WorkplaceNL
Health | Safety | Compensation

ADDENDUM

Addendum No.: 3
Page: 1 of 1
Date: October 7, 2026

2026-09-Q Personal Care Services

To All Applicants:

General:

- This addendum shall be read in conjunction with the original RFP documents.
- Where inconsistent with the above, this addendum shall govern.
- No consideration shall be allowed for increases (extras) to the RFP Price, or otherwise to modify the RFP Submission, due to any failure of the Applicants being familiar with this addendum.
- The Applicant should insert in the Submission the numbers of addenda received by them during the RFP period. This addendum forms an integral part of the RFP Submissions and is included therein.
- It is the Applicant's responsibility to ensure all addenda have been received by the Applicant prior to RFP closing.

Scope of this Addendum:

Please note answers/clarification to Questions from prospective Applicants:

1. The Confidentiality Schedule states that Contractors are not permitted to store Confidential Information in cloud services (e.g., OneNote). Home support agencies commonly use purpose-built home care management platforms, hosted in Canada, for scheduling, electronic visit verification and care documentation. These platforms provide PHIA compliant encryption, multi-factor authentication, role-based access and audit logging. NLHS is currently in the process of rolling out the mandatory use of Alayacare for all agencies in Newfoundland and Labrador as part of the new Service Level Agreement and Operating Standards documents that are approaching final sign off in Q4 of this year.

   Can WorkplaceNL confirm whether such a platform is an acceptable place to store the minimum injured worker information needed to effectively schedule and deliver approved services (name, address, contact information, approved hours and care tasks)? If not, can WorkplaceNL describe the storage arrangements it would accept? Can WorkplaceNL also confirm which secure, encrypted transfer mechanism it

approves for exchanging referral, approval and interruption forms? **Response:** Yes, WorkplaceNL will consider alternative approaches. Please submit details of proposed alternative approaches as a part of your response to this RFQ.	
Attachments: None	
Buyer: Ashley Lynch	**Date: October 7, 2026**