



**Workers' Compensation Board of British Columbia  
Corporate and Health Care Purchasing**

**ADDENDUM #1**  
***Request for Information & Qualification (RFIQ)***  
**Leadership Development Process Services**

**RFIQ #025-2009**

**Issue Date: October 1, 2009**

**WorkSafeBC is seeking submissions to provide leadership development services.**

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

**2:00 PM Pacific Time on Oct. 8, 2009**

**Delivery Instructions:**

<b>Mail / Courier / By Hand:</b>
<b>Worker and Employer Services – Main Entrance/Security Desk WorkSafeBC 6951 Westminster Highway Richmond, BC V7C 1C6 Attn: Corporate and Health Care Purchasing</b>
<b>Electronically</b>
Electronic copies of the RFIQ may be submitted in accordance with the BC Bid instructions for e-bidding. Only pre-authorized e-bidders registered on the BC Bid system will be able to submit electronic bids.
<b>Email &amp; Fax responses will NOT be accepted.</b>

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**ADDENDUM #1**

**1. Section III, item 2.0: Approach and Methodology, point 2.3 which reads:**

- 2.3 Please briefly describe your general approach to projects in any of the subject areas identified in Section II: 3.0, 4.0 and 5.0; including any methodologies you would normally use and the type of deliverables that would normally be produced. (Maximum 1 page).

Will now read:

- 2.3 Please briefly describe your general approach to projects in any of the subject areas identified in Section II: 3.0 and 4.0; including any methodologies you would normally use and the type of deliverables that would normally be produced. If the same approach and same staff will be used for all subject areas, one page is sufficient. If different staff and different approaches will be used for different service processes, please provide a separate page (one page maximum) for each.

**2. The following questions have been submitted. Answers follow each question:**

**Question #1:**

Q: We are in the process of submitting to your RFIQ and we generally sign a letter that we are interested in submitting information so we can receive any addendum's to the RFIQ. Do you require this format to move forward?

A: *It will be the respondents' responsibility to watch for any posted addendums. Please refer to Section II, 3.0 Business Objectives item 3.1 which states:*

- 3.1 It is the responsibility of the Respondents who retrieve or download this RFIQ document from the BC Bid website ([www.bcbid.gov.bc.ca](http://www.bcbid.gov.bc.ca)), or the WorkSafeBC website ([www.worksafebc.com](http://www.worksafebc.com)) to ensure they monitor this site for any addendum to the RFIQ document issued up to and including the closing date.

**Question #2:**

Q: We are requesting a clarification on point number 2.3 on page 12. The question is under the Approach and Methodology section and pertains to Section II.

Are we required to submit a separate document for each service component contained in Sections 4 and separate pages to demonstrate responsiveness to sections in Sections 3.0 and 5.0 in Section II?

A: *Please see addendum item 1., above.*

**Question #3**

Q: I noticed that at the bottom of Section IV, a WorkSafeBC Registration Number is required. What is it? And do I need this to be considered for this RFIQ? And if it is needed, who may I speak to at WorkSafeBC to proceed to acquire the number?

*A: The WorkSafeBC registration number is your account number with WorkSafeBC. Please refer to Appendix C of the RFIQ for more information on WorkSafeBC. If you do not currently do business in BC, or are located outside of Canada and haven't done business in BC you will not have one. You are not required to have one now, but would be required to be registered and in good standing prior to a contract being awarded.*

**Question #4**

Q: Will WorkSafeBC consider working with an American owned company that has Canadian associates? Is preference given to wholly owned Canadian companies?

*A: Yes, we will work with American companies that have Canadian associates provided there are service resources readily accessible as outlined by requirements and response criteria and provided you are willing to register for WorkSafeBC insurance (see question #3. Responses will be evaluated based on information provided for the criteria listed in the RFIQ document.*

**Question #5**

Q: Specific to RFIQ 25-2009; in section III, 1.3 it states ``Please indicate your commitment and capacity to ensure continuity of personnel for a minimum of two days per month, per program.`` Please clarify WorkSafeBC`s definition of ``program``.

*A: The term "program" refers to an end to end process on a particular process stated in the requirements.*

**Question #6**

Q: Are there any restrictions for US companies wanting to bid on this RFIQ? If there are, what are they?

*A: Please see answer to question #4.*

**Question #7**

Q: Is there an incumbent? If yes, how long have they been providing services? If yes, what is the reason for the RFIQ at this time?

*A: The incumbents have been providing services for five years. We are now conducting a public process to determine what services are available in the marketplace.*

**Question #8**

Q: Page 8, Section II, 3.0 Overview Refers to “creating the leadership development strategy” and goes on to describe the values and developmental goals in four leadership competency areas and then refers to the Leadership Competency Model. My questions regarding this are:

1. Does the Leadership Competency Model include incremental levels of competency or is this yet to be developed (or to be addressed as part of the response to the RFIQ)?
2. Are there other components of the Leadership Development Strategy already in place beyond those mentioned in the RFIQ? If so, what are they?

A: *No, the Leadership Competency Model does not include incremental levels of competency. These may be developed in the future if it is determined that is the best approach for WorkSafeBC.*

*Yes, there are components of the Leadership Development Strategy already in place. They include:*

- *Four levels of leadership have been identified within the WorkSafeBC leadership pipeline. They are supervisor/team lead, manager, director, executive.*
- *Profiles have been created for each leadership level which include work outcomes, priorities, time allocation, competencies, experiential assignments and educational requirements and recommendations*
- *Assessment processes to assess leadership strengths and developmental needs*
- *Individual Development Plans*
- *Sponsor involvement and progress tracking*

**Question #9**

Q: In regard to the topics Competency Assessment and 360 Feedback a number of online HR self-assessment tools are available. Is WorkSafeBC BC currently using any of these – for example HR Solutions, PeopleSoft, or others? What I am looking for here is the online HR management platform.

A: *Currently, WorkSafeBC is not using in-house, online, self-assessment tools. We use PeopleSoft for our HRMS system.*

**Question #10**

Q: I understand that some provincial agencies have an upward limit for hourly coaching fees. Does WorkSafeBC have such a limit, and if so what is it?

A: *WorkSafeBC doesn't have a standard upward limit policy for hourly coaching fee, however we always endeavour to obtain a balance of optimal service with good overall contract value.*

To due the upcoming closing date and time, we will not be able to respond to any further questions regarding this RFIQ.

**Question #11**

Q: Are you strictly looking for capabilities, a sample of our strategy/approach and pricing at this time?

A: *We are looking for a proposal on what you have to offer regarding the RFIQ requirements.*

**Question # 12**

Q: How many days per year does your executive leadership team presently engage in leadership training? Is there presently a requirement?

A: *This hasn't been quantified this at this time. It varies for each executive.*

**Question #13**

Q: How many days per year do your mid and first line team presently engage in leadership training? Is there presently a requirement?

A: *It varies depending on the leader's background and experience. New to role supervisors spend approximately 10 days engaged in leadership training in their first two years in the role. New to role managers spend approximately 20 days in their first two years.*

**Question #14**

Q: Do you presently have a succession plan/ training? If yes, how was it developed?

A: *We have a succession (replacement plan) for executive and other critical leadership roles. It is developed by the senior executive and the board of directors.*

**Question #15**

Q: Has your organization ever had leadership assessments as a component of their training and development? If so, what kind? And how were they used? How effective was it?

A: *No, we haven't used consistent leadership assessments as part of the program. Assessments have been used with specific leaders as part of their individual development plan.*

**Question #16**

Q: What type of leadership assessments have been used in the past? Were they previously linked to your corporate culture values?

A: *We use a 360 feedback process that is customized to our leadership competencies and values.*

**Question #17**

Q: Is this RFIQ the result of an executive leadership initiative or is this as a result of the Education and Development Services Division findings and recommendations?

A: *Please see answer to question #7.*

**Question #18**

Q: Do I need to complete two separate RFIQs or can I simply include information (including two fees tables) about both workshops in one RFIQ?

A: *A separate response for each RFIQ is required.*

Due to the upcoming closing date and time, we will not be able to respond to any further questions regarding this RFIQ.

Addenda are the only means of verifying, clarifying or changing any of the information contained in this RFIQ. Other than the Corporate and Health Care Purchasing, no employee or agent of WorkSafeBC is authorized to change the content of this RFIQ and/or any addenda. Receipt of all addenda must be acknowledged in the space provided on the Response Form.

Any questions related to the RFIQ must be directed to the Purchasing Officer whose name appears below. The Respondents shall **NOT** contact or ask questions of the WorkSafeBC department for which the contracts being procured, unless so directed elsewhere in this document.

**RFIQ INQUIRIES:**

**Cathie Herbert**

Corporate and Health Care Purchasing

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