

July 21, 2021

ADDENDUM 1

To: All Prospective Offerors
From: Scott Bachtell, Supervisor of Purchasing
Reference: Bid 2022-01 Employee Assistance Program (EAP) Administration

Proposal Due Date & Time: July 29, 2021 by 1:00 PM EST

This addendum is being issued to provide additions, corrections, clarifications and answers to certain questions raised referencing the original RFP packages and any resultant contracts for the above bid.

Questions:

1. Question: How many total employees will be covered? Are your temporary and part time employees (beyond the 3200 count provided in the RFP) covered under the EAP at no charge?

Answer: Yes all employees are covered and are included in the secure census eligibility file. Part time employees receive access.

2. Question: Please provide the current rate and a rate history throughout the contract term for the EAP.

Answer: One rate through contract. \$15.60 PEPY (listed in RFP)

3. Question: Is there a budget allotment or a not to exceed amount for your EAP?

Answer: No

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

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

**Answer: Educational Seminars/training hours - 6 hours per year contract year
Supervisor trainings - 5 per contract year
Health Fairs- included
CISD- unlimited
Monthly online webinars included**

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

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

**Answer: 2019 - Health fairs 2
2020 - Trainings 3
Critical Incident Stress Debriefings -0**

Monthly free webinars- Unknown - The link is shared each month with the HR contact person, that person shares the link with all the employees. No data is provided to the AM on this.

6. Question: Please provide copies of 2019 and 2020 EAP utilization reports. Note that we received the 1st quarter 2021 report, however we would like to have at a minimum one full year of utilization on which to base our proposal.

- If reports are not available, please provide the following for each of the last 2 years:

Answer: Will provide to vendors with intent to bid. Please email (cheri_herschman@ajg.com) with copy to Scott Bachtell (bachtsco@wcps.k12.md.us) to request the information.

7. Question: Please provide insight into the condition of the workforce. Are there specific issues facing your workforce (i.e. stress, morale, etc.) and HR? Have there been any major events in the last year (i.e. reductions in force, critical incidents, etc.)?

Answer: This is a school system so the typical issues faced in this population are present. There was plenty of events, issues, and concerns around COVID.

8. Question: Is your EAP Helpline currently answered by customer service representatives or by clinical personnel?

Answer: Our 24-hour call center is answered by master's level clinicians

9. Question: What are the top 3 most important services you want from your EAP?

Answer: Network access, relevant resources, quick response for employer and employee

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

Answer: Yes

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

Answer: Telephone interview

12. Question: Who is your health plan provider and is the plan self-funded?

Answer: CIGNA, self-funded

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

Answer: Please see the answer to number 19

14. Question: There are a number of requirements and questions that concern claims and premiums received, deductible and annual out-of-pocket limit credits, and the like. These are more aligned with other types of medical coverage, as they are not applicable to an EAP. Can you advise as to how we should address these?

- Example: SECTION V- STATEMENT OF NEEDS - 2. Provide necessary and appropriate program administration and services, including but not limited to, maintaining payment record; capable of the wire transferring of funds; capable of making payment of providers directly; furnish monthly accounting statements and employer showing enrollment, *premiums received, and list of expenses charged.*

Answer: Please disregard

15. Question: Section V - 7. Provide WCPS with a detailed annual accounting showing all expenditures. As part of any and all reporting requirements, the Contractor shall provide full financial disclosure and any and all information relative to the contract.
- It is not generally required of an EAP to disclose all expenditures. This is more a requirement of a medical insurance. Can you confirm this requirement for the EAP? If so, can you provide sample documents of the charges you wish to see?

Answer: Please disregard

16. Question: Attachment A, Tab: Carrier Information
- #6 asks for Claims information. EAPs do not have claims, can you advise on how to answer this question?
 - #8 states Technology Funding. Can you provide details of what technology funding refers to and what you are requesting here?

Answer:

a. # 6 should be addressed response time on healthfair/event support, critical incident support and reporting requests

b. This should include any funding that would be made available to do educational videos, information sessions, or funds available to use for other services just as decision support tools.

17. Question: Attachment A, Tab: Network
- Line 5, number of providers
 - i. Please define the geographic area for this total (statewide, county, city, zip code?)
 - Lines 6-8
 - i. Please define the geographic area for these numbers, ie, the primary zip code of the WCPS campus from which to base the number of providers within xx miles.

Answer: Use zip code 21740 and run the network within the mileage stated

18. Question: Why is WCPS out to bid?

Answer: Contract end

19. Question: Where is their satisfaction level with INOVA?

Answer: Satisfied

20. Question: Have they had any service issues? If so, please explain.

Answer: No

21. Question: How long have they been with this vendor?

Answer: 5 years

22. Question: How many EAP counseling sessions are included in the current program?

Answer: 6 face to face

23. Question: Regarding trainings, how many onsite training hours are currently included in their program? How many did they use last year?

Answer: Please see the answer to number 22

24. Question: In the same vain, for critical incidents (i.e. a natural disaster, ee fatality, layoffs, etc) what type of support does their current program allow for? How many annual onsite hours are built in? How many events did they have last year?

Answer: Please see the answer to number 22

25. Question: What is the current rate on their program?

Answer: Please see the answer to number 22

26. Question: What has utilization looked like for their current program? Are they satisfied with the program?

Answer: Please see the most recent utilization sent in secure email. They are satisfied with the program.

Sincerely,

Scott Bachtell

Scott Bachtell

Supervisor of Purchasing

cc: Tricia S Riley, Supervisor of Employee Benefits

Cheri J. Herschman, Area Senior Vice President - Gallagher Benefit Services, Inc

To request EAP utilization reports, please email (cheri_herschman@ajg.com) with copy to Scott Bachtell (bachtsco@wcps.k12.md.us).

This Addendum is four (4) pages