

DEPARTMENT OF FINANCE

**REQUEST FOR PROPOSALS
(RFP #I00121)**

**EMPLOYEE ASSISTANCE PROGRAM (EAP)
DUE OCTOBER 4 2021**

**ADDENDUM #1
QUESTIONS & ANSWERS
SEPTEMBER 21, 2021**

TO ALL POTENTIAL OFFERORS:

The following information is being provided for purposes of clarification or in response to questions received from potential offerors. In addition to this addendum being posted on the eVA website and City website at the following links.

- eVA website: <https://mvendor.cgieva.com/Vendor/public/AllOpportunities>
- City website: <https://www.ci.staunton.va.us/departments/finance/procurement>

Questions and Answers

1. Who is the incumbent contractor? What cost was the previous award?

A: OPTIMA is the current contractor. See question 16.

2. What has been some of the obstacles with the current plan? What has been the missing component?

A: None. The contract has expired and requires using the RFP process.

3. What resources are currently available to individuals who don't have internet or cellphone?

A: In person counseling is part of our request as well as all level of electronic means of counseling services (video, chat, etc.).

4. What applications are you currently using to evaluate your employee's needs?

A: None

5. What is the relationship between HR and the current contractor?

A: Employees have access to EAP (counseling) services without the need for HR involvement. Our HR and the EAP provider are partners in making certain employees know and understand their access to the EAP benefits.

6. Do you have a wellness program that is willing to link up with awardee to bring additional resources to you?

A: No

7. Could you explain the billing process? Do you intend on awarding a fixed price contract for services provided in the RFP? Is billing based on employee's use of services?

A: Currently, we are invoiced annually, on a PEPM basis, and there is no cost associated with services used. Cost will be a consideration in the review process but there is no pre-determination on awarding or not awarding a fix-priced contract.

8. Will a proposal pricing schedule for the services be provided?

A: No

9. What other city resources will be available to assist the contractor in the EAP process?

A: Generally, we do not offer an EAP provider additional resources.

10. Is there a designated site for EAP to operate out of?

A: No, EAP services are provided at the individual level and typically do not involve use of a city facility.

11. Are there multiple operating locations?

A: The city has multiple operating locations, but EAP services are provided on an individual basis and have no connection to how many locations we may have.

12. Please describe the groups' request of chat therapy in *II. General Information, question #2*.

A: Options for delivery of services by in-person and all means of electronic or e-counseling including messaging, live chat, phone chat or video sessions.

13. Page 1 of the RFP requires that "*An authorized representative of the offeror shall sign proposals.*" Please confirm whether that references Attachments C and E, or whether there is an additional signature page for the RFP.

A: We would require signatures on the actual proposal, as well as attachments C & E.

14. Who is the current EAP provider and how long have they been providing services to the organization?

A: Optima. At least since 2015.

15. What is the current number of counseling sessions allowed per member per year?

A: 5

16. Please provide the current rate and a rate history throughout the contract term for the EAP.

A:

- 1/1/2020 \$15.00 per employee annually;
- 1/2018 \$14.52 per employee annually;
- 1/2015 -17 \$13.80 per employee annually.

17. Is there a budget allotment or a “not to exceed” amount for your EAP?

A: No such limit has been established for this RFP process.

18. Are electronic signatures acceptable? This inquiry pertains to affixing electronic signatures to documents requiring signature. Not as a request for an electronic submission of our response.

A: We do not accept electronic submission of RFP's, however electronic signatures affixed to documents requiring signature are acceptable.

19. How many hours of the following services are included within the current EAP contract per year?

A:

- Onsite training/orientation/educational seminars - unlimited
- Onsite health fair/event participation - unlimited
- Onsite critical incident support events (# events/# hours) - unlimited
- Webinar training - unlimited

20. How many total hours of the following services were utilized in each of the last two (2) years?

A:

- Onsite training/orientation/educational seminars - @20 hours
- Onsite health fair/event participation – 8 hours
- Onsite critical incident support events (# events/# hours) – zero hours
- Webinar training – unknown

21. Please provide copies of 2019 and 2020 EAP utilization reports. If reports are not available, please provide the following for each of the last 2 years:

A:

- Number of employees on which the report is based – School: 570, City: 430
- Total number of clinical cases – School: 9, 32; City: 20, 30
- Total number of work-life cases: School: 3, 4; City: 2, 5
- Total number of clinical sessions – School: 35, 80; City: 61, 82

22. Is your EAP Helpline currently answered by customer service representatives or by clinical personnel?

A: Customer service

23. What are the top 3 most important services you want from your EAP?

A: Access to counselors, ease of use for the employees, resources to assist employees with identity theft.

24. Are legal, financial and daily living work/life services currently a part of your EAP program?

A: Work/life yes, would like more on the legal (identity theft) issues.

25. What will be required of the clients we list as references? Will you conduct a telephone interview, require a written reference response, etc.?

A: We may use a combination of verbal and written

26. Who is your health plan provider and is the plan self-funded?

A: Yes, we are self-funded. AETNA is the plan administrator.

27. On a scale of 1-5 with 5 being the highest, how would you rate your current vendor?

A: 4

28. RFP Section II, item 7 states: Be able to provide peer-to-peer training for departments, especially hazard duty departments that wish to establish a critical incident stress management or peer support team.

Can you provide details on this service? Describe how peer to peer training is conveyed, curriculum, how many hours per year, and any other details.

A: We currently have not had peer-to-peer training and we are interested in this for our first responders (Fire/Rescue/911 Dispatch/Law Enforcement).

29. RFP Section III, Item 3 States: 3) Listing of previous clients that may be contacted as reference. Include customer name and contact information with telephone number and email addresses.

How many client references would the city like to have in this section?

A: 3

30. Section II, Item 4 states: Provide an appropriately certified Substance Abuse Professional (SAP) to protect the public interest by professionally evaluating any employee who has violated the City's Drug and Alcohol Substance Abuse Policy or Department of Transportation (DOT) rules and recommending appropriate education/treatment, follow-up tests and after care, with a physical presence within a fifty (50) mile radius of the City of Staunton.

We can provide this service on a fee for service basis, or, we can build a number of cases into the PEPM. Which would the city prefer?

A: A fee for service basis.

31. Please describe the group's request of chat therapy in II. General Information, question #2.

A: Options for delivery of services by in-person and all means of electronic or e-counseling including messaging, live chat, phone chat or video sessions.