

REQUEST FOR INFORMATION FOR COUNSELLING SUPPORT SERVICES

FROM: BC Health Regulators (BCHR) on behalf of the Steering Committee of the Project on the *Health Professions and Occupations Act (HPOA)*

We acknowledge the title and rights of the First Nations whose unceded territories encompass the land base colonially known as British Columbia. Giving specific thanks to the hə́nqəmíhə́n speaking peoples, xʷməθkʷəy̓əm (Musqueam) and selílwitlh (Tsleil-Waututh) Nations and the Sk̓wxwú7mesh-ulh Sníchim speaking peoples Sk̓wxwú7mesh Úxwumixw (Squamish Nation), on whose unceded territories BCHR's office is located. We give thanks for the medicines of these territories and recognize that laws, governance, and health systems tied to lands and waters have existed here for over 9000 years.

We also acknowledge our responsibilities under international, national, and provincial law to support Indigenous human rights to health and wellness of First Nations, Métis, and Inuit peoples from elsewhere in Canada who now live in British Columbia.

Part 1 – GENERAL INFORMATION

A. Background

In 2022, the B.C. government introduced and passed new legislation: the *Health Professions and Occupations Act (HPOA)*. This new legislation is expected to come into force in 2025, and includes provisions that directly address anti-discrimination requirements, with a particular emphasis on Indigenous-specific anti-racism in health regulation and services. In particular, it specifically lists “an act of discrimination” as a type of professional misconduct. BC Health Regulators (BCHR) has established a project to support a consistent transition from current legislation to the new HPOA across all health regulatory colleges. To assist in this transition, BCHR is seeking information related to counselling services to support the implementation of the support services program. Support services are intended to provide funding for counselling to support persons filing a complaint with a regulatory college alleging a regulated health practitioner has committed an act of discrimination¹, sexual misconduct or sexual abuse.

¹ [Canadian Human Rights Act](#)

B. Purpose

The purpose of issuing this request for information (RFI) is to:

- determine market interest and availability;
- understand the expertise, approaches and strategies of service providers; and
- obtain costing for budget purposes.

This RFI is not a request for quotation or proposals. BCHR will not evaluate or rank responses nor use the responses to screen or pre-qualify respondents for subsequent solicitation.

This RFI is for informational purposes only. BCHR may use the information obtained for future planning, policy and program development and/or procurement strategy for support services.

C. Description of entity

[BCHR](#) is a voluntary, member-based organization incorporated under the *BC Societies Act*. BCHR brings together all of British Columbia's health profession regulatory colleges. Collectively, the colleges oversee 29 health practitioner groups, which consist of approximately 120,000 registered health care providers practising throughout BC. We value and are committed to upholding a culture of inclusion and belonging.

Currently, six Regulatory Health Regulatory colleges operate in BC:

- College of Health and Care Professionals of British Columbia
- College of Complementary Health Professionals of British Columbia
- BC College of Nurses and Midwives
- BC College of Oral Health Professionals
- College of Pharmacists of BC
- College of Physicians and Surgeons of BC

D. Response requirements

Interested respondents are requested to respond to this RFI by submitting a response using sections outlined in **Appendix A – Requested Response Information**. Respondents are asked to answer all information requests and to provide as much detail as possible.

Respondents are specifically requested not to submit price proposals (other than billing model options and a high-level breakdown of counselling services and administration fees for budget purposes), nor information about the qualifications or experience of their firm or individuals in their firm.

D. Response instructions

BCHR requests that responses are received by 2:00pm Pacific Time on March 21, 2025. BCHR may, at its discretion, review responses received after the aforementioned date.

Responses must be submitted electronically to info@bchealthregulators.ca. Submissions may be in Adobe PDF or MS Word formats and must not exceed 20 pages.

Part 2 – SCOPE OF REQUEST

BCHR is requesting written submissions from qualified organizations that can deliver a program to provide support services, as described below, that may be used by one or more colleges to provide funds for counselling services to eligible recipients².

Possible support services are:

- Counselling services themselves (outpatient, virtual and inpatient); or
- Payment services to a qualified provider of the eligible recipient's choice for counselling services which may include a regulated or unregulated health professional, professionals or community specific groups that specialize in trauma-informed care or individuals or groups that provide culturally competent trauma or discrimination support.
- Provide services in alignment with sections 14 and 15 of the HPOA³.

It is not the college's role to determine the type or kind of counselling that is appropriate for the eligible recipient. However, the college will provide parameters to the provider for available funds and support services within scope.

Part 3 – RFI TERMS

- The submission of a response is voluntary and failure to submit a response does not prejudice a provider's ability to participate in a subsequent solicitation or procurement process. In addition, neither the submission of a response nor BCHR's use of information in a response will disqualify or preclude a respondent from participating in a subsequent solicitation or procurement process.
- BCHR is under no obligation to advise any respondent to this RFI of any subsequent solicitation or procurement process.
- No contract or other benefit will be awarded based on the information provided and this RFI is not intended to create any contractual or other legal obligations on the part of BCHR.
- BCHR is subject to the British Columbia *Freedom of Information and Protection of Privacy Act* [RSBC 1996] chapter 165 ("**FIPPA**"). BCHR will comply with its obligations under FIPPA as the same may be interpreted by BCHR. Anything in a submission or other document received in response to this RFI which purports to limit BCHR's obligations under FIPPA will

² Eligible recipient is deemed by the college to be eligible for support services, as defined in the HPOA

³ [Health Professions and Occupations Act](#)

be void and severed from the submission. By making a submission, the respondent will be deemed to have accepted this term.

- All submissions to this RFI and other records submitted will become the property of BCHR. By making a submission, the respondent consents to BCHR incorporating any submitted ideas, approaches or strategies into any planning, design of service model, contract, future solicitation or procurement process without any payment obligation or other consideration arising on the part of BCHR. Notwithstanding the foregoing, BCHR will hold in confidence, subject to the provisions of FIPPA.
- BCHR reserves the right to use consultants, advisors or other parties at any stage to assist BCHR in reviewing the information obtained from the responses and in any future solicitation or procurement process, and to disclose information obtained from the responses to such consultants, advisors or other parties. Information pertaining to BCHR obtained by the respondent as a result of participating in this RFI is confidential and must not be disclosed.
- Any development work undertaken by the respondent and any costs and expenses involved in the preparation of or for a submission, subsequent presentations and/or demonstrations and/or for the cost of attendance at any of the foregoing or otherwise incurred by the respondent will be the sole responsibility of the respondent and BCHR shall have no liability for any such cost and expenses.

Part 4 – INQUIRIES AND PROPOSALS

Direct all inquiries to:

Kate O’Donnell, Executive Director
 BC Health Regulators (BCHR)
 Email: ed@bchealthregulators.ca

Submit proposals to:

Wincy Ranson, Project Coordinator
 BC Health Regulators
 Email: info@bchealthregulators.ca

Appendix A – Requested Response Information

1. Corporate Profile
 - a. Respondent is asked to provide the following information:
 - i. Legal name, address, telephone number and email address.
 - ii. Name and contact information for key contact.
2. Overview of Service Model

- a. Provide a profile of your organization's general capabilities and approach to providing counselling services.
 - b. Provide your organization's capabilities to provide counselling services specifically to persons who have experienced discrimination⁴, sexual abuse and/or sexual misconduct.
 - c. Provide an overview and outline of your service model.
 - d. Provide your organization's methodology in providing counselling services
 - e. Describe the approaches your organization uses to provide services to diverse populations.
 - f. Describe the approaches your organization uses to support Indigenous Peoples, including a focus on those with lived experience in British Columbia.
 - g. Describe your organization's process for ensuring effective communication and coordination with client organizations, including practices for successful planning, implementation and maintenance of your service.
3. General Information
- a. Respondents are asked to provide information, recommendation and advice on the following:
 - i. Billing model options, service performance and implementation; and
 - ii. High-level breakdown of counselling services and administration fees
 - b. Any other information specific to the nature of this RFI that you consider relevant to BCHR in finalizing its requirements and/or determining its procurement strategy.

⁴ [Canadian Human Rights Act](#)