outlined in Section 4.1, as well as the desirable criteria. A Respondent not reaching the minimum score in a given category (if applicable) will receive no further consideration during the qualifications review.

Desirable: Demonstrated experience in Problem Gambling Counselling
Desirable: Demonstrated Problem Gambling Certification
Desirable: Familiarity with Canadian Aboriginal History, cultural needs and gambling in Aboriginal communities; experience working with aboriginal communities.
Desirable: Fluency in a second language.

Evaluation Criteria	**Points Available**	**Minimum Score**
Demonstrated Experience in Services, Section 4.1 (Note: m, n, o, p are desirable)	100	75
TOTAL POINTS AVAILABLE	**100**	**75**

6.3 Qualifications Review Stages

Stage 1
Responses will be checked for compliance with the Mandatory Criteria. Responses that do not meet the mandatory requirements will receive no further consideration.

Stage 2
Consultants will be assessed on their professional/other designations, skills, relevant experience, interview and other qualifications as presented in their submitted Appendix B, résumé and other supporting documents. The Province reserves the right to interview Consultants when reviewing these criteria for clarification purposes.

Stage 3
Reference checks may be done by the Province during the qualifications review and the term of the List of Qualified Suppliers to confirm any submitted Appendix B information about Consultants. The Province reserves the right to contact references other than those provided by the Respondent. If any of the references are unsatisfactory to the Province, the Consultant may be excluded or removed from the List in the Province's sole discretion.

Stage 4
Respondents will be notified of their status on the List of Qualified Suppliers.

7. Response Details

7.1 Responses are to be submitted in the following format and sequence to ensure that they receive full consideration during evaluations and that the evaluations themselves may be handled in an efficient and consistent manner. All pages should be consecutively numbered.

(a) The Response covering letter set out in Appendix A;

(b) List, by letter, the Experience/Skill Areas for the Services found in Section 4 in the Skill Areas column of Appendix B for a described project or assignment. Describe the project or assignment in the "Consultant's Demonstrated Service Area Experience" column, providing specific details on how these skills were incorporated into the project or assignment.

For example, if a Consultant is demonstrating his or her qualifications in the Services and has the following experience or skills:
i. "Apply the Biopsychosocial model in the assessment and treatment and education of individuals, couples and families;" and groups; and
ii. "Apply knowledge of developmental transitions and challenges across the lifespan";
then the Consultant would provide specific details, in the "Consultant's Demonstrated Services" column, on how these skills were incorporated into a specific case or duty;

(c) A résumé (maximum three pages) for each Consultant, containing information on the Consultant's education, professional association, relevant employment history (including positions held and their duration), relevant skills and experience and professional designations and affiliations;

(d) Detailed information on the Consultant's education, including institutions attended and all degrees achieved. This information may be included in the resume or demonstrated with photocopies of the degrees achieved. Successful consultants will be required to provide official verification of only their relevant degrees through sealed transcripts from accredited educational institutions prior to entering into a contract with the Province;

(e) Written confirmation of possession of a laptop computer with minimum operating system and Internet Explorer software, as described in Section 6.1;

(f) Written confirmation of completion of, or intention to complete, applicable introduction to problem gambling training, first aid and/or certification, as described in Section 6.1. Photocopies of completion certificates are preferred, but if unavailable or not issued, details of the training (including dates and location) will be sufficient;

(g) Photocopy of a valid BC driver's licence; and

(h) Written confirmation of access to a vehicle in good working order with valid insurance.

Appendix A – Response Covering Letter

Letterhead or Respondent's name and address

Date:

MINISTRY OF HOUSING AND SOCIAL DEVELOPMENT
GAMING POLICY AND ENFORCEMENT BRANCH
PO BOX 9311, STN PROV GOVT
VICTORIA, BC V8W 9N1

Attention: **Stacey Ishkanian**

Subject: **List of Qualified Suppliers**
Request for Qualifications No. PC-02-2010
including any amendments or additions (the "Request for Qualifications")

NOTE: amendments and additions will be posted to the BC Bid website at www.bcbid.gov.bc.ca. It is the Respondent's sole responsibility to check for amendments and additional information.

The enclosed Response is submitted in response to the above-referenced Request for Qualifications.

We have carefully read and examined the Request for Qualifications and have conducted such other investigations as were prudent and reasonable in preparing the Response. We are authorized to submit this Response on behalf of the Respondent.

Yours truly,

_____
Signature

Name:	
Title:	
Telephone Number:	
e-mail address:	
Legal name of Respondent:	
Date:	

Appendix B – Consultant Qualification Summary

Respondent's Legal Name: _____

Consultant's Name (if different): _____

Service Area and Responsibility Stream:

_____

Consultant's Primary Office Address:

_____

Consultant's Contact Information:	**Phone**	**Fax**
_____	_____	_____

Consultant's Degrees, Certificates, Diplomas or Professional Designations Held or Earned:

Degree	**Diploma**	**Certificate or Designation**

Consultant's Demonstrated Experience – Cases/Projects	**Skill Areas**	**Consultant Reference(s)**
Provide specific details about a relevant case you have worked with to clearly demonstrate your understanding (conceptual and applied) and expertise in the selected Service Area. For example, indicate the length of the client relationship, details about the value and/or impact on the client and/or organization, your role and accomplishments as a clinician, etc. See section four.	*Indicate (by letter) the skills employed in the case from those listed in the RFQ's applicable Service Area.*	*Provide:* *Organization* *Contact* *Contact's Title* *Contact's telephone number* *Contact's e-mail*

Add additional cases/assignments/projects as you wish by adding additional rows to the above table.

BRITISH COLUMBIA
The Best Place on Earth

MINISTRY OF HOUSING AND SOCIAL DEVELOPMENT
Request for Qualifications

Problem Gambling Program
Provincial Clinical Coordinator

Request for Qualifications No. CC-09-10
Issue Date: September 2, 2010
Closing Locations:

MAIL ONLY:	COURIER/BY HAND:	ELECTRONIC COPIES
Problem Gambling Program P.O. Box 9311, Stn Prov Govt Victoria, B.C. V8W 9N1 Attention: **David Horricks**	Problem Gambling Program 3rd Floor, 910 Government St. Victoria, B.C. V8W 1X3 Attention: **David Horricks**	info@bcresponsiblegambling.ca Subject: RFQ CC-09-10 Provincial Clinical Coordinator

Closing Date and Time:

Three (3) complete paper copies and **one** (1) complete electronic copy in MS Word or PDF format of each Response must be received by **4:00 PM** Pacific Standard Time on **September 23, 2010** at the above locations:

Contact Person:

David Horricks, Director
Responsible & Problem Gambling Program
Email: david.horricks@gov.bc.ca

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APPENDIX A RESPONSE COVERING LETTER
APPENDIX B CONSULTANT QUALIFICATION SUMMARY

1. Overview of the Requirement

The Ministry of Housing and Social Development, through its Gaming Policy and Enforcement Branch ("the Branch"), is the lead co-ordinating ministry for gaming, responsible gambling and problem gambling policies and programs.

Problem gambling clinical treatment services are an integral part of the British Columbia Responsible and Problem Gambling Program, and a cornerstone of the Province's Responsible Gambling Strategy. Introduced in 2003, the Strategy has three goals: to reduce the incidence of problem gambling, to reduce the harmful impacts of excessive gambling and to ensure the delivery of gambling in a manner that encourages responsible gambling and healthy choices. Clinical services support goal two of the Strategy.

The Problem Gambling Program supports and delivers a comprehensive problem gambling immediate response network and clinical treatment continuum. A government-funded toll-free 24 hour Problem Gambling Help Line provides crisis support and information, as well as referrals to free professional clinical counselling available anywhere in the province. Counselling services include individual, family, couple, and group sessions (in person or over the telephone), as well as an intensive day treatment program. Internet-based counselling services are in the developmental stages.

For more information, please visit the Responsible Gambling Strategy web site at http://www.bcresponsiblegambling.ca.

The Branch has identified a need for a qualified and experienced individual to provide province-wide coordination of the above described problem gambling clinical services. The purpose of this Request for Qualifications is to qualify individuals experienced in the following Service Area:

Coordinating, developing and evaluating problem gambling clinical treatment services and providing consultative support for contracted service providers across B.C.

This position includes, but is not limited to, the following primary areas of responsibility:

- leading strategic program planning, development and evaluation; and
- providing province-wide service coordination and leadership of problem gambling counselling services; and
- participating as a key member of the Responsible & Problem Gambling Program team; and
- Identifying and facilitating the professional development needs of service providers.

Qualified Suppliers may be contracted on an "as, if and when requested" basis and may be contracted directly or asked to compete on opportunities for the provision of Services described in Section 4.

2. Request for Qualifications Definitions

Throughout this Request for Qualifications, the following definitions may be used:

a) "BC Bid" means the electronic tendering service maintained by the Province;

b) "BC Bid Website" means the website maintained by BC Bid at www.bcbid.ca, or any replacement website;

c) "Contract" means a written contract executed by the Province and a Qualified Supplier;

d) "Consultant" means a person nominated by a Respondent to be qualified in one or more Service Area;

e) "List of Qualified Suppliers" or "List" means a list of names of Qualified Suppliers, and in the case where the Qualified Supplier is a company, includes the names of their Consultants, who possess the qualifications described in this RFQ and that have satisfied any conditions set by the Province for being added to and staying on that list;

f) "must", or "mandatory" means a requirement that must be met in order for a Response to receive consideration;

g) "Province" means Her Majesty the Queen in Right of the Province of British Columbia and includes the Ministry of Housing and Social Development;

h) "Qualified Supplier" means a Respondent who is either an individual Consultant, or who is a company having one or more Consultants, possessing the qualifications in a Service Area described in this RFQ that has satisfied any conditions set by the Province for being added to, and staying on, the List of Qualified Suppliers in that Service Area;

i) "Respondent" means an individual or a company that submits, or intends to submit, a Response;

j) "Response" means a statement of qualifications for a Consultant submitted in reply to this RFQ;

k) "RFQ" or "Request for Qualifications" means the process described in this document;

l) "Service Area" means a category of service described in this RFQ in respect of which a List will be established;

m) "should" or "desirable" means a requirement having a significant degree of importance to the objectives of this RFQ; and

n) "Problem Gambling Program" or "PGP" refers to the program area within the Gaming Policy and Enforcement Branch responsible for the delivery of treatment services for persons experiencing problems related to excessive gambling.

3. Request for Qualifications

3.1 Enquiries

All enquiries related to this RFQ are to be directed, in writing, to the contact person at the e-mail address indicated on the front cover of this RFQ. Information obtained

from any other source is not official and should not be relied upon. Do not contact the Ministry/agency involved unless indicated as the contact person. Enquiries and answers may be recorded and distributed to all Respondents at the Province's option.

3.2 Closing Date

Three (3) complete paper copies and **one** (1) complete electronic copy of each Response must be received before **4:00 PM** Pacific Standard Time on **23 September 2010** at the appropriate address(es) on the front cover of this RFQ. Responses must not be sent by facsimile. Responses and their envelopes should be clearly marked with the name and address of the Respondent, the RFQ number, and the project or program title.

Responses received after the date set out on the front cover of this RFQ will be dealt with under section 5.1.11.

3.3 Qualifications Review Committee

Review of Responses will be by a committee formed by the Province and may include employees and contractors of the Province.

3.4 Review and Selection

The qualifications review committee will check Responses against the mandatory criteria. Responses not meeting all mandatory criteria will be rejected without further consideration. Responses that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria. Responses not meeting a minimum score (if specified) in a category will not be further considered. The names of successful Respondents will be added to the Province's List of Qualified Suppliers.

3.5 Signed Responses

The Response must include a completed cover letter substantially similar to the cover letter set out in Appendix A and the cover letter must be signed by a person authorized to sign on behalf of the Respondent. The electronic copy must contain a completed cover letter, though it does not need to be signed.

3.6 Changes to Response Wording

The Respondent will not change the wording of its Response after the closing date and time specified on the front cover of this RFQ, and no words or comments will be added to the Response unless requested by the Province for purposes of clarification.

3.7 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing a Response and for subsequent negotiations with the Province, if any. The Province will not be liable to any Respondent for any claims, whether for costs or damages incurred by

the Respondent in preparing the Response, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

3.8 Acceptance of Responses

This RFQ is not an agreement to purchase services. The Province is not bound to enter into a Contract with any Qualified Supplier. Responses will be assessed in light of the qualification review criteria. The Province will be under no obligation to receive further information, whether written or oral, from any Respondent.

3.9 Definition of Contract

Notice in writing to a Respondent that it has been identified as a Qualified Supplier will neither constitute a Contract nor give the Respondent any legal or equitable rights or privileges relative to the service requirements set out in this RFQ. Only if a Qualified Supplier and the Province enter into a subsequent full written Contract will a Respondent acquire any legal or equitable rights or privileges.

3.10 List of Qualified Suppliers Not Binding

A Qualified Supplier may withdraw its name from the List of Qualified Suppliers by notifying the Province in writing. The Province may withdraw a name of a Qualified Supplier from the List of Qualified Suppliers by notifying that Qualified Supplier in writing.

3.11 Modification of Terms

The Province reserves the right to modify the terms of this RFQ at any time in its sole discretion. This includes the right to cancel this RFQ or the List of Qualified Suppliers at any time without entering into a Contract.

3.12 Ownership of Responses

All documents, including Responses, submitted to the Province become the property of the Province. They will be received and held in confidence by the Province, subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.

3.13 Confidentiality of Information

Information pertaining to the Province obtained by the Respondent as a result of participation in this RFQ is confidential and must not be disclosed without written authorization from the Province.

3.14 Collection and Use of Personal Information

Respondents are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any subcontractors. If this RFQ requires Respondents to provide the Province with personal information of employees who have been included as resources in response to this RFQ, Respondents will ensure that they have obtained written consent from each of those employees before forwarding such

personal information to the Province. Such written consents are to specify that the personal information may be forwarded to the Province for the purposes of responding to this RFQ and use by the Province for the purposes set out in the RFQ. The Province may, at any time, request the original consents or copies of the original consents from Respondents, and upon such request being made, Respondents will immediately supply such originals or copies to the Province.

3.15 Additional Information on the RFQ

All subsequent information regarding this RFQ, including changes made to this document, will be posted on the BC Bid web site. It is the sole responsibility of the Respondent to check for amendments and additional information on the BC Bid web site.

3.16 Debriefing

The Ministry will offer a debriefing to Respondents who did not make the List of Qualified Suppliers, on request, at a mutually agreeable time.

3.17 Form of Contract

Any Contract with a Qualified Supplier will be in the form of a "Transfer Under Agreement."

4. Services

4.1 Service Area

The following provides details of the types of skills the Province will require from Qualified Suppliers in order to deliver the services discussed:

Leadership and coordination in the development, delivery and evaluation of provincial clinical services to include:

Respondents must demonstrate their qualifications with respect to the skills listed. Specific skills and qualifications include the following (*list them by letter in Appendix B*).

a. Ability to provide critical review of clinical service delivery;
b. Knowledge of bio-psycho-social-spiritual theory and current research and best practices related to problem gambling counselling initiatives, materials and/or resources;
c. Knowledge of cultural, gender and age specific variables as they apply to gambling addiction treatment;
d. Strong communication (writing, email, verbal) skills, including experience facilitating large group educational functions;
e. Experience and proficiency in conflict resolution/mediation processes;
f. Leading individual clinical projects, as a key member of the Program team;
g. Knowledge of the gaming industry in British Columbia;
h. Working with and supporting/coordinating the actions of large numbers of geographically separated individuals, including travelling to do so in person;

i. Providing clinical consultation to service providers to ensure best practices and program continuity, and adherence to policies and procedures;
j. Developing and using evaluation and reporting mechanisms;
k. Ability to work effectively as a member of a team with competing priorities and providing strategic leadership to others;
l. Developing and coordinating team building and/or team training workshops, exercises and/or meetings;
m. Knowledge of basic bookkeeping principles and ability to develop and work within budgets; and
n. Working knowledge and proficiency of information technology hardware and software (Microsoft Office including PowerPoint, Excel and Word; scanning documents; web-based applications and databases; and e-mail and Internet functions); and
o. Provide back-up to the Prevention Coordinator and clinical areas of the program, as needed.

4.2 Pricing (Contract Fees)

Fees for the above stated services will be approximately $72.00 per hour on a fee-for-service basis to a maximum of 1600 hours per annum, plus expenses. Full payment of monthly fees will be contingent on demonstrated delivery of the contract requirements/deliverables.

Expenses will be invoiced as per GMOP regulations and are set to a maximum $25,000 per annum for all travel and specified program delivery costs. All fees and expenses will also be subject to verification and audit by the Ministry or Ministry-designated personnel.

4.3 Security Clearance

The Province will require security clearance, in the form of a Criminal Record Check, from the Consultant before entering into a Contract. The Branch will advise successful Consultants after the selection process as to the procedure for conducting the Criminal Record Check.

4.4 Location and Facilities

Projects may require Consultants to work on-site (Victoria, British Columbia) from time to time, but Consultants must be prepared and able to work at their own off-site work location and must be able to be contacted by telephone, cellular phone, fax and e-mail. Consultants must have access to standard office automation tools (i.e., e-mail, MS Word, MS Excel and MS PowerPoint).

When requested or required to work on-site by the Ministry, Consultants may, but not necessarily, have access to a workspace, a computer with Internet connectivity and standard office automation tools.

5. Use of List

5.1 Guidelines

The guidelines set out in this Section 5 regarding the use of the List of Qualified Suppliers are subject to change from time to time as the Province may deem necessary, without notice to the Consultants or firms on the List.

5.1.1 The List of Qualified Suppliers will be in effect until 31 March 2013.

5.1.2 The Province may, in its sole discretion, from time to time, use the List of Qualified Suppliers in connection with projects or assignments. The criteria for selecting Qualified Suppliers for each project or task will vary, depending upon the requirements of the applicable project or task and could involve requiring a Consultant to have a certain demonstrated experience and proficiency level in one or more Service Areas depending on the specific requirements of the project or assignment.

5.1.3 Any Contracts entered into with a Qualified Supplier will be:

a) Between the Province and the individual Consultant where the Qualified Supplier is the individual Consultant;

b) Between the Province and a company and specifying the individual Consultant(s) to be engaged where the Qualified Supplier is a Respondent company.

5.1.4 The Province reserves the right, in its sole discretion, to renew any contracts entered into with a Qualified Supplier for an additional two (2) terms for durations not exceeding two (2) years each.

5.1.5 Qualified Suppliers may be contracted on an "as, if and when requested" basis and may be contracted directly or asked to compete on opportunities for the provision of services in accordance with the selection method set out in paragraph 5.1.6 or as revised by the Province and communicated to all Qualified Suppliers from time to time. If a Qualified Supplier's requested Consultant is unavailable for a contemplated project or assignment, the Qualified Supplier may propose a substitute resource to the Province for evaluation and consideration.

5.1.6 The Province may select a Qualified Supplier from the List using one or more of the following selection methods:

a) If the estimated Contract value is less than $25,000 the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier;

b) If the estimated Contract value is $25,000 or more and less than $75,000, the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables,

milestones, term, etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier if it can be verified by the Province that only one Qualified Supplier has a Consultant that:

i. is available to undertake the project or assignment; or,

ii. has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications.

c) If the estimated Contract value is $25,000 or more and less than $75,000, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province may, in its sole discretion, use a competitive or other selection process between a minimum of three (if available) such Qualified Suppliers that evaluates each Qualified Supplier's available Consultants, proposed approach, pricing, or other elements required for the project or assignment. The Province may in its sole discretion consider other Qualified Suppliers' available Consultants that, in the Province's sole opinion, meet the Province's qualification criteria for the project or assignment (e.g., specialization, experience level, etc.).

d) If the estimated Contract value is $75,000 or more, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province will invite all such Qualified Suppliers to compete for the project or assignment.

e) Notwithstanding subparagraphs a), b), c), and d), the Province may directly negotiate a contract with a Qualified Supplier where one of the following exceptional conditions applies:

i. only one available Consultant is qualified to provide the services;

ii. an unforeseeable emergency exists and the services could not be obtained in time by means of a competitive process;

iii. a competitive process would interfere with the Province's ability to maintain security or order or to protect human, animal or plant life or health; or

iv. The acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest.

5.1.7 Qualified Suppliers will immediately, during the period that the List is in effect, advise the Province of any material changes to the information contained in their Response.

5.1.8 The Province has the sole discretion to remove a Qualified Supplier from the List of Qualified Suppliers for unsatisfactory performance by a Qualified Supplier in a Contract or for failing to meet the requirements for staying on the List of Qualified Suppliers as set out in this RFQ or as may be communicated by the Province from time to time.

5.1.9 The Province has no obligation to:

a) inquire as to the availability of a substitute Consultant when advised by a Qualified Supplier that the Consultant named on the List is not available for a particular project;
b) evaluate or accept any substitute Consultant proposed by a Qualified Supplier;
c) enter into a Contract with any one or more Qualified Suppliers; or
d) invite any one or more Qualified Suppliers to participate in competitive processes for a Contract.

5.1.10 The Province reserves the right, in its sole discretion, to:

a) employ open competitions that include suppliers external to the List of Qualified Suppliers;
b) otherwise engage suppliers external to the List of Qualified Suppliers in connection with any project required by the Province; and
c) at any time, cancel, extend, expand or make a call to the market-place to renew the List of Qualified Suppliers.

5.1.11 The Province may, in its sole discretion, consider subsequent requests for inclusion on the List of Qualified Suppliers after 30 November 2010 and during the term of the List. Any such requests will be subject to those Respondents submitting their qualification information for review in the same manner as originally outlined in this RFQ. There is no assurance that the Province will require any future additions to the List or will accept any requests for inclusion.

6. Qualifications Review Criteria

6.1 Mandatory Criteria

The following are mandatory requirements. Responses not clearly demonstrating that they meet them will receive no further consideration during the evaluation process.

a.	The Response (both paper and electronic copies) must be received at the appropriate closing locations by the specified closing date and time.
b.	The Response must be in English and must not be sent by facsimile.
c.	**Three (3)** paper copies and **one (1)** electronic copy of the Response must be submitted, either in MS Word or PDF format.
d.	The Response must include a completed form, in substantially the same form as Appendix B, for each Consultant to be considered.
e.	The Consultant must have at least a Masters Degree in Social or Health Sciences from an accredited university. Supporting documents including relevant transcripts and proof of completion must be included in the Response; sealed transcripts may be required prior to contracting.
f.	The Consultant must have at least ten (10) years experience in delivering clinical counselling services and leading/managing clinical teams and/or programs, with preferred experience related directly to problem gambling counselling.
g.	The Consultant must be registered with one of the following professional associations, CCPA (formerly CCA), BCACC, RCSW, or hold membership in an accepted accreditation body. Proof of registration/membership must be included in the Response.
h.	The Response must include a résumé (maximum three pages) with three recent professional references, including current and most recent employment experiences.
i.	The Consultant must possess a computer with at least Windows XP (or Windows Vista) operating system, as well as at least Internet Explorer 7. Written confirmation must be included in the Response.
j.	The Consultant must have access to a vehicle appropriate to the Region's terrain and in good working order, with valid vehicle insurance. Written confirmation of the above and a British Columbia driver's licence photocopy must be included in the Response.

6.2 Desirable Criteria

Responses meeting the mandatory requirements will be further assessed against the following desirable criteria. A Respondent not reaching the minimum score in a given category (if applicable) will receive no further consideration during the qualifications review.	**Points Available**	**Minimum score (if applicable)**
a. Demonstrated Service Area Experience/Qualifications in letters (a) through (o).	100	75
TOTAL POINTS AVAILABLE	**100**	**75**

6.3 Qualifications Review Stages

Stage 1
Responses will be checked for compliance with the Mandatory Criteria. Responses that do not meet the mandatory requirements will receive no further consideration.

Stage 2
Consultants will be assessed on their education, professional/other designations, skills, relevant experience and other qualifications as presented in their submitted Appendix B, résumé and other supporting documents. The Province reserves the right to interview Consultants when reviewing these criteria for clarification purposes.

Stage 3
Reference checks may be done by the Province during the qualifications review and the term of the List to confirm any submitted Appendix B information about Consultants. The Province reserves the right to contact references other than those provided by the Respondent. If any of the references are unsatisfactory to the Province, the Consultant may be excluded or removed from the List of Qualified Suppliers at the Province's sole discretion.

Stage 4
Respondents will be notified of their status on the List of Qualified Suppliers.

7. Response Details

7.1 Responses are to be submitted in the following format and sequence to ensure that they receive full consideration during evaluations and that the evaluations themselves may be handled in an efficient and consistent manner. All pages should be consecutively numbered.

a) The Response covering letter set out in Appendix A;

b) List, by letter, the Experience/Skill for the Service Area found in Section 4 in the Skill Areas column of Appendix B for a described project or assignment.

Describe the project or assignment in the "Consultant's Demonstrated Service Area Experience" column, **providing specific details on how these skills were incorporated into the project or assignment**.

The Consultant is demonstrating his or her qualifications in Service Area Responsibility: **leadership and coordination in the development, delivery and evaluation of provincial clinical services,** and will address the skills and experience required as listed in 4.1 (a) though (o) in this RFQ.

For example:
a. Ability to provide critical review of clinical service delivery; and
b. Knowledge of bio-psycho-social-spiritual theory and current research and best practices related to problem gambling counselling initiatives, materials and/or resources; and
c. etc.

For each Experience/Skill, the Consultant provides specific details, in the "Consultant's Demonstrated Service Area Experience" column, on how these skills were incorporated into a specific project/assignment. Clearly indicate, by letter, the skills being demonstrated next to the explanation;

c) Paper copies of all relevant transcripts, including proof of completion of a Masters Degree in Social or Health Sciences from an accredited university. Detailed information on the Consultant's education, including institutions attended and all degrees achieved. This information should be demonstrated with photocopies of the degrees achieved. Successful consultants may be required to provide official verification of their education credentials prior to entering into a contract with the Province, as described in Section 6.1, e;

d) Proof of current professional registration, as described in Section 6.1, g;

e) A résumé (maximum three pages) for each Consultant, containing information on the Consultant's education, relevant employment history including positions held and their duration, relevant skills and experience and professional designations and affiliations; the résumé must also include three professional references, as described in Section 6.1, h;

f) Written confirmation of possession of computer with minimum operating system and Internet Explorer software, as described in Section 6.1, i;

g) Photocopy of a valid British Columbia driver's licence and written confirmation of access to a vehicle in good working order with valid insurance, as described in Section 6.1, j.

Appendix A – Response Covering Letter

Letterhead or Respondent's name and address

Date:

MINISTRY OF HOUSING AND SOCIAL DEVELOPMENT
GAMING POLICY AND ENFORCEMENT BRANCH
PO BOX 9311 STN PROV GOVT
VICTORIA, BRITISH COLUMBIA V8W 9N1

Attention: **David Horricks**

Subject: **List of Qualified Suppliers**
Request for Qualifications No. CC-09-10
including any amendments or additions (the "Request for Qualifications")

NOTE: amendments and additions will be posted to the BC Bid website at www.bcbid.ca. It is the Respondent's sole responsibility to check for amendments and additional information.

The enclosed Response is submitted in response to the above-referenced Request for Qualifications.

We have carefully read and examined the Request for Qualifications and have conducted such other investigations as were prudent and reasonable in preparing the Response. We are authorized to submit this Response on behalf of the Respondent.

Yours truly,

_____

Signature

Name: _____

Title: _____

Telephone Number: _____

e-mail address: _____

Legal name of Respondent: _____

_____

Date: _____

Appendix B – Consultant Qualification Summary

Respondent's Legal Name:			
Consultant's Name:			
Service Area Responsibility:			
Consultant's Primary Office Address:			
Consultant's Contact Information:	**Phone**	**Fax**	**e-mail**

Consultant's Degrees, Certificates, Diplomas or Professional Designations Held or Earned:	**Degree, Diploma, Certificate or Designation**	**Issuing Institution or Association**	**Date Conferred or Awarded**

Consultant's Demonstrated Service Area Experience – Assignments/Projects	**Skill Areas**	**Professional Reference(s)**
Provide specific details about a project/ assignment you have been engaged on to clearly demonstrate your expertise in the selected Service Area. For example, indicate the time length of the assignment, details about its value and impact on the organization, your role and accomplishments in the assignment, etc.	*Indicate (by letter) the experience/ skills employed in the assignment or project from those listed in the RFQ's applicable Service Area.*	*Provide:* *- Organization (i.e., project or assignment owner)* *- Contact* *- Contact's Title* *- Contact's telephone number* *- Contact's email*

Add additional assignments/projects as you wish by adding additional rows to the above table.

BRITISH COLUMBIA
The Best Place on Earth

MINISTRY OF HOUSING AND SOCIAL DEVELOPMENT
Request for Qualifications

Problem Gambling Program
Clinical Counsellor

Request for Qualifications No. PC-09-10
Issue Date: September 27, 2010
Closing Locations:

MAIL ONLY:	COURIER/BY HAND:	ELECTRONIC COPIES
Problem Gambling Program P.O. Box 9311, Stn Prov Govt Victoria, B.C. V8W 9N1 Attention: **David Horricks**	Problem Gambling Program 3rd Floor, 910 Government St. Victoria, B.C. V8W 1X3 Attention: **David Horricks**	info@bcresponsiblegambling.ca Subject: RFQ PC-09-10 Clinical Counsellor

Closing Date and Time:

Three (3) complete paper copies and **one** (1) complete electronic copy in MS Word or PDF format of each Response must be received by **4:00 PM** Pacific Standard Time on **October 18, 2010** at the above locations:

Contact Person:

David Horricks, Director
Responsible & Problem Gambling Program
Email: david.horricks@gov.bc.ca

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The Problem Gambling Program supports and delivers a comprehensive problem gambling immediate response network and clinical treatment continuum. A government-funded toll-free 24 hour Problem Gambling Help Line provides crisis support and information, as well as referrals to free professional clinical counselling available anywhere in the province. Counselling services include individual, family, couple, and group sessions (in person or over the telephone), as well as an intensive day treatment program. Internet-based counselling services are in the developmental stages.

For more information, please visit the Responsible Gambling Strategy web site at http://www.bcresponsiblegambling.ca.

The Branch has identified a need for qualified and experienced individuals to provide the above described clinical counselling services in the North Coast and Central Cariboo regions. The purpose of this Request for Qualifications is to qualify individuals experienced in the following Service Area:

- **Problem Gambling Clinical Counselling Services**

Qualified Suppliers may be contracted on an "as, if and when requested" basis and may be contracted directly or asked to compete on opportunities for the provision of Services described in Section 4.

2. Request for Qualifications Definitions

Throughout this Request for Qualifications, the following definitions may be used:

a) "BC Bid" means the electronic tendering service maintained by the Province;

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c) "Contract" means a written contract executed by the Province and a Qualified Supplier;

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f) "must", or "mandatory" means a requirement that must be met in order for a Response to receive consideration;

g) "Province" means Her Majesty the Queen in Right of the Province of British Columbia and includes the Ministry of Housing and Social Development;

h) "Qualified Supplier" means a Respondent who is either an individual Consultant, or who is a company having one or more Consultants, possessing the qualifications in a Service Area described in this RFQ that has satisfied any conditions set by the Province for being added to, and staying on, the List of Qualified Suppliers in that Service Area;

i) "Respondent" means an individual or a company that submits, or intends to submit, a Response;

j) "Response" means a statement of qualifications for a Consultant submitted in reply to this RFQ;

k) "RFQ" or "Request for Qualifications" means the process described in this document;

l) "Service Area" means a category of service described in this RFQ in respect of which a List will be established;

m) "should" or "desirable" means a requirement having a significant degree of importance to the objectives of this RFQ; and

n) "Problem Gambling Program" or "PGP" refers to the program area within the Gaming Policy and Enforcement Branch responsible for the delivery of treatment services for persons experiencing problems related to excessive gambling.

3. Request for Qualifications

3.1 Enquiries

All enquiries related to this RFQ are to be directed, in writing, to the contact person at the e-mail address indicated on the front cover of this RFQ. Information obtained from any other source is not official and should not be relied upon. Do not contact the Ministry/agency involved unless indicated as the contact person. Enquiries and answers may be recorded and distributed to all Respondents at the Province's option.

3.2 Closing Date

Three (3) complete paper copies and **one** (1) complete electronic copy of each Response must be received before **4:00 PM** Pacific Standard Time on **18 October 2010** at the appropriate address(es) on the front cover of this RFQ. Responses must not be sent by facsimile. Responses and their envelopes should be clearly marked

with the name and address of the Respondent, the RFQ number, and the project or program title.

Responses received after the date set out on the front cover of this RFQ will be dealt with under section 5.1.11.

3.3 Qualifications Review Committee

Review of Responses will be by a committee formed by the Province and may include employees and contractors of the Province.

3.4 Review and Selection

The qualifications review committee will check Responses against the mandatory criteria. Responses not meeting all mandatory criteria will be rejected without further consideration. Responses that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria. Responses not meeting a minimum score (if specified) in a category will not be further considered. The names of successful Respondents will be added to the Province's List of Qualified Suppliers.

3.5 Signed Responses

The Response must include a completed cover letter substantially similar to the cover letter set out in Appendix A and the cover letter must be signed by a person authorized to sign on behalf of the Respondent. The electronic copy must contain a completed cover letter, though it does not need to be signed.

3.6 Changes to Response Wording

The Respondent will not change the wording of its Response after the closing date and time specified on the front cover of this RFQ, and no words or comments will be added to the Response unless requested by the Province for purposes of clarification.

3.7 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing a Response and for subsequent negotiations with the Province, if any. The Province will not be liable to any Respondent for any claims, whether for costs or damages incurred by the Respondent in preparing the Response, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

3.8 Acceptance of Responses

This RFQ is not an agreement to purchase services. The Province is not bound to enter into a Contract with any Qualified Supplier. Responses will be assessed in light of the qualification review criteria. The Province will be under no obligation to receive further information, whether written or oral, from any Respondent.

3.9 Definition of Contract

Notice in writing to a Respondent that it has been identified as a Qualified Supplier will neither constitute a Contract nor give the Respondent any legal or equitable rights or privileges relative to the service requirements set out in this RFQ. Only if a Qualified Supplier and the Province enter into a subsequent full written Contract will a Respondent acquire any legal or equitable rights or privileges.

3.10 List of Qualified Suppliers Not Binding

A Qualified Supplier may withdraw its name from the List of Qualified Suppliers by notifying the Province in writing. The Province may withdraw a name of a Qualified Supplier from the List of Qualified Suppliers by notifying that Qualified Supplier in writing.

3.11 Modification of Terms

The Province reserves the right to modify the terms of this RFQ at any time in its sole discretion. This includes the right to cancel this RFQ or the List of Qualified Suppliers at any time without entering into a Contract.

3.12 Ownership of Responses

All documents, including Responses, submitted to the Province become the property of the Province. They will be received and held in confidence by the Province, subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.

3.13 Confidentiality of Information

Information pertaining to the Province obtained by the Respondent as a result of participation in this RFQ is confidential and must not be disclosed without written authorization from the Province.

3.14 Collection and Use of Personal Information

Respondents are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any subcontractors. If this RFQ requires Respondents to provide the Province with personal information of employees who have been included as resources in response to this RFQ, Respondents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to the Province. Such written consents are to specify that the personal information may be forwarded to the Province for the purposes of responding to this RFQ and use by the Province for the purposes set out in the RFQ. The Province may, at any time, request the original consents or copies of the original consents from Respondents, and upon such request being made, Respondents will immediately supply such originals or copies to the Province.

3.15 Additional Information on the RFQ

All subsequent information regarding this RFQ, including changes made to this document, will be posted on the BC Bid web site. It is the sole responsibility of the Respondent to check for amendments and additional information on the BC Bid web site.

3.16 Debriefing

The Ministry will offer a debriefing to Respondents who did not make the List of Qualified Suppliers, on request, at a mutually agreeable time.

3.17 Form of Contract

Any Contract with a Qualified Supplier will be in the form of a "Transfer Under Agreement."

4. Services

4.1 Service Area

The following provides details of the types of skills the Province will require from Qualified Suppliers in order to deliver the services discussed:

Delivery of coordinated clinical counselling services for people who have problems with gambling and affected others.

The Consultant will require comprehensive skills in order to provide clinical counselling services to people who have problems with gambling and affected others. Respondents must apply and qualify for all services. Respondents must demonstrate their qualifications with respect to the skills listed *(list them by letter in Appendix B).*

• Services (*list them by letter in Appendix B*):

a. Apply the Bio-psycho-social-spiritual model and harm reduction model in the assessment and treatment of individuals, couples and families;
b. Knowledge of problem gambling, including: current statistics, unique issues experienced by a problem gambler and affected others, groups and resources available for people experiencing a problem with gambling, current research in the area of treatment for problem gamblers, and legislation affecting gambling in BC;
c. Demonstrated working knowledge of cognitive-behavioural approaches and the 12-Step model of recovery;
d. Recognize issues of transference and counter-transference and demonstrate how these can affect work with clients;
e. Apply knowledge of developmental transitions and challenges across the lifespan;
f. Apply a theory of change to a case and discuss how it is consistent with your theoretical orientation;
g. Demonstrate an understanding of diversity (age, class, race, gender, ethnicity, levels of ability, language, spiritual and religious beliefs, educational achievement and sexuality), recognizing how differences may impact counselling and adapting approach when working with diverse clients;

h. Recognize barriers to counselling, how counsellors' values and biases may affect diverse clients, and suggest culturally relevant resources as applicable;
i. Working understanding of DSM-IV-TR, and understanding of psychotropic medications available. Working knowledge of the signs and symptoms of mental health issues;
j. Ability to identify concurrent disorders and demonstrated knowledge of British Columbia's continuum of health resources for concurrent issues to problem gambling;
k. Facilitate group therapy process and psycho-educational workshops, applying a theory of group development and employing an effective facilitation style; and
l. Performing simple functions related to information technology hardware and software (Microsoft Office including PowerPoint, Excel and Word; scanning documents; web-based applications and databases; Outlook w/ calendar for e-mail, and Internet functions).
m. Desirable: Demonstrated experience in Problem Gambling Counselling
n. Desirable: Demonstrated Problem Gambling Certification
o. Desirable: Familiarity with Canadian Aboriginal History, cultural needs and gambling in Aboriginal communities; experience working with Aboriginal communities.
p. Desirable: Fluency in a second language.

4.2 Pricing (Contract Fees)

Fees for the above stated services will be approximately $100.00 per service unit on a fee-for-service basis, full and part-time contracts will deliver to a maximum of 1200 service units per annum, plus expenses. A full menu of rates and expenses for contract deliverable activities will be included in the service provider contract. Full payment of monthly fees will be contingent on demonstrated delivery of the contract requirements/deliverables.

Expenses will be invoiced as per GMOP regulations and are set according to area and contract size. All fees and expenses will also be subject to verification and audit by the Ministry or Ministry-designated personnel.

4.3 Security Clearance

The Province will require security clearance, in the form of a Criminal Record Check, from the Consultant before entering into a Contract. The Branch will advise successful Consultants after the selection process as to the procedure for conducting the Criminal Record Check.

4.4 Location and Facilities

Consultants must be prepared and able to work at their own off-site work location central to the service area. Consultants must be able to be contacted by telephone, cellular phone, fax and e-mail. Consultants must have access to standard office automation tools (i.e., e-mail, MS Word, MS Excel and MS PowerPoint).

When requested or required to work on-site by the Ministry, Consultants may, but not necessarily, have access to a workspace, a computer with Internet connectivity and standard office automation tools.

5. Use of List

5.1 Guidelines

The guidelines set out in this Section 5 regarding the use of the List of Qualified Suppliers are subject to change from time to time as the Province may deem necessary, without notice to the Consultants or firms on the List.

5.1.1 The List of Qualified Suppliers will be in effect until 31 March 2013.

5.1.2 The Province may, in its sole discretion, from time to time, use the List of Qualified Suppliers in connection with projects or assignments. The criteria for selecting Qualified Suppliers for each project or task will vary, depending upon the requirements of the applicable project or task and could involve requiring a Consultant to have a certain demonstrated experience and proficiency level in one or more Service Areas depending on the specific requirements of the project or assignment.

5.1.3 Any Contracts entered into with a Qualified Supplier will be:

a) Between the Province and the individual Consultant where the Qualified Supplier is the individual Consultant;

b) Between the Province and a company and specifying the individual Consultant(s) to be engaged where the Qualified Supplier is a Respondent company.

5.1.4 The Province reserves the right, in its sole discretion, to renew any contracts entered into with a Qualified Supplier for an additional two (2) terms for durations not exceeding two (2) years each.

5.1.5 Qualified Suppliers may be contracted on an "as, if and when requested" basis and may be contracted directly or asked to compete on opportunities for the provision of services in accordance with the selection method set out in paragraph 5.1.6 or as revised by the Province and communicated to all Qualified Suppliers from time to time. If a Qualified Supplier's requested Consultant is unavailable for a contemplated project or assignment, the Qualified Supplier may propose a substitute resource to the Province for evaluation and consideration.

5.1.6 The Province may select a Qualified Supplier from the List using one or more of the following selection methods:

a) If the estimated Contract value is less than $25,000 the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier;

b) If the estimated Contract value is $25,000 or more and less than $75,000, the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term, etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier if it can be verified by the Province that only one Qualified Supplier has a Consultant that:

   i. is available to undertake the project or assignment; or,

   ii. has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications.

c) If the estimated Contract value is $25,000 or more and less than $75,000, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province may, in its sole discretion, use a competitive or other selection process between a minimum of three (if available) such Qualified Suppliers that evaluates each Qualified Supplier's available Consultants, proposed approach, pricing, or other elements required for the project or assignment. The Province may in its sole discretion consider other Qualified Suppliers' available Consultants that, in the Province's sole opinion, meet the Province's qualification criteria for the project or assignment (e.g., specialization, experience level, etc.).

d) If the estimated Contract value is $75,000 or more, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province will invite all such Qualified Suppliers to compete for the project or assignment.

e) Notwithstanding subparagraphs a), b), c), and d), the Province may directly negotiate a contract with a Qualified Supplier where one of the following exceptional conditions applies:

   i. only one available Consultant is qualified to provide the services;

   ii. an unforeseeable emergency exists and the services could not be obtained in time by means of a competitive process;

   iii. a competitive process would interfere with the Province's ability to maintain security or order or to protect human, animal or plant life or health; or

   iv. The acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest.

5.1.7 Qualified Suppliers will immediately, during the period that the List is in effect, advise the Province of any material changes to the information contained in their Response.

5.1.8 The Province has the sole discretion to remove a Qualified Supplier from the List of Qualified Suppliers for unsatisfactory performance by a Qualified Supplier in a Contract or for failing to meet the requirements for staying on the List of Qualified Suppliers as set out in this RFQ or as may be communicated by the Province from time to time.

5.1.9 The Province has no obligation to:

a) inquire as to the availability of a substitute Consultant when advised by a Qualified Supplier that the Consultant named on the List is not available for a particular project;
b) evaluate or accept any substitute Consultant proposed by a Qualified Supplier;
c) enter into a Contract with any one or more Qualified Suppliers; or
d) invite any one or more Qualified Suppliers to participate in competitive processes for a Contract.

5.1.10 The Province reserves the right, in its sole discretion, to:

a) employ open competitions that include suppliers external to the List of Qualified Suppliers;
b) otherwise engage suppliers external to the List of Qualified Suppliers in connection with any project required by the Province; and
c) at any time, cancel, extend, expand or make a call to the market-place to renew the List of Qualified Suppliers.

5.1.11 The Province may, in its sole discretion, consider subsequent requests for inclusion on the List of Qualified Suppliers after 30 November 2010 and during the term of the List. Any such requests will be subject to those Respondents submitting their qualification information for review in the same manner as originally outlined in this RFQ. There is no assurance that the Province will require any future additions to the List or will accept any requests for inclusion.

6. Qualifications Review Criteria

6.1 Mandatory Criteria

The following are mandatory requirements. Responses not clearly demonstrating that they meet them will receive no further consideration during the evaluation process.

a.	The Response (both paper and electronic copies) must be received at the appropriate closing locations by the specified closing date and time.
b.	The Response must be in English and must not be sent by facsimile.
c.	**Three (3)** paper copies and **one (1)** electronic copy of the Response must be submitted, either in MS Word or PDF format.
d.	The Response must include a completed form, in substantially the same form as Appendix B, for each Consultant to be considered.
e.	The Consultant must have a Masters Degree in Social or Health Sciences from an accredited university or be actively enrolled in a relevant Masters program at an accredited university. Preference may be given to Consultants who have completed their program. Supporting documents including relevant transcripts, proof of completion, or current enrolment and anticipated completion must be included in the Response; sealed transcripts may be required prior to contracting.
f.	The Consultant must demonstrate s/he has at least 2700 hours (3 years full time) of experience delivering supervised clinical counselling services related to addiction and mental health issues. Must have experience in assessment (DSM IV/V, psycho-metrics as required for addictions and mental health assessment) and treatment, group and individual counselling as well as facilitating psycho-education.
g.	The Consultant must be registered with one of the following professional associations, CCPA (formerly CCA), BCACC, or hold designation of RCSW, or hold membership in an accepted accreditation body. Proof of registration/membership must be included in the Response.
h.	The Consultant must provide a résumé (maximum three pages) containing information on the Consultant's education and relevant employment history. It should also include 3 professional references.
i.	The Consultant must possess a computer with at least Windows XP (or Windows Vista) operating system, as well as at least Internet Explorer 7. Written confirmation must be included in the Response.
j.	The Consultant without problem gambling experience or training must have completed (or complete within six months of qualifying on the RFQ) the Level I – Introduction to Problem Gambling Training delivered by the Problem Gambling Program or equivalent training as requested by Gaming Policy and Enforcement Branch (i.e. Problem Gambling Certification); and have CPR and First Aid certification. If either or both are not completed, written intention to complete is required.

k. The Consultant must have access to a vehicle appropriate to the Region's terrain and in good working order, with valid vehicle insurance. Written confirmation of the above and a British Columbia driver's licence photocopy must be included in the Response.

6.2 Desirable Criteria

Responses meeting the mandatory requirements will be further assessed against the following desirable criteria. A Respondent not reaching the minimum score in a given category (if applicable) will receive no further consideration during the qualifications review.	**Points Available**	**Minimum score (if applicable)**
a. Demonstrated Service Area experience/qualifications letters (a) through (p), (see Section 4.1)	100	75
TOTAL POINTS AVAILABLE	**100**	**75**

6.3 Qualifications Review Stages

Stage 1
Responses will be checked for compliance with the Mandatory Criteria. Responses that do not meet the mandatory requirements will receive no further consideration.

Stage 2
Consultants will be assessed on their education, professional/other designations, skills, relevant experience and other qualifications as presented in their submitted Appendix B, résumé and other supporting documents. The Province reserves the right to interview Consultants when reviewing these criteria for clarification purposes.

Stage 3
Reference checks may be done by the Province during the qualifications review and the term of the List to confirm any submitted Appendix B information about Consultants. The Province reserves the right to contact references other than those provided by the Respondent. If any of the references are unsatisfactory to the Province, the Consultant may be excluded or removed from the List of Qualified Suppliers at the Province's sole discretion.

Stage 4
Respondents will be notified of their status on the List of Qualified Suppliers.

7. Response Details

7.1 Responses are to be submitted in the following format and sequence to ensure that they receive full consideration during evaluations and that the evaluations

themselves may be handled in an efficient and consistent manner. All pages should be consecutively numbered.

a) The Response covering letter set out in Appendix A;

b) List, by letter, the Experience/Skill for the Service Area found in Section 4 in the Skill Areas column of Appendix B for a described project or assignment. Describe the project or assignment in the "Consultant's Demonstrated Service Area Experience" column, **providing specific details on how these skills were incorporated into the project or assignment**.
The Consultant is demonstrating his or her qualifications in Service Area Responsibility: **delivery of coordinated clinical counselling services for people who have problems with gambling and affected others,** and will address the skills and experience required as listed in 4.1 (a) through (p) in this RFQ.

For example:
a. Ability to apply the Bio-psycho-social-spiritual model and harm reduction model in treatment; and
b. Demonstration of knowledge of problem gambling (research, statistics, legislation and treatment models, etc.)

For each Experience/Skill, the Consultant provides specific details, in the "Consultant's Demonstrated Service Area Experience" column, on how these skills were incorporated into a specific project/assignment. Clearly indicate, by letter, the skills being demonstrated next to the explanation;

c) Paper copies of all relevant transcripts, including proof of completion of a Masters Degree in Social or Health Sciences, or proof of active enrolment in a Masters program, from an accredited university. Detailed information on the Consultant's education, including institutions attended and all degrees achieved. This information should be demonstrated with photocopies of the degrees achieved. Successful consultants may be required to provide official verification of their education credentials prior to entering into a contract with the Province, as described in Section 6.1, e;

d) Proof of current professional registration, as described in Section 6.1, g;

e) A résumé (maximum three pages) for each Consultant, containing information on the Consultant's education, relevant employment history including positions held and their duration, relevant skills and experience and professional designations and affiliations; the résumé must also include three professional references, as described in Section 6.1, h;

f) Written confirmation of possession of computer with minimum operating system and Internet Explorer software, as described in Section 6.1, i;

g) Photocopy of a valid British Columbia driver's licence and written confirmation of access to a vehicle in good working order with valid insurance, as described in Section 6.1, k.

Appendix A – Response Covering Letter

Letterhead or Respondent's name and address

Date:

MINISTRY OF HOUSING AND SOCIAL DEVELOPMENT
GAMING POLICY AND ENFORCEMENT BRANCH
PO BOX 9311 STN PROV GOVT
VICTORIA, BRITISH COLUMBIA V8W 9N1

Attention: **David Horricks**

Subject: **List of Qualified Suppliers**
Request for Qualifications No. PC-09-10
including any amendments or additions (the "Request for Qualifications")

NOTE: amendments and additions will be posted to the BC Bid website at www.bcbid.ca. It is the Respondent's sole responsibility to check for amendments and additional information.

The enclosed Response is submitted in response to the above-referenced Request for Qualifications.

We have carefully read and examined the Request for Qualifications and have conducted such other investigations as were prudent and reasonable in preparing the Response. We are authorized to submit this Response on behalf of the Respondent.

Yours truly,

_____

Signature

Name: _____

Title: _____

Telephone Number: _____

e-mail address: _____

Legal name of Respondent: _____

_____

Date: _____

Appendix B – Consultant Qualification Summary

Respondent's Legal Name:			
Consultant's Name:			
Contract Position and Region being sought:			
Consultant's Primary Office Address:			
Consultant's Contact Information:	**Phone**	**Fax**	**e-mail**

Consultant's Degrees, Certificates, Diplomas or Professional Designations Held or Earned:	**Degree, Diploma, Certificate or Designation**	**Issuing Institution or Association**	**Date Conferred or Awarded**

Consultant's Demonstrated Service Area Experience – Assignments/Projects	**Skill Areas**	**Professional Reference(s)**
Provide specific details about a project/ assignment you have been engaged on to clearly demonstrate your expertise in the selected Service Area. For example, indicate the time length of the assignment, details about its value and impact on the organization, your role and accomplishments in the assignment, etc.	*Indicate (by letter) the experience/ skills employed in the assignment or project from those listed in the RFQ's applicable Service Area.*	*Provide:* *- Organization (i.e., project or assignment owner)* *- Contact* *- Contact's Title* *- Contact's telephone number* *- Contact's email*

Add additional assignments/projects as you wish by adding additional rows to the above table.

MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL
Request for Qualifications

Responsible and Problem Gambling Program

Clinical Counsellor

Request for Qualifications No.: CP-09-11
Issue Date: September 15, 2011

Closing Locations:

MAIL ONLY:	COURIER/BY HAND:	ELECTRONIC COPIES
Responsible & Problem Gambling Program P.O. Box 9311, Stn Prov Govt Victoria, B.C. V8W 9N1 Attention: **David Horricks**	Responsible & Problem Gambling Program 3rd Floor, 910 Government St. Victoria, B.C. V8W 1X3 Attention: **David Horricks**	info@bcresponsiblegambling.ca Subject: RFQ CP-09-10 Clinical Counsellor

Closing Date and Time:

Three (3) complete hard copies and **one** (1) electronic copy in MS Word or PDF format of each Response must be received by **4:00 PM** Pacific Standard Time on **October 13, 2011** at the above locations:

Contact Person:

David Horricks, Director
Responsible & Problem Gambling Program
Email: david.horricks@gov.bc.ca

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APPENDIX A RESPONSE COVERING LETTER
APPENDIX B CONSULTANT QUALIFICATION SUMMARY

1. Overview of the Requirement

The Ministry of Public Safety and Solicitor General, through its Gaming Policy and Enforcement Branch ("the Branch"), is the lead co-ordinating ministry for gaming, responsible gambling and problem gambling policies and programs.

Problem gambling clinical treatment services are an integral part of the British Columbia Responsible & Problem Gambling Program ("the Program"), and a cornerstone of the Province's Responsible Gambling Strategy. Introduced in 2003, the Strategy has three goals: to reduce the incidence of problem gambling, to reduce the harmful impacts of excessive gambling and to ensure the delivery of gambling in a manner that encourages responsible gambling and healthy choices. Clinical services support goal two of the Strategy.

The Program supports and delivers a comprehensive problem gambling immediate response network and clinical treatment continuum. A government-funded toll-free 24 hour Problem Gambling Help Line provides crisis support and information, as well as referrals to free professional clinical counselling available anywhere in the province. Counselling services include individual, family, couple, and group sessions (in person or over the telephone), as well as an intensive day treatment program.

For more information, visit the Program's website: www.bcresponsiblegambling.ca.

The Branch is seeking applications for all regions of the province; an urgent need has been identified for qualified and experienced individuals to provide clinical counselling services in the North Coast, Prince George and Central Cariboo regions. The purpose of this Request for Qualifications is to qualify individuals in the following Service Area:

- **Problem Gambling Clinical Counselling Services**

Based on the review of the RFQ Responses the Province intends to establish a List of Qualified Suppliers who, on an "as, if and when requested" basis, may be contracted directly, or asked to compete, to enter into a contract for the provision of Services described in Section 4.

2. Request for Qualifications Definitions

Throughout this Request for Qualifications, the following definitions may be used:

a) "BC Bid" means the electronic tendering service maintained by the Province;

b) "BC Bid Website" means the website maintained by BC Bid at www.bcbid.ca, or any replacement website;

c) "Contract" means a written contract executed by the Province and a Qualified Supplier;

d) "Consultant" means a person nominated by a Respondent to be qualified in one or more Service Area; consultant also means the person who would be delivering Services; consultant also means the person who would be delivering Services;

e) "List of Qualified Suppliers" or "List" means a list of names of Qualified Suppliers, and in the case where the Qualified Supplier is a company, includes the names of their Consultants, who possess the qualifications described in this RFQ and that have satisfied any conditions set by the Province for being added to and staying on that list;

f) "must", or "mandatory" means a requirement that must be met in order for a Response to receive consideration;

g) "Province" means Her Majesty the Queen in Right of the Province of British Columbia and includes the Ministry of Public Safety and Solicitor General;

h) "Qualified Supplier" means a Respondent who is either an individual Consultant, or who is a company having one or more Consultants, possessing the qualifications in a Service Area described in this RFQ that has satisfied any conditions set by the Province for being added to, and staying on, the List of Qualified Suppliers in that Service Area;

i) "Respondent" means an individual or a company that submits, or intends to submit, a Response; if the Respondent is submitting a Response on their own behalf, it is the Respondent who would be delivering Services;

j) "Response" means an application to this RFQ;

k) "RFQ" or "Request for Qualifications" means the process described in this document;

l) "Service Area" means a category of service described in this RFQ in respect of which a List will be established;

m) "should" or "desirable" means a requirement having a significant degree of importance to the objectives of this RFQ; and

n) "Responsible and Problem Gambling Program" or "RPGP" refers to the program area within the Gaming Policy and Enforcement Branch responsible for delivering prevention and education services to British Columbians and treatment services for citizens experiencing problems related to excessive gambling.

3. Request for Qualifications

3.1 Enquiries

All enquiries related to this RFQ are to be directed, in writing, to the contact person at the e-mail address indicated on the front cover of this RFQ. Information obtained from any other source is not official and should not be relied upon. Do not contact the Ministry/agency involved unless indicated as the contact person. Enquiries and answers may be recorded and distributed to all Respondents at the Province's option.

3.2 Closing Date

Three (3) complete paper copies and **one** (1) complete electronic copy of the Response must be received before **4:00 PM** Pacific Standard Time on **October 13,**

2011 at the appropriate address(es) on the front cover of this RFQ. Responses must not be sent by facsimile. Responses and their envelopes should be clearly marked with the name and address of the Respondent, the RFQ number, and the project or program title.

Responses received after the date set out on the front cover of this RFQ will be dealt with under section 5.1.11.

3.3 Qualifications Review Committee

Review of Responses will be by a committee formed by the Province and may include employees and contractors of the Province.

3.4 Review and Selection

The qualifications review committee will check Responses against the mandatory criteria. Responses not meeting all mandatory criteria will be rejected without further consideration. Responses that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria (Section 4.1). Responses not meeting a minimum score (if specified) in a category will not be further considered. The names of successful Respondents will be added to the Province's List of Qualified Suppliers.

3.5 Signed Responses

The Response must include a completed cover letter substantially similar to the cover letter set out in Appendix A and the cover letter must be signed by the applicant or a person authorized to sign on behalf of the Respondent. The electronic copy must contain a completed cover letter, though it does not need to be signed.

3.6 Changes to Response Wording

The Respondent will not change the wording of its Response after the closing date and time specified on the front cover of this RFQ, and no words or comments will be added to the Response unless requested by the Province for purposes of clarification.

3.7 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing a Response and for subsequent negotiations (including interviews) with the Province, if any. The Province will not be liable to any Respondent for any claims, whether for costs or damages incurred by the Respondent in preparing the Response, loss of anticipated profit in connection with any decision or final contract, or any other matter whatsoever.

3.8 Acceptance of Responses

This RFQ is not an agreement to purchase services. The Province is not bound to enter into a contract with any Qualified Supplier. Responses will be assessed in light of the qualification review criteria. The Province will be under no obligation to receive further information, whether written or oral, from any Respondent.

3.9 Definition of Contract

Notice in writing to a Respondent that it has been identified as a Qualified Supplier will neither constitute a contract nor give the Respondent any legal or equitable rights or privileges relative to the service requirements set out in this RFQ. Only if a Qualified Supplier and the Province enter into a subsequent full written contract will a Respondent acquire any legal or equitable rights or privileges.

3.10 List of Qualified Suppliers Not Binding

A Qualified Supplier may withdraw its name from the List of Qualified Suppliers by notifying the Province in writing. The Province may withdraw a name of a Qualified Supplier from the List of Qualified Suppliers by notifying that Qualified Supplier in writing.

3.11 Modification of Terms

The Province reserves the right to modify the terms of this RFQ at any time in its sole discretion. This includes the right to cancel this RFQ or the List of Qualified Suppliers at any time without entering into a contract.

3.12 Ownership of Responses

All documents, including Responses, submitted to the Province become the property of the Province. They will be received and held in confidence by the Province, subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.

3.13 Confidentiality of Information

Information pertaining to the Province obtained by the Respondent as a result of participation in this RFQ is confidential and must not be disclosed without written authorization from the Province.

3.14 Collection and Use of Personal Information

Respondents are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any subcontractors. If this RFQ requires Respondents to provide the Province with personal information of employees who have been included as resources in response to this RFQ, Respondents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to the Province. Such written consents are to specify that the personal information may be forwarded to the Province for the purposes of responding to this RFQ and use by the Province for the purposes set out in the RFQ. The Province may, at any time, request the original consents or copies of the original consents from Respondents, and upon such request being made, Respondents will immediately supply such originals or copies to the Province.

3.15 Additional Information on the RFQ

All subsequent information regarding this RFQ, including changes made to this document, will be posted on the BC Bid web site. It is the sole responsibility of the Respondent to check for amendments and additional information on the BC Bid web site.

3.16 Debriefing

The Ministry will offer a debriefing to Respondents who did not make the List of Qualified Suppliers, on request, at a mutually agreeable time.

3.17 Form of Contract

Any contract with a Qualified Supplier will be in the form of a "Transfer Under Agreement."

4. Services

4.1 Service Area

The following provides details of the types of skills the Province will require from Qualified Suppliers in order to deliver the Services discussed:

Delivery of coordinated clinical counselling services for people who have problems with gambling and affected others.

The Consultant will require comprehensive skills in order to provide clinical counselling services to people who have problems with gambling and affected others. Respondents must respond to and qualify for all items listed below. Respondents must demonstrate their qualifications with respect to the items listed *(list and answer each item individually, by letter, in alphabetical order - see Appendix B).*

a. Demonstrate experience applying the Bio-psycho-social-spiritual model and harm reduction model in the assessment and treatment of individuals, couples and families;
b. Demonstrate knowledge of problem gambling, including: current statistics, unique issues experienced by a problem gambler and affected others, groups and resources available in BC for people experiencing a problem with gambling, current research in the area of treatment for problem gamblers, and legislation affecting gambling in BC;
c. Demonstrate knowledge of and experience with cognitive-behavioural approaches and the 12-Step model of recovery;
d. Demonstrate knowledge about issues of transference and counter-transference how these can affect work with clients;
e. Demonstrate knowledge of developmental transitions and challenges across the lifespan in the context of addictions development, maintenance and treatment;
f. Apply a theory of change to a case and discuss how it is consistent with your theoretical orientation;
g. Demonstrate understanding of how diversity may impact counselling from the perspectives of the client and the clinician;

h. Demonstrate knowledge of biological, psychological, social, environmental triggers related to risk assessment and the development of problem gambling;
i. Demonstrate understanding of the concepts of prevention and education as they pertain to problem gambling;
j. Demonstrate understanding of barriers to accessing problem gambling counselling;
k. Demonstrate experience with DSM-IV-TR;
l. Demonstrate knowledge of major classes of psychotropic medications available and other classes of medications relevant to problem gambling;
m. Demonstrate experience facilitating group therapy and psycho-educational workshops;
n. Demonstrate understanding of the political issues relevant to conflicting public opinions of gambling;

o. Optional: Experience in counselling problem gamblers and affected others;
p. Optional: Completion of a Problem Gambling Certification program;
q. Optional: Experience working with Aboriginal communities;
r. Optional: Fluency in a second language (ability to offer bi-lingual counselling).

4.2 Pricing (Contract Fees)

Fees for the above stated services will be approximately $100.00 per service unit on a fee-for-service basis, full and part-time contracts will deliver to a maximum of 1200 service units per annum, plus expenses. Contract size is determined by the Province. A full menu of rates and expenses for contract deliverable activities will be included in the service provider contract. Full payment of monthly fees will be contingent on demonstrated delivery of the contract requirements/deliverables.

Expenses will be invoiced as per GMOP regulations and are set according to area and contract size. All fees and expenses will also be subject to verification and audit by the Ministry or Ministry-designated personnel.

4.3 Security Clearance

The Province will require security clearance, in the form of a Criminal Record Check, from the Respondent/Consultant before entering into a contract. The Branch will advise successful Consultants after the selection process as to the procedure for conducting the Criminal Record Check.

4.4 Location and Facilities

The Province is seeking applications from all regions of BC. The contract requires Respondents/Consultants to work at their own work location central to the service region. Secondary work locations may also be required when the service region includes numerous distant communities.

Consultants must be able to be contacted by telephone, cellular phone, fax and e-mail. Consultants must have access to and ability with standard office automation tools (i.e., e-mail, MS Word, MS Excel and MS PowerPoint).

5. Use of List

5.1 Guidelines

The guidelines set out in this Section 5 regarding the use of the List of Qualified Suppliers are subject to change from time to time as the Province may deem necessary, without notice to the Respondents/Consultants or firms on the List.

5.1.1 The List of Qualified Suppliers will be in effect until **October 13, 2014**.

5.1.2 The Province may, in its sole discretion, from time to time, use the List of Qualified Suppliers in connection with projects or assignments. The criteria for selecting Qualified Suppliers for each project or task will vary, depending upon the requirements of the applicable project or task and could involve requiring a Respondent/Consultant to have a certain demonstrated experience and proficiency level in one or more Service Areas depending on the specific requirements of the project or assignment.

5.1.3 Any contracts entered into with a Qualified Supplier will be:

a) Between the Province and the Respondent;

b) Between the Province and a company and specifying the individual Consultant(s) to be engaged where the Qualified Supplier is a Respondent company.

5.1.4 The Province reserves the right, in its sole discretion, to renew any contracts entered into with a Qualified Supplier for an additional two (2) terms for durations not exceeding two (2) years each.

5.1.5 Qualified Suppliers may be contracted on an "as, if and when requested" basis and may be contracted directly or asked to compete on opportunities for the provision of services in accordance with the selection method set out in paragraph 5.1.6 or as revised by the Province and communicated to all Qualified Suppliers from time to time. If a Qualified Supplier's requested Consultant is unavailable for a contemplated project or assignment, the Qualified Supplier may propose a substitute resource to the Province for evaluation and consideration.

5.1.6 The Province may select a Qualified Supplier from the List using one or more of the following selection methods:

a) If the estimated contract value is less than $25,000 the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term etc.) of the project or assignment with the intent to enter into contract negotiations with that Qualified Supplier;

b) If the estimated contract value is $25,000 or more and less than $75,000, the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term, etc.) of the project or assignment with the intent to enter into

Contract negotiations with that Qualified Supplier if it can be verified by the Province that only one Qualified Supplier has a Consultant that:

i. is available to undertake the project or assignment; or,

ii. has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications.

c) If the estimated contract value is $25,000 or more and less than $75,000, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province may, in its sole discretion, use a competitive or other selection process between a minimum of three (if available) such Qualified Suppliers that evaluates each Qualified Supplier's available Consultants, proposed approach, pricing, or other elements required for the project or assignment. The Province may in its sole discretion consider other Qualified Suppliers' available Consultants that, in the Province's sole opinion, meet the Province's qualification criteria for the project or assignment (e.g., specialization, experience level, etc.).

d) If the estimated contract value is $75,000 or more, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province will invite all such Qualified Suppliers to compete for the project or assignment.

e) Notwithstanding subparagraphs a), b), c), and d), the Province may directly negotiate a contract with a Qualified Supplier where one of the following exceptional conditions applies:

i. only one available Consultant is qualified to provide the services;

ii. an unforeseeable emergency exists and the services could not be obtained in time by means of a competitive process;

iii. a competitive process would interfere with the Province's ability to maintain security or order or to protect human, animal or plant life or health; or

iv. The acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest.

5.1.7 Qualified Suppliers will immediately, during the period that the List is in effect, advise the Province of any material changes to the information contained in their Response.

5.1.8 The Province has the sole discretion to remove a Qualified Supplier from the List of Qualified Suppliers for unsatisfactory performance by a Qualified Supplier in a contract or for failing to meet the requirements for staying on the List of Qualified

Suppliers as set out in this RFQ or as may be communicated by the Province from time to time.

5.1.9 The Province has no obligation to:

a) inquire as to the availability of a substitute Consultant when advised by a Qualified Supplier that the Consultant named on the List is not available for a particular project;
b) evaluate or accept any substitute Consultant proposed by a Qualified Supplier;
c) enter into a contract with any one or more Qualified Suppliers; or
d) invite any one or more Qualified Suppliers to participate in competitive processes for a contract.

5.1.10 The Province reserves the right, in its sole discretion, to:

a) employ open competitions that include suppliers external to the List of Qualified Suppliers;
b) otherwise engage suppliers external to the List of Qualified Suppliers in connection with any project required by the Province; and
c) at any time, cancel, extend, expand or make a call to the market-place to renew the List of Qualified Suppliers.

5.1.11 The Province may, in its sole discretion, consider subsequent requests for inclusion on the List of Qualified Suppliers after **December 15, 2011** and during the term of the List. Any such requests will be subject to those Respondents submitting their qualification information for review in the same manner as originally outlined in this RFQ. There is no assurance that the Province will require any future additions to the List or will accept any requests for inclusion.

6. Qualifications Review Criteria

6.1 Mandatory Criteria

The following are mandatory requirements. Responses not clearly demonstrating that they meet them will receive no further consideration during the evaluation process.

a.	The Response (both paper and electronic copies) must be received at the appropriate closing locations by the specified closing date and time.
b.	**Three (3)** paper copies and **one (1)** electronic copy of the Response must be submitted, either in MS Word or PDF format.
c.	The Response must be in English and paper copies must not be sent by facsimile.
d.	The Response must include a form in substantially the same format as Appendix A of this application, for each Respondent/Consultant to be considered.
e.	The Response must include a form in substantially the same format as Appendix B of this application, answering to Section 4.1, items a. – n. individually, by letter, in alphabetical order, for each Respondent/Consultant to be considered.
f.	The Respondent/Consultant must have a Masters Degree in Social or Health Sciences from an accredited university or be actively enrolled in a relevant Masters program at an accredited university. Preference will be given to those who have completed their degree. Supporting documents including relevant transcripts, proof of completion, or current enrolment and anticipated completion must be included in the Response; sealed transcripts may be required prior to contracting.
g.	The Respondent/Consultant must demonstrate s/he has at least 2700 hours (3 years full time) of experience delivering supervised clinical counselling services related to addiction and mental health issues. Must have experience in assessment (DSM IV-TR psycho-metrics as required for addictions and mental health assessment) and treatment, group and individual counselling as well as facilitating psycho-education.
h.	The Consultant must be registered with one of the following professional associations: CCPA (formerly CCA), BCACC, or hold designation of RCSW. Proof of registration/membership must be included in the Response.
i.	The Response must include a résumé (maximum three pages) containing information on the Respondent's/Consultant's education, experience and 3 professional references.
j.	The Respondent/Consultant must possess a computer with at least Windows XP (or Windows Vista) operating system, as well as at least Internet Explorer 7 and be proficient in the use of multimedia hardware and software required to deliver programming, including Excel, PowerPoint, Word and Outlook. Written confirmation must be included in the Response.
k.	The Respondent/Consultant will demonstrate successful completion of, or the intention to complete at the first available opportunity, the Level I – *Introduction to Problem Gambling* course delivered by the Responsible & Problem Gambling Program or equivalent training. Proof of completion or written intent to complete must be included in the Response.

l.	The Respondent/Consultant must possess current CPR and First Aid certification or the intention to obtain same. Proof of certification or the intent to complete must be included in the Response.
m.	The Respondent/Consultant must have access to a vehicle appropriate to the region's terrain and in good working order, with valid vehicle insurance. Copy of BC Driver's License and vehicle insurance must be included in the Response.

6.2 Desirable and Optional Criteria

Responses meeting the mandatory requirements will be further assessed against the following desirable and optional criteria. A Respondent not reaching the minimum score between desirable and optional will receive no further consideration during the qualification review.

Desirable and Optional Criteria	Points Available	Minimum score
Demonstrated Service Area Desirable Experience/ Qualifications (responses to Section 4.1, items a. – n.)	100	
Demonstrated Service Area Optional Experience/ Qualifications (responses to Section 4.1, items o. – r.)	15	
TOTAL POINTS AVAILABLE	**115**	**75**

6.3 Qualifications Review Stages

Stage 1
Responses will be checked for compliance with the mandatory criteria. Responses that do not meet the mandatory requirements will receive no further consideration.

Stage 2
Respondents/Consultants will be assessed on their education, professional/other designations, skills, relevant experience and other qualifications as presented in their submitted Appendix B, résumé and other supporting documents. The Province reserves the right to interview Respondents/Consultants when reviewing these criteria for clarification purposes.

Stage 3
Reference checks may be done by the Province during the qualifications review and the term of the List to confirm any submitted information about Respondents/Consultants. The Province reserves the right to contact references other than those provided by the Respondent. If any of the references are unsatisfactory to the Province, the Respondent/Consultant may be excluded or removed from the List of Qualified Suppliers at the Province's sole discretion.

Stage 4
Respondents will be notified of their status on the List of Qualified Suppliers.

7. Response Details

7.1 Responses are to be submitted in the following format and sequence to ensure that they receive full consideration during evaluations and that the evaluations themselves may be handled in an efficient and consistent manner. All pages should be consecutively numbered.

a) The Response covering letter set out in Appendix A;

b) The Service Area Desirable Experience/Qualifications list (items a. – n. individually, by letter, in alphabetical order), and if applicable, Optional items o. – r. individually, by letter, in alphabetical order), set out in Appendix B;

c) A résumé demonstrating education requirements are met, including supporting documentation as described in Section 6.1, f, g & i;

d) Proof of current professional registration, as described in Section 6.1, h;

f) Written confirmation of possession of computer, as described in Section 6.1, j;

g) Proof of completion or written intent to complete the Program's Introduction to Problem Gambling training or equivalent, as described in Section 6.1, k;

h) Proof of completion or written intent to obtain CPR and basic First Aid certification, as described in Section 6.1, l;

i) Photocopy of a valid British Columbia driver's licence and written confirmation of access to a vehicle in good working order with valid insurance, as described in Section 6.1, m.

Appendix A – Response Covering Letter

Letterhead or Respondent's name and address

Date:

MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL
GAMING POLICY AND ENFORCEMENT BRANCH
PO BOX 9311 STN PROV GOVT
VICTORIA, BRITISH COLUMBIA V8W 9N1

Attention: **David Horricks**

Subject: **List of Qualified Suppliers**
Request for Qualifications No. CP-09-11
including any amendments or additions (the "Request for Qualifications")

NOTE: amendments and additions will be posted to the BC Bid website at www.bcbid.ca. It is the Respondent's sole responsibility to check for amendments and additional information.

The enclosed Response is submitted in response to the above-referenced Request for Qualifications.

We have carefully read and examined the Request for Qualifications and have conducted such other investigations as were prudent and reasonable in preparing the Response. I am authorized to submit this Response on behalf of myself/my Consultant.

Yours truly,

_____

Signature

Name: _____

Title (if applicable): _____

Telephone Number: _____

e-mail address: _____

Legal name of Respondent: _____

_____

Date: _____

Appendix B – Respondent/Consultant Qualification Summary

Respondent's Legal Name:				
Consultant's Name (if different):				
Contract Position and Region(s) being sought:				
Respondent's Primary Office Address:				
Respondent's/ Consultant's Contact Information:	**Phone**	**Fax**	**e-mail**	

Respondent's/ Consultant's Degrees, Certificates, Diplomas or Professional Designations Held or Earned:	**Degree, Diploma, Certificate or Designation**	**Issuing Institution or Association**	**Date Conferred or Awarded**

Respondent's/Consultant's Demonstrated Service Area Experience/Qualifications – Assignments/Projects	**Skill Areas**	**Reference(s) *if applicable***
Provide specific details to clearly demonstrate your expertise in the selected Service Area. For example, indicate the time length of the work, details about its value and impact, your role and accomplishments in the work, etc. For example, clearly demonstrate knowledge and understanding using examples if appropriate. ***SEE Section 4.1***	*Indicate the specific item you are answering to (by letter a – n, individually; by letter o – r if applicable). Respondents are asked not to group letters/Section 4.1 items.*	*Provide:* *Relevant Organization/Contact including title, telephone number and/or email.*

Add an additional row to the above table for each subsequent letter in section 4.1 Services.

MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL
Request for Qualifications

Responsible and Problem Gambling Program

Clinical Counsellor

Request for Qualifications No.: CP-03-12
Issue Date: April 19th 2012
Closing Locations:

MAIL ONLY:	COURIER/BY HAND:	ELECTRONIC COPIES
Responsible & Problem Gambling Program P.O. Box 9311, Stn Prov Govt Victoria, B.C. V8W 9N1 Attention: **David Horricks**	Responsible & Problem Gambling Program 3rd Floor, 910 Government St. Victoria, B.C. V8W 1X3 Attention: **David Horricks**	info@bcresponsiblegambling.ca Subject: RFQ CP-09-10 Clinical Counsellor

Closing Date and Time:

Three (3) complete hard copies and **one** (1) electronic copy in MS Word or PDF format of each Response must be received by **4:00 PM** Pacific Standard Time on **May 31st 2012** at the above locations:

Contact Person:

David Horricks, Director
Responsible & Problem Gambling Program
Email: david.horricks@gov.bc.ca

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APPENDIX A RESPONSE COVERING LETTER
APPENDIX B CONSULTANT QUALIFICATION SUMMARY

1. Overview of the Requirement

The Ministry of Energy & Mines, through its Gaming Policy and Enforcement Branch ("the Branch"), is the lead co-ordinating ministry for gaming, responsible gambling and problem gambling policies and programs.

- Problem gambling clinical treatment services are an integral part of the British Columbia Responsible & Problem Gambling Program ("the Program"), and a cornerstone of the Province's Responsible Gambling Strategy. Introduced in 2003, the Strategy has three goals: (1) Create public awareness of risk associated with gambling; (2) deliver gambling in a manner that encourages responsible gambling and informed choice; (3) provide treatment and support to those impacted by problem gambling. Clinical services support goal three of the Strategy.

The Program supports and delivers a comprehensive problem gambling immediate response network and clinical treatment continuum. A government-funded toll-free 24 hour Problem Gambling Help Line provides crisis support and information, as well as referrals to free professional clinical counselling available anywhere in the province. Counselling services include individual, family, couple, and group sessions (in person or over the telephone), as well as an intensive day treatment program.

For more information, visit the Program's website: www.bcresponsiblegambling.ca.

The Branch is seeking applications for all regions of the province; an urgent need has been identified for qualified and experienced individuals to provide bilingual (Mandarin/Cantonese and English) clinical counselling services to the Chinese communities with a focus of the city of Richmond. Other bilingual speaking counsellors are also of interest for specific demographic groups in the lower mainland. The purpose of this Request for Qualifications is to qualify individuals in the following Service Area:

- **Problem Gambling Clinical Counselling Services**

Based on the review of the RFQ Responses the Province intends to establish a List of Qualified Suppliers who, on an "as, if and when requested" basis, may be contracted directly, or asked to compete, to enter into a contract for the provision of Services described in Section 4.

2. Request for Qualifications Definitions

Throughout this Request for Qualifications, the following definitions may be used:

a) "BC Bid" means the electronic tendering service maintained by the Province;

b) "BC Bid Website" means the website maintained by BC Bid at www.bcbid.ca, or any replacement website;

c) "Contract" means a written contract executed by the Province and a Qualified Supplier;

d) "Consultant" means a person nominated by a Respondent to be qualified in one or more Service Area; consultant also means the person who would be delivering Services; consultant also means the person who would be delivering Services;

e) "List of Qualified Suppliers" or "List" means a list of names of Qualified Suppliers, and in the case where the Qualified Supplier is a company, includes the names of their Consultants, who possess the qualifications described in this RFQ and that have satisfied any conditions set by the Province for being added to and staying on that list;

f) "must", or "mandatory" means a requirement that must be met in order for a Response to receive consideration;

g) "Province" means Her Majesty the Queen in Right of the Province of British Columbia and includes the Ministry of Energy and Mines;

h) "Qualified Supplier" means a Respondent who is either an individual Consultant, or who is a company having one or more Consultants, possessing the qualifications in a Service Area described in this RFQ that has satisfied any conditions set by the Province for being added to, and staying on, the List of Qualified Suppliers in that Service Area;

i) "Respondent" means an individual or a company that submits, or intends to submit, a Response; if the Respondent is submitting a Response on their own behalf, it is the Respondent who would be delivering Services;

j) "Response" means an application to this RFQ;

k) "RFQ" or "Request for Qualifications" means the process described in this document;

l) "Service Area" means a category of service described in this RFQ in respect of which a List will be established;

m) "should" or "desirable" means a requirement having a significant degree of importance to the objectives of this RFQ; and

n) "Responsible and Problem Gambling Program" or "RPGP" refers to the program area within the Gaming Policy and Enforcement Branch responsible for delivering prevention and education services to British Columbians and treatment services for citizens experiencing problems related to excessive gambling.

3. Request for Qualifications

3.1 Enquiries

All enquiries related to this RFQ are to be directed, in writing, to the contact person at the e-mail address indicated on the front cover of this RFQ. Information obtained from any other source is not official and should not be relied upon. Do not contact the Ministry/agency involved unless indicated as the contact person. Enquiries and answers may be recorded and distributed to all Respondents at the Province's option.

3.2 Closing Date

Three (3) complete paper copies and **one** (1) complete electronic copy of the Response must be received before **4:00 PM** Pacific Standard Time on **May 31st**

2012 at the appropriate address(es) on the front cover of this RFQ. Responses must not be sent by facsimile. Responses and their envelopes should be clearly marked with the name and address of the Respondent, the RFQ number, and the project or program title.

Responses received after the date set out on the front cover of this RFQ will be dealt with under section 6.3 Stage 1.

3.3 Qualifications Review Committee

Review of Responses will be by a committee formed by the Province and may include employees and contractors of the Province.

3.4 Review and Selection

The qualifications review committee will check Responses against the mandatory criteria. Responses not meeting all mandatory criteria will be rejected without further consideration. Responses that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria (Section 4.1). Responses not meeting a minimum score (if specified) in a category will not be further considered. The names of successful Respondents will be added to the Province's List of Qualified Suppliers.

3.5 Signed Responses

The Response must include a completed cover letter substantially similar to the cover letter set out in Appendix A and the cover letter must be signed by the applicant or a person authorized to sign on behalf of the Respondent. The electronic copy must contain a completed cover letter, though it does not need to be signed.

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The Respondent will not change the wording of its Response after the closing date and time specified on the front cover of this RFQ, and no words or comments will be added to the Response unless requested by the Province for purposes of clarification.

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The Province reserves the right to modify the terms of this RFQ at any time in its sole discretion. This includes the right to cancel this RFQ or the List of Qualified Suppliers at any time without entering into a contract.

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Information pertaining to the Province obtained by the Respondent as a result of participation in this RFQ is confidential and must not be disclosed without written authorization from the Province.

3.14 Collection and Use of Personal Information

Respondents are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any subcontractors. If this RFQ requires Respondents to provide the Province with personal information of employees who have been included as resources in response to this RFQ, Respondents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to the Province. Such written consents are to specify that the personal information may be forwarded to the Province for the purposes of responding to this RFQ and use by the Province for the purposes set out in the RFQ. The Province may, at any time, request the original consents or copies of the original consents from Respondents, and upon such request being made, Respondents will immediately supply such originals or copies to the Province.

3.15 Additional Information on the RFQ

All subsequent information regarding this RFQ, including changes made to this document, will be posted on the BC Bid web site. It is the sole responsibility of the Respondent to check for amendments and additional information on the BC Bid web site.

3.16 Debriefing

The Ministry will offer a debriefing to Respondents who did not make the List of Qualified Suppliers, on request, at a mutually agreeable time.

3.17 Form of Contract

Any contract with a Qualified Supplier will be in the form of a "Transfer Under Agreement."

4. Services

4.1 Service Area

The following provides details of the types of skills the Province will require from Qualified Suppliers in order to deliver the Services discussed:

Delivery of coordinated clinical counselling services for people who have problems with gambling and affected others.

The Consultant will require comprehensive skills in order to provide clinical counselling services to people who have problems with gambling and affected others. Respondents must respond to and qualify for all items listed below. Respondents must demonstrate their qualifications with respect to the items listed *(list and answer each item individually, by letter, in alphabetical order - see Appendix B).*

a. Demonstrate experience applying the Bio-psycho-social-spiritual model and harm reduction model in the assessment and treatment of individuals, couples and families;
b. Demonstrate knowledge of problem gambling, including: current statistics, unique issues experienced by a problem gambler and affected others, groups and resources available in BC for people experiencing a problem with gambling, current research in the area of treatment for problem gamblers, and legislation affecting gambling in BC;
c. Demonstrate knowledge of and experience with cognitive-behavioural approaches and the 12-Step model of recovery;
d. Demonstrate knowledge about issues of transference and counter-transference how these can affect work with clients;
e. Demonstrate knowledge of developmental transitions and challenges across the lifespan in the context of addictions development, maintenance and treatment;
f. Apply a theory of change to a case and discuss how it is consistent with your theoretical orientation;
g. Demonstrate understanding of how diversity may impact counselling from the perspectives of the client and the clinician;

h. Demonstrate knowledge of biological, psychological, social, environmental triggers related to risk assessment and the development of problem gambling;
i. Demonstrate understanding of the concepts of prevention and education as they pertain to problem gambling;
j. Demonstrate understanding of barriers to accessing problem gambling counselling;
k. Demonstrate experience with DSM-IV-TR;
l. Demonstrate knowledge of major classes of psychotropic medications available and other classes of medications relevant to problem gambling;
m. Demonstrate experience facilitating group therapy and psycho-educational workshops;
n. Demonstrate understanding of the political issues relevant to conflicting public opinions of gambling;
o. Demonstrate proficiency and understanding for the importance of community networking/marketing from a program and business development perspective;
p. Demonstrate experience/ability to work as an independent, self-sufficient member of a larger team with a common goal;
q. *Optional: Experience in counselling problem gamblers and affected others;*

4.2 Pricing (Contract Fees)

Fees for the above stated services will be approximately $100.00 per service unit on a fee-for-service basis, full and part-time contracts will deliver to a maximum of 1200 service units per annum, plus expenses. Contract size is determined by the Province. A full menu of rates and expenses for contract deliverable activities will be included in the service provider contract. Full payment of monthly fees will be contingent on demonstrated delivery of the contract requirements/deliverables.

Expenses will be invoiced as per Government Management Operating Procedure (GMOP) regulations and are set according to area and contract size. All fees and expenses will also be subject to verification and audit by the Ministry or Ministry-designated personnel.

4.3 Security Clearance

The Province will require security clearance, in the form of a Criminal Record Check, from the Respondent/Consultant before entering into a contract. The Branch will advise successful Consultants after the selection process as to the procedure for conducting the Criminal Record Check.

4.4 Location and Facilities

The Province is seeking applications from all regions of BC. The contract requires Respondents/Consultants to work at their own work location central to the service region. Secondary work locations may also be required when the service region includes numerous distant communities.

Consultants must be able to be contacted by telephone, cellular phone, fax and e-mail. Consultants must have access to and ability with standard office automation tools (i.e., e-mail, MS Word, MS Excel and MS PowerPoint).

5. Use of List

5.1 Guidelines

The guidelines set out in this Section 5 regarding the use of the List of Qualified Suppliers are subject to change from time to time as the Province may deem necessary, without notice to the Respondents/Consultants or firms on the List.

5.1.1 The List of Qualified Suppliers will be in effect until **May 31st , 2014**.

5.1.2 The Province may, in its sole discretion, from time to time, use the List of Qualified Suppliers in connection with projects or assignments. The criteria for selecting Qualified Suppliers for each project or task will vary, depending upon the requirements of the applicable project or task and could involve requiring a Respondent/Consultant to have a certain demonstrated experience and proficiency level in one or more Service Areas depending on the specific requirements of the project or assignment.

5.1.3 Any contracts entered into with a Qualified Supplier will be:

a) Between the Province and the Respondent;

b) Between the Province and a company and specifying the individual Consultant(s) to be engaged where the Qualified Supplier is a Respondent company.

5.1.4 The Province reserves the right, in its sole discretion, to renew any contracts entered into with a Qualified Supplier for an additional two (2) terms for durations not exceeding two (2) years each.

5.1.5 Qualified Suppliers may be contracted on an "as, if and when requested" basis and may be contracted directly or asked to compete on opportunities for the provision of services in accordance with the selection method set out in paragraph 5.1.6 or as revised by the Province and communicated to all Qualified Suppliers from time to time. If a Qualified Supplier's requested Consultant is unavailable for a contemplated project or assignment, the Qualified Supplier may propose a substitute resource to the Province for evaluation and consideration.

5.1.6 The Province may select a Qualified Supplier from the List using one or more of the following selection methods:

a) If the estimated contract value is less than $25,000 the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term etc.) of the project or assignment with the intent to enter into contract negotiations with that Qualified Supplier;

b) If the estimated contract value is $25,000 or more and less than $75,000, the Province may directly invite a Qualified Supplier to provide a quotation based

on Consultant availability and on specified requirements (e.g., deliverables, milestones, term, etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier if it can be verified by the Province that only one Qualified Supplier has a Consultant that:

i. is available to undertake the project or assignment; or,

ii. has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications.

c) If the estimated contract value is $25,000 or more and less than $75,000, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province may, in its sole discretion, use a competitive or other selection process between a minimum of three (if available) such Qualified Suppliers that evaluates each Qualified Supplier's available Consultants, proposed approach, pricing, or other elements required for the project or assignment. The Province may in its sole discretion consider other Qualified Suppliers' available Consultants that, in the Province's sole opinion, meet the Province's qualification criteria for the project or assignment (e.g., specialization, experience level, etc.).

d) If the estimated contract value is $75,000 or more, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province will invite all such Qualified Suppliers to compete for the project or assignment.

e) Notwithstanding subparagraphs a), b), c), and d), the Province may directly negotiate a contract with a Qualified Supplier where one of the following exceptional conditions applies:

i. only one available Consultant is qualified to provide the services;

ii. an unforeseeable emergency exists and the services could not be obtained in time by means of a competitive process;

iii. a competitive process would interfere with the Province's ability to maintain security or order or to protect human, animal or plant life or health; or

iv. The acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest.

5.1.7 Qualified Suppliers will immediately, during the period that the List is in effect, advise the Province of any material changes to the information contained in their Response.

5.1.8 The Province has the sole discretion to remove a Qualified Supplier from the List of Qualified Suppliers for unsatisfactory performance by a Qualified Supplier in a contract or for failing to meet the requirements for staying on the List of Qualified Suppliers as set out in this RFQ or as may be communicated by the Province from time to time.

5.1.9 The Province has no obligation to:

a) inquire as to the availability of a substitute Consultant when advised by a Qualified Supplier that the Consultant named on the List is not available for a particular project;
b) evaluate or accept any substitute Consultant proposed by a Qualified Supplier;
c) enter into a contract with any one or more Qualified Suppliers; or
d) invite any one or more Qualified Suppliers to participate in competitive processes for a contract.

5.1.10 The Province reserves the right, in its sole discretion, to:

a) employ open competitions that include suppliers external to the List of Qualified Suppliers;
b) otherwise engage suppliers external to the List of Qualified Suppliers in connection with any project required by the Province; and
c) at any time, cancel, extend, expand or make a call to the market-place to renew the List of Qualified Suppliers.

5.1.11 The Province may, in its sole discretion, consider subsequent requests for inclusion on the List of Qualified Suppliers after **July 31st , 2012** and during the term of the List. Any such requests will be subject to those Respondents submitting their qualification information for review in the same manner as originally outlined in this RFQ. There is no assurance that the Province will require any future additions to the List or will accept any requests for inclusion.

6. Qualifications Review Criteria

6.1 Mandatory Criteria

The following are mandatory requirements. Responses not clearly demonstrating that they meet them will receive no further consideration during the evaluation process. **Please refer to the Respondent/Consultant Qualification Summary Table in Appendix B at the end of this document for structuring your responses.**

a.	The Response (both paper and electronic copies) must be received at the appropriate closing locations by the specified closing date and time.
b.	**Three (3)** paper copies and **one (1)** electronic copy of the Response must be submitted, either in MS Word or PDF format.
c.	The Response must be in English and paper copies must not be sent by facsimile.
d.	The Response must include a form in substantially the same format as Appendix A of this application, for each Respondent/Consultant to be considered.
e.	The Response must include a form in substantially the same format as Appendix B of this application, answering to Section 4.1, items a. – n. individually, by letter, in alphabetical order, for each Respondent/Consultant to be considered.
f.	The Respondent/Consultant must have a Masters Degree in counselling from an accredited university. Supporting documents including relevant transcripts, proof of completion, or current enrolment and anticipated completion must be included in the Response; sealed transcripts may be required prior to contracting.
g.	The Respondent/Consultant must demonstrate s/he has at least 2700 hours (3 years full time) of experience delivering supervised clinical counselling services related to addiction and mental health issues. Must have experience in assessment (DSM IV-TR psycho-metrics as required for addictions and mental health assessment) and treatment, group and individual counselling as well as facilitating psycho-education. Preference may be given to those with gambling addition counselling experience.
h.	The Consultant must be registered with one of the following professional associations: CCPA (formerly CCA), BCACC, or hold designation of RCSW. Proof of registration/membership must be included in the Response.
i.	The Response must include a résumé (maximum three pages) containing information on the Respondent's/Consultant's education, experience and 3 professional references.
j.	The Respondent/Consultant must possess a computer with at least Windows XP (or Windows Vista) operating system, as well as at least Internet Explorer 7 and be proficient in the use of multimedia hardware and software required to deliver programming, including Excel, PowerPoint, Word and Outlook. Written confirmation must be included in the Response.
k.	The Respondent/Consultant will demonstrate successful completion of, or the intention to complete at the first available opportunity, the Level I – *Introduction to Problem Gambling* course delivered by the Responsible & Problem Gambling Program or

	equivalent training. Proof of completion or written intent to complete must be included in the Response.
l.	The Respondent/Consultant must possess current CPR and First Aid certification or the intention to obtain same. Proof of certification or the intent to complete must be included in the Response.
m.	The Respondent/Consultant must have access to a vehicle appropriate to the region's terrain and in good working order, with valid vehicle insurance. Copy of BC Driver's License and vehicle insurance must be included in the Response.

6.2 Desirable and Optional Criteria

Responses meeting the mandatory requirements will be further assessed against the following desirable and optional criteria. A Respondent not reaching the minimum score between desirable and optional will receive no further consideration during the qualification review.

Desirable and Optional Criteria	Points Available	Minimum score
Demonstrated Service Area Desirable Experience/ Qualifications (responses to Section 4.1, items a. – p.)	100	
Demonstrated Service Area Optional Experience/ Qualifications (responses to Section 4.1, items q.)	5	
TOTAL POINTS AVAILABLE	**105**	**70**

6.3 Qualifications Review Stages

Stage 1
Responses will be checked for compliance with the mandatory criteria. Responses that do not meet the mandatory requirements will receive no further consideration.

Stage 2
Respondents/Consultants will be assessed on their education, professional/other designations, skills, relevant experience and other qualifications as presented in their submitted Appendix B, résumé and other supporting documents. The Province reserves the right to interview Respondents/Consultants when reviewing these criteria for clarification purposes.

Stage 3
Reference checks may be done by the Province during the qualifications review and the term of the List to confirm any submitted information about Respondents/Consultants. The Province reserves the right to contact references other than those provided by the Respondent. If any of the references are unsatisfactory to the Province, the Respondent/Consultant may be excluded or removed from the List of Qualified Suppliers at the Province's sole discretion.

Stage 4
Respondents will be notified of their status on the List of Qualified Suppliers.

7. Response Details

7.1 Responses are to be submitted in the following format and sequence to ensure that they receive full consideration during evaluations and that the evaluations themselves may be handled in an efficient and consistent manner. All pages should be consecutively numbered.

a) The Response covering letter set out in Appendix A;

b) The Service Area Desirable Experience/Qualifications list (items a. – p. individually, by letter, in alphabetical order), and if applicable, Optional item q. individually, by letter, in alphabetical order), set out in Appendix B;

c) A résumé demonstrating education requirements are met, including supporting documentation as described in Section 6.1, f, g & i;

d) Proof of current professional registration, as described in Section 6.1, h;

f) Written confirmation of possession of computer, as described in Section 6.1, j;

g) Proof of completion or written intent to complete the Program's Introduction to Problem Gambling training or equivalent, as described in Section 6.1, k;

h) Proof of completion or written intent to obtain CPR and basic First Aid certification, as described in Section 6.1, l;

i) Photocopy of a valid British Columbia driver's licence and written confirmation of access to a vehicle in good working order with valid insurance, as described in Section 6.1, m.

Appendix A – Response Covering Letter

Letterhead or Respondent's name and address

Date:

MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL
GAMING POLICY AND ENFORCEMENT BRANCH
PO BOX 9311 STN PROV GOVT
VICTORIA, BRITISH COLUMBIA V8W 9N1

Attention: **David Horricks**

Subject: **List of Qualified Suppliers**
Request for Qualifications No. CP-03-12
including any amendments or additions (the "Request for Qualifications")

NOTE: amendments and additions will be posted to the BC Bid website at www.bcbid.ca. It is the Respondent's sole responsibility to check for amendments and additional information.

The enclosed Response is submitted in response to the above-referenced Request for Qualifications.

We have carefully read and examined the Request for Qualifications and have conducted such other investigations as were prudent and reasonable in preparing the Response. I am authorized to submit this Response on behalf of myself/my Consultant.

Yours truly,

_____

Signature

Name: _____

Title (if applicable): _____

Telephone Number: _____

e-mail address: _____

Legal name of Respondent: _____

_____

Date: _____

Appendix B – Respondent/Consultant Qualification Summary

Respondent's Legal Name:				
Consultant's Name (if different):				
Contract Position and Region(s) being sought:				
Respondent's Primary Office Address:				
Respondent's/ Consultant's Contact Information:	**Phone**	**Fax**	**e-mail**	

Respondent's/ Consultant's Degrees, Certificates, Diplomas or Professional Designations Held or Earned:	**Degree, Diploma, Certificate or Designation**	**Issuing Institution or Association**	**Date Conferred or Awarded**

Respondent's/Consultant's Demonstrated Service Area Experience/Qualifications – Assignments/Projects	**Skill Areas**	**Reference(s) *if applicable***
Provide specific details to clearly demonstrate your expertise in the selected Service Area. For example, indicate the time length of the work, details about its value and impact, your role and accomplishments in the work, etc. For example, clearly demonstrate knowledge and understanding using examples if appropriate. ***SEE Section 4.1***	*Indicate the specific item you are answering to (by letter a – n, individually; by letter o – r if applicable). Respondents are asked not to group letters/Section 4.1 items.*	*Provide:* *Relevant Organization/Contact including title, telephone number and/or email.*

Add an additional row to the above table for each subsequent letter in section 4.1 Services.

MINISTRY OF ENERGY AND MINES
Request for Qualifications

Responsible and Problem Gambling Program

Clinical Counsellor

Request for Qualifications No.: CP-03-13
Issue Date: March 5, 2013
Closing Locations:

MAIL ONLY:	COURIER/BY HAND:	ELECTRONIC COPIES
Responsible & Problem Gambling Program P.O. Box 9311, Stn Prov Govt Victoria, B.C. V8W 9N1 Attention: **Wendy Nicholson**	Responsible & Problem Gambling Program 3rd Floor, 910 Government St. Victoria, B.C. V8W 1X3 Attention: **Wendy Nicholson**	info@bcresponsiblegambling.ca Subject: RFQ CP-03-13 Clinical Counsellor

Closing Date and Time:

Three (3) complete hard copies and **one** (1) electronic copy in MS Word or PDF format of each Response must be received by **4:00 PM** Pacific Standard Time on **March 27, 2013** at the above locations:

Contact Person:

David Horricks, Director
Responsible & Problem Gambling Program
Email: info@bcresponsiblegambling.ca

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APPENDIX A RESPONSE COVERING LETTER
APPENDIX B CONSULTANT QUALIFICATION SUMMARY

1. Overview of the Requirement

The Ministry of Energy & Mines, through its Gaming Policy and Enforcement Branch ("the Branch"), is the lead co-ordinating ministry for gaming, responsible gambling and problem gambling policies and programs.

Problem gambling clinical treatment services are an integral part of the British Columbia Responsible & Problem Gambling Program ("the Program"), and a cornerstone of the Province's Responsible Gambling Strategy. Introduced in 2003, the Strategy has three goals: to reduce the incidence of problem gambling, to reduce the harmful impacts of excessive gambling and to ensure the delivery of gambling in a manner that encourages responsible gambling and healthy choices. Clinical services support goal one and two of the Strategy.

The Program supports and delivers a comprehensive problem gambling immediate response network and clinical treatment continuum. A government-funded toll-free 24 hour Problem Gambling Help Line provides crisis support and information, as well as referrals to free professional clinical counselling available anywhere in the province. Counselling services include individual, family, couple, and group sessions (in person or over the telephone), as well as an intensive day treatment program.

For more information, visit the Program's website: www.bcresponsiblegambling.ca.

The Branch is seeking applications for all regions of the province; an urgent need has been identified for qualified and experienced individuals to provide clinical counselling services in the Prince George region. The purpose of this Request for Qualifications is to qualify individuals in the following Service Area:

- **Problem Gambling Clinical Counselling Services**

Based on the review of the RFQ Responses the Province intends to establish a List of Qualified Suppliers who, on an "as, if and when requested" basis, may be contracted directly, or asked to compete, to enter into a contract for the provision of Services described in Section 4.

2. Request for Qualifications Definitions

Throughout this Request for Qualifications, the following definitions may be used:

a) "BC Bid" means the electronic tendering service maintained by the Province;

b) "BC Bid Website" means the website maintained by BC Bid at www.bcbid.ca, or any replacement website;

c) "Contract" means a written contract executed by the Province and a Qualified Supplier;

d) "Consultant" means a person nominated by a Respondent to be qualified in one or more Service Area; consultant also means the person who would be delivering Services; consultant also means the person who would be delivering Services;

e) "List of Qualified Suppliers" or "List" means a list of names of Qualified Suppliers, and in the case where the Qualified Supplier is a company, includes the names of their Consultants, who possess the qualifications described in this RFQ and that have satisfied any conditions set by the Province for being added to and staying on that list;

f) "must", or "mandatory" means a requirement that must be met in order for a Response to receive consideration;

g) "Province" means Her Majesty the Queen in Right of the Province of British Columbia and includes the Ministry of Public Safety and Solicitor General;

h) "Qualified Supplier" means a Respondent who is either an individual Consultant, or who is a company having one or more Consultants, possessing the qualifications in a Service Area described in this RFQ that has satisfied any conditions set by the Province for being added to, and staying on, the List of Qualified Suppliers in that Service Area;

i) "Respondent" means an individual or a company that submits, or intends to submit, a Response; if the Respondent is submitting a Response on their own behalf, it is the Respondent who would be delivering Services;

j) "Response" means an application to this RFQ;

k) "RFQ" or "Request for Qualifications" means the process described in this document;

l) "Service Area" means a category of service described in this RFQ in respect of which a List will be established;

m) "should" or "desirable" means a requirement having a significant degree of importance to the objectives of this RFQ; and

n) "Responsible and Problem Gambling Program" or "RPGP" refers to the program area within the Gaming Policy and Enforcement Branch responsible for delivering prevention and education services to British Columbians and treatment services for citizens experiencing problems related to excessive gambling.

3. Request for Qualifications

3.1 Enquiries

All enquiries related to this RFQ are to be directed, in writing, to the contact person at the e-mail address indicated on the front cover of this RFQ. Information obtained from any other source is not official and should not be relied upon. Do not contact the Ministry/agency involved unless indicated as the contact person. Enquiries and answers may be recorded and distributed to all Respondents at the Province's option.

3.2 Closing Date

One (1) complete paper copies and **one** (1) complete electronic copy of the Response must be received before **4:00 PM** Pacific Standard Time on **March 27, 2013** at the appropriate address(es) on the front cover of this RFQ. Responses must not be sent by facsimile. Responses and their envelopes should be clearly marked

with the name and address of the Respondent, the RFQ number, and the project or program title.

Responses received after the date set out on the front cover of this RFQ will be dealt with under section 5.1.11.

3.3 Qualifications Review Committee

Review of Responses will be by a committee formed by the Province and may include employees and contractors of the Province.

3.4 Review and Selection

The qualifications review committee will check Responses against the mandatory criteria. Responses not meeting all mandatory criteria will be rejected without further consideration. Responses that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria (Section 4.1). Responses not meeting a minimum score (if specified) in a category will not be further considered. The names of successful Respondents will be added to the Province's List of Qualified Suppliers.

3.5 Signed Responses

The Response must include a completed cover letter substantially similar to the cover letter set out in Appendix A and the cover letter must be signed by the applicant or a person authorized to sign on behalf of the Respondent. The electronic copy must contain a completed cover letter, though it does not need to be signed.

3.6 Changes to Response Wording

The Respondent will not change the wording of its Response after the closing date and time specified on the front cover of this RFQ, and no words or comments will be added to the Response unless requested by the Province for purposes of clarification.

3.7 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing a Response and for subsequent negotiations (including interviews) with the Province, if any. The Province will not be liable to any Respondent for any claims, whether for costs or damages incurred by the Respondent in preparing the Response, loss of anticipated profit in connection with any decision or final contract, or any other matter whatsoever.

3.8 Acceptance of Responses

This RFQ is not an agreement to purchase services. The Province is not bound to enter into a contract with any Qualified Supplier. Responses will be assessed in light of the qualification review criteria. The Province will be under no obligation to receive further information, whether written or oral, from any Respondent.

3.9 Definition of Contract

Notice in writing to a Respondent that it has been identified as a Qualified Supplier will neither constitute a contract nor give the Respondent any legal or equitable rights or privileges relative to the service requirements set out in this RFQ. Only if a Qualified Supplier and the Province enter into a subsequent full written contract will a Respondent acquire any legal or equitable rights or privileges.

3.10 List of Qualified Suppliers Not Binding

A Qualified Supplier may withdraw its name from the List of Qualified Suppliers by notifying the Province in writing. The Province may withdraw a name of a Qualified Supplier from the List of Qualified Suppliers by notifying that Qualified Supplier in writing.

3.11 Modification of Terms

The Province reserves the right to modify the terms of this RFQ at any time in its sole discretion. This includes the right to cancel this RFQ or the List of Qualified Suppliers at any time without entering into a contract.

3.12 Ownership of Responses

All documents, including Responses, submitted to the Province become the property of the Province. They will be received and held in confidence by the Province, subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.

3.13 Confidentiality of Information

Information pertaining to the Province obtained by the Respondent as a result of participation in this RFQ is confidential and must not be disclosed without written authorization from the Province.

3.14 Collection and Use of Personal Information

Respondents are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any subcontractors. If this RFQ requires Respondents to provide the Province with personal information of employees who have been included as resources in response to this RFQ, Respondents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to the Province. Such written consents are to specify that the personal information may be forwarded to the Province for the purposes of responding to this RFQ and use by the Province for the purposes set out in the RFQ. The Province may, at any time, request the original consents or copies of the original consents from Respondents, and upon such request being made, Respondents will immediately supply such originals or copies to the Province.

3.15 Additional Information on the RFQ

All subsequent information regarding this RFQ, including changes made to this document, will be posted on the BC Bid web site. It is the sole responsibility of the Respondent to check for amendments and additional information on the BC Bid web site.

3.16 Debriefing

The Ministry will offer a debriefing to Respondents who did not make the List of Qualified Suppliers, on request, at a mutually agreeable time.

3.17 Form of Contract

Any Contract with a Qualified Supplier will be substantially similar to the terms and conditions of the Province's General Service Agreement, a copy of which is available on the Internet at: http://www.pss.gov.bc.ca/psb/gsa/docs/GSA-Feb2012.doc.

4. Services

4.1 Pricing (Contract Fees)

Fees for the services described in Section 6.2 will be approximately $100.00 per ***service unit*** on a fee-for-service basis based on an hourly rate of $65 per hour. Full and part-time contracts will deliver to a maximum of 1200 service units per annum, plus expenses. Contract size is determined by the Province. A full guideline of rates and expenses for contract deliverable activities will be included in the service provider contract. Full payment of monthly fees will be contingent on demonstrated delivery of the contract requirements/deliverables.

Expenses will be invoiced as per Government Management Operating Procedure (GMOP) regulations and are set according to area and contract size. All fees and expenses will also be subject to verification and audit by the Ministry or Ministry-designated personnel.

4.2 Security Clearance

The Province will require security clearance, in the form of a Vulnerable Sector Check, from the Respondent/Consultant before entering into a contract. The Branch will advise successful Consultants after the selection process as to the procedure for conducting the Vulnerable Sector Check.

4.3 Location and Facilities

The Province is seeking applications from the North region of BC (Prince George and area). The contract requires Respondents/Consultants to work at their own work location central to the service region. Secondary work locations may also be required when the service region includes numerous distant communities.

Consultants must be able to be contacted by telephone, cellular phone, fax and e-mail. Consultants must have access to and ability with standard office automation tools (i.e., e-mail, web conferencing, MS Word, MS Excel and MS PowerPoint).

5. Use of List

5.1 Guidelines

The guidelines set out in this Section 5 regarding the use of the List of Qualified Suppliers are subject to change from time to time as the Province may deem necessary, without notice to the Respondents/Consultants or firms on the List.

5.1.1 The List of Qualified Suppliers will be in effect until **March 27, 2015**.

5.1.2 The Province may, in its sole discretion, from time to time, use the List of Qualified Suppliers in connection with projects or assignments. The criteria for selecting Qualified Suppliers for each project or task will vary, depending upon the requirements of the applicable project or task and could involve requiring a Respondent/Consultant to have a certain demonstrated experience and proficiency level in one or more Service Areas depending on the specific requirements of the project or assignment.

5.1.3 Any contracts entered into with a Qualified Supplier will be:

a) Between the Province and the Respondent;

b) Between the Province and a company and specifying the individual Consultant(s) to be engaged where the Qualified Supplier is a Respondent company.

5.1.4 The Province reserves the right, in its sole discretion, to renew any contracts entered into with a Qualified Supplier for one (1) year term with the option to renew four (4) times, subject to change as determined by the Province.

5.1.5 Qualified Suppliers may be contracted on an "as, if and when requested" basis and may be contracted directly or asked to compete on opportunities for the provision of services in accordance with the selection method set out in paragraph 5.1.6 or as revised by the Province and communicated to all Qualified Suppliers from time to time. If a Qualified Supplier's requested Consultant is unavailable for a contemplated project or assignment, the Qualified Supplier may propose a substitute resource to the Province for evaluation and consideration.

5.1.6 The Province may select a Qualified Supplier from the List using one or more of the following selection methods:

a) If the estimated contract value is less than $25,000 the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term

etc.) of the project or assignment with the intent to enter into contract negotiations with that Qualified Supplier;

b) If the estimated contract value is $25,000 or more and less than $75,000, the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term, etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier if it can be verified by the Province that only one Qualified Supplier has a Consultant that:
   i. is available to undertake the project or assignment; or,
   ii. has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications.

c) If the estimated contract value is $25,000 or more and less than $75,000, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province may, in its sole discretion, use a competitive or other selection process between a minimum of three (if available) such Qualified Suppliers that evaluates each Qualified Supplier's available Consultants, proposed approach, pricing, or other elements required for the project or assignment. The Province may in its sole discretion consider other Qualified Suppliers' available Consultants that, in the Province's sole opinion, meet the Province's qualification criteria for the project or assignment (e.g., specialization, experience level, etc.).

d) If the estimated contract value is $75,000 or more, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province will invite all such Qualified Suppliers to compete for the project or assignment.

e) Notwithstanding subparagraphs a), b), c), and d), the Province may directly negotiate a contract with a Qualified Supplier where one of the following exceptional conditions applies:

   i. only one available Consultant is qualified to provide the services;

   ii. an unforeseeable emergency exists and the services could not be obtained in time by means of a competitive process;

   iii. a competitive process would interfere with the Province's ability to maintain security or order or to protect human, animal or plant life or health; or

   iv. The acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest.

5.1.7 Qualified Suppliers will immediately, during the period that the List is in effect, advise the Province of any material changes to the information contained in their Response.

5.1.8 The Province has the sole discretion to remove a Qualified Supplier from the List of Qualified Suppliers for unsatisfactory performance by a Qualified Supplier in a contract or for failing to meet the requirements for staying on the List of Qualified Suppliers as set out in this RFQ or as may be communicated by the Province from time to time.

5.1.9 The Province has no obligation to:

a) inquire as to the availability of a substitute Consultant when advised by a Qualified Supplier that the Consultant named on the List is not available for a particular project;
b) evaluate or accept any substitute Consultant proposed by a Qualified Supplier;
c) enter into a contract with any one or more Qualified Suppliers; or
d) invite any one or more Qualified Suppliers to participate in competitive processes for a contract.

5.1.10 The Province reserves the right, in its sole discretion, to:

a) employ open competitions that include suppliers external to the List of Qualified Suppliers;
b) otherwise engage suppliers external to the List of Qualified Suppliers in connection with any project required by the Province; and
c) at any time, cancel, extend, expand or make a call to the market-place to renew the List of Qualified Suppliers.

5.1.11 The Province may, in its sole discretion, consider subsequent requests for inclusion on the List of Qualified Suppliers after **May 27, 2013** and during the term of the List. Any such requests will be subject to those Respondents submitting their qualification information for review in the same manner as originally outlined in this RFQ. There is no assurance that the Province will require any future additions to the List or will accept any requests for inclusion.

6. Qualifications Review Criteria

6.1 Mandatory Criteria

The following are mandatory requirements. Responses not clearly demonstrating that they meet them will receive no further consideration during the evaluation process.

a.	The Response (both paper and electronic copies) must be received at the appropriate closing locations by the specified closing date and time.
b.	**One (1)** paper copies and **one (1)** electronic copy of the Response must be submitted, either in MS Word or PDF format.
c.	The Response must be in English and paper copies must not be sent by facsimile.
d.	The Response must include a form in substantially the same format as Appendix A of this application, for each Respondent/Consultant to be considered.
e.	The Response must include a form in substantially the same format as Appendix B of this application, answering to Section 6.2, items a. – t. individually, by letter, in alphabetical order, for each Respondent/Consultant to be considered.
f.	The Respondent/Consultant must have a Masters Degree in counselling from an accredited university. Supporting documents including relevant transcripts, proof of completion, or current enrolment and anticipated completion must be included in the Response; sealed transcripts may be required prior to contracting.
g.	The Respondent/Consultant must demonstrate she/he has at least 2700 hours (3 years full time) of experience delivering supervised clinical counselling services related to addiction and mental health issues. Must have experience in assessment (DSM IV-TR psycho-metrics as required for addictions and mental health assessment) and treatment, group and individual counselling as well as facilitating psycho-education. Preference may be given to those with gambling addition counselling experience.
h.	The Consultant must be registered with one of the following professional associations: CCPA (formerly CCA), BCACC, or hold designation of RCSW and be registered with a professional association of Social Workers. Proof of registration/membership and proof of current professional general liability insurance must be included in the Response.
i.	The Response must include a résumé (maximum three pages) containing information on the Respondent's/Consultant's education, experience and 3 professional references.
j.	The Respondent/Consultant must possess a computer with at least Windows XP (or Windows Vista) operating system, as well as at least Internet Explorer 7 and be proficient in the use of multimedia hardware and software required to deliver programming, including Excel, PowerPoint, Word and Outlook, including web conferencing capability. Written confirmation must be included in the Response.
k.	The Respondent/Consultant will demonstrate successful completion of, or the intention to complete at the first available opportunity, *Introduction to Responsible and Problem Gambling: Identification, Treatment and Prevention* course delivered by the

	Responsible & Problem Gambling Program or equivalent training. Proof of completion or written intent to complete must be included in the Response.
l.	The Respondent/Consultant must have access to a vehicle appropriate to the region's terrain and in good working order, with valid vehicle insurance. Copy of BC Driver's License and vehicle insurance must be included in the Response.

6.2 Desirable and Optional Criteria

The following provides details of the types of skills the Province will require from Qualified Suppliers in order to deliver the Services discussed:

- **Individual, couple, group and family counselling; and**
- **Group facilitation, public speaking and presentation skills; and**
- **Community engagement and development knowledge; and**
- **Knowledge and understanding of problem development (gambling) with specific knowledge and experience co-ordinating comprehensive case management with other professional and lay community resources, and**
- **The ability to work as an independent self-employed contractor within a program/team context.**

The Consultant will require comprehensive skills in order to provide clinical counselling services to people who have problems with gambling and to affected others. Respondents must respond to and qualify for all items listed below. Respondents must demonstrate their qualifications with respect to the items listed *(list and answer each item individually, by letter, in alphabetical order - see Appendix B).*

a. Demonstrated knowledge and experience of delivering comprehensive treatment and case management in co-ordination with local allied professional and lay community resources;
b. Demonstrated knowledge and experience monitoring client outcomes and adjusting services to maximize treatment effectiveness;
c. Demonstrated knowledge of problem gambling, including: current statistics, unique issues experienced by a problem gambler and affected others, groups and resources available in BC for people experiencing a problem with gambling, current research in the area of treatment for problem gamblers, and legislation affecting gambling in BC;
d. Demonstrated experience applying the Bio-psycho-social-spiritual model and harm reduction model in the assessment and treatment of individuals, couples and families;
e. Demonstrated knowledge and experience using DSM-IV-TR, for comprehensive assessment and treatment planning;
f. Demonstrate experience applying motivational interviewing and the trans-theoretical change model, and explain how you have used these approaches when incorporating the 12-step model;
g. Demonstrate knowledge about ethical practice issues of transference / counter-transference, and boundaries, and how these can affect work with clients;

h. Demonstrate understanding of how diversity may impact counselling from the perspectives of the client and the clinician;

i. Using a case study present your theory of change and demonstrate knowledge of developmental transitions and challenges across the lifespan in the context of problem gambling development, maintenance and treatment;
j. Demonstrated experience facilitating group therapy and psycho-educational workshops;
k. Demonstrate understanding of the political issues relevant to conflicting public opinions of gambling;
l. Demonstrate strong communication (writing, email, verbal) and presentation skills,

m. Demonstrated proficiency and understanding of the importance of community networking and marketing from a program and personal business development perspective;
n. Demonstrated experience/ability to work as an independent, self-sufficient member of a larger team with a common goal;
o. Demonstrate knowledge of basic bookkeeping principles and ability to develop and work within budgets;
p. Must be able to travel extensively as needed and have a valid driver licence and reliable vehicle;
q. Working knowledge and proficiency of using information technology hardware and software (Microsoft Office including PowerPoint, Excel and Word; scanning documents; web-based applications and databases; e-mail and web conferencing) and have current hardware and software capacity;

r. Optional: Experience in counselling problem gamblers and affected others;
s. Optional: Experience working with Aboriginal communities;
t. Optional: Fluency in a second language (ability to offer bi-lingual counselling).

Responses meeting the mandatory requirements will be further assessed against the desirable and optional criteria. A Respondent not reaching the minimum score between desirable and optional will receive no further consideration during the qualification review.

6.3 Scoring Criteria

Desirable and Optional Criteria	**Points Available**	**Minimum score**
Demonstrated Service Area Desirable Experience/ Qualifications (responses to Section 6.2, items (a– q.)	100	
Demonstrated Service Area Optional Experience/ Qualifications (responses to Section 6.2, items (*r* – *t.*)	15	
TOTAL POINTS AVAILABLE	**115**	**70**

6.4 Qualifications Review Stages

Stage 1
Responses will be checked for compliance with the mandatory criteria. Responses that do not meet the mandatory requirements will receive no further consideration.

Stage 2
Respondents/Consultants will be assessed on their education, professional/other designations, skills, relevant experience and other qualifications as presented in their submitted Appendix B, résumé and other supporting documents. The Province reserves the right to interview Respondents/Consultants when reviewing these criteria for clarification purposes.

Stage 3
Reference checks may be done by the Province during the qualifications review and the term of the List to confirm any submitted information about Respondents/Consultants. The Province reserves the right to contact references other than those provided by the Respondent. If any of the references are unsatisfactory to the Province, the Respondent/Consultant may be excluded or removed from the List of Qualified Suppliers at the Province's sole discretion.

Stage 4
Respondents will be notified of their status on the List of Qualified Suppliers.

7. Response Details

7.1 Responses are to be submitted in the following format and sequence to ensure that they receive full consideration during evaluations and that the evaluations themselves may be handled in an efficient and consistent manner. All pages should be consecutively numbered.

a) The Response covering letter set out in Appendix A;

b) The Service Area Desirable Experience/Qualifications list (items a. – q. individually, by letter, in alphabetical order), and if applicable, Optional items r. – t. individually, by letter, in alphabetical order), set out in Appendix B;

c) A résumé demonstrating education requirements are met, including supporting documentation as described in Section 6.1, f & g;

d) Proof of current professional registration and professional general liability insurance, as described in Section 6.1, h;

f) Written confirmation of possession of computer, as described in Section 6.1, j;

g) Proof of completion or written intent to complete the Program's Introduction to Problem Gambling training or equivalent, as described in Section 6.1, k;

i) Photocopy of a valid British Columbia driver's licence and written confirmation of access to a vehicle in good working order with valid insurance, as described in Section 6.1, l.

Appendix A – Response Covering Letter

Letterhead or Respondent's name and address

Date:

MINISTRY OF ENERGY AND MINES
GAMING POLICY AND ENFORCEMENT BRANCH
PO BOX 9311 STN PROV GOVT
VICTORIA, BRITISH COLUMBIA V8W 9N1

Attention: **Wendy Nicholson**

Subject: **List of Qualified Suppliers**
Request for Qualifications No. CP-03-13
including any amendments or additions (the "Request for Qualifications")

NOTE: amendments and additions will be posted to the BC Bid website at www.bcbid.ca. It is the Respondent's sole responsibility to check for amendments and additional information.

The enclosed Response is submitted in response to the above-referenced Request for Qualifications.

We have carefully read and examined the Request for Qualifications and have conducted such other investigations as were prudent and reasonable in preparing the Response. I am authorized to submit this Response on behalf of myself/my Consultant.

Yours truly,

_____

Signature

Name: _____

Title (if applicable): _____

Telephone Number: _____

e-mail address: _____

Legal name of Respondent: _____

_____

Date: _____

Appendix B – Respondent/Consultant Qualification Summary

Respondent's Legal Name:				
Consultant's Name (if different):				
Contract Position and Region(s) in BC being sought:				
Respondent's Primary Office Address:				
Respondent's/ Consultant's Contact Information:	**Phone**	**Fax**	**e-mail**	

Respondent's/ Consultant's Degrees, Certificates, Diplomas or Professional Designations Held or Earned:	**Degree, Diploma, Certificate or Designation**	**Issuing Institution or Association**	**Date Conferred or Awarded**

Respondent's/Consultant's Demonstrated Service Area Experience/Qualifications – Assignments/Projects	**Skill Areas**	**Reference(s) *if applicable***
Provide specific details to clearly demonstrate your expertise in the selected Service Area. For example, indicate the time length of the work, details about its value and impact, your role and accomplishments in the work, etc. For example, clearly demonstrate knowledge and understanding using examples if appropriate. ***SEE Section 6.2***	*Indicate the specific item you are answering to (by letter a – q, individually; by letter r - t if applicable). Respondents are asked not to group letters/Section 6.2 items.*	*Provide:* *Relevant Organization/Contact including title, telephone number and/or email.*

Add additional rows to the above table for each subsequent letter in section 6.2 Services.

MINISTRY OF ENERGY AND MINES
Request for Qualifications

Responsible and Problem Gambling Program

Clinical Counsellor

Request for Qualifications No.: CP-06-13
Issue Date: June 4, 2013
Closing Locations:

MAIL ONLY:	**COURIER/BY HAND**:	**ELECTRONIC COPIES**
Responsible & Problem Gambling Program P.O. Box 9311, Stn Prov Govt Victoria, B.C. V8W 9N1 Attention: **Wendy Nicholson**	Responsible & Problem Gambling Program 3rd Floor, 910 Government St. Victoria, B.C. V8W 1X3 Attention: **Wendy Nicholson**	info@bcresponsiblegambling.ca Subject: RFQ CP-06-13 Clinical Counsellor

Closing Date and Time:

One (1) complete hard copy and **one** (1) electronic copy in MS Word or PDF format of each Response must be received by **4:00 PM** Pacific Standard Time on **July 19, 2013** at the above locations:

Contact Person:

David Horricks, Director
Responsible & Problem Gambling Program
Email: info@bcresponsiblegambling.ca

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APPENDIX A RESPONSE COVERING LETTER
APPENDIX B CONSULTANT QUALIFICATION SUMMARY

1. Overview of the Requirement

The Ministry of Energy & Mines, through its Gaming Policy and Enforcement Branch ("the Branch"), is the lead co-ordinating ministry for gaming, responsible gambling and problem gambling policies and programs.

Problem gambling clinical treatment services are an integral part of the British Columbia Responsible & Problem Gambling Program ("the Program"), and a cornerstone of the Province's Responsible Gambling Strategy. Introduced in 2003, the Strategy has three goals: to reduce the incidence of problem gambling, to reduce the harmful impacts of excessive gambling and to ensure the delivery of gambling in a manner that encourages responsible gambling and healthy choices. Clinical services support goal one and two of the Strategy.

The Program supports and delivers a comprehensive problem gambling immediate response network and clinical treatment continuum. A government-funded toll-free 24 hour Problem Gambling Help Line provides crisis support and information, as well as referrals to free professional clinical counselling available anywhere in the province. Counselling services include individual, family, couple, and group sessions (in person or over the telephone), as well as an intensive day treatment program.
For more information, visit the Program's website: www.bcresponsiblegambling.ca.

The Branch is seeking applications for all regions of the province. However the purpose of this Request for Qualifications is to qualify individuals for **Problem Gambling Clinical Counselling Services** in the following Service Area:

- **Lower Mainland/North Vancouver and Sunshine Coast**

Based on the review of the RFQ Responses the Province intends to establish a List of Qualified Suppliers who, on an "as, if and when requested" basis, may be contracted directly, or asked to compete, to enter into a contract for the provision of Services described in Section 4.

2. Request for Qualifications Definitions

Throughout this Request for Qualifications, the following definitions may be used:

a) "BC Bid" means the electronic tendering service maintained by the Province;

b) "BC Bid Website" means the website maintained by BC Bid at www.bcbid.ca, or any replacement website;

c) "Contract" means a written contract executed by the Province and a Qualified Supplier;

d) "Consultant" means a person nominated by a Respondent to be qualified in one or more Service Area; consultant also means the person who would be delivering Services; consultant also means the person who would be delivering Services;

e) "List of Qualified Suppliers" or "List" means a list of names of Qualified Suppliers, and in the case where the Qualified Supplier is a company, includes the

names of their Consultants, who possess the qualifications described in this RFQ and that have satisfied any conditions set by the Province for being added to and staying on that list;

f) "must", or "mandatory" means a requirement that must be met in order for a Response to receive consideration;

g) "Province" means Her Majesty the Queen in Right of the Province of British Columbia and includes the Ministry of Public Safety and Solicitor General;

h) "Qualified Supplier" means a Respondent who is either an individual Consultant, or who is a company having one or more Consultants, possessing the qualifications in a Service Area described in this RFQ that has satisfied any conditions set by the Province for being added to, and staying on, the List of Qualified Suppliers in that Service Area;

i) "Respondent" means an individual or a company that submits, or intends to submit, a Response; if the Respondent is submitting a Response on their own behalf, it is the Respondent who would be delivering Services;

j) "Response" means an application to this RFQ;

k) "RFQ" or "Request for Qualifications" means the process described in this document;

l) "Service Area" means a category of service described in this RFQ in respect of which a List will be established;

m) "should" or "desirable" means a requirement having a significant degree of importance to the objectives of this RFQ; and

n) "Responsible and Problem Gambling Program" or "RPGP" refers to the program area within the Gaming Policy and Enforcement Branch responsible for delivering prevention and education services to British Columbians and treatment services for citizens experiencing problems related to excessive gambling.

3. Request for Qualifications

3.1 Enquiries

All enquiries related to this RFQ are to be directed, in writing, to the contact person at the e-mail address indicated on the front cover of this RFQ. Information obtained from any other source is not official and should not be relied upon. Do not contact the Ministry/agency involved unless indicated as the contact person. Enquiries and answers may be recorded and distributed to all Respondents at the Province's option.

3.2 Closing Date

One (1) complete paper copies and **one** (1) complete electronic copy of the Response must be received before **4:00 PM** Pacific Standard Time on **July 19, 2013** at the appropriate address(es) on the front cover of this RFQ. Responses must not be sent by facsimile. Responses and their envelopes should be clearly marked with the name and address of the Respondent, the RFQ number, and the project or program title.

Responses received after the date set out on the front cover of this RFQ will be dealt with under section 5.1.11.

3.3 Qualifications Review Committee

Review of Responses will be by a committee formed by the Province and may include employees and contractors of the Province.

3.4 Review and Selection

The qualifications review committee will check Responses against the mandatory criteria. Responses not meeting all mandatory criteria will be rejected without further consideration. Responses that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria (Section 6.2). Responses not meeting a minimum score (if specified) in a category will not be further considered. The names of successful Respondents will be added to the Province's List of Qualified Suppliers.

3.5 Signed Responses

The Response must include a completed cover letter substantially similar to the cover letter set out in Appendix A and the cover letter must be signed by the applicant or a person authorized to sign on behalf of the Respondent. The electronic copy must contain a completed cover letter, though it does not need to be signed.

3.6 Changes to Response Wording

The Respondent will not change the wording of its Response after the closing date and time specified on the front cover of this RFQ, and no words or comments will be added to the Response unless requested by the Province for purposes of clarification.

3.7 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing a Response and for subsequent negotiations (including interviews) with the Province, if any. The Province will not be liable to any Respondent for any claims, whether for costs or damages incurred by the Respondent in preparing the Response, loss of anticipated profit in connection with any decision or final contract, or any other matter whatsoever.

3.8 Acceptance of Responses

This RFQ is not an agreement to purchase services. The Province is not bound to enter into a contract with any Qualified Supplier. Responses will be assessed in light of the qualification review criteria. The Province will be under no obligation to receive further information, whether written or oral, from any Respondent.

3.9 Definition of Contract

Notice in writing to a Respondent that it has been identified as a Qualified Supplier will neither constitute a contract nor give the Respondent any legal or equitable rights or privileges relative to the service requirements set out in this RFQ. Only if

a Qualified Supplier and the Province enter into a subsequent full written contract will a Respondent acquire any legal or equitable rights or privileges.

3.10 List of Qualified Suppliers Not Binding

A Qualified Supplier may withdraw its name from the List of Qualified Suppliers by notifying the Province in writing. The Province may withdraw a name of a Qualified Supplier from the List of Qualified Suppliers by notifying that Qualified Supplier in writing.

3.11 Modification of Terms

The Province reserves the right to modify the terms of this RFQ at any time in its sole discretion. This includes the right to cancel this RFQ or the List of Qualified Suppliers at any time without entering into a contract.

3.12 Ownership of Responses

All documents, including Responses, submitted to the Province become the property of the Province. They will be received and held in confidence by the Province, subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.

3.13 Confidentiality of Information

Information pertaining to the Province obtained by the Respondent as a result of participation in this RFQ is confidential and must not be disclosed without written authorization from the Province.

3.14 Collection and Use of Personal Information

Respondents are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any subcontractors. If this RFQ requires Respondents to provide the Province with personal information of employees who have been included as resources in response to this RFQ, Respondents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to the Province. Such written consents are to specify that the personal information may be forwarded to the Province for the purposes of responding to this RFQ and use by the Province for the purposes set out in the RFQ. The Province may, at any time, request the original consents or copies of the original consents from Respondents, and upon such request being made, Respondents will immediately supply such originals or copies to the Province.

3.15 Additional Information on the RFQ

All subsequent information regarding this RFQ, including changes made to this document, will be posted on the BC Bid web site. It is the sole responsibility of the Respondent to check for amendments and additional information on the BC Bid web site.

3.16 Debriefing

The Ministry will offer a debriefing to Respondents who did not make the List of Qualified Suppliers, on request, at a mutually agreeable time.

3.17 Form of Contract

Any Contract with a Qualified Supplier will be substantially similar to the terms and conditions of the Province's General Service Agreement, a copy of which is available on the Internet at: http://www.pss.gov.bc.ca/psb/gsa/docs/GSA-Feb2012.doc.

4. Services

4.1 Pricing (Contract Fees)

Fees for the services described in Section 6.2 will be approximately $100.00 per ***service unit*** on a fee-for-service basis based on an hourly rate of $67 per hour. Full and part-time contracts will deliver to a maximum of 1200 service units per annum, plus expenses. Contract size is determined by the Province. A full guideline of rates and expenses for contract deliverable activities will be included in the service provider contract. Full payment of monthly fees will be contingent on demonstrated delivery of the contract requirements/deliverables.

Expenses will be invoiced as per Government Management Operating Procedure (GMOP) regulations and are set according to area and contract size. All fees and expenses will also be subject to verification and audit by the Ministry or Ministry-designated personnel.

4.2 Security Clearance

The Province will require security clearance, in the form of a Vulnerable Sector Check, from the Respondent/Consultant before entering into a contract. The Branch will advise successful Consultants after the selection process as to the procedure for conducting the Vulnerable Sector Check.

4.3 Location and Facilities

The Province is seeking applications from all regions of BC. Current specific interest is for 1 Contract position covering the **Lower Mainland/North Vancouver and Sunshine Coast area.**

The contract requires Respondents/Consultants to work at their own work location central to the service region. Secondary work locations may also be required when the service region includes numerous distant communities.

Consultants must be able to be contacted by telephone, cellular phone, fax and e-mail. Consultants must have access to and ability with standard office automation tools (i.e., e-mail, web conferencing, MS Word, MS Excel and MS PowerPoint).

5. Use of List

5.1 Guidelines

The guidelines set out in this Section 5 regarding the use of the List of Qualified Suppliers are subject to change from time to time as the Province may deem necessary, without notice to the Respondents/Consultants or firms on the List.

5.1.1 The List of Qualified Suppliers will be in effect until **July 19, 2015.**

5.1.2 The Province may, in its sole discretion, from time to time, use the List of Qualified Suppliers in connection with projects or assignments. The criteria for selecting Qualified Suppliers for each project or task will vary, depending upon the requirements of the applicable project or task and could involve requiring a Respondent/Consultant to have a certain demonstrated experience and proficiency level in one or more Service Areas depending on the specific requirements of the project or assignment.

5.1.3 Any contracts entered into with a Qualified Supplier will be:

a) Between the Province and the Respondent;

b) Between the Province and a company and specifying the individual Consultant(s) to be engaged where the Qualified Supplier is a Respondent company.

5.1.4 The Province reserves the right, in its sole discretion, to renew any contracts entered into with a Qualified Supplier for one (1) year term with the option to renew four (4) times, subject to change as determined by the Province.

5.1.5 Qualified Suppliers may be contracted on an "as, if and when requested" basis and may be contracted directly or asked to compete on opportunities for the provision of services in accordance with the selection method set out in paragraph 5.1.6 or as revised by the Province and communicated to all Qualified Suppliers from time to time. If a Qualified Supplier's requested Consultant is unavailable for a contemplated project or assignment, the Qualified Supplier may propose a substitute resource to the Province for evaluation and consideration.

5.1.6 The Province may select a Qualified Supplier from the List using one or more of the following selection methods:

a) If the estimated contract value is less than $25,000 the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term etc.) of the project or assignment with the intent to enter into contract negotiations with that Qualified Supplier;

b) If the estimated contract value is $25,000 or more and less than $75,000, the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables,

milestones, term, etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier if it can be verified by the Province that only one Qualified Supplier has a Consultant that:

i. is available to undertake the project or assignment; or,

ii. has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications.

c) If the estimated contract value is $25,000 or more and less than $75,000, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province may, in its sole discretion, use a competitive or other selection process between a minimum of three (if available) such Qualified Suppliers that evaluates each Qualified Supplier's available Consultants, proposed approach, pricing, or other elements required for the project or assignment. The Province may in its sole discretion consider other Qualified Suppliers' available Consultants that, in the Province's sole opinion, meet the Province's qualification criteria for the project or assignment (e.g., specialization, experience level, etc.).

d) If the estimated contract value is $75,000 or more, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province will invite all such Qualified Suppliers to compete for the project or assignment.

e) Notwithstanding subparagraphs a), b), c), and d), the Province may directly negotiate a contract with a Qualified Supplier where one of the following exceptional conditions applies:

i. only one available Consultant is qualified to provide the services;

ii. an unforeseeable emergency exists and the services could not be obtained in time by means of a competitive process;

iii. a competitive process would interfere with the Province's ability to maintain security or order or to protect human, animal or plant life or health; or

iv. The acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest.

5.1.7 Qualified Suppliers will immediately, during the period that the List is in effect, advise the Province of any material changes to the information contained in their Response.

5.1.8 The Province has the sole discretion to remove a Qualified Supplier from the List of Qualified Suppliers for unsatisfactory performance by a Qualified Supplier in a

contract or for failing to meet the requirements for staying on the List of Qualified Suppliers as set out in this RFQ or as may be communicated by the Province from time to time.

5.1.9 The Province has no obligation to:

a) inquire as to the availability of a substitute Consultant when advised by a Qualified Supplier that the Consultant named on the List is not available for a particular project;
b) evaluate or accept any substitute Consultant proposed by a Qualified Supplier;
c) enter into a contract with any one or more Qualified Suppliers; or
d) invite any one or more Qualified Suppliers to participate in competitive processes for a contract.

5.1.10 The Province reserves the right, in its sole discretion, to:

a) employ open competitions that include suppliers external to the List of Qualified Suppliers;
b) otherwise engage suppliers external to the List of Qualified Suppliers in connection with any project required by the Province; and
c) at any time, cancel, extend, expand or make a call to the market-place to renew the List of Qualified Suppliers.

5.1.11 The Province may, in its sole discretion, consider subsequent requests for inclusion on the List of Qualified Suppliers after **September 19, 2013** and during the term of the List. Any such requests will be subject to those Respondents submitting their qualification information for review in the same manner as originally outlined in this RFQ. There is no assurance that the Province will require any future additions to the List or will accept any requests for inclusion.

6. Qualifications Review Criteria

6.1 Mandatory Criteria

The following are mandatory requirements. Responses not clearly demonstrating that they meet them will receive no further consideration during the evaluation process.

a.	The Response (both paper and electronic copies) must be received at the appropriate closing locations by the specified closing date and time.
b.	**One (1)** paper copies and **one (1)** electronic copy of complete documents of the Response must be submitted, either in MS Word or PDF format. Paper and electronic copies must match.
c.	The Response must be in English and paper copies must not be sent by facsimile.
d.	The Response must include a form in substantially the same format as Appendix A of this application, for each Respondent/Consultant to be considered.
e.	The Response must include a form in substantially the same format as Appendix B of this application, answering to Section 6.2, items a. – t. individually, by letter, in alphabetical order, for each Respondent/Consultant to be considered.
f.	The Respondent/Consultant must have a Masters Degree in counselling from an accredited university. Supporting documents including relevant transcripts, proof of completion, or current enrolment and anticipated completion must be included in the Response; sealed transcripts may be required prior to contracting.
g.	The Respondent/Consultant must demonstrate she/he has at least 2700 hours (3 years full time) of experience delivering supervised clinical counselling services related to addiction and mental health issues. Must have experience in assessment (DSM IV-TR psycho-metrics as required for addictions and mental health assessment) and treatment, group and individual counselling as well as facilitating psycho-education. Preference may be given to those with gambling addition counselling experience.
h.	The Consultant must be registered with one of the following professional associations: CCPA (formerly CCA), BCACC, or hold designation of RCSW and be registered with a professional association of Social Workers. Proof of registration/membership and proof of current professional general liability insurance must be included in the Response.
i.	The Response must include a résumé (maximum three pages) containing information on the Respondent's/Consultant's education, experience and 3 professional references.
j.	The Respondent/Consultant must possess a computer with at least Windows XP (or Windows Vista) operating system, as well as at least Internet Explorer 7 and be proficient in the use of multimedia hardware and software required to deliver programming, including Excel, PowerPoint, Word and Outlook, including web conferencing capability. Written confirmation must be included in the Response.
k.	The Respondent/Consultant will demonstrate successful completion of, or the intention to complete at the first available opportunity, *Introduction to Responsible and Problem Gambling: Identification, Treatment and Prevention* course delivered by the

	Responsible & Problem Gambling Program or equivalent training. Proof of completion or written intent to complete must be included in the Response.
l.	The Respondent/Consultant must have access to a vehicle appropriate to the region's terrain and in good working order, with valid vehicle insurance. Copy of BC Driver's License and vehicle insurance must be included in the Response.

6.2 Desirable and Optional Criteria

The following provides details of the types of skills the Province will require from Qualified Suppliers in order to deliver the Services discussed:

- **Individual, couple, group and family counselling; and**
- **Group facilitation, public speaking and presentation skills; and**
- **Community engagement and development knowledge; and**
- **Knowledge and understanding of problem development (gambling) with specific knowledge and experience co-ordinating comprehensive case management with other professional and lay community resources, and**
- **The ability to work as an independent self-employed contractor within a program/team context.**

The Consultant will require comprehensive skills in order to provide clinical counselling services to people who have problems with gambling and to affected others. Respondents must respond to and qualify for all items listed below. Respondents must demonstrate their qualifications with respect to the items listed *(list and answer each item individually, by letter, in alphabetical order - see Appendix B).*

a. Demonstrated knowledge and experience of delivering comprehensive treatment and case management in co-ordination with local allied professional and lay community resources;
b. Demonstrated knowledge and experience monitoring client outcomes and adjusting services to maximize treatment effectiveness;
c. Demonstrated knowledge of problem gambling, including: current statistics, unique issues experienced by a problem gambler and affected others, groups and resources available in BC for people experiencing a problem with gambling, current research in the area of treatment for problem gamblers, and legislation affecting gambling in BC;
d. Demonstrated experience applying the Bio-psycho-social-spiritual model and harm reduction model in the assessment and treatment of individuals, couples and families;
e. Demonstrated knowledge and experience using DSM-IV-TR, for comprehensive assessment and treatment planning;
f. Demonstrate experience applying motivational interviewing and the trans-theoretical change model, and explain how you have used these approaches when incorporating the 12-step model;
g. Demonstrate knowledge about ethical practice issues of transference / counter-transference, and boundaries, and how these can affect work with clients;

h. Demonstrate understanding of how diversity may impact counselling from the perspectives of the client and the clinician;

i. Using a case study present your theory of change and demonstrate knowledge of developmental transitions and challenges across the lifespan in the context of problem gambling development, maintenance and treatment;
j. Demonstrated experience facilitating group therapy and psycho-educational workshops;
k. Demonstrate understanding of the political issues relevant to conflicting public opinions of gambling;
l. Demonstrate strong communication (writing, email, verbal) and presentation skills,

m. Demonstrated proficiency and understanding of the importance of community networking and marketing from a program and personal business development perspective;
n. Demonstrated experience/ability to work as an independent, self-sufficient member of a larger team with a common goal;
o. Demonstrate knowledge of basic bookkeeping principles and ability to develop and work within budgets;
p. Must be able to travel extensively as needed and have a valid driver licence and reliable vehicle;
q. Working knowledge and proficiency of using information technology hardware and software (Microsoft Office including PowerPoint, Excel and Word; scanning documents; web-based applications and databases; e-mail and web conferencing) and have current hardware and software capacity;

r. Optional: Experience in counselling problem gamblers and affected others;
s. Optional: Experience working with Aboriginal communities;
t. Optional: Fluency in a second language (ability to offer bi-lingual counselling).

Responses meeting the mandatory requirements will be further assessed against the desirable and optional criteria. A Respondent not reaching the minimum score between desirable and optional will receive no further consideration during the qualification review.

6.3 Scoring Criteria

Desirable and Optional Criteria	**Points Available**	**Minimum score**
Demonstrated Service Area Desirable Experience/ Qualifications (responses to Section 6.2, items (a– q.)	100	
Demonstrated Service Area Optional Experience/ Qualifications (responses to Section 6.2, items (*r* – *t.*)	15	
TOTAL POINTS AVAILABLE	**115**	**70**

6.4 Qualifications Review Stages

Stage 1
Responses will be checked for compliance with the mandatory criteria. Responses that do not meet the mandatory requirements will receive no further consideration.

Stage 2
Respondents/Consultants will be assessed on their education, professional/other designations, skills, relevant experience and other qualifications as presented in their submitted Appendix B, résumé and other supporting documents. The Province reserves the right to interview Respondents/Consultants when reviewing these criteria for clarification purposes.

Stage 3
Reference checks may be done by the Province during the qualifications review and the term of the List to confirm any submitted information about Respondents/Consultants. The Province reserves the right to contact references other than those provided by the Respondent. If any of the references are unsatisfactory to the Province, the Respondent/Consultant may be excluded or removed from the List of Qualified Suppliers at the Province's sole discretion.

Stage 4
Respondents will be notified of their status on the List of Qualified Suppliers.

7. Response Details

7.1 Responses are to be submitted in the following format and sequence to ensure that they receive full consideration during evaluations and that the evaluations themselves may be handled in an efficient and consistent manner. All pages should be consecutively numbered.

a) The Response covering letter set out in Appendix A;

b) The Service Area Desirable Experience/Qualifications list (items a. – q. individually, by letter, in alphabetical order), and if applicable, Optional items r. – t. individually, by letter, in alphabetical order), set out in Appendix B;

c) A résumé demonstrating education requirements are met, including supporting documentation as described in Section 6.1, f & g;

d) Proof of current professional registration and professional general liability insurance, as described in Section 6.1, h;

f) Written confirmation of possession of computer, as described in Section 6.1, j;

g) Proof of completion or written intent to complete the Program's Introduction to Problem Gambling training or equivalent, as described in Section 6.1, k;

i) Photocopy of a valid British Columbia driver's licence and written confirmation of access to a vehicle in good working order with valid insurance, as described in Section 6.1, l.

Appendix A – Response Covering Letter

Letterhead or Respondent's name and address

Date:

MINISTRY OF ENERGY AND MINES
GAMING POLICY AND ENFORCEMENT BRANCH
PO BOX 9311 STN PROV GOVT
VICTORIA, BRITISH COLUMBIA V8W 9N1

Attention: **Wendy Nicholson**

Subject: **List of Qualified Suppliers**
Request for Qualifications No. CP-06-13
including any amendments or additions (the "Request for Qualifications")

NOTE: amendments and additions will be posted to the BC Bid website at www.bcbid.ca. It is the Respondent's sole responsibility to check for amendments and additional information.

The enclosed Response is submitted in response to the above-referenced Request for Qualifications.

We have carefully read and examined the Request for Qualifications and have conducted such other investigations as were prudent and reasonable in preparing the Response. I am authorized to submit this Response on behalf of myself/my Consultant.

Yours truly,

_____

Signature

Name: _____

Title (if applicable): _____

Telephone Number: _____

e-mail address: _____

Legal name of Respondent: _____

_____

Date: _____

Appendix B – Respondent/Consultant Qualification Summary

Respondent's Legal Name:	
Consultant's Name (if different):	
Region(s) in BC being sought:	
(If willing to relocate to other regions in BC, PLEASE specify locations)	
Respondent's Primary Office Address:	

Respondent's/ Consultant's Contact Information:	**Phone**	**Fax**	**e-mail**

Respondent's/ Consultant's Degrees, Certificates, Diplomas or Professional Designations Held or Earned:	**Degree, Diploma, Certificate or Designation**	**Issuing Institution or Association**	**Date Conferred or Awarded**

Respondent's/Consultant's Demonstrated Service Area Experience/Qualifications – Assignments/Projects	**Skill Areas**	**Reference(s) *if applicable***
Provide specific details to clearly demonstrate your expertise in the selected Service Area. For example, indicate the time length of the work, details about its value and impact, your role and accomplishments in the work, etc. For example, clearly demonstrate knowledge and understanding using examples if appropriate. ***SEE Section 6.2***	*Indicate the specific item you are answering to (by letter a – q, individually; by letter r - t if applicable). Respondents are asked not to group letters/Section 6.2 items.*	*Provide:* *Relevant Organization/Contact including title, telephone number and/or email.*

Add additional rows to the above table for each subsequent letter in section 6.2 Services.

MINISTRY OF FINANCE
Gaming Policy and Enforcement Branch

Request for Qualifications
for

Responsible and Problem Gambling Program
Clinical Counsellor

Request for Qualifications No.: CP-11-15

Issue date: November 26, 2015

Closing location:

MAIL ONLY:	**COURIER/BY HAND**:
Gaming Policy and Enforcement Branch P.O. Box 9311, Stn. Prov. Gov't. Victoria, B.C. V8W 9N1 Attention: **Angie Gold**	Gaming Policy and Enforcement Branch 3rd Floor 910 Government Street Victoria, B.C. V8W 1X3 Attention: **Angie Gold**

Closing date and time:

One (1) complete hard copy in MS Word or PDF format of each Response must be received before 4:00 PM Pacific Time on **December 17, 2015** at the above mailing address or location.

Contact person:

Jennifer Miller, Director
Phone: (250) 356-2984
Jennifer.E.Miller@gov.bc.ca

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APPENDIX A RESPONSE COVERING LETTER
APPENDIX B CONSULTANT QUALIFICATION SUMMARY

1. Overview of the Requirement

The Ministry of Finance, through its Gaming Policy and Enforcement Branch ("the Branch"), is the lead co-ordinating ministry for gaming, responsible gambling and problem gambling policies and programs.

Problem gambling clinical treatment services are an integral part of the British Columbia Responsible & Problem Gambling Program ("the Program"), and a cornerstone of the Province's Responsible Gambling Strategy. Introduced in 2003, the Strategy has three goals: to reduce the incidence of problem gambling, to reduce the harmful impacts of excessive gambling and to ensure the delivery of gambling in a manner that encourages responsible gambling and healthy choices. Clinical services support goal one and two of the Strategy.

The Program supports and delivers a comprehensive problem gambling immediate response network and clinical treatment continuum. A government-funded toll-free 24 hour Problem Gambling Help Line provides crisis support and information, as well as referrals to free professional clinical counselling available anywhere in the province. Counselling services include individual, family, couple, and group sessions (in person or over the telephone), as well as an intensive day treatment program.

For more information, visit the Program's website: www.bcresponsiblegambling.ca.
The Branch is seeking applications for all regions of the province. However the purpose of this Request for Qualifications is to qualify individuals for **Problem Gambling Clinical Counselling Services** in the following Service Area:

- Cranbrook
- Kamloops

Based on the review of the RFQ Responses the Province intends to establish a List of Qualified Suppliers who, on an "as, if and when requested" basis, may be contracted directly, or asked to compete, to enter into a Contract(s) for provision of the services described in section 4.

2. Request for Qualifications Definitions

Throughout this Request for Qualifications, the following definitions will be used:

a) "BC Bid" means the electronic tendering service maintained by the Province;

b) "BC Bid Website" means the website maintained by BC Bid at www.bcbid.ca, or any replacement website;

c) "Contract" means a written contract executed by the Province and a Qualified Supplier;

d) "Consultant" means a person nominated by a Respondent to be qualified in one or more Service Area;

e) "List of Qualified Suppliers" or "List" means a list of names of Qualified Suppliers, and in the case where the Qualified Supplier is a company, includes the names of their Consultants, who possess the qualifications described in this RFQ and that have satisfied any conditions set by the Province for being added to and staying on that list;

f) "must", or "mandatory" means a requirement that must be met in order for a Response to receive consideration;

g) "Province" means Her Majesty the Queen in Right of the Province of British Columbia and includes the Ministry of Finance;

h) "Qualified Supplier" means a Respondent who is either an individual Consultant, or who is a company having one or more Consultants, possessing the qualifications in a Service Area described in this RFQ that has satisfied any conditions set by the Province for being added to, and staying on, the List of Qualified Suppliers in that Service Area;

i) "Respondent" means an individual or a company that submits, or intends to submit, a Response ;

j) "Response" means a statement of qualifications for a Consultant submitted in reply to this RFQ;

k) "RFQ" or "Request for Qualifications" means the process described in this document;

l) "Service Area" means a category of service described in this RFQ in respect of which a List will be established; and

m) "Should" or "desirable" means a requirement having a significant degree of importance to the objectives of this RFQ.

3. Request for Qualifications

3.1 Enquiries

All enquiries related to this RFQ are to be directed, in writing, to the contact person at the emailing address on the front cover of this RFQ. Information obtained from any other source is not official and should not be relied upon. Do not contact the Ministry/agency involved unless indicated as the contact person. Enquiries and answers will be recorded and distributed to all Respondents at the Province's option.

3.2 Closing Date

One (1) complete hard copy of each Response must be received before **4:00 PM**, Pacific Time, on **December 17, 2015** at the address on the front cover of this RFQ. Responses must not be sent by facsimile or e-mail. Responses and their envelopes should be clearly marked with the name and address of the Respondent, the RFQ number, and the project or program title.

Responses received after the date set out on the front cover of this RFQ will be dealt with under section 5.1.11.

3.3 Qualifications Review Committee

Review of Responses will be by a committee formed by the Province and may include employees and contractors of the Province.

3.4 Review and Selection

The qualifications review committee will check Responses against the mandatory criteria. Responses not meeting all mandatory criteria will be rejected without further consideration. Responses that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria (Section 6.2). Responses not meeting a minimum score (if specified) in a category will not be further considered. The names of successful Respondents will be added to the Province's List of Qualified Suppliers.

3.5 Signed Responses

The Response must include a completed cover letter substantially similar to the cover letter set out in Appendix A and the cover letter must be signed by a person authorized to sign on behalf of the Respondent.

3.6 Changes to Response Wording

The Respondent will not change the wording of its Response after the closing date and time specified on the front cover of this RFQ, and no words or comments will be added to the Response unless requested by the Province for purposes of clarification.

3.7 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing a Response and for subsequent negotiations (including interviews) with the Province, if any. The Province will not be liable to any Respondent for any claims, whether for costs or damages incurred by the Respondent in preparing the Response, loss of anticipated profit in connection with any decision or final Contract, or any other matter whatsoever.

3.8 Acceptance of Responses

This RFQ is not an agreement to purchase services. The Province is not bound to enter into a Contract with any Qualified Supplier. Responses will be assessed in light of the qualification review criteria. The Province will be under no obligation to receive further information, whether written or oral, from any Respondent.

3.9 Definition of Contract

Notice in writing to a Respondent that it has been identified as a Qualified Supplier will neither constitute a Contract nor give the Respondent any legal or equitable rights or privileges relative to the service requirements set out in this RFQ. Only if a Qualified Supplier and the Province enter into a subsequent full written Contract will a Respondent acquire any legal or equitable rights or privileges.

3.10 List of Qualified Suppliers Not Binding

A Qualified Supplier may withdraw its name from the List of Qualified Suppliers by notifying the Province in writing. The Province may withdraw a name of a Qualified

Supplier from the List of Qualified Suppliers by notifying that Qualified Supplier in writing.

3.11 Modification of Terms

The Province reserves the right to modify the terms of this RFQ at any time in its sole discretion. This includes the right to cancel this RFQ or the List of Qualified Suppliers at any time without entering into a Contract.

3.12 Ownership of Responses

All documents, including Responses, submitted to the Province become the property of the Province. They will be received and held in confidence by the Province, subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.

3.13 Confidentiality of Information

Information pertaining to the Province obtained by the Respondent as a result of participation in this RFQ is confidential and must not be disclosed without written authorization from the Province.

3.14 Collection and Use of Personal Information

Respondent are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any subcontractors. If this RFQ requires Respondents to provide the Province with personal information of employees who have been included as resources in response to this RFQ, Respondents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to the Province. Such written consents are to specify that the personal information may be forwarded to the Province for the purposes of responding to this RFQ and use by the Province for the purposes set out in the RFQ. The Province may, at any time, request the original consents or copies of the original consents from Respondents, and upon such request being made, Respondents will immediately supply such originals or copies to the Province.

3.15 Additional Information on the RFQ

All subsequent information regarding this RFQ, including changes made to this document, will be posted on the BC Bid Website. It is the sole responsibility of the Respondent to check for amendments and additional information on the BC Bid Website.

3.16 Debriefing

The Ministry will offer a debriefing to Respondents who did not make the List of Qualified Suppliers, on request, at a mutually agreeable time.

3.17 Form of Contract

Any Contract with a Qualified Supplier will be substantially similar to the terms and conditions of the Province's General Service Agreement, a copy of which is available on

the Internet at: http://www2.gov.bc.ca/gov/content/governments/services-for-government/bc-bid-resources/templates-and-tools/service-contract-templates.

4. Services

4.1 Service Areas

The following sub-section(s) list the Service Areas and details of the types of services that the Province may require from Qualified Suppliers:

4.2 Clinical Counsellor

Clinical Counsellors will be required to deliver clinical counselling services related to gambling addiction, to B.C. residents.

4.3 Pricing (Contract Fees)

Fees for the services described in Section 6.2 will be approximately $100.00 per ***service unit*** on a fee-for-service basis based on an hourly rate of $67.00 per hour. Full and part-time Contracts will be delivered to a maximum of 1200 service units per annum, plus expenses. Contract size is determined by the Province. A full guideline of rates and expenses for contract deliverable activities will be included in the Contract. Full payment of monthly fees will be contingent on demonstrated delivery of the Contract requirements/deliverables.

Expenses will be invoiced as per Government Management Operating Procedure (GMOP) regulations and are set according to area and contract size. All fees and expenses will also be subject to verification and audit by the Ministry or Ministry-designated personnel.

4.4 Security Clearance

The Province will require security clearance, in the form of a Vulnerable Sector Check, from the Respondent/Consultant before entering into a contract. The Branch will advise successful Consultants after the selection process as to the procedure for conducting the Vulnerable Sector Check.

4.5 Location and Facilities

The Province is seeking applications from all regions of BC. Current specific interest is for One (1) Contract position covering each of:

- **Cranbrook**
- **Kamloops**

The contract requires Respondents/Consultants to work at their own work location central to the service region. Secondary work locations may also be required when the service region includes numerous distant communities.

Consultants must be able to be contacted by telephone, cellular phone, fax and email. Consultants must have access to and ability with standard office automation tools (i.e., e-mail, web conferencing, MS Word, MS Excel and MS PowerPoint).

5. Use of List

5.1 Guidelines

The guidelines set out in this Section 5 regarding the use of the List of Qualified Suppliers are subject to change from time to time as the Province may deem necessary, without notice to the Respondent/Consultant(s) or firms on the List.

5.1.1 The List of Qualified Suppliers will be in effect until **December 17, 2017**.

5.1.2 The Province may, in its sole discretion, from time to time, use the List of Qualified Suppliers in connection with projects or assignments. The criteria for selecting Qualified Suppliers for each project or task will vary, depending upon the requirements of the applicable project or task and could involve requiring a Consultant to have a certain demonstrated experience and proficiency level in one or more Service Areas depending on the specific requirements of the project or assignment.

5.1.3 Any Contracts entered into with a Qualified Supplier will be:

a) between the Province and the Qualified Supplier.

b) between the Province and a company and specifying the individual Consultant(s) to be engaged where the Qualified Supplier is a Respondent company.

5.1.4 The Province reserves the right, in its sole discretion, to renew any contracts entered into with a Qualified Supplier for one (1) year term with the option to renew four (4) times, subject to change as determined by the Province.

5.1.5 Qualified Suppliers may be contracted on an "as, if and when requested" basis and may be contracted directly or asked to compete on opportunities for the provision of services in accordance with the selection method set out in paragraph 5.1.6 or as revised by the Province and communicated to all Qualified Suppliers from time to time. If a Qualified Supplier's requested Consultant is unavailable for a contemplated project or assignment, the Qualified Supplier may propose a substitute resource to the Province for evaluation and consideration.

5.1.6 The Province may select a Qualified Supplier from the List using one or more of the following selection methods:

a) If the estimated Contract value is less than $25,000 the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier;

b) If the estimated Contract value is $25,000 or more and less than $75,000, the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term, etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier if it can be verified by the Province that only one Qualified Supplier has a Consultant that:

   i. is available to undertake the project or assignment; or,

   ii. has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications.

c) If the estimated Contract value is $25,000 or more and less than $75,000, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province may, in its sole discretion, use a competitive or other selection process between a minimum of three (if available) such Qualified Suppliers that evaluates each Qualified Supplier's available Consultants, proposed approach, pricing, or other elements required for the project or assignment. The Province may in its sole discretion consider other Qualified Suppliers' available Consultants that, in the Province's sole opinion, meet the Province's qualification criteria for the project or assignment (e.g., specialization, experience level, etc.).

d) If the estimated Contract value is $75,000 or more, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province will invite all such Qualified Suppliers to compete for the project or assignment.

e) Notwithstanding subparagraphs a), b), c), and d), the Province may directly negotiate a contract with a Qualified Supplier where one of the following exceptional conditions applies:

   a) only one available Consultant is qualified to provide the services;
   b) an unforeseeable emergency exists and the services could not be obtained in time by means of a competitive process;
   c) a competitive process would interfere with the Province's ability to maintain security or order or to protect human, animal or plant life or health; or
   d) the acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest.

5.1.7 Qualified Suppliers will immediately, during the period that the List is in effect, advise the Province of any material changes to the information contained in their Response.

5.1.8 The Province has the sole discretion to remove a Qualified Supplier from the List of Qualified Suppliers for unsatisfactory performance by a Qualified Supplier in a Contract

or for failing to meet the requirements for staying on the List of Qualified Suppliers as set out in this RFQ or as may be communicated by the Province from time to time.

5.1.9 The Province has no obligation to:

a) Inquire as to the availability of a substitute Consultant when advised by a Qualified Supplier that the Consultant named on the List is not available for a particular project;
b) Evaluate or accept any substitute Consultant proposed by a Qualified Supplier;
c) Enter into a Contract with any one or more Qualified Suppliers; or
d) Invite any one or more Qualified Suppliers to participate in competitive processes for a Contract.

5.1.10 The Province reserves the right, in its sole discretion, to:

a) Employ open competitions that include suppliers external to the List of Qualified Suppliers;
b) Otherwise engage suppliers external to the List of Qualified Suppliers in connection with any project required by the Province; and
c) At any time, cancel, extend, expand or make a call to the market-place to renew the List of Qualified Suppliers.

5.1.11 The Province may, in its sole discretion, consider subsequent requests for inclusion on the List of Qualified Suppliers after **February 17, 2016** and during the term of the List. Any such requests will be subject to those Respondents submitting their qualification information for review in the same manner as originally outlined in this RFQ. There is no assurance that the Province will require any future additions to the List or will accept any requests for inclusion.

6. Qualifications Review Criteria

6.1 Mandatory Criteria

The following are mandatory requirements. Responses not clearly demonstrating that they meet them will receive no further consideration during the evaluation process.

Mandatory Criteria
a) The Response must be received at the closing location by the specified closing date and time.
b) The Response must be in English and must not be sent by facsimile or email.
c) The Response must include a form in substantially the same format as Appendix A of this application, for each Respondent/Consultant to be considered.

d)	The Response must include a form in substantially the same format as Appendix B of this application, answering to Section 6.2, items a. – m. individually, by letter, in alphabetical order, for each Respondent/Consultant to be considered.
e)	The Respondent/Consultant must have a Masters Degree in counselling from an accredited university. Supporting documents including relevant transcripts, proof of completion, or current enrolment and anticipated completion must be included in the Response; sealed transcripts may be required prior to contracting.
f)	The Respondent/Consultant must demonstrate she/he has at least 2700 hours (3 years full time) of experience delivering supervised clinical counselling services related to addiction and mental health issues. Must have experience in assessment (DSM IV-TR psycho-metrics as required for addictions and mental health assessment) and treatment, group and individual counselling as well as facilitating psycho-education. Preference may be given to those with gambling addition counselling experience.
g)	The Consultant must be registered with one of the following professional associations: CCPA (formerly CCA), BCACC, or hold designation of RCSW and be registered with a professional association of Social Workers. Proof of registration/membership and proof of current professional general liability insurance must be included in the Response.
h)	The Response must include a resume (maximum three pages) containing information on the Respondent's/Consultant's education, experience and 3 professional references.

Please note: Successful proponents (Qualified Suppliers) will be required to supply the following, in order to contract with the Province:	
a)	The Qualified Supplier will demonstrate successful completion of, or the intention to complete at the first available opportunity, *Introduction to Responsible and Problem Gambling: Identification, Treatment and Prevention* course delivered by the Responsible & Problem Gambling Program or equivalent training. Proof of completion or written intent to complete will be required.
b)	The Qualified Supplier must have access to a vehicle appropriate to the region's terrain and in good working order, with valid vehicle insurance. A copy of BC Driver's License and vehicle insurance will be required.

6.2 Desirable and Optional Criteria

The following provides details of the types of skills the Province will require from Qualified Suppliers in order to deliver the Services discussed:

- Routinely monitor and measure client outcomes to deliver effective treatment,
- Efficiently use existing program resources to achieve effective client outcomes,
- Deliver comprehensive case management in collaboration with local community resources,
- Facilitate group work,
- Public speaking skills,
- Understand problem gambling development and treatment, and
- Work independently as a self-employed contractor within a team context.

The Consultant requires comprehensive skills to provide counselling services to people negatively impacted by gambling, and to affected others. Respondents will demonstrate their qualifications with respect to each item listed below. *Please list and answer each item separately in alphabetical order, (see Appendix B), in complete sentences, providing references where appropriate.*

a. Demonstrated ability to provide effective treatment by monitoring client outcomes and quality of care;
b. Demonstrated ability to identify cases at risk for poor outcomes and adjust services to provide effective treatment;
c. Demonstrated ability to efficiently use program resources to achieve best outcomes;
d. Demonstrated ability to deliver comprehensive case management in collaboration with local existing community resources;
e. Demonstrated ability to work effectively with cultural differences;
f. Demonstrated knowledge of problem gambling, including: current statistics, unique issues experienced by a problem gambler and affected others, groups and resources available in BC for people experiencing a problem with gambling, and legislation affecting gambling in BC;
g. Demonstrated experience applying the Bio-psycho-social-spiritual model, DSM-V and the harm reduction model in the assessment and treatment of individuals, couples and families;
h. Demonstrated experience with using motivational interviewing and familiarity with the 12-step approach;
i. Using anonymous case studies, briefly describe your work with: (1) a client whose outcomes were good, and (2) a client whose outcomes were poor. Use case examples involving problematic gambling where possible;
j. Demonstrated experience facilitating group therapy and psycho-educational workshops;
k. Demonstrated ability to effectively network and market your services to local community stakeholders;
l. Demonstrated ability to develop a yearly business plan and work within budgets;

m. Demonstrated proficiency with Microsoft Office PowerPoint, Excel and Word, scanning documents, using web-based applications and databases, and web conferencing.

n. Optional: Experience in counselling problem gamblers and affected others;

o. Optional: Experience working with Indigenous / Aboriginal communities;

p. Optional: Fluency in a second language (ability to offer bi-lingual counselling).

Responses meeting the mandatory requirements will be further assessed against the desirable and optional criteria. A Respondent not reaching the minimum score between desirable and optional will receive no further consideration during the qualification review.

6.3 Scoring Criteria

Desirable and Optional Criteria	**Points Available**	**Minimum score**
Demonstrated Service Area Desirable Experience/ Qualifications (responses to Section 6.2, items (a–m)	100	
Demonstrated Service Area Optional Experience/ Qualifications (responses to Section 6.2, items (*n* – *p*)	15	
TOTAL POINTS AVAILABLE	**115**	**70**

6.4 Qualifications Review Stages

Stage 1
Responses will be checked for compliance with the Mandatory Criteria. Responses that do not meet the mandatory requirements will receive no further consideration.

Stage 2
Respondents/Consultants will be assessed on their education, professional/other designations, skills, relevant experience and other qualifications as presented in their submitted Appendix B, resume and other supporting documents. The Province reserves the right to interview Respondents/Consultants when reviewing these criteria for clarification purposes.

Stage 3
Reference checks may be done by the Province during the qualifications review and the term of the List to confirm any submitted information about Respondents/Consultants. The Province reserves the right to contact references other than those provided by the Respondent. If any of the references are unsatisfactory to the Province, the Respondent/Consultant may be excluded or removed from the List of Qualified Suppliers in the Province's sole discretion.

Stage 4
Respondents will be notified of their status on the List of Qualified Suppliers.

7. Response Details

7.1 Responses are to be submitted in the following format and sequence to ensure that they receive full consideration during evaluations and that the evaluations themselves may be handled in an efficient and consistent manner. All pages should be consecutively numbered.

a) The Response covering letter set out in Appendix A;
b) The Service Area Desirable Experience/Qualifications list (items a. – m. individually, by letter, in alphabetical order), and if applicable, Optional items n. – p. individually, by letter, in alphabetical order), set out in Appendix B;
c) A résumé demonstrating education requirements are met, including supporting documentation as described in Section 6.1, e & f;
d) Proof of current professional registration and professional general liability insurance, as described in Section 6.1, g.

Appendix A – Response Covering Letter

Letterhead or Respondent's name and address

Date:

MINISTRY OF FINANCE
GAMING POLICY AND ENFORCEMENT BRANCH
RESPONSIBLE AND PROBLEM GAMBLING PROGRAM
PO BOX 9310 STN PROV GOVT
VICTORIA, BRITISH COLUMBIA V8W 9N1

Attention: **Angie Gold**

Subject: **List of Qualified Suppliers**
Request for Qualifications No. CP-11-15
including any amendments or additions (the "Request for Qualifications")

NOTE: amendments and additions will be posted to the BC Bid website at www.bcbid.ca. It is the Respondent's sole responsibility to check for amendments and additional information.

The enclosed Response is submitted in response to the above-referenced Request for Qualifications.

We have carefully read and examined the Request for Qualifications and have conducted such other investigations as were prudent and reasonable in preparing the Response. I am authorized to submit this Response on behalf of myself/my Consultant.

Yours truly,

_____

Signature

Name: _____

Title (if applicable): _____

Telephone Number: _____

email address: _____

Legal name of Respondent: _____

Date: _____

Appendix B – Respondent/Consultant Qualification Summary

Respondent's Legal Name:	
Consultant's Name (if different):	
Region(s) in BC being sought: **(If willing to relocate to other regions in BC, PLEASE specify locations)**	
Respondent's Primary Office Address:	
Respondent's/ Consultant's Contact Information:	**Phone** **Fax** **e-mail**

Respondent's/ Consultant's Degrees, Certificates, Diplomas or Professional Designations Held or Earned:	**Degree, Diploma, Certificate or Designation**	**Issuing Institution or Association**	**Date Conferred or Awarded**

Respondent's/Consultant's Demonstrated Service Area Experience/Qualifications – Assignments/Projects	**Skill Areas**	**Reference(s) *if applicable***
Provide specific details to clearly demonstrate your expertise in the selected Service Area. For example, indicate the time length of the work, details about its value and impact, your role and accomplishments in the work, etc. For example, clearly demonstrate knowledge and understanding using examples if appropriate. ***SEE Section 6.2***	*Indicate the specific item you are answering to (*by letter a–*h,* separately. *Respondents are asked not to group letters/Section 6.2 items.*	*Provide: Relevant Organization/Contact including title, number and/or email.*

Add additional rows to the above table for each subsequent letter item in section 6.2 Services.

MINISTRY OF FINANCE
Gaming Policy and Enforcement Branch

Request for Qualifications
for

Responsible and Problem Gambling Program
Clinical Counsellor

Request for Qualifications No.: CP-01-16

Issue date: January 26, 2016

Closing location:

MAIL ONLY:	COURIER/BY HAND:
Gaming Policy and Enforcement Branch P.O. Box 9311, Stn. Prov. Gov't. Victoria, B.C. V8W 9N1 Attention: **Kim Dunn**	Gaming Policy and Enforcement Branch 3rd Floor 910 Government Street Victoria, B.C. V8W 1X3 Attention: **Kim Dunn**

Closing date and time:

One (1) complete hard copy in MS Word or PDF format of each Response must be received before 4:00 PM Pacific Time on **February 23, 2016** at the above mailing address or location.

Contact person:

Jennifer Miller, Director
Phone: (250) 356-2984
Jennifer.E.Miller@gov.bc.ca

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APPENDIX A RESPONSE COVERING LETTER
APPENDIX B CONSULTANT QUALIFICATION SUMMARY

1. Overview of the Requirement

The Ministry of Finance, through its Gaming Policy and Enforcement Branch ("the Branch"), is the lead co-ordinating ministry for gaming, responsible gambling and problem gambling policies and programs.

Problem gambling clinical treatment services are an integral part of the British Columbia Responsible & Problem Gambling Program ("the Program"), and a cornerstone of the Province's Responsible Gambling Strategy. Introduced in 2003, the Strategy has three goals: to reduce the incidence of problem gambling, to reduce the harmful impacts of excessive gambling and to ensure the delivery of gambling in a manner that encourages responsible gambling and healthy choices. Clinical services support goal one and two of the Strategy.

The Program supports and delivers a comprehensive problem gambling immediate response network and clinical treatment continuum. A government-funded toll-free 24 hour Problem Gambling Help Line provides crisis support and information, as well as referrals to free professional clinical counselling available anywhere in the province. Counselling services include individual, family, couple, and group sessions (in person or over the telephone), as well as an intensive day treatment program.

For more information, visit the Program's website: www.bcresponsiblegambling.ca.
The Branch is seeking applications for all regions of the province. However the purpose of this Request for Qualifications is to qualify individuals for **Problem Gambling Clinical Counselling Services** in the following Service Area:

- **Interior – Kootenay East (Cranbrook area)**
- **Central BC – Cariboo South (Kamloops area)**

Based on the review of the RFQ Responses the Province intends to establish a List of Qualified Suppliers who, on an "as, if and when requested" basis, may be contracted directly, or asked to compete, to enter into a Contract(s) for provision of the services described in section 4.

2. Request for Qualifications Definitions

Throughout this Request for Qualifications, the following definitions will be used:

a) "BC Bid" means the electronic tendering service maintained by the Province;

b) "BC Bid Website" means the website maintained by BC Bid at www.bcbid.ca, or any replacement website;

c) "Contract" means a written contract executed by the Province and a Qualified Supplier;

d) "Consultant" means a person nominated by a Respondent to be qualified in one or more Service Area;

e) "List of Qualified Suppliers" or "List" means a list of names of Qualified Suppliers, and in the case where the Qualified Supplier is a company, includes the names of their Consultants, who possess the qualifications described in this RFQ and that have satisfied any conditions set by the Province for being added to and staying on that list;

f) "must", or "mandatory" means a requirement that must be met in order for a Response to receive consideration;

g) "Province" means Her Majesty the Queen in Right of the Province of British Columbia and includes the Ministry of Finance;

h) "Qualified Supplier" means a Respondent who is either an individual Consultant, or who is a company having one or more Consultants, possessing the qualifications in a Service Area described in this RFQ that has satisfied any conditions set by the Province for being added to, and staying on, the List of Qualified Suppliers in that Service Area;

i) "Respondent" means an individual or a company that submits, or intends to submit, a Response ;

j) "Response" means a statement of qualifications for a Consultant submitted in reply to this RFQ;

k) "RFQ" or "Request for Qualifications" means the process described in this document;

l) "Service Area" means a category of service described in this RFQ in respect of which a List will be established; and

m) "Should" or "desirable" means a requirement having a significant degree of importance to the objectives of this RFQ.

3. Request for Qualifications

3.1 Enquiries

All enquiries related to this RFQ are to be directed, in writing, to the contact person at the emailing address on the front cover of this RFQ. Information obtained from any other source is not official and should not be relied upon. Do not contact the Ministry/agency involved unless indicated as the contact person. Enquiries and answers will be recorded and distributed to all Respondents at the Province's option.

3.2 Closing Date

One (1) complete hard copy of each Response must be received before **4:00 PM**, Pacific Time, on **February 23, 2016** at the address on the front cover of this RFQ. Responses must not be sent by facsimile or e-mail. Responses and their envelopes should be clearly marked with the name and address of the Respondent, the RFQ number, and the project or program title.

Responses received after the date set out on the front cover of this RFQ will be dealt with under section 5.1.11.

3.3 Qualifications Review Committee

Review of Responses will be by a committee formed by the Province and may include employees and contractors of the Province.

3.4 Review and Selection

The qualifications review committee will check Responses against the mandatory criteria. Responses not meeting all mandatory criteria will be rejected without further consideration. Responses that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria (Section 6.2). Responses not meeting a minimum score (if specified) in a category will not be further considered. The names of successful Respondents will be added to the Province's List of Qualified Suppliers.

3.5 Signed Responses

The Response must include a completed cover letter substantially similar to the cover letter set out in Appendix A and the cover letter must be signed by a person authorized to sign on behalf of the Respondent.

3.6 Changes to Response Wording

The Respondent will not change the wording of its Response after the closing date and time specified on the front cover of this RFQ, and no words or comments will be added to the Response unless requested by the Province for purposes of clarification.

3.7 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing a Response and for subsequent negotiations (including interviews) with the Province, if any. The Province will not be liable to any Respondent for any claims, whether for costs or damages incurred by the Respondent in preparing the Response, loss of anticipated profit in connection with any decision or final Contract, or any other matter whatsoever.

3.8 Acceptance of Responses

This RFQ is not an agreement to purchase services. The Province is not bound to enter into a Contract with any Qualified Supplier. Responses will be assessed in light of the qualification review criteria. The Province will be under no obligation to receive further information, whether written or oral, from any Respondent.

3.9 Definition of Contract

Notice in writing to a Respondent that it has been identified as a Qualified Supplier will neither constitute a Contract nor give the Respondent any legal or equitable rights or privileges relative to the service requirements set out in this RFQ. Only if a Qualified Supplier and the Province enter into a subsequent full written Contract will a Respondent acquire any legal or equitable rights or privileges.

3.10 List of Qualified Suppliers Not Binding

A Qualified Supplier may withdraw its name from the List of Qualified Suppliers by notifying the Province in writing. The Province may withdraw a name of a Qualified

Supplier from the List of Qualified Suppliers by notifying that Qualified Supplier in writing.

3.11 Modification of Terms

The Province reserves the right to modify the terms of this RFQ at any time in its sole discretion. This includes the right to cancel this RFQ or the List of Qualified Suppliers at any time without entering into a Contract.

3.12 Ownership of Responses

All documents, including Responses, submitted to the Province become the property of the Province. They will be received and held in confidence by the Province, subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.

3.13 Confidentiality of Information

Information pertaining to the Province obtained by the Respondent as a result of participation in this RFQ is confidential and must not be disclosed without written authorization from the Province.

3.14 Collection and Use of Personal Information

Respondent are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any subcontractors. If this RFQ requires Respondents to provide the Province with personal information of employees who have been included as resources in response to this RFQ, Respondents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to the Province. Such written consents are to specify that the personal information may be forwarded to the Province for the purposes of responding to this RFQ and use by the Province for the purposes set out in the RFQ. The Province may, at any time, request the original consents or copies of the original consents from Respondents, and upon such request being made, Respondents will immediately supply such originals or copies to the Province.

3.15 Additional Information on the RFQ

All subsequent information regarding this RFQ, including changes made to this document, will be posted on the BC Bid Website. It is the sole responsibility of the Respondent to check for amendments and additional information on the BC Bid Website.

3.16 Debriefing

The Ministry will offer a debriefing to Respondents who did not make the List of Qualified Suppliers, on request, at a mutually agreeable time.

3.17 Form of Contract

Any Contract with a Qualified Supplier will be substantially similar to the terms and conditions of the Province's General Service Agreement, a copy of which is available on

the Internet at: http://www2.gov.bc.ca/gov/content/governments/services-for-government/bc-bid-resources/templates-and-tools/service-contract-templates.

4. Services

4.1 Service Areas

The following sub-section(s) list the Service Areas and details of the types of services that the Province may require from Qualified Suppliers:

4.2 Clinical Counsellor

Clinical Counsellors will be required to deliver clinical counselling services related to gambling addiction, to B.C. residents.

4.3 Pricing (Contract Fees)

Fees for the services described in Section 6.2 will be approximately $100.00 per ***service unit*** on a fee-for-service basis based on an hourly rate of $67.00 per hour. Full and part-time Contracts will be delivered to a maximum of 1200 service units per annum, plus expenses. Contract size is determined by the Province. A full guideline of rates and expenses for contract deliverable activities will be included in the Contract. Full payment of monthly fees will be contingent on demonstrated delivery of the Contract requirements/deliverables.

Expenses will be invoiced as per Government Management Operating Procedure (GMOP) regulations and are set according to area and contract size. All fees and expenses will also be subject to verification and audit by the Ministry or Ministry-designated personnel.

4.4 Security Clearance

The Province will require security clearance, in the form of a Vulnerable Sector Check, from the Respondent/Consultant before entering into a contract. The Branch will advise successful Consultants after the selection process as to the procedure for conducting the Vulnerable Sector Check.

4.5 Location and Facilities

The Province is seeking applications from all regions of BC. Current specific interest is for One (1) Contract position covering each of:

- **Interior – Kootenay East (Cranbrook area)**
- **Central BC – Cariboo South (Kamloops area)**

The contract requires Respondents/Consultants to work at their own work location central to the service region. Secondary work locations may also be required when the service region includes numerous distant communities.

Consultants must be able to be contacted by telephone, cellular phone, fax and email. Consultants must have access to and ability with standard office automation tools (i.e., e-mail, web conferencing, MS Word, MS Excel and MS PowerPoint).

5. Use of List

5.1 Guidelines

The guidelines set out in this Section 5 regarding the use of the List of Qualified Suppliers are subject to change from time to time as the Province may deem necessary, without notice to the Respondent/Consultant(s) or firms on the List.

5.1.1 The List of Qualified Suppliers will be in effect until **February 23, 2018**.

5.1.2 The Province may, in its sole discretion, from time to time, use the List of Qualified Suppliers in connection with projects or assignments. The criteria for selecting Qualified Suppliers for each project or task will vary, depending upon the requirements of the applicable project or task and could involve requiring a Consultant to have a certain demonstrated experience and proficiency level in one or more Service Areas depending on the specific requirements of the project or assignment.

5.1.3 Any Contracts entered into with a Qualified Supplier will be:

a) between the Province and the Qualified Supplier.

b) between the Province and a company and specifying the individual Consultant(s) to be engaged where the Qualified Supplier is a Respondent company.

5.1.4 The Province reserves the right, in its sole discretion, to renew any contracts entered into with a Qualified Supplier for one (1) year term with the option to renew four (4) times, subject to change as determined by the Province.

5.1.5 Qualified Suppliers may be contracted on an "as, if and when requested" basis and may be contracted directly or asked to compete on opportunities for the provision of services in accordance with the selection method set out in paragraph 5.1.6 or as revised by the Province and communicated to all Qualified Suppliers from time to time. If a Qualified Supplier's requested Consultant is unavailable for a contemplated project or assignment, the Qualified Supplier may propose a substitute resource to the Province for evaluation and consideration.

5.1.6 The Province may select a Qualified Supplier from the List using one or more of the following selection methods:

a) If the estimated Contract value is less than $25,000 the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier;

b) If the estimated Contract value is $25,000 or more and less than $75,000, the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term, etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier if it can be verified by the Province that only one Qualified Supplier has a Consultant that:

   i. is available to undertake the project or assignment; or,

   ii. has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications.

c) If the estimated Contract value is $25,000 or more and less than $75,000, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province may, in its sole discretion, use a competitive or other selection process between a minimum of three (if available) such Qualified Suppliers that evaluates each Qualified Supplier's available Consultants, proposed approach, pricing, or other elements required for the project or assignment. The Province may in its sole discretion consider other Qualified Suppliers' available Consultants that, in the Province's sole opinion, meet the Province's qualification criteria for the project or assignment (e.g., specialization, experience level, etc.).

d) If the estimated Contract value is $75,000 or more, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province will invite all such Qualified Suppliers to compete for the project or assignment.

e) Notwithstanding subparagraphs a), b), c), and d), the Province may directly negotiate a contract with a Qualified Supplier where one of the following exceptional conditions applies:

   a) only one available Consultant is qualified to provide the services;
   b) an unforeseeable emergency exists and the services could not be obtained in time by means of a competitive process;
   c) a competitive process would interfere with the Province's ability to maintain security or order or to protect human, animal or plant life or health; or
   d) the acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest.

5.1.7 Qualified Suppliers will immediately, during the period that the List is in effect, advise the Province of any material changes to the information contained in their Response.

5.1.8 The Province has the sole discretion to remove a Qualified Supplier from the List of Qualified Suppliers for unsatisfactory performance by a Qualified Supplier in a Contract

or for failing to meet the requirements for staying on the List of Qualified Suppliers as set out in this RFQ or as may be communicated by the Province from time to time.

5.1.9 The Province has no obligation to:

a) Inquire as to the availability of a substitute Consultant when advised by a Qualified Supplier that the Consultant named on the List is not available for a particular project;
b) Evaluate or accept any substitute Consultant proposed by a Qualified Supplier;
c) Enter into a Contract with any one or more Qualified Suppliers; or
d) Invite any one or more Qualified Suppliers to participate in competitive processes for a Contract.

5.1.10 The Province reserves the right, in its sole discretion, to:

a) Employ open competitions that include suppliers external to the List of Qualified Suppliers;
b) Otherwise engage suppliers external to the List of Qualified Suppliers in connection with any project required by the Province; and
c) At any time, cancel, extend, expand or make a call to the market-place to renew the List of Qualified Suppliers.

5.1.11 The Province may, in its sole discretion, consider subsequent requests for inclusion on the List of Qualified Suppliers after **March 8, 2016** and during the term of the List. Any such requests will be subject to those Respondents submitting their qualification information for review in the same manner as originally outlined in this RFQ. There is no assurance that the Province will require any future additions to the List or will accept any requests for inclusion.

6. Qualifications Review Criteria

6.1 Mandatory Criteria

The following are mandatory requirements. Responses not clearly demonstrating that they meet them will receive no further consideration during the evaluation process.

Mandatory Criteria
a) The Response must be received at the closing location by the specified closing date and time.
b) The Response must be in English and must not be sent by facsimile or email.
c) The Response must include a form in substantially the same format as Appendix A of this application, for each Respondent/Consultant to be considered.

d)	The Response must include a form in substantially the same format as Appendix B of this application, answering to Section 6.2, items a. – m. individually, by letter, in alphabetical order, for each Respondent/Consultant to be considered.
e)	The Respondent/Consultant must have a Masters Degree in counselling from an accredited university. Supporting documents including relevant transcripts, proof of completion, or current enrolment and anticipated completion must be included in the Response; sealed transcripts may be required prior to contracting.
f)	The Respondent/Consultant must demonstrate she/he has at least 2700 hours (3 years full time) of experience delivering supervised clinical counselling services related to addiction and mental health issues. Must have experience in assessment (DSM IV-TR psycho-metrics as required for addictions and mental health assessment) and treatment, group and individual counselling as well as facilitating psycho-education. Preference may be given to those with gambling addition counselling experience.
g)	The Consultant must be registered with one of the following professional associations: CCPA (formerly CCA), BCACC, or hold designation of RCSW and be registered with a professional association of Social Workers. Proof of registration/membership and proof of current professional general liability insurance must be included in the Response.
h)	The Response must include a resume (maximum three pages) containing information on the Respondent's/Consultant's education, experience and 3 professional references.

Please note: Successful proponents (Qualified Suppliers) will be required to supply the following, in order to contract with the Province:	
a)	The Qualified Supplier will demonstrate successful completion of, or the intention to complete at the first available opportunity, *Introduction to Responsible and Problem Gambling: Identification, Treatment and Prevention* course delivered by the Responsible & Problem Gambling Program or equivalent training. Proof of completion or written intent to complete will be required.
b)	The Qualified Supplier must have access to a vehicle appropriate to the region's terrain and in good working order, with valid vehicle insurance. A copy of BC Driver's License and vehicle insurance will be required.

6.2 Desirable and Optional Criteria

The following provides details of the types of skills the Province will require from Qualified Suppliers in order to deliver the Services discussed:

- Routinely monitor and measure client outcomes to deliver effective treatment,
- Efficiently use existing program resources to achieve effective client outcomes,
- Deliver comprehensive case management in collaboration with local community resources,
- Facilitate group work,
- Public speaking skills,
- Understand problem gambling development and treatment, and
- Work independently as a self-employed contractor within a team context.

The Consultant requires comprehensive skills to provide counselling services to people negatively impacted by gambling, and to affected others. Respondents will demonstrate their qualifications with respect to each item listed below. *Please list and answer each item separately in alphabetical order, (see Appendix B), in complete sentences, providing references where appropriate.*

a. Demonstrated ability to provide effective treatment by monitoring client outcomes and quality of care;
b. Demonstrated ability to identify cases at risk for poor outcomes and adjust services to provide effective treatment;
c. Demonstrated ability to efficiently use program resources to achieve best outcomes;
d. Demonstrated ability to deliver comprehensive case management in collaboration with local existing community resources;
e. Demonstrated ability to work effectively with cultural differences;
f. Demonstrated knowledge of problem gambling, including: current statistics, unique issues experienced by a problem gambler and affected others, groups and resources available in BC for people experiencing a problem with gambling, and legislation affecting gambling in BC;
g. Demonstrated experience applying the Bio-psycho-social-spiritual model, DSM-V and the harm reduction model in the assessment and treatment of individuals, couples and families;
h. Demonstrated experience with using motivational interviewing and familiarity with the 12-step approach;
i. Using anonymous case studies, briefly describe your work with: (1) a client whose outcomes were good, and (2) a client whose outcomes were poor. Use case examples involving problematic gambling where possible;
j. Demonstrated experience facilitating group therapy and psycho-educational workshops;
k. Demonstrated ability to effectively network and market your services to local community stakeholders;
l. Demonstrated ability to develop a yearly business plan and work within budgets;

m. Demonstrated proficiency with Microsoft Office PowerPoint, Excel and Word, scanning documents, using web-based applications and databases, and web conferencing.

n. Optional: Experience in counselling problem gamblers and affected others;

o. Optional: Experience working with Indigenous / Aboriginal communities;

p. Optional: Fluency in a second language (ability to offer bi-lingual counselling).

Responses meeting the mandatory requirements will be further assessed against the desirable and optional criteria. A Respondent not reaching the minimum score between desirable and optional will receive no further consideration during the qualification review.

6.3 Scoring Criteria

Desirable and Optional Criteria	**Points Available**	**Minimum score**
Demonstrated Service Area Desirable Experience/ Qualifications (responses to Section 6.2, items (a–m)	100	
Demonstrated Service Area Optional Experience/ Qualifications (responses to Section 6.2, items (*n – p*)	15	
TOTAL POINTS AVAILABLE	**115**	**70**

6.4 Qualifications Review Stages

Stage 1
Responses will be checked for compliance with the Mandatory Criteria. Responses that do not meet the mandatory requirements will receive no further consideration.

Stage 2
Respondents/Consultants will be assessed on their education, professional/other designations, skills, relevant experience and other qualifications as presented in their submitted Appendix B, resume and other supporting documents. The Province reserves the right to interview Respondents/Consultants when reviewing these criteria for clarification purposes.

Stage 3
Reference checks may be done by the Province during the qualifications review and the term of the List to confirm any submitted information about Respondents/Consultants. The Province reserves the right to contact references other than those provided by the Respondent. If any of the references are unsatisfactory to the Province, the Respondent/Consultant may be excluded or removed from the List of Qualified Suppliers in the Province's sole discretion.

Stage 4
Respondents will be notified of their status on the List of Qualified Suppliers.

7. Response Details

7.1 Responses are to be submitted in the following format and sequence to ensure that they receive full consideration during evaluations and that the evaluations themselves may be handled in an efficient and consistent manner. All pages should be consecutively numbered.

a) The Response covering letter set out in Appendix A;
b) The Service Area Desirable Experience/Qualifications list (items a. – m. individually, by letter, in alphabetical order), and if applicable, Optional items n. – p. individually, by letter, in alphabetical order), set out in Appendix B;
c) A résumé demonstrating education requirements are met, including supporting documentation as described in Section 6.1, e & f;
d) Proof of current professional registration and professional general liability insurance, as described in Section 6.1, g.

Appendix A – Response Covering Letter

Letterhead or Respondent's name and address

Date:

MINISTRY OF FINANCE
GAMING POLICY AND ENFORCEMENT BRANCH
RESPONSIBLE AND PROBLEM GAMBLING PROGRAM
PO BOX 9310 STN PROV GOVT
VICTORIA, BRITISH COLUMBIA V8W 9N1

Attention: **Kim Dunn**

Subject: **List of Qualified Suppliers**
Request for Qualifications No.: CP-01-16
including any amendments or additions (the "Request for Qualifications")

NOTE: amendments and additions will be posted to the BC Bid website at www.bcbid.ca. It is the Respondent's sole responsibility to check for amendments and additional information.

The enclosed Response is submitted in response to the above-referenced Request for Qualifications.

We have carefully read and examined the Request for Qualifications and have conducted such other investigations as were prudent and reasonable in preparing the Response. I am authorized to submit this Response on behalf of myself/my Consultant.

Yours truly,

_____

Signature

Name: _____

Title (if applicable): _____

Telephone Number: _____

email address: _____

Legal name of Respondent: _____

Date: _____

Appendix B – Respondent/Consultant Qualification Summary

Respondent's Legal Name:	
Consultant's Name (if different):	
Region(s) in BC being sought: **(If willing to relocate to other regions in BC, PLEASE specify locations)**	
Respondent's Primary Office Address:	
Respondent's/ Consultant's Contact Information:	**Phone** **Fax** **e-mail**

Respondent's/ Consultant's Degrees, Certificates, Diplomas or Professional Designations Held or Earned:	**Degree, Diploma, Certificate or Designation**	**Issuing Institution or Association**	**Date Conferred or Awarded**

Respondent's/Consultant's Demonstrated Service Area Experience/Qualifications – Assignments/Projects	**Skill Areas**	**Reference(s) *if applicable***
Provide specific details to clearly demonstrate your expertise in the selected Service Area. For example, indicate the time length of the work, details about its value and impact, your role and accomplishments in the work, etc. For example, clearly demonstrate knowledge and understanding using examples if appropriate. ***SEE Section 6.2***	*Indicate the specific item you are answering to (*by letter a–*h,* separately. *Respondents are asked not to group letters/Section 6.2 items.*	*Provide: Relevant Organization/Contact including title, number and/or email.*

Add additional rows to the above table for each subsequent letter item in section 6.2 Services.

BRITISH COLUMBIA
The Best Place on Earth

MINISTRY OF FINANCE
Request for Qualifications
for

Problem Gambling Program
Provincial Clinical Coordinator

Request for Qualifications No. CC-02-16
Issue Date: February 23, 2016
Closing Locations:

MAIL ONLY:	**COURIER/BY HAND**:
BC Responsible and Problem Gambling Program PO Box 9310 Stn Prov Govt Victoria BC V8W 9N1 Attention: **Kim Dunn**	BC Responsible and Problem Gambling Program 3rd Floor, 910 Government St Victoria BC V8W 9J4 Attention: **Kim Dunn**

Closing Date and Time:

One (1) complete paper copy in MS Word or PDF format of each Response must be received by **4:00 PM** Pacific Standard Time on **March 22, 2016** at the above locations:

Contact Person:

Jennifer Miller, Director
BC Responsible & Problem Gambling Program
Email: jennifer.e.miller@gov.bc.ca

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APPENDIX A RESPONSE COVERING LETTER
APPENDIX B CONSULTANT QUALIFICATION SUMMARY

1. Overview of the Requirement

The Ministry of Finance, through its Gaming Policy and Enforcement Branch ("the Branch"), is the lead co-ordinating ministry for gaming, responsible gambling and problem gambling policies and programs.

Problem gambling clinical treatment services are an integral part of the British Columbia Responsible and Problem Gambling Program, and a cornerstone of the Province's Responsible Gambling Strategy. Introduced in 2003, the Strategy has three goals: to reduce the incidence of problem gambling, to reduce the harmful impacts of excessive gambling and to ensure the delivery of gambling in a manner that encourages responsible gambling and healthy choices. Clinical services support goal two of the Strategy.

The Problem Gambling Program supports and delivers a comprehensive problem gambling immediate response network and clinical treatment continuum. A government-funded toll-free 24 hour Problem Gambling Help Line provides crisis support and information, as well as referrals to free professional clinical counselling available across the province. Counselling services include individual, family, couple, and group sessions (in person or over the telephone), as well as an intensive day treatment program.
For more information, please visit the Responsible and Problem Gambling Program website at http://www.bcresponsiblegambling.ca.

The Branch has identified a need for a qualified and experienced individual to provide province-wide coordination of the above described problem gambling clinical services. The purpose of this Request for Qualifications is to qualify individuals experienced in the following Service Area:

Coordinating, developing and evaluating problem gambling clinical treatment services and providing consultative support for contracted service providers across B.C.

This position includes, but is not limited to, the following primary areas of responsibility:

- leading strategic program planning, development and evaluation; and
- providing province-wide service coordination and leadership of problem gambling counselling services; and
- participating as a key member of the Responsible & Problem Gambling Program team; and
- Identifying and facilitating the professional development needs of service providers.

Qualified Suppliers may be contracted on an "as, if and when requested" basis and may be contracted directly or asked to compete on opportunities for the provision of Services described in Section 4.

2. Request for Qualifications Definitions

Throughout this Request for Qualifications, the following definitions may be used:

a) "BC Bid" means the electronic tendering service maintained by the Province;

b) "BC Bid Website" means the website maintained by BC Bid at www.bcbid.ca, or any replacement website;

c) "Contract" means a written contract executed by the Province and a Qualified Supplier;

d) "Consultant" means a person nominated by a Respondent to be qualified in one or more Service Area;

e) "List of Qualified Suppliers" or "List" means a list of names of Qualified Suppliers, and in the case where the Qualified Supplier is a company, includes the names of their Consultants, who possess the qualifications described in this RFQ and that have satisfied any conditions set by the Province for being added to and staying on that list;

f) "must", or "mandatory" means a requirement that must be met in order for a Response to receive consideration;

g) "Province" means Her Majesty the Queen in Right of the Province of British Columbia and includes the Ministry of Finance;

h) "Qualified Supplier" means a Respondent who is either an individual Consultant, or who is a company having one or more Consultants, possessing the qualifications in a Service Area described in this RFQ that has satisfied any conditions set by the Province for being added to, and staying on, the List of Qualified Suppliers in that Service Area;

i) "Respondent" means an individual or a company that submits, or intends to submit, a Response;

j) "Response" means a statement of qualifications for a Consultant submitted in reply to this RFQ;

k) "RFQ" or "Request for Qualifications" means the process described in this document;

l) "Service Area" means a category of service described in this RFQ in respect of which a List will be established;

m) "should" or "desirable" means a requirement having a significant degree of importance to the objectives of this RFQ; and

n) "Problem Gambling Program" or "PGP" refers to the program area within the Gaming Policy and Enforcement Branch responsible for the delivery of treatment services for persons experiencing problems related to excessive gambling.

3. Request for Qualifications

3.1 Enquiries

All enquiries related to this RFQ are to be directed, in writing, to the contact person at the e-mail address indicated on the front cover of this RFQ. Information obtained

from any other source is not official and should not be relied upon. Do not contact the Ministry/agency involved unless indicated as the contact person. Enquiries and answers may be recorded and distributed to all Respondents at the Province's option.

3.2 Closing Date

One (1) complete paper copy must be received before **4:00 PM** Pacific Standard Time on **March 23, 2016** at the appropriate address(es) on the front cover of this RFQ. Responses must not be sent by facsimile. Responses and their envelopes should be clearly marked with the name and address of the Respondent, the RFQ number, and the project or program title.

Responses received after the date set out on the front cover of this RFQ will be dealt with under section 5.1.11.

3.3 Qualifications Review Committee

Review of Responses will be by a committee formed by the Province and may include employees and contractors of the Province.

3.4 Review and Selection

The qualifications review committee will check Responses against the mandatory criteria. Responses not meeting all mandatory criteria will be rejected without further consideration. Responses that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria. Responses not meeting a minimum score (if specified) in a category will not be further considered. The names of successful Respondents will be added to the Province's List of Qualified Suppliers.

3.5 Signed Responses

The Response must include a completed cover letter substantially similar to the cover letter set out in Appendix A and the cover letter must be signed by a person authorized to sign on behalf of the Respondent.

3.6 Changes to Response Wording

The Respondent will not change the wording of its Response after the closing date and time specified on the front cover of this RFQ, and no words or comments will be added to the Response unless requested by the Province for purposes of clarification.

3.7 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing a Response and for subsequent negotiations with the Province, if any. The Province will not be liable to any Respondent for any claims, whether for costs or damages incurred by the Respondent in preparing the Response, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

3.8 Acceptance of Responses

This RFQ is not an agreement to purchase services. The Province is not bound to enter into a Contract with any Qualified Supplier. Responses will be assessed in light of the qualification review criteria. The Province will be under no obligation to receive further information, whether written or oral, from any Respondent.

3.9 Definition of Contract

Notice in writing to a Respondent that it has been identified as a Qualified Supplier will neither constitute a Contract nor give the Respondent any legal or equitable rights or privileges relative to the service requirements set out in this RFQ. Only if a Qualified Supplier and the Province enter into a subsequent full written Contract will a Respondent acquire any legal or equitable rights or privileges.

3.10 List of Qualified Suppliers Not Binding

A Qualified Supplier may withdraw its name from the List of Qualified Suppliers by notifying the Province in writing. The Province may withdraw a name of a Qualified Supplier from the List of Qualified Suppliers by notifying that Qualified Supplier in writing.

3.11 Modification of Terms

The Province reserves the right to modify the terms of this RFQ at any time in its sole discretion. This includes the right to cancel this RFQ or the List of Qualified Suppliers at any time without entering into a Contract.

3.12 Ownership of Responses

All documents, including Responses, submitted to the Province become the property of the Province. They will be received and held in confidence by the Province, subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.

3.13 Confidentiality of Information

Information pertaining to the Province obtained by the Respondent as a result of participation in this RFQ is confidential and must not be disclosed without written authorization from the Province.

3.14 Collection and Use of Personal Information

Respondents are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any subcontractors. If this RFQ requires Respondents to provide the Province with personal information of employees who have been included as resources in response to this RFQ, Respondents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to the Province. Such written consents are to specify that the personal information may be forwarded to the Province for the purposes of responding to this RFQ and use by the Province for the purposes set out in the RFQ.

The Province may, at any time, request the original consents or copies of the original consents from Respondents, and upon such request being made, Respondents will immediately supply such originals or copies to the Province.

3.15 Additional Information on the RFQ

All subsequent information regarding this RFQ, including changes made to this document, will be posted on the BC Bid web site. It is the sole responsibility of the Respondent to check for amendments and additional information on the BC Bid web site.

3.16 Debriefing

The Ministry will offer a debriefing to Respondents who did not make the List of Qualified Suppliers, on request, at a mutually agreeable time.

3.17 Form of Contract

Any Contract with a Qualified Supplier will be in the form of a "Transfer Under Agreement."

4. Services

4.1 Service Area

The following provides details of the types of skills the Province will require from Qualified Suppliers in order to deliver the services discussed:

Leadership and coordination in the development, delivery and evaluation of provincial clinical services to include:

Respondents must demonstrate their qualifications with respect to the skills listed. Specific skills and qualifications include the following (*list by letter in Appendix B*).

a. Ability to provide critical review of clinical service delivery including supervision of clinical contracters across the province using technology and other innovative methods;
b. Knowledge of bio-psycho-social-spiritual theory and current research and best practices related to problem gambling counselling initiatives, materials and/or resources;
c. Experience practicing Feedback Informed Treatment (FIT) in clinical counselling services, and experience training/supervising case managing clinical contractors in practicing FIT, and the use of Myoutcomes software. Formal training as a Certified International Center for Clinical Excellence (ICCE) FIT Trainer, and experience in FIT training desired.
d. Knowledge of cultural, gender and age specific variables as they apply to gambling addiction treatment;
e. Strong communication skills (writing, email, verbal), including experience facilitating large group educational functions;
f. Experience and proficiency in conflict resolution/mediation processes;
g. Experience in program design, development and evaluation, and leading individual clinical projects, as a key member of a Program team;

h. Knowledge of the gaming industry in British Columbia;
i. Working with and supporting/coordinating the actions of large numbers of geographically separated individuals, including travelling in person to do so;
j. Providing clinical consultation to service providers to ensure best practices and program continuity, and adherence to policies and procedures;
k. Developing and using evaluation and reporting mechanisms;
l. Ability to work effectively as a member of a team with competing priorities and providing strategic leadership to others;
m. Developing and coordinating team building and/or team training workshops, exercises and/or meetings;
n. Knowledge of basic bookkeeping principles and ability to develop and work within budgets; and
o. Working knowledge and proficiency with information technology hardware and software (Microsoft Office including PowerPoint, Excel and Word; scanning documents; web-based applications and databases; and e-mail and Internet functions); and
p. Provide back-up to the Prevention Coordinator and clinical areas of the program, as needed.

4.2 Pricing (Contract Fees)

Fees for the above stated services will be approximately $72.00 per hour on a fee-for-service basis to a maximum of 1600 hours per annum, plus expenses. Full payment of monthly fees will be contingent on demonstrated delivery of the contract requirements/deliverables.

Expenses will be invoiced as per Core Policy and Procedures and are set to a maximum $25,000 per annum for all travel and specified program delivery costs. All fees and expenses will also be subject to verification and audit by the Ministry or Ministry-designated personnel.

4.3 Security Clearance

The Province will require security clearance, in the form of a Criminal Record Check, from the Consultant before entering into a Contract. The Branch will advise successful Consultants after the selection process as to the procedure for conducting the Criminal Record Check.

4.4 Location and Facilities

Projects may require Consultants to work on-site (Victoria, British Columbia) from time to time, but Consultants must be prepared and able to work at their own off-site work location and must be able to be contacted by telephone, cellular phone, fax and e-mail. Consultants must have access to standard office automation tools (i.e., email, MS Word, MS Excel and MS PowerPoint).

When requested or required to work on-site by the Ministry, Consultants may, but not necessarily, have access to a workspace, a computer with Internet connectivity and standard office automation tools.

5. Use of List

5.1 Guidelines

The guidelines set out in this Section 5 regarding the use of the List of Qualified Suppliers are subject to change from time to time as the Province may deem necessary, without notice to the Consultants or firms on the List.

5.1.1 The List of Qualified Suppliers will be in effect until **March 22, 2018.**

5.1.2 The Province may, in its sole discretion, from time to time, use the List of Qualified Suppliers in connection with projects or assignments. The criteria for selecting Qualified Suppliers for each project or task will vary, depending upon the requirements of the applicable project or task and could involve requiring a Consultant to have a certain demonstrated experience and proficiency level in one or more Service Areas depending on the specific requirements of the project or assignment.

5.1.3 Any Contracts entered into with a Qualified Supplier will be:

a) Between the Province and the individual Consultant where the Qualified Supplier is the individual Consultant;

b) Between the Province and a company and specifying the individual Consultant(s) to be engaged where the Qualified Supplier is a Respondent company.

5.1.4 The Province reserves the right, in its sole discretion, to renew any contracts entered into with a Qualified Supplier for an additional four (4) terms for durations not exceeding one (1) year each.

5.1.5 Qualified Suppliers may be contracted on an "as, if and when requested" basis and may be contracted directly or asked to compete on opportunities for the provision of services in accordance with the selection method set out in paragraph 5.1.6 or as revised by the Province and communicated to all Qualified Suppliers from time to time. If a Qualified Supplier's requested Consultant is unavailable for a contemplated project or assignment, the Qualified Supplier may propose a substitute resource to the Province for evaluation and consideration.

5.1.6 The Province may select a Qualified Supplier from the List using one or more of the following selection methods:

a) If the estimated Contract value is less than $25,000 the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier;

b) If the estimated Contract value is $25,000 or more and less than $75,000, the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables,

milestones, term, etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier if it can be verified by the Province that only one Qualified Supplier has a Consultant that:

i. is available to undertake the project or assignment; or,

ii. has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications.

c) If the estimated Contract value is $25,000 or more and less than $75,000, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province may, in its sole discretion, use a competitive or other selection process between a minimum of three (if available) such Qualified Suppliers that evaluates each Qualified Supplier's available Consultants, proposed approach, pricing, or other elements required for the project or assignment. The Province may in its sole discretion consider other Qualified Suppliers' available Consultants that, in the Province's sole opinion, meet the Province's qualification criteria for the project or assignment (e.g., specialization, experience level, etc.).

d) If the estimated Contract value is $75,000 or more, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province will invite all such Qualified Suppliers to compete for the project or assignment.

e) Notwithstanding subparagraphs a), b), c), and d), the Province may directly negotiate a contract with a Qualified Supplier where one of the following exceptional conditions applies:

i. only one available Consultant is qualified to provide the services;

ii. an unforeseeable emergency exists and the services could not be obtained in time by means of a competitive process;

iii. a competitive process would interfere with the Province's ability to maintain security or order or to protect human, animal or plant life or health; or

iv. The acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest.

5.1.7 Qualified Suppliers will immediately, during the period that the List is in effect, advise the Province of any material changes to the information contained in their Response.

5.1.8 The Province has the sole discretion to remove a Qualified Supplier from the List of Qualified Suppliers for unsatisfactory performance by a Qualified Supplier in a Contract or for failing to meet the requirements for staying on the List of Qualified Suppliers as set out in this RFQ or as may be communicated by the Province from time to time.

5.1.9 The Province has no obligation to:

a) inquire as to the availability of a substitute Consultant when advised by a Qualified Supplier that the Consultant named on the List is not available for a particular project;
b) evaluate or accept any substitute Consultant proposed by a Qualified Supplier;
c) enter into a Contract with any one or more Qualified Suppliers; or
d) invite any one or more Qualified Suppliers to participate in competitive processes for a Contract.

5.1.10 The Province reserves the right, in its sole discretion, to:

a) employ open competitions that include suppliers external to the List of Qualified Suppliers;
b) otherwise engage suppliers external to the List of Qualified Suppliers in connection with any project required by the Province; and
c) at any time, cancel, extend, expand or make a call to the market-place to renew the List of Qualified Suppliers.

5.1.11 The Province may, in its sole discretion, consider subsequent requests for inclusion on the List of Qualified Suppliers after **May 22, 2016** and during the term of the List. Any such requests will be subject to those Respondents submitting their qualification information for review in the same manner as originally outlined in this RFQ. There is no assurance that the Province will require any future additions to the List or will accept any requests for inclusion.

6. Qualifications Review Criteria

6.1 Mandatory Criteria

The following are mandatory requirements. Responses not clearly demonstrating that they meet them will receive no further consideration during the evaluation process.

a.	The Response must be received at the appropriate closing locations by the specified closing date and time.
b.	The Response must be in English and must not be sent by facsimile.
c.	**One (1)** paper copy of the Response must be submitted, either in MS Word or PDF format.
d.	The Response must include a completed form, in substantially the same form as Appendix B, for each Consultant to be considered.
e.	The Consultant must have at least a Masters Degree in Social or Health Sciences from an accredited university. Supporting documents including relevant transcripts and proof of completion must be included in the Response; sealed transcripts may be required prior to contracting.
f.	The Consultant must have at least ten (10) years experience delivering clinical counselling services and leading/managing clinical teams and/or programs, with preferred experience related directly to problem gambling counselling.
g.	The Consultant must be registered with one of the following professional associations, CCPA (formerly CCA), BCACC, RCSW, or hold membership in an accepted accreditation body. Proof of registration/membership must be included in the Response.
h.	The Response must include a résumé (maximum three pages) with three recent professional references, including current and most recent employment experiences.
i.	The Consultant must possess a computer with at least Windows XP (or Windows Vista) operating system, as well as at least Internet Explorer 7. Written confirmation must be included in the Response.
j.	The Consultant must have access to a vehicle appropriate to the Region's terrain and in good working order, with valid vehicle insurance. Written confirmation of the above and a British Columbia driver's licence photocopy must be included in the Response.

6.2 Desirable Criteria

Responses meeting the mandatory requirements will be further assessed against the following desirable criteria. A Respondent not reaching the minimum score in a given category (if applicable) will receive no further consideration during the qualifications review.	**Points Available**	**Minimum score (if applicable)**
a. Demonstrated Service Area Experience/Qualifications in letters (a) through (p).	100	75
TOTAL POINTS AVAILABLE	**100**	**75**

6.3 Qualifications Review Stages

Stage 1
Responses will be checked for compliance with the Mandatory Criteria. Responses that do not meet the mandatory requirements will receive no further consideration.

Stage 2
Consultants will be assessed on their education, professional/other designations, skills, relevant experience and other qualifications as presented in their submitted Appendix B, résumé and other supporting documents. The Province reserves the right to interview Consultants when reviewing these criteria for clarification purposes.

Stage 3
Reference checks may be done by the Province during the qualifications review and the term of the List to confirm any submitted Appendix B information about Consultants. The Province reserves the right to contact references other than those provided by the Respondent. If any of the references are unsatisfactory to the Province, the Consultant may be excluded or removed from the List of Qualified Suppliers at the Province's sole discretion.

Stage 4
Respondents will be notified of their status on the List of Qualified Suppliers.

7. Response Details

7.1 Responses are to be submitted in the following format and sequence to ensure that they receive full consideration during evaluations and that the evaluations themselves may be handled in an efficient and consistent manner. All pages should be consecutively numbered.

a) The Response covering letter set out in Appendix A;

b) List, by letter, the Experience/Skill for the Service Area found in Section 4, in the Skill Areas column of Appendix B for a described project or assignment.

Describe the project or assignment in the "Consultant's Demonstrated Service Area Experience" column, **providing specific details on how these skills were incorporated into the project or assignment**.

The Consultant is demonstrating his or her qualifications in a Service Area Responsibility: **leadership and coordination in the development, delivery and evaluation of provincial clinical services,** and will address the skills and experience required as listed in 4.1 (a) though (p) in this RFQ.

For example:

a. Ability to provide critical review of clinical service delivery including supervision of clinical contracters across the province using technology and other innovative methods;
b. Knowledge of bio-psycho-social-spiritual theory and current research and best practices related to problem gambling counselling initiatives, materials and/or resources;
c. etc.

For each Experience/Skill, the Consultant provides specific details, in the "Consultant's Demonstrated Service Area Experience" column, on how these skills were incorporated into a specific project/assignment. Clearly indicate, by letter, the skills being demonstrated next to the explanation;

c) Paper copies of all relevant transcripts, including proof of completion of a Masters Degree in Social or Health Sciences from an accredited university. Detailed information on the Consultant's education, including institutions attended and all degrees achieved. This information should be demonstrated with photocopies of the degrees achieved. Successful consultants may be required to provide official verification of their education credentials prior to entering into a contract with the Province, as described in Section 6.1, e;

d) Proof of current professional registration, as described in Section 6.1, g;

e) A résumé (maximum three pages) for each Consultant, containing information on the Consultant's education, relevant employment history including positions held and their duration, relevant skills and experience and professional designations and affiliations; the résumé must also include three professional references, as described in Section 6.1, h;

f) Written confirmation of possession of computer with minimum operating system and Internet Explorer software, as described in Section 6.1, i;

g) Photocopy of a valid British Columbia driver's licence and written confirmation of access to a vehicle in good working order with valid insurance, as described in Section 6.1, j.

Appendix A – Response Covering Letter

Letterhead or Respondent's name and address

Date:

MINISTRY OF FINANCE
GAMING POLICY AND ENFORCEMENT BRANCH
PO BOX 9310 STN PROV GOVT
VICTORIA, BRITISH COLUMBIA V8W 9N1

Attention: **Kim Dunn**

Subject: **List of Qualified Suppliers Request for Qualifications No. CC-02-16 including any amendments or additions (the "Request for Qualifications")**

NOTE: amendments and additions will be posted to the BC Bid website at www.bcbid.ca. It is the Respondent's sole responsibility to check for amendments and additional information.

The enclosed Response is submitted in response to the above-referenced Request for Qualifications.

We have carefully read and examined the Request for Qualifications and have conducted such other investigations as were prudent and reasonable in preparing the Response. We are authorized to submit this Response on behalf of the Respondent.

Yours truly,

_____

Signature

Name: _____

Title: _____

Telephone Number: _____

e-mail address: _____

Legal name of Respondent: _____

_____

Date: _____

Appendix B – Consultant Qualification Summary

Respondent's Legal Name:			
Consultant's Name:			
Service Area Responsibility:			
Consultant's Primary Office Address:			
Consultant's Contact Information:	**Phone**	**Fax**	**e-mail**

Consultant's Degrees, Certificates, Diplomas or Professional Designations Held or Earned:	**Degree, Diploma, Certificate or Designation**	**Issuing Institution or Association**	**Date Conferred or Awarded**

Consultant's Demonstrated Service Area Experience – Assignments/Projects	**Skill Areas**	**Professional Reference(s)**
Provide specific details about a project/ assignment you have been engaged on to clearly demonstrate your expertise in the selected Service Area. For example, indicate the time length of the assignment, details about its value and impact on the organization, your role and accomplishments in the assignment, etc.	*Indicate (by letter) the experience/skills employed in the assignment or project from those listed in the RFQ's applicable Service Area.*	*Provide:* *- Organization (i.e., project or assignment owner)* *- Contact* *- Contact's Title* *- Contact's telephone number* *- Contact's email*

Add additional assignments/projects as you wish by adding additional rows to the above table.

MINISTRY OF FINANCE
Gaming Policy and Enforcement Branch

Request for Qualifications
for

Responsible and Problem Gambling Program
Clinical Counsellor

Request for Qualifications No.: CP-06-16

Issue date: June 21, 2016

Closing location:

MAIL ONLY:	COURIER/BY HAND:
Gaming Policy and Enforcement Branch P.O. Box 9311, Stn. Prov. Gov't. Victoria, B.C. V8W 9N1 Attention: **Kim Dunn**	Gaming Policy and Enforcement Branch 3rd Floor 910 Government Street Victoria, B.C. V8W 1X3 Attention: **Kim Dunn**

Closing date and time:

One (1) complete hard copy in MS Word or PDF format of each Response must be received before 4:00 PM Pacific Time on **July 19, 2016** at the above mailing address or location.

Contact person:

David Horricks, Director
Phone: (250) 387-3211
David.Horricks@gov.bc.ca

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APPENDIX A RESPONSE COVERING LETTER
APPENDIX B CONSULTANT QUALIFICATION SUMMARY

1. Overview of the Requirement

The Ministry of Finance, through its Gaming Policy and Enforcement Branch ("the Branch"), is the lead co-ordinating ministry for gaming, responsible gambling and problem gambling policies and programs.

Problem gambling clinical treatment services are an integral part of the British Columbia Responsible & Problem Gambling Program ("the Program"), and a cornerstone of the Province's Responsible Gambling Strategy. Introduced in 2003, the Strategy has three goals: to reduce the incidence of problem gambling, to reduce the harmful impacts of excessive gambling and to ensure the delivery of gambling in a manner that encourages responsible gambling and healthy choices. Clinical services support goal one and two of the Strategy.

The Program supports and delivers a comprehensive problem gambling immediate response network and clinical treatment continuum. A government-funded toll-free 24 hour Problem Gambling Help Line provides crisis support and information, as well as referrals to free professional clinical counselling available anywhere in the province. Counselling services include individual, family, couple, and group sessions (in person or over the telephone), as well as an intensive day treatment program.

For more information, visit the Program's website: www.bcresponsiblegambling.ca.
The Branch is seeking applications for all regions of the province. However the purpose of this Request for Qualifications is to qualify individuals for **Problem Gambling Clinical Counselling Services** in the following Service Area:

- **Interior – Kootenay East (Cranbrook area)**
- **Central BC – Cariboo South (Kamloops area)**

Based on the review of the RFQ Responses the Province intends to establish a List of Qualified Suppliers who, on an "as, if and when requested" basis, may be contracted directly, or asked to compete, to enter into a Contract(s) for provision of the services described in section 4.

2. Request for Qualifications Definitions

Throughout this Request for Qualifications, the following definitions will be used:

a) "BC Bid" means the electronic tendering service maintained by the Province;

b) "BC Bid Website" means the website maintained by BC Bid at www.bcbid.ca, or any replacement website;

c) "Contract" means a written contract executed by the Province and a Qualified Supplier;

d) "Consultant" means a person nominated by a Respondent to be qualified in one or more Service Area;

e) "List of Qualified Suppliers" or "List" means a list of names of Qualified Suppliers, and in the case where the Qualified Supplier is a company, includes the names of their Consultants, who possess the qualifications described in this RFQ and that have satisfied any conditions set by the Province for being added to and staying on that list;

f) "must", or "mandatory" means a requirement that must be met in order for a Response to receive consideration;

g) "Province" means Her Majesty the Queen in Right of the Province of British Columbia and includes the Ministry of Finance;

h) "Qualified Supplier" means a Respondent who is either an individual Consultant, or who is a company having one or more Consultants, possessing the qualifications in a Service Area described in this RFQ that has satisfied any conditions set by the Province for being added to, and staying on, the List of Qualified Suppliers in that Service Area;

i) "Respondent" means an individual or a company that submits, or intends to submit, a Response ;

j) "Response" means a statement of qualifications for a Consultant submitted in reply to this RFQ;

k) "RFQ" or "Request for Qualifications" means the process described in this document;

l) "Service Area" means a category of service described in this RFQ in respect of which a List will be established; and

m) "Should" or "desirable" means a requirement having a significant degree of importance to the objectives of this RFQ.

3. Request for Qualifications

3.1 Enquiries

All enquiries related to this RFQ are to be directed, in writing, to the contact person at the emailing address on the front cover of this RFQ. Information obtained from any other source is not official and should not be relied upon. Do not contact the Ministry/agency involved unless indicated as the contact person. Enquiries and answers will be recorded and distributed to all Respondents at the Province's option.

3.2 Closing Date

One (1) complete hard copy of each Response must be received before **4:00 PM**, Pacific Time, on **July 19, 2016** at the address on the front cover of this RFQ. Responses must not be sent by facsimile or e-mail. Responses and their envelopes should be clearly marked with the name and address of the Respondent, the RFQ number, and the project or program title.

Responses received after the date set out on the front cover of this RFQ will be dealt with under section 5.1.11.

3.3 Qualifications Review Committee

Review of Responses will be by a committee formed by the Province and may include employees and contractors of the Province.

3.4 Review and Selection

The qualifications review committee will check Responses against the mandatory criteria. Responses not meeting all mandatory criteria will be rejected without further consideration. Responses that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria (Section 6.2). Responses not meeting a minimum score (if specified) in a category will not be further considered. The names of successful Respondents will be added to the Province's List of Qualified Suppliers.

3.5 Signed Responses

The Response must include a completed cover letter substantially similar to the cover letter set out in Appendix A and the cover letter must be signed by a person authorized to sign on behalf of the Respondent.

3.6 Changes to Response Wording

The Respondent will not change the wording of its Response after the closing date and time specified on the front cover of this RFQ, and no words or comments will be added to the Response unless requested by the Province for purposes of clarification.

3.7 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing a Response and for subsequent negotiations (including interviews) with the Province, if any. The Province will not be liable to any Respondent for any claims, whether for costs or damages incurred by the Respondent in preparing the Response, loss of anticipated profit in connection with any decision or final Contract, or any other matter whatsoever.

3.8 Acceptance of Responses

This RFQ is not an agreement to purchase services. The Province is not bound to enter into a Contract with any Qualified Supplier. Responses will be assessed in light of the qualification review criteria. The Province will be under no obligation to receive further information, whether written or oral, from any Respondent.

3.9 Definition of Contract

Notice in writing to a Respondent that it has been identified as a Qualified Supplier will neither constitute a Contract nor give the Respondent any legal or equitable rights or privileges relative to the service requirements set out in this RFQ. Only if a Qualified Supplier and the Province enter into a subsequent full written Contract will a Respondent acquire any legal or equitable rights or privileges.

3.10 List of Qualified Suppliers Not Binding

A Qualified Supplier may withdraw its name from the List of Qualified Suppliers by notifying the Province in writing. The Province may withdraw a name of a Qualified

Supplier from the List of Qualified Suppliers by notifying that Qualified Supplier in writing.

3.11 Modification of Terms

The Province reserves the right to modify the terms of this RFQ at any time in its sole discretion. This includes the right to cancel this RFQ or the List of Qualified Suppliers at any time without entering into a Contract.

3.12 Ownership of Responses

All documents, including Responses, submitted to the Province become the property of the Province. They will be received and held in confidence by the Province, subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.

3.13 Confidentiality of Information

Information pertaining to the Province obtained by the Respondent as a result of participation in this RFQ is confidential and must not be disclosed without written authorization from the Province.

3.14 Collection and Use of Personal Information

Respondent are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any subcontractors. If this RFQ requires Respondents to provide the Province with personal information of employees who have been included as resources in response to this RFQ, Respondents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to the Province. Such written consents are to specify that the personal information may be forwarded to the Province for the purposes of responding to this RFQ and use by the Province for the purposes set out in the RFQ. The Province may, at any time, request the original consents or copies of the original consents from Respondents, and upon such request being made, Respondents will immediately supply such originals or copies to the Province.

3.15 Additional Information on the RFQ

All subsequent information regarding this RFQ, including changes made to this document, will be posted on the BC Bid Website. It is the sole responsibility of the Respondent to check for amendments and additional information on the BC Bid Website.

3.16 Debriefing

The Ministry will offer a debriefing to Respondents who did not make the List of Qualified Suppliers, on request, at a mutually agreeable time.

3.17 Form of Contract

Any Contract with a Qualified Supplier will be substantially similar to the terms and conditions of the Province's General Service Agreement, a copy of which is available on

the Internet at: http://www2.gov.bc.ca/gov/content/governments/services-for-government/bc-bid-resources/templates-and-tools/service-contract-templates.

4. Services

4.1 Service Areas

The following sub-section(s) list the Service Areas and details of the types of services that the Province may require from Qualified Suppliers:

4.2 Clinical Counsellor

Clinical Counsellors will be required to deliver clinical counselling services related to gambling addiction, to B.C. residents.

4.3 Pricing (Contract Fees)

Fees for the services described in Section 6.2 will be approximately $100.00 per ***service unit*** on a fee-for-service basis based on an hourly rate of $67.00 per hour. Full and part-time Contracts will be delivered to a maximum of 1200 service units per annum, plus expenses. Contract size is determined by the Province. A full guideline of rates and expenses for contract deliverable activities will be included in the Contract. Full payment of monthly fees will be contingent on demonstrated delivery of the Contract requirements/deliverables.

Expenses will be invoiced as per Government Management Operating Procedure (GMOP) regulations and are set according to area and contract size. All fees and expenses will also be subject to verification and audit by the Ministry or Ministry-designated personnel.

4.4 Security Clearance

The Province will require security clearance, in the form of a Vulnerable Sector Check, from the Respondent/Consultant before entering into a contract. The Branch will advise successful Consultants after the selection process as to the procedure for conducting the Vulnerable Sector Check.

4.5 Location and Facilities

The Province is seeking applications from all regions of BC. Current specific interest is for One (1) Contract position covering each of:

- **Interior – Kootenay East (Cranbrook area)**
- **Central BC – Cariboo South (Kamloops area)**

The contract requires Respondents/Consultants to work at their own work location central to the service region. Secondary work locations may also be required when the service region includes numerous distant communities.

Consultants must be able to be contacted by telephone, cellular phone, fax and email. Consultants must have access to and ability with standard office automation tools (i.e., e-mail, web conferencing, MS Word, MS Excel and MS PowerPoint).

5. Use of List

5.1 Guidelines

The guidelines set out in this Section 5 regarding the use of the List of Qualified Suppliers are subject to change from time to time as the Province may deem necessary, without notice to the Respondent/Consultant(s) or firms on the List.

5.1.1 The List of Qualified Suppliers will be in effect until **July 19, 2018**.

5.1.2 The Province may, in its sole discretion, from time to time, use the List of Qualified Suppliers in connection with projects or assignments. The criteria for selecting Qualified Suppliers for each project or task will vary, depending upon the requirements of the applicable project or task and could involve requiring a Consultant to have a certain demonstrated experience and proficiency level in one or more Service Areas depending on the specific requirements of the project or assignment.

5.1.3 Any Contracts entered into with a Qualified Supplier will be:

a) between the Province and the Qualified Supplier.

b) between the Province and a company and specifying the individual Consultant(s) to be engaged where the Qualified Supplier is a Respondent company.

5.1.4 The Province reserves the right, in its sole discretion, to renew any contracts entered into with a Qualified Supplier for one (1) year term with the option to renew four (4) times, subject to change as determined by the Province.

5.1.5 Qualified Suppliers may be contracted on an "as, if and when requested" basis and may be contracted directly or asked to compete on opportunities for the provision of services in accordance with the selection method set out in paragraph 5.1.6 or as revised by the Province and communicated to all Qualified Suppliers from time to time. If a Qualified Supplier's requested Consultant is unavailable for a contemplated project or assignment, the Qualified Supplier may propose a substitute resource to the Province for evaluation and consideration.

5.1.6 The Province may select a Qualified Supplier from the List using one or more of the following selection methods:

a) If the estimated Contract value is less than $25,000 the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier;

b) If the estimated Contract value is $25,000 or more and less than $75,000, the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term, etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier if it can be verified by the Province that only one Qualified Supplier has a Consultant that:

i. is available to undertake the project or assignment; or,

ii. has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications.

c) If the estimated Contract value is $25,000 or more and less than $75,000, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province may, in its sole discretion, use a competitive or other selection process between a minimum of three (if available) such Qualified Suppliers that evaluates each Qualified Supplier's available Consultants, proposed approach, pricing, or other elements required for the project or assignment. The Province may in its sole discretion consider other Qualified Suppliers' available Consultants that, in the Province's sole opinion, meet the Province's qualification criteria for the project or assignment (e.g., specialization, experience level, etc.).

d) If the estimated Contract value is $75,000 or more, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province will invite all such Qualified Suppliers to compete for the project or assignment.

e) Notwithstanding subparagraphs a), b), c), and d), the Province may directly negotiate a contract with a Qualified Supplier where one of the following exceptional conditions applies:

a) only one available Consultant is qualified to provide the services;
b) an unforeseeable emergency exists and the services could not be obtained in time by means of a competitive process;
c) a competitive process would interfere with the Province's ability to maintain security or order or to protect human, animal or plant life or health; or
d) the acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest.

5.1.7 Qualified Suppliers will immediately, during the period that the List is in effect, advise the Province of any material changes to the information contained in their Response.

5.1.8 The Province has the sole discretion to remove a Qualified Supplier from the List of Qualified Suppliers for unsatisfactory performance by a Qualified Supplier in a Contract

or for failing to meet the requirements for staying on the List of Qualified Suppliers as set out in this RFQ or as may be communicated by the Province from time to time.

5.1.9 The Province has no obligation to:

a) Inquire as to the availability of a substitute Consultant when advised by a Qualified Supplier that the Consultant named on the List is not available for a particular project;
b) Evaluate or accept any substitute Consultant proposed by a Qualified Supplier;
c) Enter into a Contract with any one or more Qualified Suppliers; or
d) Invite any one or more Qualified Suppliers to participate in competitive processes for a Contract.

5.1.10 The Province reserves the right, in its sole discretion, to:

a) Employ open competitions that include suppliers external to the List of Qualified Suppliers;
b) Otherwise engage suppliers external to the List of Qualified Suppliers in connection with any project required by the Province; and
c) At any time, cancel, extend, expand or make a call to the market-place to renew the List of Qualified Suppliers.

5.1.11 The Province may, in its sole discretion, consider subsequent requests for inclusion on the List of Qualified Suppliers after **September 13, 2016** and during the term of the List. Any such requests will be subject to those Respondents submitting their qualification information for review in the same manner as originally outlined in this RFQ. There is no assurance that the Province will require any future additions to the List or will accept any requests for inclusion.

6. Qualifications Review Criteria

6.1 Mandatory Criteria

The following are mandatory requirements. Responses not clearly demonstrating that they meet them will receive no further consideration during the evaluation process.

Mandatory Criteria
a) The Response must be received at the closing location by the specified closing date and time.
b) The Response must be in English and must not be sent by facsimile or email.
c) The Response must include a form in substantially the same format as Appendix A of this application, for each Respondent/Consultant to be considered.

d) The Response must include a form in substantially the same format as Appendix B of this application, answering to Section 6.2, items a. – m. individually, by letter, in alphabetical order, for each Respondent/Consultant to be considered.
e) The Respondent/Consultant must have a Masters Degree in counselling from an accredited university. Supporting documents including relevant transcripts, proof of completion, or current enrolment and anticipated completion must be included in the Response; sealed transcripts may be required prior to contracting.
f) The Respondent/Consultant must demonstrate she/he has at least 2700 hours (3 years full time) of experience delivering supervised clinical counselling services related to addiction and mental health issues. Must have experience in assessment (DSM IV-TR psycho-metrics as required for addictions and mental health assessment) and treatment, group and individual counselling as well as facilitating psycho-education. Preference may be given to those with gambling addition counselling experience.
g) The Consultant must be registered with one of the following professional associations: CCPA (formerly CCA), BCACC, or hold designation of RCSW and be registered with a professional association of Social Workers. Proof of registration/membership and proof of current professional general liability insurance must be included in the Response.
h) The Response must include a resume (maximum three pages) containing information on the Respondent's/Consultant's education, experience and 3 professional references.

Please note: Successful proponents (Qualified Suppliers) will be required to supply the following, in order to contract with the Province:
a) The Qualified Supplier will demonstrate successful completion of, or the intention to complete at the first available opportunity, *Introduction to Responsible and Problem Gambling: Identification, Treatment and Prevention* course delivered by the Responsible & Problem Gambling Program or equivalent training. Proof of completion or written intent to complete will be required.
b) The Qualified Supplier must have access to a vehicle appropriate to the region's terrain and in good working order, with valid vehicle insurance. A copy of BC Driver's License and vehicle insurance will be required.

6.2 Desirable and Optional Criteria

The following provides details of the types of skills the Province will require from Qualified Suppliers in order to deliver the Services discussed:

- Routinely monitor and measure client outcomes to deliver effective treatment,
- Efficiently use existing program resources to achieve effective client outcomes,
- Deliver comprehensive case management in collaboration with local community resources,
- Facilitate group work,
- Public speaking skills,
- Understand problem gambling development and treatment, and
- Work independently as a self-employed contractor within a team context.

The Consultant requires comprehensive skills to provide counselling services to people negatively impacted by gambling, and to affected others. Respondents will demonstrate their qualifications with respect to each item listed below. *Please list and answer each item separately in alphabetical order, (see Appendix B), in complete sentences, providing references where appropriate.*

a. Demonstrated ability to provide effective treatment by monitoring client outcomes and quality of care;
b. Demonstrated ability to identify cases at risk for poor outcomes and adjust services to provide effective treatment;
c. Demonstrated ability to efficiently use program resources to achieve best outcomes;
d. Demonstrated ability to deliver comprehensive case management in collaboration with local existing community resources;
e. Demonstrated ability to work effectively with cultural differences;
f. Demonstrated knowledge of problem gambling, including: current statistics, unique issues experienced by a problem gambler and affected others, groups and resources available in BC for people experiencing a problem with gambling, and legislation affecting gambling in BC;
g. Demonstrated experience applying the Bio-psycho-social-spiritual model, DSM-V and the harm reduction model in the assessment and treatment of individuals, couples and families;
h. Demonstrated experience with using motivational interviewing and familiarity with the 12-step approach;
i. Using anonymous case studies, briefly describe your work with: (1) a client whose outcomes were good, and (2) a client whose outcomes were poor. Use case examples involving problematic gambling where possible;
j. Demonstrated experience facilitating group therapy and psycho-educational workshops;
k. Demonstrated ability to effectively network and market your services to local community stakeholders;
l. Demonstrated ability to develop a yearly business plan and work within budgets;

m. Demonstrated proficiency with Microsoft Office PowerPoint, Excel and Word, scanning documents, using web-based applications and databases, and web conferencing.

n. Optional: Experience in counselling problem gamblers and affected others;

o. Optional: Experience working with Indigenous / Aboriginal communities;

p. Optional: Fluency in a second language (ability to offer bi-lingual counselling).

Responses meeting the mandatory requirements will be further assessed against the desirable and optional criteria. A Respondent not reaching the minimum score between desirable and optional will receive no further consideration during the qualification review.

6.3 Scoring Criteria

Desirable and Optional Criteria	**Points Available**	**Minimum score**
Demonstrated Service Area Desirable Experience/ Qualifications (responses to Section 6.2, items (a–m)	100	
Demonstrated Service Area Optional Experience/ Qualifications (responses to Section 6.2, items (*n – p*)	15	
TOTAL POINTS AVAILABLE	**115**	**70**

6.4 Qualifications Review Stages

Stage 1
Responses will be checked for compliance with the Mandatory Criteria. Responses that do not meet the mandatory requirements will receive no further consideration.

Stage 2
Respondents/Consultants will be assessed on their education, professional/other designations, skills, relevant experience and other qualifications as presented in their submitted Appendix B, resume and other supporting documents. The Province reserves the right to interview Respondents/Consultants when reviewing these criteria for clarification purposes.

Stage 3
Reference checks may be done by the Province during the qualifications review and the term of the List to confirm any submitted information about Respondents/Consultants. The Province reserves the right to contact references other than those provided by the Respondent. If any of the references are unsatisfactory to the Province, the Respondent/Consultant may be excluded or removed from the List of Qualified Suppliers in the Province's sole discretion.

Stage 4
Respondents will be notified of their status on the List of Qualified Suppliers.

7. Response Details

7.1 Responses are to be submitted in the following format and sequence to ensure that they receive full consideration during evaluations and that the evaluations themselves may be handled in an efficient and consistent manner. All pages should be consecutively numbered.

a) The Response covering letter set out in Appendix A;
b) The Service Area Desirable Experience/Qualifications list (items a. – m. individually, by letter, in alphabetical order), and if applicable, Optional items n. – p. individually, by letter, in alphabetical order), set out in Appendix B;
c) A résumé demonstrating education requirements are met, including supporting documentation as described in Section 6.1, e & f;
d) Proof of current professional registration and professional general liability insurance, as described in Section 6.1, g.

Appendix A – Response Covering Letter

Letterhead or Respondent's name and address

Date:

MINISTRY OF FINANCE
GAMING POLICY AND ENFORCEMENT BRANCH
RESPONSIBLE AND PROBLEM GAMBLING PROGRAM
PO BOX 9310 STN PROV GOVT
VICTORIA, BRITISH COLUMBIA V8W 9N1

Attention: **Kim Dunn**

Subject: **List of Qualified Suppliers**
Request for Qualifications No.: CP-06-16
including any amendments or additions (the "Request for Qualifications")

NOTE: amendments and additions will be posted to the BC Bid website at www.bcbid.ca. It is the Respondent's sole responsibility to check for amendments and additional information.

The enclosed Response is submitted in response to the above-referenced Request for Qualifications.

We have carefully read and examined the Request for Qualifications and have conducted such other investigations as were prudent and reasonable in preparing the Response. I am authorized to submit this Response on behalf of myself/my Consultant.

Yours truly,

_____

Signature

Name: _____

Title (if applicable): _____

Telephone Number: _____

email address: _____

Legal name of Respondent: _____

Date: _____

Appendix B – Respondent/Consultant Qualification Summary

Respondent's Legal Name:	
Consultant's Name (if different):	
Region(s) in BC being sought: **(If willing to relocate to other regions in BC, PLEASE specify locations)**	
Respondent's Primary Office Address:	
Respondent's/ Consultant's Contact Information:	**Phone** **Fax** **e-mail**

Respondent's/ Consultant's Degrees, Certificates, Diplomas or Professional Designations Held or Earned:	**Degree, Diploma, Certificate or Designation**	**Issuing Institution or Association**	**Date Conferred or Awarded**

Respondent's/Consultant's Demonstrated Service Area Experience/Qualifications – Assignments/Projects	**Skill Areas**	**Reference(s)** ***if applicable***
Provide specific details to clearly demonstrate your expertise in the selected Service Area. For example, indicate the time length of the work, details about its value and impact, your role and accomplishments in the work, etc. For example, clearly demonstrate knowledge and understanding using examples if appropriate. ***SEE Section 6.2***	*Indicate the specific item you are answering (by letter a-m, individually; and by letter o-p if applicable).* *Respondents are asked not to group letters/Section 6.2 items.*	*Provide:* *Relevant Organization / Contact including title, telephone number and/or email.*

Add additional rows to the above table for each subsequent letter item in section 6.2 Services.

MINISTRY OF HOUSING AND SOCIAL DEVELOPMENT
Request for Qualifications

Responsible Gambling Strategy
Clinical Counselling Service Provider

Request for Qualifications No. PC-01-2010
Issue Date: January 21, 2010

Closing Locations:

MAIL ONLY	COURIER/BY HAND	ELECTRONIC COPIES
Problem Gambling Program	Problem Gambling Program	info@bcresponsiblegambling.ca
P.O. Box 9311, Stn Prov Govt	3rd Floor, 910 Government St.	Subject: RFQ PC 01-2010
Victoria, BC. V8W 9N1	Victoria, BC. V8W 1X3	Counselling Provider RFQ
Attention: Stacey Ishkanian	Attention: Stacey Ishkanian	

Closing Date and Time

Three (3) complete hard copies and one (1) electronic copy in MS Word of each Response must be received by 4:00 PM Pacific Time on February 11, 2009 at the above locations:

Contact Person: Stacey Ishkanian, BC Problem Gambling Program
E-mail: info@bcresponsiblegambling.ca

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APPENDIX A: RESPONSE COVERING LETTER
APPENDIX B: CONSULTANT QUALIFICATION SUMMARY

1. Overview of the Requirement

The Ministry of Housing and Social Development, through its Gaming Policy and Enforcement Branch ("the Branch"), is the lead co-ordinating ministry for gaming, responsible gambling and problem gambling policies and programs.

Problem gambling counselling services are an integral part of the BC Problem Gambling Program, and a cornerstone of the Province's Responsible Gambling Strategy. Introduced in 2003, the Strategy has three goals: to reduce the incidence of problem gambling, to reduce the harmful impacts of excessive gambling and to ensure the delivery of gambling in a manner that encourages responsible gambling and healthy choices. Clinical Counselling Services supports goal two of the Strategy by providing accurate information, resources, and meaningful services that promote healthy choices and help reduce harmful impacts associated with gambling.

In order to achieve these goals, the Strategy guides work in three key business areas: the BC Problem Gambling Program, responsible gambling awareness, and problem/responsible gambling research.

The Problem Gambling Program delivers and supports an integrated system of prevention, public awareness, research, education, treatment, information and referral services related to problem and responsible gambling. Problem gambling counselling services are delivered by contracted service providers free of charge across the province by telephone or in person. Services are available in all regions of the province– North, Interior, Fraser Valley, Lower Mainland-North Shore-Coast-Garibaldi and Vancouver Island. Services are available for those groups considered most at risk, including youth, seniors, aboriginal and multicultural communities.

For more information, please visit the BC Responsible Gambling web site at www.bcresponsiblegambling.ca.

The Branch has identified a need for qualified and experienced individuals to provide the above described clinical counselling services. The purpose of this Request for Qualifications is to qualify individuals experienced in the following Service Area:

- **Problem Gambling Clinical Counselling Services**

Based on the review of the RFQ Responses the Province intends to establish a List of Qualified Suppliers who, on an "as, if and when requested" basis, may be contacted directly, or asked to compete, to enter into a Contract for provision of the services described in section 4.

2. Request for Qualifications Definitions

Throughout this Request for Qualifications, the following definitions may be used:

a) "BC Bid" means the electronic tendering service maintained by the Province;

b) “BC Bid Website” means the website maintained by BC Bid at www.bcbid.gov.bc.ca or any replacement website;
c) “Contract” means a written contract executed by the Province and a Qualified Supplier;
d) “Consultant” means a person nominated by a Respondent to be qualified in one or more Service Area;
e) “List of Qualified Suppliers” or “List” means a list of names of Qualified Suppliers, and in the case where the Qualified Supplier is a company, includes the names of their Consultants, who possess the qualifications described in this RFQ and that have satisfied any conditions set by the Province for being added to and staying on that list;
f) “Must”, or “mandatory” means a requirement that must be met in order for a Response to receive consideration;
g) “Province” means Her Majesty the Queen in Right of the Province of British Columbia and includes the Ministry of Housing and Social Development;
h) “Qualified Supplier” means a Respondent who is either an individual Consultant, or who is a company having one or more Consultants, possessing the qualifications in a Service Area described in this RFQ that has satisfied any conditions set by the Province for being added to, and staying on, the List of Qualified Suppliers in that Service Area;
i) “Respondent” means an individual or a company that submits, or intends to submit, a Response;
j) “Response” means a statement of qualifications for a Consultant submitted in reply to this RFQ;
k) “RFQ” or “Request for Qualifications” means the process described in this document;
l) “Service Area” means a category of service described in this RFQ in respect of which a List will be established;
m) “should” or “desirable” means a requirement having a significant degree of importance to the objectives of this RFQ; and “Problem Gambling Program” or “PGP” refers to the program area within the Gaming Policy and Enforcement Branch responsible for the delivery of prevention and treatment services for persons experiencing problems related to excessive gambling.

3. Request for Qualifications

3.1 Enquiries

All enquiries related to this RFQ are to be directed, in writing, to the contact person at the e-mail address indicated on the front cover of this RFQ. Information obtained from any other source is not official and should not be relied upon. Do not contact the Ministry/agency involved unless indicated as the contact person. Enquiries and answers may be recorded and distributed to all Respondents at the Province’s option.

3.2 Closing Date

Three (3) complete hard copies and one (1) complete electronic copy of each Response must be received before 4:00 PM Pacific Time on February 11th 2010 at the appropriate address(es) on the front cover of this RFQ. Responses must not be sent by facsimile. Responses and their envelopes should be clearly marked with the name and address of the Respondent, the RFQ number, and the project or program title. Responses received after the date set out on the front cover of this RFQ will be dealt with under section 5.1.11.

3.3 Qualifications Review Committee

Review of Responses will be by a committee formed by the Province and may include employees and contractors of the Province.

3.4 Review and Selection

The qualifications review committee will check Responses against the mandatory criteria. Responses not meeting all mandatory criteria will be rejected without further consideration. Responses that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria. Responses not meeting a minimum score (if specified) in a category will not be further considered. The names of successful Respondents will be added to the Province's List of Qualified Suppliers.

3.5 Signed Responses

The Response must include a completed cover letter substantially similar to the cover letter set out in Appendix A and the cover letter must be signed by a person authorized to sign on behalf of the Respondent. The electronic copy must contain a completed cover letter, though it does not need to be signed.

3.6 Changes to Response Wording

The Respondent will not change the wording of its Response after the closing date and time specified on the front cover of this RFQ, and no words or comments will be added to the Response unless requested by the Province for purposes of clarification.

3.7 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing a Response and for subsequent negotiations with the Province, if any. The Province will not be liable to any Respondent for any claims, whether for costs or damages incurred by the Respondent in preparing the Response, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

3.8 Acceptance of Responses

This RFQ is not an agreement to purchase services. The Province is not bound to enter into a Contract with any Qualified Supplier. Responses will be assessed in light of the qualification review criteria. The Province will be under no obligation to receive further information, whether written or oral, from any Respondent.

3.9 Definition of Contract

Notice in writing to a Respondent that it has been identified as a Qualified Supplier will neither constitute a Contract nor give the Respondent any legal or equitable rights or privileges relative to the service requirements set out in this RFQ. Only if a Qualified Supplier and the Province enter into a subsequent full written Contract will a Respondent acquire any legal or equitable rights or privileges.

3.10 List of Qualified Suppliers Not Binding

A Qualified Supplier may withdraw its name from the List of Qualified Suppliers by notifying the Province in writing. The Province may withdraw a name of a Qualified Supplier from the List of Qualified Suppliers by notifying that Qualified Supplier in writing.

3.11 Modification of Terms

The Province reserves the right to modify the terms of this RFQ at any time in its sole discretion. This includes the right to cancel this RFQ or the List of Qualified Suppliers at any time without entering into a Contract.

3.12 Ownership of Responses

All documents, including Responses, submitted to the Province become the property of the Province. They will be received and held in confidence by the Province, subject to the provisions of the *Freedom of Information and Protection of Privacy Act.*

3.13 Confidentiality of Information

Information pertaining to the Province obtained by the Respondent as a result of participation in this RFQ is confidential and must not be disclosed without written authorization from the Province.

3.14 Collection and Use of Personal Information

Respondents are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any subcontractors. If this RFQ requires Respondents to provide the Province with personal information of employees who have been included as resources in response to this RFQ, Respondents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to the Province. Such written consents are to specify that the personal information may be forwarded to the Province for the purposes of responding to this RFQ and use by the Province for the purposes set out in the RFQ. The Province may, at any time, request the original consents or copies of the original consents from Respondents, and upon such request being made, Respondents will immediately supply such originals or copies to the Province.

3.15 Additional Information on the RFQ

All subsequent information regarding this RFQ, including changes made to this document, will be posted on the BC Bid web site. It is the sole responsibility of the Respondent to check for amendments and additional information on the BC Bid web site.

3.16 Debriefing

The Ministry will offer a debriefing to Respondents who did not make the List of Qualified Suppliers, on request, at a mutually agreeable time.

3.17 Form of Contract

Any Contract with a Qualified Supplier will be in the form of a Transfer Under Agreement.

4. Services

4.1 Services

The following provides details of the types of skills the Province will require from Qualified Suppliers in order to deliver the services discussed:

Delivery of coordinated clinical counselling services for people who have problems with gambling and affected others.

The Consultant will require comprehensive skills in order to provide clinical counselling services to people who have problems with gambling and affected others. Respondents must apply and qualify for all services. Respondents must demonstrate their qualifications with respect to the skills listed *(list them by letter in Appendix B).*

• Services (*list them by letter in Appendix B*):

a. Apply the Biopsychosocial model and harm reduction model in the assessment and treatment of individuals, couples and families;
b. Knowledge of problem gambling, including: current statistics, unique issues experienced by a problem gambler and affected others, groups and resources available for people experiencing a problem with gambling, current research in the area of treatment for problem gamblers, and legislation affecting gambling in BC;
c. Demonstrated working knowledge of cognitive-behavioural approaches and the 12-Step model of recovery;
d. Recognize issues of transference and counter-transference and demonstrate how these can affect work with clients;
e. Apply knowledge of developmental transitions and challenges across the lifespan;
f. Apply a theory of change to a case and discuss how it is consistent with the provider's theoretical orientation;
g. Demonstrate an understanding of diversity (age, class, race, gender, ethnicity, levels of ability, language, spiritual and religious beliefs, educational achievement and sexuality), recognizing how differences may impact counselling and adapting approach when working with diverse clients;
h. Recognize barriers to counselling, how counsellors' values and biases may affect diverse clients, and suggest culturally relevant resources as applicable;
i. Working understanding of DSM-IV-TR, and understanding of psychotropic medications available. Working knowledge of the signs and symptoms of mental health issues;
j. Ability to identify concurrent addictions and demonstrated knowledge of British Columbia's continuum of health resources for concurrent issues to problem gambling;
k. Facilitate group therapy process and psycho-educational workshops, applying a theory of group development and employing an effective facilitation style; and
l. Performing simple functions related to information technology hardware and software (Microsoft Office including PowerPoint, Excel and Word; scanning documents; web-based applications and databases; Outlook w/ calendar for e-mail, and Internet functions).
m. Desirable: Demonstrated experience in Problem Gambling Counselling
n. Desirable: Demonstrated Problem Gambling Certification

o. Desirable: Familiarity with Canadian Aboriginal History, cultural needs and gambling in Aboriginal communities; experience working with aboriginal communities.
p. Desirable: Fluency in a second language.

4.2 Pricing (Contract Fees)

Fees for the above stated services will be $100.00 per service unit on a fee-for-service basis, full and part-time contracts will deliver to a maximum of 300, 600, or 1200 service units per annum, plus expenses. A full menu of rates and expenses for contract deliverable activities will be included in the Policy and Procedure Manual. Full payment of monthly fees will be contingent on demonstrated delivery of the contract requirements/deliverables.

Expenses will be invoiced as per the General Core Policy and Procedures Manual regulations and are set to a maximum per annum for all travel and specified program delivery costs. All fees and expenses will also be subject to verification and audit by the Ministry or Ministry-designated personnel.

4.3 Security Clearance

The Province will require security clearance, in the form of a Criminal Record Check, from the Consultant before entering into a Contract. The Branch will advise successful Consultants after the selection process as to the procedure for conducting the Criminal Record Check.

4.4 Location and Facilities

Projects may require Consultants to work on-site from time to time, but Consultants must be prepared and able to work at their own off-site work location and must be able to be contacted by telephone, cellular phone, and e-mail. Consultants will be assigned a particular “home” region to base themselves and from which travel expenses will be computed. Travel is encouraged and supported. Consultants must have access to standard office space and automation tools and equipment (i.e., laptop computer, MS Outlook w/ MS Outlook Calendar, MS Word, MS Excel and MS PowerPoint, printer, scanner, fax, and furnishings).

When requested or required to work on-site by the Ministry, Consultants may, but not necessarily, have access to a workspace, a computer with Internet connectivity and standard office automation tools.

5. Use of List

5.1 Guidelines

The guidelines set out in this Section 5 regarding the use of the List of Qualified Suppliers are subject to change from time to time as the Province may deem necessary, without notice to the Consultants or firms on the List.

5.1.1 The List of Qualified Suppliers will be in effect until March 31, 2012.

5.1.2 The Province may, in its sole discretion, from time to time, use the List of Qualified Suppliers in connection with projects or assignments. The criteria for selecting Qualified Suppliers for each project or task will vary, depending upon the requirements of the applicable project or task and could involve requiring a Consultant to have a certain demonstrated experience and proficiency level in one or more Service Areas depending on the specific requirements of the project or assignment.

5.1.3 Any Contracts entered into with a Qualified Supplier will be:

(a) between the Province and the individual Consultant where the Qualified Supplier is the individual Consultant, and

(b) between the Province and a company and specifying the individual Consultant(s) to be engaged where the Qualified Supplier is a Respondent company.

5.1.4 The Province reserves the right, in its sole discretion, to renew any contracts entered into with a Qualified Supplier for an additional two (2) terms for durations not exceeding two (2) years each.

5.1.5 Qualified Suppliers may be contacted on an "as, if and when requested" basis and may be contacted directly or asked to compete on opportunities for the provision of services in accordance with the selection method set out in paragraph 5.1.6 or as revised by the Province and communicated to all Qualified Suppliers from time to time. If a Qualified Supplier's requested Consultant is unavailable for a contemplated project or assignment, the Qualified Supplier may propose a substitute resource to the Province for evaluation and consideration.

5.1.6 The Province may select a Qualified Supplier from the List using one or more of the following selection methods:

(a) If the estimated Contract value is less than $25,000 the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier;

(b) If the estimated Contract value is $25,000 or more and less than $75,000, the Province may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term, etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier if it can be verified by the Province that only one Qualified Supplier has a Consultant that:

i. is available to undertake the project or assignment; or,

ii. has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications.

(c) If the estimated Contract value is $25,000 or more and less than $75,000, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the

Province's specific assessment of the Consultant qualifications, the Province may, in its sole discretion, use a competitive or other selection process between a minimum of three (if available) such Qualified Suppliers that evaluates each Qualified Supplier's available Consultants, proposed approach, pricing, or other elements required for the project or assignment. The Province may in its sole discretion consider other Qualified Suppliers' available Consultants that, in the Province's sole opinion, meet the Province's qualification criteria for the project or assignment (e.g., specialization, experience level, etc.).

(d) If the estimated Contract value is $75,000 or more, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the Province's specific assessment of the Consultant qualifications, the Province will invite all such Qualified Suppliers to compete for the project or assignment.

(e) Notwithstanding subparagraphs (a), (b), (c), and (d), the Province may directly negotiate a contract with a Qualified Supplier where one of the following exceptional conditions applies:

i. only one available Consultant is qualified to provide the services;

ii. an unforeseeable emergency exists and the services could not be obtained in time by means of a competitive process;

iii. a competitive process would interfere with the Province's ability to maintain security or order or to protect human, animal or plant life or health; or

iv. the acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest.

5.1.7 Qualified Suppliers will immediately, during the period that the List is in effect, advise the Province of any material changes to the information contained in their Response.

5.1.8 The Province has the sole discretion to remove a Qualified Supplier from the List of Qualified Suppliers for unsatisfactory performance by a Qualified Supplier in a Contract or for failing to meet the requirements for staying on the List of Qualified Suppliers as set out in this RFQ or as may be communicated by the Province from time to time.

5.1.9 The Province has no obligation to:

(a) inquire as to the availability of a substitute Consultant when advised by a Qualified Supplier that the Consultant named on the List is not available for a particular project;
(b) evaluate or accept any substitute Consultant proposed by a Qualified Supplier;

(c) enter into a Contract with any one or more Qualified Suppliers; or
(d) invite any one or more Qualified Suppliers to participate in competitive processes for a Contract.

5.1.10 The Province reserves the right, in its sole discretion, to:

(a) employ open competitions that include suppliers external to the List of Qualified Suppliers;
(b) otherwise engage suppliers external to the List of Qualified Suppliers in connection with any project required by the Province; and
(c) at any time, cancel, extend, expand or make a call to the market-place to renew the List of Qualified Suppliers.

5.1.11 The Province may, in its sole discretion, consider subsequent requests for inclusion on the List of Qualified Suppliers after May 11, 2010 and during the term of the List. Any such requests will be subject to those Respondents submitting their qualification information for review in the same manner as originally outlined in this RFQ. There is no assurance that the Province will require any future additions to the List or will accept any requests for inclusion.

6. Qualifications Review Criteria

6.1 Mandatory Criteria

The following are mandatory requirements. Responses not clearly demonstrating that they meet them will receive no further consideration during the evaluation process.

Mandatory Criteria

(a) The Response (both hard and electronic copies) must be received at the appropriate closing locations by the specified closing date and time.

(b) The Response must be in English and must not be sent by facsimile.

(c) Three (3) hard copies and one (1) electronic copy of the Response must be submitted, either in MS Word or PDF format.

(d) The Response must include a completed form, in substantially the same form as Appendix B, for each Consultant to be considered.

(e) The Consultant must possess a Masters degree in behavioural or health sciences from an accredited university. Proof of successful completion must be provided.

(f) The Consultant must demonstrate s/he has at least 4500 hours (~5 years full time) of experience delivering supervised clinical counselling services of which three (3) will be related to addiction and mental health issues. Must have experience in assessment (DSM IV/V, psycho-metrics as required for addictions and mental health assessment) and treatment, group and individual counselling as well as facilitating psycho-education.

(g) The consultant must be registered with at least one of the following three professional bodies:
   i. British Columbia Association of Clinical Counsellors
   ii. Canadian Counselling and Psychotherapy Association
   iii. Registered Clinical Social Worker

(h) The Consultant must possess a computer with at least Windows XP (or Windows Vista) operating system, as well as at least Internet Explorer 7. The Consultant must possess and have a working knowledge of MS Outlook, Calendar, MS Excel, and MS Word. Written confirmation is required.

(i) The Consultant without problem gambling experience or training must have completed (or complete within six months of qualifying on the RFQ) the Level I – Introduction to Problem Gambling Training delivered by the Problem Gambling Program or equivalent training as requested by Gaming Policy and Enforcement Branch (i.e. Problem Gambling Certification); and have CPR and First Aid certification. If either or both are not completed, written intention to complete within 3 months is required.

(j) Possession of a valid BC driver's licence.

(k) Access to a vehicle appropriate to the Region's terrain in good working order with valid vehicle insurance. Written confirmation is required.

6.2 Desirable Criteria

Responses meeting the mandatory requirements above will be further assessed against the Services outlined in Section 4.1, as well as the desirable criteria. A Respondent not reaching the minimum score in a given category (if applicable) will receive no further consideration during the qualifications review.

Desirable: Demonstrated experience in Problem Gambling Counselling
Desirable: Demonstrated Problem Gambling Certification
Desirable: Familiarity with Canadian Aboriginal History, cultural needs and gambling in Aboriginal communities; experience working with aboriginal communities.
Desirable: Fluency in a second language.

Evaluation Criteria	**Points Available**	**Minimum Score**
Demonstrated Experience in Services, Section 4.1 (Note: m, n, o, p are desirable)	100	75
TOTAL POINTS AVAILABLE	**100**	**75**

6.3 Qualifications Review Stages

Stage 1
Responses will be checked for compliance with the Mandatory Criteria. Responses that do not meet the mandatory requirements will receive no further consideration.

Stage 2
Consultants will be assessed on their professional/other designations, skills, relevant experience, interview and other qualifications as presented in their submitted Appendix B, résumé and other supporting documents. The Province reserves the right to interview Consultants when reviewing these criteria for clarification purposes.

Stage 3
Reference checks may be done by the Province during the qualifications review and the term of the List of Qualified Suppliers to confirm any submitted Appendix B information about Consultants. The Province reserves the right to contact references other than those provided by the Respondent. If any of the references are unsatisfactory to the Province, the Consultant may be excluded or removed from the List in the Province's sole discretion.

Stage 4
Respondents will be notified of their status on the List of Qualified Suppliers.

7. Response Details

7.1 Responses are to be submitted in the following format and sequence to ensure that they receive full consideration during evaluations and that the evaluations themselves may be handled in an efficient and consistent manner. All pages should be consecutively numbered.

(a) The Response covering letter set out in Appendix A;

(b) List, by letter, the Experience/Skill Areas for the Services found in Section 4 in the Skill Areas column of Appendix B for a described project or assignment. Describe the project or assignment in the "Consultant's Demonstrated Service Area Experience" column, providing specific details on how these skills were incorporated into the project or assignment.

For example, if a Consultant is demonstrating his or her qualifications in the Services and has the following experience or skills:
i. "Apply the Biopsychosocial model in the assessment and treatment and education of individuals, couples and families;" and groups; and
ii. "Apply knowledge of developmental transitions and challenges across the lifespan;"
then the Consultant would provide specific details, in the "Consultant's Demonstrated Services" column, on how these skills were incorporated into a specific case or duty;

(c) A résumé (maximum three pages) for each Consultant, containing information on the Consultant's education, professional association, relevant employment history (including positions held and their duration), relevant skills and experience and professional designations and affiliations;

(d) Detailed information on the Consultant's education, including institutions attended and all degrees achieved. This information may be included in the resume or demonstrated with photocopies of the degrees achieved. Successful consultants will be required to provide official verification of only their relevant degrees through sealed transcripts from accredited educational institutions prior to entering into a contract with the Province;

(e) Written confirmation of possession of a laptop computer with minimum operating system and Internet Explorer software, as described in Section 6.1;

(f) Written confirmation of completion of, or intention to complete, applicable introduction to problem gambling training, first aid and/or certification, as described in Section 6.1. Photocopies of completion certificates are preferred, but if unavailable or not issued, details of the training (including dates and location) will be sufficient;

(g) Photocopy of a valid BC driver's licence; and

(h) Written confirmation of access to a vehicle in good working order with valid insurance.

Appendix A – Response Covering Letter

Letterhead or Respondent's name and address

Date:

MINISTRY OF HOUSING AND SOCIAL DEVELOPMENT
GAMING POLICY AND ENFORCEMENT BRANCH
PO BOX 9311, STN PROV GOVT
VICTORIA, BC V8W 9N1

Attention: **Stacey Ishkanian**

Subject: **List of Qualified Suppliers**
Request for Qualifications No. PC-01-2010
including any amendments or additions (the "Request for Qualifications")

NOTE: amendments and additions will be posted to the BC Bid website at www.bcbid.gov.bc.ca. It is the Respondent's sole responsibility to check for amendments and additional information.

The enclosed Response is submitted in response to the above-referenced Request for Qualifications.

We have carefully read and examined the Request for Qualifications and have conducted such other investigations as were prudent and reasonable in preparing the Response. We are authorized to submit this Response on behalf of the Respondent.

Yours truly,

_____
Signature

Name:	
Title:	
Telephone Number:	
e-mail address:	
Legal name of Respondent:	
Date:	

Appendix B – Consultant Qualification Summary

Respondent's Legal Name: _____

Consultant's Name: _____

Service Area and Responsibility Stream:

_____

Consultant's Primary Office Address:

_____

Consultant's Contact Information:	**Phone**	**Fax**
_____	_____	_____

Consultant's Degrees, Certificates, Diplomas or Professional Designations Held or Earned:

Degree	**Diploma**	**Certificate or Designation**

Consultant's Demonstrated Experience – Cases/Projects	**Skill Areas**	**Client Reference(s)**
Provide specific details about a case you have worked with to clearly demonstrate your expertise in the selected Service Area. For example, indicate the length of the client relationship, details about the value and/or impact on the client and/or organization, your role and accomplishments as a clinician, etc. See section four.	*Indicate (by letter) the skills employed in the case from those listed in the RFQ's applicable Service Area.*	*Provide:* *Client Organization* *Client Contact* *Contact's Title* *Contact's telephone number* *Contact's e-mail*

Add additional cases/assignments/projects as you wish by adding additional rows to the above table.