



MINISTRY OF FINANCE
Gaming Policy and Enforcement Branch

Request for Qualifications
for

Responsible and Problem Gambling Program
Game Sense Advisor

Request for Qualifications No.: GS-11-16

Issue date: November 10, 2016

Closing location:

MAIL ONLY:	COURIER/BY HAND:	ELECTRONIC COPIES
Gaming Policy and Enforcement Branch PO Box 9311, Stn Prov Gov't Victoria BC V8W 9N1 Attention: Kim Dunn	Gaming Policy and Enforcement Branch 3 rd Fl, 910 Government Street Victoria BC V8W 1X3 Attention: Kim Dunn	Email to: info@bcresponsiblegambling.ca Subject Line: RFQ GS-11-16 GameSense Advisor

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 **January 5, 2017** at the above locations:

Contact person:

Kim Dunn, Manager
Phone: (250) 953-3177
Email: Kim.Dunn@gov.bc.ca

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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.

Responsible Gambling Service Providers, working as Game Sense Advisors (GSAs), assist casino managers in resolving potentially complex customer situations. They co-facilitate Appropriate Response Training (ART), assist in stressful patron situations related to problem gambling, and they support patrons in their enrolment in the voluntary self-exclusion process and subsequent referrals to the Program’s counselling services. GSAs are responsible for promoting responsible gambling to patrons and staff both on-site and occasionally in the community. They work with BCLC and with Program colleagues who deliver community prevention and clinical counselling services to coordinate services to help more British Columbians in more ways. For more information please visit the Program’s website: www.bcreponsiblegambling.ca and the GameSense website: www.gamesense.ca

For more information, visit the Program’s website: www.bcreponsiblegambling.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 **Game Sense Advisor positions** in the following Service Area:

- **Lower Mainland**

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 and **one** (1) complete electronic copy of each Response must be received before **4:00 PM**, Pacific Time, on **January 5, 2017** at the address 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 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:

- **Responsible Gambling Services**

4.2 Game Sense Advisor

The Respondent/Consultant will require comprehensive skills in order to provide a number of responsible gambling services.

- a. Demonstrate knowledge and understanding of responsible gambling practices;
- b. Demonstrate knowledge and understanding of problem gambling signs;
- c. Demonstrate knowledge of biological, psychological, social, environmental triggers related to risk assessment and the development of problem gambling;
- d. Demonstrate knowledge of the prevalence of problem gambling in B.C.;
- e. Demonstrate knowledge of the free support and treatment services available to problem gamblers and their families in BC;
- f. Demonstrate understanding of the concepts of prevention and education as they pertain to problem gambling;
- g. Demonstrate experience in providing customer service;
- h. Demonstrate experience delivering education and/or promotions to the public;
- i. Demonstrate experience with crisis management;
- j. Demonstrate knowledge of critical incidence stress debriefing principles;
- k. Demonstrate experience establishing professional working relationships with personnel from all levels in an organization;
- l. Demonstrate understanding of the political issues relevant to conflicting public opinions of gambling;
- m. Demonstrate understanding of the concept of “gaming neutral” as it applies to a government service provider delivering responsible gambling services in a gaming or community setting.

4.3 Pricing (Contract Fees)

Fees for the above stated services will be \$33.00 per hour on a fee-for-service basis. Contract sizes range from 850 to a maximum of 1800 hours per annum, plus expenses. Contract size is determined by the Province. 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 policy 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.

4.4 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 the following location(s):

- **Lower Mainland**

The contract requires Respondents/Consultants to work on-site at casinos. The contractor may also be required to work on-site at community gaming centres, when requested, as well as off-site such as in their community.

Contractors will be provided a cellular phone; Respondents/Consultants must have access to e-mail. Respondents/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 Respondent/Consultant(s) or firms on the List.

5.1.1 The List of Qualified Suppliers will be in effect until **January 4, 2019**.

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 **Mar 4, 2017** 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 paper and electronic copies) must be received at the appropriate closing locations by the specified closing date and time. One (1) hard copy and one (1) electronic copy of the Response must be submitted, either in MS Word or PDF format.
b.	The Response must be in English and must not be sent by facsimile.
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 4.1, items a. – m. individually, by letter, in alphabetical order, for each Respondent/Consultant to be considered.
e.	<p>The Respondent/Consultant must have at least a Bachelor’s Degree in the Health Services, Social Sciences, Business, Education or Prevention/Health Promotion field and two years of related experience; or</p> <p>A College Certificate or Diploma in a relevant discipline such as Health Services, Social Sciences, Education or Prevention/Health Promotion and five years of related experience; or</p> <p>A combination of education, training and experience.</p> <p>Supporting documents (e.g. copy of transcripts) must be included in the Response.</p> <p>(These Educational Qualifications are under review, and may be changed during the term through a Contract Modification)</p>
f.	The Response must include resume (maximum 3 pages) containing information on the 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)	<p>The Qualified Supplier will demonstrate successful completion of, or the intention to complete at the first available opportunity, <i>Responsible Gambling Orientation (Introduction to Responsible and Problem Gambling: Identification, Treatment and Prevention)</i> course delivered by the Responsible & Problem Gambling Program or equivalent training.</p> <p>Proof of completion or written intent to complete will be required.</p>
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 Criteria

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

- a. Demonstrate knowledge and understanding of responsible gambling practices;
- b. Demonstrate knowledge and understanding of problem gambling signs;
- c. Demonstrate knowledge of biological, psychological, social, environmental triggers related to risk assessment and the development of problem gambling;
- d. Demonstrate knowledge of the prevalence of problem gambling in B.C.;
- e. Demonstrate knowledge of the free support and treatment services available to problem gamblers and their families in BC;
- f. Demonstrate understanding of the concepts of prevention and education as they pertain to problem gambling;
- g. Demonstrate experience in providing customer service;
- h. Demonstrate experience delivering education and/or promotions to the public;
- i. Demonstrate experience with crisis management;
- j. Demonstrate knowledge of critical incidence stress debriefing principles;
- k. Demonstrate experience establishing professional working relationships with personnel from all levels in an organization;
- l. Demonstrate understanding of the political issues relevant to conflicting public opinions of gambling;
- m. Demonstrate understanding of the concept of "gaming neutral" as it applies to a government service provider delivering responsible gambling services in a gaming or community setting.

6.3 Scoring Criteria

Desirable Criteria	Points Available	Minimum score (if applicable)
a. Demonstrated Service Area Desirable Experience/Qualifications	100	
TOTAL POINTS AVAILABLE	100	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 individually, by letter, in alphabetical order), set out in Appendix B;
- c) A resume demonstrating education requirements are met, including supporting documentation as described in Section 6.1, e & f.

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. GS-11-16
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:

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

Appendix B – Respondent/Consultant Qualification Summary

Respondent's/Consultant's Demonstrated Service Area Experience/Qualifications – Assignments/Projects	Skill Areas	Reference(s) <i>if applicable</i>
<p><i>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.</i></p> <p style="text-align: center;">SEE Section 6.2 Desirable Criteria</p>	<p><i>Indicate the specific item you are answering (by letter a – m), individually.</i></p> <p><i>Respondents are asked not to group letters/Section 6.2 Desirable Criteria items.</i></p>	<p><i>Provide: Relevant Organization/Contact including title, telephone number and/or email.</i></p>

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