



**Request for Proposals No. 2024-052
Employee Assistance Program**

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ADDENDUM No. 1

ISSUE DATE: January 8, 2024

Responding Offerors 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 Offerors in the RFP document.

Question/Answer Section

1. **Question:** Would you be open to sharing or making the current EAP agreement public, along with pricing details?
Answer: Submit a Public Records Request for this information. The link is below:
<https://www.unioncountync.gov/government/departments-f-p/public-communications/public-record-request>
2. **Question:** Are you able to provide insights into the utilization data from the current EAP service provider? (Specifically, the number of employees who utilized services such as mental health counseling, SAP, family counseling, etc., within the previous calendar year.)
Answer: Greater than 200 counseling sessions representing around 100 cases in the last contract period.
3. **Question:** Is it possible to review any feedback from employees who have utilized EAP services? This includes their positive experiences with the current provider and any highlighted areas for improvement, such as response times or the quality of counselors.
Answer: The feedback that we have received to date has been positive.
4. **Question:** Why is Union County going out to bid?
Answer: The current contract is up, and it is time to put it out for proposals.
5. **Question:** Please provide more information on Union County's EAP utilization. What was the utilization rate in 2022? 2023?
Answer: Greater than 200 counseling sessions representing around 100 cases in the last contract period.
6. **Question:** How many sessions were used in 2022? 2023?
Answer: Greater than 200 counseling sessions representing around 100 cases in the year.
7. **Question:** How many training hours were used in 2022? 2023?
Answer: N/A
8. **Question:** How many critical incident hours were used in 2022? 2023?
Answer: 2023 = 4 hours
9. **Question:** What is the current EAP pricing? How many employees is this pricing based on?
Answer: Refer to Question 1.
10. **Question:** Pg. 6, 4.2 C: Are you referring to supervisor training to educate the Program Administrator on how to use the EAP and unlimited management consultations which provides them with advice in the moment on how best to use the EAP?
Answer:
 - a. Yes, supervisor training is for both the Program Administrator and kick off sessions with the Management population & employee population to review program and what is offered.
 - b. Unlimited management consultations would be with our management population to discuss and review EAP options & discuss the potential ways EAP could assist them and/or their employees.

11. **Question:** Pg. 6, 4.2 H: Please confirm that you are not looking for a smoking cessation program, but instead counseling to assist those going through this program already.
Answer: Correct, however if you have materials on a smoking cessation program, we would like to review and/or see the materials.
12. **Question:** Pg. 7, 4.2 V: Are you asking for 4 hours or 4 sessions of onsite critical incident response per year? If sessions, please specify the number of hours included in a session since these are typically priced per hour.
Answer: Four (4) sessions per year for onsite critical incident responses; the time of sessions would depend on the need of the critical incident and those employees involved. Please provide your hourly rate for these services.
13. **Question:** Pg. 8, 4.2 W: Please confirm that you do not want SAP and DOT service included in the pricing.
Answer: If you provide this service, please include this pricing.
14. **Question:** Do you want Work-Life Services including Legal and Financial Services included in the pricing?
Answer: Yes, it is recommended to provide this information.
15. **Question:** Appendix A: Please provide additional information as to how you would like this Price Form completed. Would you like us to write on this actual form or attach a separate document addressing the questions?
Answer: It is recommended to provide pricing in a separate easy to read document.
16. **Question:** How long has the current Vendor been providing EAP services to Union County?
Answer: Since July 2023
17. **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.
18. **Question:** Why are you requesting this RFP at this time?
Answer: Refer to Question 4.
19. **Question:** What is Union County currently paying for their EAP services? N/A – refer to question #1
- a. Based on how many employees?
Answer: Per RFP Section 4.1 = approximately 1,300 employees
- b. Based on what session model?
Answer: RFP specifically states the EAP provider would provide employees with 6 free visits per occurrence; critical incidents included and training sessions – refer to RFP Section 4.2 for Program Requirements
20. **Question:** What was the total dollar spent for the EAP in the most recent contract year?
Answer: N/A – refer to question #1

21. **Question:** Can you provide recent utilization reports or provide utilization statistics? Specifically, can you provide total number of initial calls to the EAP in the most recent contract year?
Answer: N/A
22. **Question:** Can you provide the total number of EAP counseling cases in the most recent contract year?
Answer: Less than 100.
23. **Question:** Can you provide the total number of EAP counseling sessions provided in the most recent contract year?
Answer: Greater than 200.
24. **Question:** Can you provide the average number of EAP counseling sessions provided per counseling case in the most recent contract year?
Answer: Less than 5.
25. **Question:** Can you provide the total number of EAP counseling cases in the prior contract year?
Answer: N/A
26. **Question:** Can you provide the number of orientations, training, benefit fair 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 the new hire orientation sessions monthly. Regarding training hours, I would say potentially 2 hours. The annual Employee Expo occurs in September – representatives from EAP will attend (approximately 5 hours).
27. **Question:** How many hours are included annually in the current contract?
Answer: 2 hours.
28. **Question:** Are include hours part of a bundle or per type of event? Please share details.
Answer: Depends on the need but typically 2 hours for training.
29. **Question:** How many Critical Incident events were responded to in the most recent contract year?
Answer: Approximately 5 or 6.
30. **Question:** How many Critical Incident events were responded to in the prior contract year?
Answer: Approximately 5 or 6.
31. **Question:** How many hours of Critical Incident support were provided in the most recent contract year?
Answer: Approximately 30 hours.
32. **Question:** How many hours of Critical Incident support were provided in the prior contract year?
Answer: Approximately 30 hours.
33. **Question:** How many hours of on-site Critical Incident support are currently provided in the contracted rate?
Answer: In our current contract they are unlimited.

34. **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: Printed brochures are given to our new hires when they first join the County as part of a welcome packet, and we also provide to our local medical provider who partners with Union County employees. I would say approximately 300 to 400 brochures would be needed in total.
35. **Question:** Regarding 4.2.C. – “Provide unlimited training and consultation for the Program Administrator.” Please confirm that by 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 general training for the Program Administrator to understand the processes, etc.
36. **Question:** Regarding 4.2.D. – please confirm if the session model is 6 per year or 6 per issue per year.
Answer: 6 per issue per year.
37. **Question:** Regarding 4.2.N. – Can these educational seminars be provided virtually, or must they be in-person?
Answer: Yes, they can be provided virtually.
38. **Question:** Can Union County share what trainings were conducted in the last year of the current agreement?
Answer: None have been conducted as of today, however information sessions were provided to employees and managers on the benefits of programs. Additional trainings are in the works for the Spring of 2024.
39. **Question:** Are these seminars one (1) hour in length?
Answer: Typically, yes.
40. **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, the EAP vendor can suggest topics.
41. **Question:** 4.2.S. – Can Union County provide more detail regarding the number of hours expected/required annually for participation in Wellness events?
Answer: Employee Expo is an annual event that occurs in September. Approximate time would be 4 to 5 hours.
42. **Question:** 4.2.V. – “The EAP provider shall provide up to four (4) timely sessions per year on an as needed basis for emergencies, including critical incident stress debriefing, or crisis response needs” – with regard to the reference to “four (4)” is this four hours, or something else?
Answer: This would be 4 sessions. Timing can range from 1 hour to 2 hours. Would depend on the response needed.

43. **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, provided by EAP
44. **Question:** How many SAP requests were there in:
Answer:
a. 2022 – N/A
b. 2021 – N/A
45. **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: Please provide both.
46. **Question:** Is the initial training and annual re-orientation virtual or in-person? Is there a preference?
Answer: If EAP vendor is local to our Union County office, we would prefer in- person training, however if not local, virtual option is ok.
47. **Question:** Are licensed professional EAP counselors classified as key personnel and will their resumes need to be provided as part of the submission?
Answer: Please refer to RFP Section C 5.3.3 – Staff Information and Credentialing.
48. **Question:** Will you be providing a job description for the EAP counselors?
Answer: Please refer to RFP Section 4.2 Program Requirements. The Program Administrator would be available to address any follow-up questions on services.
49. **Question:** Will EAP counseling be done virtually or in-person or both?
Answer: Both
50. **Question:** Is there a page count for the submission?
Answer: No
51. **Question:** Would the sample materials be information pertaining to course description and advertising?
Answer: Yes, and all the above.
52. **Question:** 4.2 PROGRAM REQUIREMENTS
C. Provide unlimited training and consultations for the Program Administrator at no additional charge to the County.
Can you clarify what is meant by ‘unlimited training’ for the Program Administrator. We understand the consultation piece. However, we are unclear what is meant by training in this context as we see other sections specify requirements on orientations, re-orientations, and educational seminars.
Answer: This training is for the Program Administrator only to receive additional support training on the programs/processes of EAP vendor. The orientations are usually what we do to kick off the program/introduce EAP Vendor and the services provided, etc.

END OF ADDENDUM #1