



Request for Proposals No. 2022-058

Employee Assistance Program (EAP)

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ADDENDUM No. 1

ISSUE DATE: April 1, 2022

Responding Bidders on this project are hereby notified that this Addendum shall be made a part of the above-named RFP document.

The following items add to, modify, and/or clarify the RFP documents and shall have the full force and effect of the original Documents. This Addendum shall be acknowledged by the Offeror in the RFP document.

A.) Add/Delete/Remove

1. **ADD: the following sentence to section 4.3, N,**
“These sessions may be provided in-person or virtually as an option.”
2. **ADD: the following sentence to section 4.3, S,**
“The Annual Expo is a wellness event hosted by Union County that typically takes place in the fall. Vendors are present for approximately 5 hours during this event.”
3. **ADD: the following to item 5.2.1, Section A – Cover Letter,**
“5. Include the requested written Conflict Certification in the cover letter as described in section 5.6 Conflict Certification of the RFP.”
4. **ADD: the following to Section 5, Detailed Submittal Requirements and Instructions**

“5.7 Duplicate Proposals”
“No more than one (1) proposal from any Offeror will be considered by the County. In the event multiple proposals are submitted in violation of this provision, the County will have the right to determine which proposal will be considered, or at its sole option, reject all such multiple proposals.”
5. **DELETE, APPENDIX A – PRICE FORM** in its entirety and **Replace with the attached** updated “APPENDIX A - PRICE FORM”

Attachment: APPENDIX A - PRICE FORM

ADDENDUM #1

1 APPENDIX A – PRICE FORM

RFP 2022-058 Employee Assistance Program

Submit with Proposal

Company Name _____

- 1) Provide price for information listed in Scope of Services and RFP document.
- 2) Include pricing for additional critical incident debriefing sessions.
 - a. Include pricing for a set number annually that may be listed in your in program and;
 - b. Include pricing on a fee for service basis.
- 3) Include pricing for computerized cognitive behavioral therapy, if offered.
- 4) Include pricing for SAP services, if offered or not included in general pricing for EAP services.
 - a. Include pricing for a set number annually that may be listed in your in program and;
 - b. Include pricing on a fee for service basis.

B.) Questions & Answers

1. **Question:** How long has the current Vendor been providing EAP services to Union County?

Answer: 15+ years.

2. **Question:** Are counseling services related to the EAP provided only within the Vendors counseling offices, or is there a network of Providers that is engaged by the current Vendor?

Answer: Current counseling services are provided within EAP offices. Individuals may be referred to other outside counseling services depending on the need of the individual.

3. **Question:** Are there specific areas of enhancement you are seeking at this time?

Answer: Potential to add cognitive behavioral therapy for virtual or online wellness/mental health services, more of a proactive approach in partnering with Union County on common issues with UC Employees – may bring the need for in person training, etc.

4. **Question:** What is Union County currently paying for their EAP services? Based on how many employees?

Answer: Per employee cost based on approximately 1,300 employees.

5. **Question:** What was the total dollar spend for the EAP in the most recent contract year?

Answer: Not Available

6. **Question:** What was the total dollar spend for the EAP in the prior contract year?

Answer: Not Available

7. **Question:** Is Union County currently receiving Work-Life Services, i.e. telephonic consultation and referral for Child Care, Elder Care, etc.? Should Work-Life Services be included in the quote to be submitted?

Answer: Our current EAP Vendor offered telephonic consultation during COVID, typically services offered in-person. Referrals may be made available for Child care/Elder Care.

8. **Question:** Is Union County currently receiving Legal Consultation Services, i.e. 30-minute consultation with an attorney; beyond the consultation, attorney services offered at a 25% discount? Should Legal Consultation Services be included in the quote to be submitted?

Answer: No, however our current EAP vendor does have an online option for common legal questions and are available to refer our employees to a legal consultant at their discretion.

9. **Question:** Is Union County currently receiving Financial Consultation Services, i.e. telephone-based financial advisory services provided by qualified financial planners? Should Financial Consultation Services be included in the quote to be submitted?

Answer: Not available but current EAP vendor could refer as needed.

10. **Questions:** Can you provide recent utilization reports or provide utilization statistics?

- Specifically, can you provide total number of initial inquiry/assessment calls to the EAP in the most recent contract year?

Answer: Not Available

- Can you provide the total number of EAP counseling sessions provided in the most recent contract year?

Answer: Greater than 200

- Can you provide the total number of EAP counseling sessions provided in the prior contract year?

Answer: Not Available

- Can you provide the total number of EAP counseling cases in the most recent contract year?

Answer: Less than 100

- Can you provide the average number of EAP counseling sessions provided per case in the most recent contract year?

Answer: Less than 5

11. **Question:** In an effort to be a “green” company, we generally provide promotional materials electronically. If printed materials are desired, how many printed brochures and how many printed posters are requested annually?

Answer: Our request is for our new hires who join Union County, we like to give them something tangible that gives them an overview of the program, etc. This would depend on our new hire classes. I would say approximately 200 per year. Breakroom posters for about 50 locations.

12. **Question:** Can you provide the number of program orientation and training hours provided in the most recent contract year? How many of those hours were provided in-person?

Answer: Our HR team reviews this information in our new hire orientation sessions. Regarding training hours, I would say potentially 2 hours.

13. **Question:** How many Critical Incident events were responded to in the most recent contract year?

Answer: Approximately 5 or 6.

14. **Question:** How many Critical Incident events were responded to in the prior contract year?

Answer: Approximately 5 or 6.

15. **Question:** How many hours of Critical Incident support were provided in the most recent contract year?

Answer: Approximately 30 hours

16. **Question:** How many hours of Critical Incident support were provided in the prior contract year?

Answer: Approximately 30 hours

17. **Question:** Regarding 4.3.C. – “Provide unlimited training and consultation for the Program Administrator.” Please confirm that my training you are referencing general training related to the EAP program as opposed to various topical trainings that the Program Administrator may desire.

Answer: Yes, this would be training on EAP program

18. **Question:** Regarding 4.3.D. – please confirm that the session model is 6 per year and not 6 per incident per year.

Answer: Yes, 6 sessions per year

19. **Question:** Regarding 4.3.N. – Can these educational seminars be provided virtually, or must they be in-person?

Answer: Refer to section A, item # 1, above.

20. **Question:** Can Union County share what trainings were conducted in the last year of the current agreement?

Answer: March 2021 Virtual Training on Stress Management

21. **Question:** Are these seminars one (1) hour in length?

Answer: One to two hours based on topic area.

22. **Question:** 3 of the 4 subject areas listed are related more to physical health than mental health/work-life balance; is the expectation for these seminars to be more geared physical health, or will we be able to suggest topics more geared towards the focus of EAP?

Answer: Yes, we are open to other topics to fit the need for our employees

23. **Question:** 4.3.Q and 4.3.A seem to be asking for the same thing, but they each give different numbers in regard to expectations of the number to be provided. Can Union County clarify? Also, A seems to only be geared to management and supervisory personnel, while Q indicates managers and employees.

Answer: If a new vendor is introduced for EAP services, then (A) is referring to initial training on the new service provider to managers and supervisors. This type of “orientation” to the services would be provided to managers annually (Q) as this population changes and needs a refresher and this is also used to promote the services.

- **Question:** Can Union County clarify/provide more detail regarding these items?

Answer: Introduction to EAP services, what services are provided, how to make a mandatory referral, what resources are available on the website, etc.

24. **Question:** 4.3.S. – Can Union County provide more detail regarding the number of hours expected/required annually for participation in Wellness events?

Answer: Refer to section A, item # 2 above.

25. **Question:** With regard to the indicated training, critical incident wellness events, does the current contract have the same expectation?

Answer: Yes

- If not, how have the expectations changed?

26. **Question:** 4.3.W. – Are SAP services currently provided by the EAP, or does Union County have a separate provider for this support?

Answer: Yes

27. **Question:** How many SAP requests were there in:

- 2021 – n/a
- 2020 – 1
- 2019 – n/a

28. **Question:** We can include a set number annually in our program, or provide on a fee for service basis, does Union County have a preference?

Answer: Refer to section A, item # 5 above (use attached updated Price Form).

29. **Question:** 4.3.X. – Is Union County currently receiving an add on service for computerized cognitive behavioral therapy?

Answer: No

If so, can the County share the name of the service(s), and if this is provided by the current EAP or another organization?

30. **Question:** 5.1 – If we do have Trade Secret information, would it be allowable to provide two separate proposals; one that would contain everything and therefore allow Union County to easily review, and one that would have Trade Secret information redacted, or clearly identified?

Answer: No.

31. **Question:** 5.2.2 – “Assets available to meet County service requirements.” What does Union County consider an “asset” to be?

Answer: Programs, licensed counselors, virtual or program materials, brochures, etc.

32. **Question:** 5.6 – Conflict Certification – perhaps I overlooked it, but I do not see where Union County wants this certification to be included? Within the Cover Letter would seem to make sense, appreciate your clarification.

Answer: Refer to section A, item #3, above.

33. **Question:** Within 5.2 Proposal Format, I do not see any reference to a Questionnaire that needs to be completed, or reference to providing some sort of response to section 4.3, nor where if required it should be included. Perhaps this is what “assets” referred to from 5.2.2? Please advise.

Answer: Please reference your ability to provide the services noted in Section 4.3 in Section D or your response with the Methodology and Implementation Plan.

35. **Question:** What is Union County’s current EAP utilization?

Answer: See answers to Question #10.

36. **Question:** How many EAP sessions were utilized by Union County employees in 2021?

Answer: See answers to Question #10.

37. **Question:** How many onsite critical incident hours were used in 2021?

Answer: Approximately 30 hours

38. **Question:** Please provide a copy of Union County's 2021 EAP utilization report.

Answer: Not Available

39. **Question:** Who is Union County's current EAP provider?

Answer: Not Available at this time.

40. **Question:** What is Union County paying per employee per month for your current EAP?

Answer: Per employee cost based on approximately 1,300 employees

41. **Question:** What is the session model with your current EAP?

Answer: 6 session per year

42. **Question:** Are you looking to have work-life services as a part of your EAP, including legal and financial services?

Answer: No, however our current EAP vendor does have an online option for common legal questions and are available to refer our employees to a legal consultant at their discretion.

43. **Question:** Page 7, 4.3 Program Requirements, S. : How many wellness events per year, including the number of hours per event, is attendance required by the EAP?

Answer: Refer to section A, item #2, above.

44. **Question:** Page 8, 4.3 Program Requirements, V. : Are you requiring support for 4 separate critical incidents or are you asking for 4 consecutive hours of critical incident support per year? Please confirm how many onsite hours of critical incident response is being requested.

Answer: 4 separate critical incidents and pricing for additional sessions if needed beyond 4.

45. C. Provide unlimited training and consultations for the Program Administrator at no additional charge to the County.

Question: We will provide unlimited consultations but are unable to provide unlimited trainings – be it onsite or virtually. We will include a set number of training hours and offer additional training hours at an hourly rate. Please confirm this is acceptable.

Answer: This training would include monthly or quarterly training on the administration of the EAP program to include changes to the processes, procedures, etc. I don't think it would warrant more than 4 trainings a year if needed.

46. G. Licensed, professional EAP counselors shall be available in sufficient numbers and in appropriate locations to deliver both urgent and non-urgent services in a timely manner. Urgent requests for service shall be met within 24 hours and non-urgent request within three business days.

Question: If we are unable to agree to 24 hours for “urgent” and 3 days for “non-urgent”, will our bid be disqualified?

Answer: It is recommended that urgent request be addressed quickly as certain circumstances are out of our control. It is our hope that our selected EAP Vendor will be able to meet our request needs listed above. Please indicate your timeframe and ability to respond to urgent or non-urgent requests in your proposal.

47. U. Contractor shall be required to provide Annual and Periodic Utilization Reports as follows: On a monthly and annual basis, contractor shall provide comprehensive, user friendly EAP utilization and activity reports showing number of requests for service and type of service provided.

Question: We will provide utilization reporting annually and quarterly – not monthly. Please confirm this is acceptable.

Answer: Please note as such in your proposal response.

48. EAP services must provide Union County management a process to refer any employee for assessment and/or counseling, as the situation deems appropriate, whose performance, productivity, efficiency, or work behavior is found to be inappropriate. As a result of a mandatory referral, the successful service provider will provide management regular reports on the employee's progress and cooperation in accordance with the counselor's recommendations. The counselor will further determine and report to the authority the employee's readiness or need to 1) continue sessions; 2) be referred for extended treatment; 3) the employee's fitness for duty; and 4) the length of time the employee must be in a counseling program as a mandatory referral.

Question: In a mandatory referral, the counselor will not complete an official Fitness for Duty evaluation. We work with a third-party vendor who can complete a Fitness for Duty

evaluation. The official FFD evaluation is an additional cost. Please confirm this is acceptable.

Answer: Please provide any additional cost associated with the Fitness for Duty evaluation in your RFP submittal and it will be evaluated during the review process.

49. **Question:** What is the anticipated effective date of the program?

Answer: July – June (estimated)

50. **Question:** What is the schedule of vendor notification of finalist presentations and award?

Answer: Not Available at this time.

51. **Question:** What are some goals the County has regarding well-being – either workplace or workforce?

Answer: The County regards the well-being of our employees with the up-most regard. It is very important that our employees are thought of first and are giving tools/resources for their well-being.

52. **Question:** Are there any specific initiatives the County is implementing in 2022/2023 that relate to people, safety, culture, or well-being? Are there any specific resources or services your EAP partner could provide to advance your initiatives or goals?

Answer: Refer to our description of services listed in this RFP.

53. **Question:** Why is the County out to bid? What is the reason you are interested in replacing your current EAP provider?

Answer: We have determined that it is the best interest of the County to compete this service in the market at this time.

54. **Question:** Who is the current vendor? How long has the County been with the current provider? What is the current rate on their program?

Answer: See answer to question #1.

55. **Question:** Where is the County's satisfaction level with the incumbent provider?

Answer: Satisfactory

56. **Question:** Where could the County most benefit in a partnership with a new EAP?

Answer: New and refreshing content to include training, user friendly website for content, etc.

57. **Question:** If the County could, what would you change with your EAP to better serve the County and its employee community?

Answer: Potential to add cognitive behavioral therapy for virtual or online wellness/mental health services, more of a proactive approach in partnering with Union County on common issues with UC Employees – may bring the need for in person training, etc.

58. **Question:** What has utilization looked like for the current program? Is the County satisfied with the program utilization? Can you provide copies of recent utilization reports?

Answer: See answers to Question #10.

59. **Question:** Does the current program allow for legal, financial, childcare, eldercare, and personal convenience assistance? How are these services being administered? Through a website or can employees call and speak to lawyers, financial professionals for example? Are the childcare, eldercare services self-service or does the program provide research and referrals?

Answer: Our current EAP Vendor offered telephone consultation during COVID, typically services offered in person. Referrals may be made available for Child Care/Elder Care. Our current EAP vendors does have an online option for common legal questions and are available to refer our employees to a legal consultant at their discretion.

60. **Question:** Section D – 6 total sessions per year per participant? Or per issue, per year, per participant?

Answer: Yes, 6 total sessions per year per participant

61. **Question:** Section S – Employee Benefit/Health Expos – How many events are there per year and time allotted for each?

Answer: See answer to Question #25

62. **Question:** Section U – Does the county want monthly or quarterly utilization reporting? Section 4.4 Deliverables states monthly or quarterly.

Answer: Monthly or Quarterly, please note as such in your proposal response what you will be able to provide.

63. **Question:** Section V – How many disruptive events/critical incidents needing crisis response has the County averaged over the past couple of years?

Answer: See answer to question # 13

64. **Question:** Section W – How many SAP cases did the County have, on average, over the past couple of years? Does the County want to pay for these as needed? Or embed SAP cases into the program costs?

Answer: One case in 2020, embed cost into RFP.

65. **Question:** Who is the current EAP provider and for how many years?

Answer: See answer to Question #1

66. **Question:** What is the current price of the EAP program?

Answer: See answer to Question #40.

67. **Question:** Please provide utilization reports for years 2018-2021.

Answer: See answers to Question #10.

68. **Question:** If utilization reports are not available, please provide the number of in-person counseling sessions used each year as well as the number of new counseling cases opened each year.

Answer: See answer to Question #10

69. **Question:** How many onsite training hours are included in the current contract? How many onsite training hours were used each year?

Answer: We have not utilized any training hours over the past year.

70. **Question:** How many live webinar training hours are included in the current contract? How many live webinar training hours were used each year?

Answer: Two per contract year and we have utilized 2-4 over the past 24 months.

71. **Question:** How many onsite critical incident response hours are included in the current contract? How many hours were utilized each year?

Answer: Unlimited included currently and may have used 5-6 hours over the past year.

72. **Question:** How many onsite health/benefits/open enrollment fairs is the EAP vendor expected to attend in-person each year? How many hours is each fair?

Answer: See answer to Question #25

73. **Question:** What is your satisfaction level with the current EAP vendor?

Answer: See answer to Question #55

74. **Question:** What would you like to see improved about the current program?

Answer: More initiative to suggest or provide ideas, services to our employee group. Regular meeting schedule to review utilization and better communication regarding program as a whole.

END OF ADDENDUM No.1