

CHATHAM COUNTY PURCHASING DEPARTMENT
ADDENDUM NO. 1 TO RFP#18-0069-7

FOR: Annual Contract to Provide Employee Assistance Program Services

PLEASE SEE THE FOLLOWING ADDITIONS, CLARIFICATIONS AND/OR
CHANGES:

1. **Question:** Why is the EAP contract out to bid at this time?
Response: The County has historically contracted for EAP service. The current contract has reached its final year.
2. **Question:** How long has the current EAP provided services for Chatham County?
Response: The current EAP has provided services for the past five (5) years.
3. **Question:** Are there particular service delivery areas where you would like to see changes or improvement? If so, please explain.
Response: None noted at this time.
4. **Question:** What is the current per employee rate paid to the current provider? What was the total amount paid to the provider during the last contract year?
Response: The current contract compensation is \$8.00 per employee per year.
5. **Question:** May vendors receive copies of the EAP utilization reports for the last three years?
Response: Previous years utilization reports are posted along with the bid document at purchasing.chathamcounty.org under open bids.
6. **Question:** What is the projected start date of services once the contract is awarded?
Response: Services under the new contract should be started in October/November timeframe.
7. **Question:** How many mandatory supervisory referrals were made during the last three contract years?
Response: The information is presented in the annual utilization reports.
8. **Question:** How many onsite CISD sessions were provided during the last three contract years?
Response: There have been no CISD sessions in the last three years.

9. **Question:** Is the current vendor providing Fitness for Duty evaluations and/or Substance Abuse Professional evaluations per DOT regulations? If so, how are they billing for these services? Will the awarded vendor be expected to provide either or both of these services?
Response: The current vendor provides fitness for duty and SAP evaluations. Both services are included as a part of the contract.
10. **Question:** The RFP refers to an assess and refer model. Please confirm that only one session is covered cost-free to employee/family member under the EAP. If additional EAP sessions are covered please confirm the model, i.e. number of free sessions per employee and dependent each year under the EAP
Response: The current EAP provides 6-8 sessions cost-free to employee and any member of the employee's household. The County would like to maintain the 6-8 session model.
11. **Question:** What is the number of covered employees?
Response: The total number of covered employees is 1800.
12. **Question:** ***Please Note: In non-emergency cases, the County desires a minimum turn-around time of 1 hour on employee calls**** What does this 1 hour turnaround time refer to? Time to provide telephonic assessment? Time to provide referral? Something else?
Response: In non-emergency cases, the County desires a minimum turn-around time of 1 hour to make contact, provide telephonic assessment and an appointment or referral as necessary.
13. **Question:** How many onsite training hours were utilized in 2016?
Response: 10 onsite training hours were utilized in 2016.
14. **Question:** How many webinar training hours are included in the current contract? How many hours were utilized in 2017?
Response: Webinar training hours are not a part of the current contract.
15. **Question:** How many hours of critical incident response are included in the current contract? How many hours did the County utilize in each of the last 3 years?
Response: The current contract calls for as many critical incident responses as needed. The County has not utilized any hours over the last three years.
16. **Question:** How many health fairs/open enrollment events is the EAP vendor expected to attend? How many hours is each event?
Response: Approximately 2 events occur each year during which the EAP vendor is expected to attend and participate. One event is 5 hours, the other is 2 hours.
17. **Question:** Is the medical plan self-funded?
Response: Yes

18. **Question:** Who answers the helpline currently? Master's level counselors or customer service reps?

Response: During daytime working hours, the helpline is answered by a specifically trained Administrative Assistant with Master's level counselors available for crisis situations. After working hours, on weekends and holidays, the helpline is answered exclusively by a Master's level counselor

**THE PROPOSAL DUE DATE REMAINS 5:00
PM, AUGUST 30, 2018.**

PROPOSER IS RESPONSIBLE FOR MAKING THE NECESSARY CHANGES.

August 16, 2018

DATE



MARGARET H. JOYNER
PURCHASING DIRECTOR
CHATHAM COUNTY