WorkplaceNL
Health | Safety | Compensation

ADDENDUM

Date: November 6, 2026

2026-09-Q Personal Care Services

To All Applicants:

General:

- This addendum shall be read in conjunction with the original RFQ documents.
- Where inconsistent with the above, this addendum shall govern.
- No consideration shall be allowed for increases (extras) to the RFQ Price, or otherwise to modify the RFQ 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 RFQ period. This addendum forms an integral part of the RFQ Submissions and is included therein.
- It is the Applicant's responsibility to ensure all addenda have been received by the Applicant prior to RFQ closing.

Scope of this Addendum:

Please note answers/clarification to Questions from prospective Applicants:

Question: 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: WorkplaceNL will consider cloud-based applications for storage of Confidential Information. Applicants must provide details of all cloud-based applications that will be used to store WorkplaceNL Confidential Information (as defined in the WorkplaceNL Confidentiality Schedule). A table is provided for Applicants to complete and include as part of their submission to the RFQ. WorkplaceNL will review and assess the privacy and security of all submitted cloud-based applications. If an application is approved by WorkplaceNL, the agreement between the Applicant and WorkplaceNL will specifically indicate that the Applicant is permitted to use the application to store Confidential Information in the cloud. If WorkplaceNL determines that an application is unacceptable, Applicants may still provide services under this RFQ but will not be permitted to store Confidential Information in the cloud-based application.	
Attachments: Vendor Cloud Software Disclosure	
Buyer: Ashley Lynch	**Date: November 6, 2026**

Cloud Software Disclosure

List the cloud-based applications your organization proposes to use to deliver services to WorkplaceNL clients.

1. Vendor information

Vendor name	
Contact name and title	
Email	

2. Cloud software inventory

One row per product. Add rows or attach additional pages as needed. The first row is an example only.

#	Software / service name	Supplier (company that provides it)	Purpose	Data included
Ex.	*Microsoft 365 (Exchange Online, SharePoint)*	*Microsoft*	*Email and document storage for staff working on the contract*	*Client names, contact details, claim numbers, correspondence*
1				
2				
3				
4				
5				
6				