



**ADDENDUM NO. II**

**DATE:** August 9, 2021  
**TO:** All Potential Proposers  
**FROM:** James McKeehan, Assistant Purchasing Agent, City of Knoxville  
**SUBJECT:** Addendum No. II RFP - Employee Assistance Program  
**PROPOSALS TO BE OPENED:** **August 13, 2021**

This addendum is being published to provide clarification regarding the above referenced ITB. This addendum becomes a part of the contract documents and modifies the original specifications as follows:

Items for Clarification:

**The Deadline for proposals to be received has been extended to August 13, 2021 at 11am Eastern Time**

1. Is the City's current EAP program a 10-session model and was this session model in place for the entire utilization reporting period of 1/1/2019-12/31/2020?  
**Yes, the ten session model was in place for the entire period.**
2. Is there currently an onsite counselor in place at the City, and are they there for 20 hours a week?  
**Yes, there is an on-site counselor and they are on-site 20 hours per week.**
3. If there is a current onsite counselor, do they primarily spend their time doing face to face counseling or is the onsite consultant have availability to conduct seminar trainings for City employees and any of the police required annual trainings?  
**Yes, they do primarily spend their time doing face-to-face counseling, but also provide training when available.**
4. Is the in-service 40 hours of training for POST requirements broken up throughout the year or done in groups with maximum attendance counts?  
**It is throughout the year, and with maximum attendance as possible.**
5. Just to confirm, we don't need to include the 40 hours of annual police training in the EAP PEPM fee, correct?  
**Correct. There is some training requirement—one hour that may be a request if needed.**
6. Are you asking for the EAP vendor to provide the annual mental health training for police officers (required by POST), and is the training for 30 minutes or 1 hour per year?



**The requirement is 30 min but KPD does one hour. This may be an area we need assistance and if we can use training hours that would be preferable.**

7. Is your current EAP provider facilitating the 40 hour police training and mental health training each year? The RFP lists local resources used and free of charge today.

**No. 30 minutes is the requirement. KPD offers one hour and we use local resources. This could be a potential training for EAP in the future.**

8. The utilization reports do not include total hours used details on any hours of police trainings for POST requirements. Can additional reporting be provided?

**Reporting is attached for all additional onsite trainings.**

9. For the Police Department required annual mental reviews, what percent use their own health provider and what percent use the EAP for evaluation?

**At present the training is provided through local resources**

10. If the EAP is used for police annual mental reviews, is a specialized provider used, is the evaluation in person at providers office, and how long is each review?

**A KPD officer can use any provider they wish. The only requirement is an employee-signed affidavit stating they received the annual check-in.**

11. Regarding Police Department required annual mental review, what is the average cost per evaluation, and are those funded by the police department budget or is there cost sharing?

**The employee does this on their own and can utilize any provider—EAP or through the health plan. The only requirement is an employee-signed affidavit stating they received the annual check-in.**

12. The pricing grid (S-3 document comparison tab) does not include a separate section for the options requested for annual police training requirements, psychological reviews, and Substance Abuse Professional services. Can we simply add the options we are quoting at the bottom of the comparison spreadsheet? From the prior issued RFP for 2016, there were separate sections included for vendors to submit various police pricing components.

**Yes. Please add the options you are quoting at the bottom of the comparison spreadsheet.**

13. Under Scope of Service 5.1 there is a bullet about crisis intervention... does the current provider include a bank of critical incident onsite hours in their EAP PEPM rate, or are hours billed back on a fee for service basis when utilized?

**Yes. A bank of hours are available but rarely utilized.**

14. CIR hours are always available on a fee for service basis, or we can embed a certain number of hours into the PEPM rate. How many CIR hours per year, if any, would you like embedded in the quoted PEPM fee?

**The current contract includes 12 hours per calendar year.**



15. Can additional reporting be provided on utilization of onsite hours for Seminars and Critical Incidents used per year? The current utilization report provided in the addendum does not include usage information.

**Additional reporting is attached.**

16. Are you working with a broker on this RFP? If so, who is the broker of record?

**The city uses a consultant and that contract is separate from this contract. They do not receive funds from this EAP contract.**

17. What is the current PEPM the City of Knoxville/ Knoxville Area Transit is paying for your current EAP program through ENI's NexGen EAP? Based on how many employees?

**During an active procurement the City does not provide current rates or budget figures. Our intention is that each proposal will represent the firm's best possible rates.**

18. Please confirm that 1,752 employees are to be eligible for the EAP under a new contract.

**Per Section 3 the City and KAT averages approximately 1,752 eligible employees. The number of eligible employees is subject to fluctuation.**

19. Why is the City of Knoxville/ Knoxville Area Transit going out to bid for a new EAP?

**The term of the current contract is expiring.**

20. What are City of Knoxville/ Knoxville Area Transit's top three cost drivers?

**Please see the attached Consultative Analytics (Also included in Addendum 1)**

21. What are City of Knoxville/ Knoxville Area Transit's biggest pain points with their current EAP through ENI's NexGen EAP?

**The City is required to market contracts. This contract is marketed every 3-5 years to ensure we are receiving the best value for the services provided.**

22. How does City of Knoxville/ Knoxville Area Transit currently communicate with their members?

**Mostly email, however there is one large department that does not have email.**

23. How often have employee/manager trainings been utilized in the past?

**Please see the attached Consultative Analytics (Also included in Addendum 1)**

24. What is the employee/manager training strategy going forward?

**That is unknown at this time. We will get with our newly formed HR Department and discuss a strategy for using manager trainings going forward.**

25. Does ENI's NexGen EAP include a bank of CIR/ CISD hours? If so, how many?

**The current contract allows for 12 hours per calendar year.**

26. How many of those CIRs/ CISDs have been used in the past year or two?



**Please see the attached Consultative Analytics (Also included in Addendum 1)**

27. Please confirm that the total number of employees with access to the EAP is 1,752.

**Per Section 3 the City and KAT averages approximately 1,752 eligible employees. The number of eligible employees is subject to fluctuation.**

28. How long has NextGen EAP been providing services to the city of Knoxville?

**NextGen has been the provider since 2017**

29. Why is the city going out to bid at this time?

**The term of the current contract is expiring.**

30. Please confirm the maximum number of counseling sessions (10?) that employees receive under the current program.

**Yes, the current number of visits allowed is up to 10 visits per issue per member per year.**

31. Please describe any other services besides counseling that are included in the current EAP e.g. access to attorneys for legal support, wellness, etc.

**Please see the attached Consultative Analytics (Also included in Addendum 1)**

32. If work-life services are available to employees, are these service provided through a toll-free number or online only?

**Currently they are available online and by phone**

33. What is the current Per Employee Per Month rate or annual contract dollar amount?

**During an active procurement the City does not provide current rates or budget figures. Our intention is that each proposal will represent the firm's best possible rates.**

34. Can the city provide a current utilization report?

**Please see the attached Consultative Analytics (Also included in Addendum 1)**

35. Is the city satisfied with the utilization of the current program?

**Yes**

36. Can the city provide an employee census (zip codes only) in order to produce a Geographic Access report?

**An employee census is attached.**



37. How many hours of on-site Critical Incident Stress Management sessions, if any, were conducted over each of the last three contract years?

**Please see the attached Consultative Analytics (Also included in Addendum 1)**

38. Please describe the day-to-day involvement and responsibilities of the current licensed professional that works onsite 20 hours per week.

**There are warm transfers from the city's onsite clinic housed on the same floor as the onsite provider as well as seeing City employees for EAP related issues at a convenient location for employees.**

39. How many training hours were used each of the last three years?

**Please see the attached utilization report.**

40. What is the total number of training hours included in the city's current contract on an annual basis?

**The current contract allows for 12 hours per calendar year.**

41. What is the total number of training hours for employee and supervisor orientations, brown bag seminars, open enrollment sessions, and other sessions that the city anticipates would be required annually?

**Typically we have 3 Pre-Retirement Seminars every year where we use 30 minutes each, plus a quarterly education class every quarter at 3 different locations at approximately 45 minutes each. So at the most, around 12-15 hours.**

42. Please share the Vendor Analysis form referenced on page 23 of the PDF, section 2, question #22.

**Please see the attached Consultative Analytics (Also included in Addendum 1)**

43. Please confirm option 1 – electronic submission of proposal is acceptable.

**Yes electronic submission as described in the RFP is acceptable.**

44. Would you like the set up to be: (a) 5 days per week, 4 hours each day or (b) Two full 8 hour days plus one 4 hour day each week?

**The City can be flexible on this set up and will gladly work with the provider and assist in communication of hours.**

45. While the RFP does not specify to the contrary, will you consider a proposal that is based on a fee-for-service model vs. the traditional per-employee-per month (PEPM)?

**The City's preference is that each firm quote the same format as other vendors but if they want to offer an alternate option, we will consider it.**



**END OF ADDENDUM NO. II**