

ADDENDUM NO: 1
Questions and Answers

RFP# 160338: Employee Assistance Program Services

DEPARTMENT: Human Resources

REASON FOR ADDENDUM: Questions and Answers

RFP DUE DATE: DECEMBER 7, 2017, 4:00 pm, est

INSTRUCTIONS:

To acknowledge having received the information provided on all pages of this Addendum, complete and sign one (1) copy of this Addendum cover page and return it to the Purchasing Department with your sealed proposal. Keep a copy for your records.

PRINTED NAME: _____

SIGNATURE: _____

DATE: _____ COMPANY: _____

If you have already submitted your proposal, you are permitted to mail this completed and signed form, alone and clearly marked as a signed addendum for "RFP 162602 Employee Assistance Program Services" to:

PURCHASING DEPT., ATTN: D. KEYLON
101 EAST 11TH STREET, SUITE G-13
CHATTANOOGA, TN 37402

If you have already submitted your proposal, you are also permitted to e-mail this completed and signed form, clearly marked in the SUBJECT line as a "Signed addendum for RFP 162602 Employee Assistance Program Services" to: dmkeylon@chattanooga.gov; **Please remember that proposals must be sealed to be valid, and submission of any part of your proposal other than this single, completed and signed, page by e-mail (with a proper subject line for identification) could result in elimination of your proposal. This is because e-mail is not sealed.**

Deidre Keylon, dmkeylon@chattanooga.gov
Phone (423) 643-7231
Fax: (423) 643-7244

[RETURN A COMPLETED AND SIGNED ADDENDUM 1 COVER PAGE WITH YOUR PROPOSAL](#)

ADDENDUM #1
QUESTIONS AND ANSWERS
FOR RFP #162602 Employee Assistance Program Services

Questions for the EAP RFP

- 1. Who is your incumbent provider? For how many years?**
LifeServices is the current vendor. About four and a half.
- 2. Please provide a copy of the 2016 EAP utilization report so we can evaluate current use and opportunities to improve to programs outcomes.** If this is to be provided, it will be provided in a separate Addendum. Please check the list of documents for this solicitation again to see if a separate document is available.
- 3. Please provide a summary of training and on-site services provided by the EAP in 2016.** The current vendor has presented informational sessions on the following topics: Drug and Alcohol awareness, Crisis management, Reasonable Suspicion Training, Stress management and other topics as we requested.
- 4. What is the current PEPM paid for the EAP.** The current cost is \$1.20 per member per month. This includes all services.
- 5. How many first responders are in the total employee population number of 2792?** We have a total number of 888. There are 484 Police and 404 Firefighters.
- 6. How long has the City contracted with the incumbent?** The City has contracted with Life Services EAP since 2/1/2013 (5 year total contract).

7. Does the City use home mailings to communicate benefits with employees and their families?

Yes, the City does use home mailings to communicate benefits along with internal and web-based communication.

8. Please provide a word version of the City's standard terms and conditions.

There is no such version available to anyone, as the standard terms and conditions are updated as needed and posted by the City Attorney's Office. Please review this at www.chattanooga.gov, then Purchasing, then Standard Terms & Conditions.

9. Who is their current EAP vendor? LifeServices is the current vendor

- a. What is their annual EAP spend?** Approximately \$36,600 per year.
- b. Why are they out to bid? Is there a specific issue of dissatisfaction with their current vendor?** The City's current Administration and Purchasing requirements are that an RFP must be done periodically to satisfy contract term limitations. Dissatisfaction...not to our knowledge.
- c. How many onsite trainings do they have included in their current EAP program?** This question has not been answered at this time.
- d. How many onsite critical incident response hours do they have included in their current EAP program?** The hours are as needed.
- e. Are onsite orientations necessary? Will webinars be entertained for orientation and or our company website for orientations?** The City will be open for all possible suggestions and proposals.

10. We are a national company with 22,000 providers nationwide. Does the City prefer a local EAP vendor? The City is looking for an EAP provider that can provide the services we require at a competitive price.

11. Regarding the requested quarterly training sessions regarding services offered:

- a. **Are these training sessions preferred on site or via webinar?** We are looking at all options.
- b. **If onsite is preference, how many locations would be involved and what hours of the day?** All training sessions would be during normal business hours of Monday - Friday between the hours of 7:00am and 5:00pm.

12. Regarding references that we provide you, do you prefer City government reference or would you prefer some of our other market sector references? The City would like both but please include those from government.

13. I understand responses to my questions will be posted on the site. Will an email with responses be also sent to me? No. It is the vendors' responsibility to check the website (www.chattanooga.gov, then Bids / Solicitations (under Popular Links) periodically and forty-eight hours prior to the RFP Due Date to see whether or not Addenda have been posted.

14. Are there any service issues with your current provider that you would like to see addressed in our proposal? No service issues.

15. What certifications are you requesting for the CISD team? Since the City has just identified our need for these services and has just started developing our Peer Support Programs for both Police and Fire, we are hoping to hear your proposals and recommendations on appropriate certifications and services.

16. How many certified CISD responders do you currently utilize for services?
Please see the answer to question 15

17. How often does the CISD team come onsite? Please see the answer to question 15

- 18. Do you currently have a peer team in place?** We are in the process of developing peer support teams for both Police and Fire. This will be a new process for the City and therefore we are looking to see if an EAP provider will be able to assist us as part of their service.
- 19. What types of scenarios would the CISD team consult with the FD and PD peer teams about?** Terrorism attacks, catastrophic events, mass shootings, etc.
- 20. What role does the current EAP play in substance abuse treatment planning?** They provide training for Reasonable Suspicion training as well as Drug and Alcohol training for all management.
- 21. Are you satisfied with the level of personal service that the current vendor has provided?** The City has been satisfied with our overall services based upon our current contract. However, there has been an additional need identified for our Police and Fire departments which we are hoping an EAP provider can assist us with.
- 22. In the Background (Section I), it states that the “current vendor provides personnel on-call 24 hours a day, 7 days per week for emergencies”; how important is it that the City receive these services locally and on-site (versus telephonically)?** We have several jobs that are staffed 24 hours a day 365 days a year to include Police, Fire, and Public Works. These departments occasionally have a need for onsite services for catastrophic events. Every instance must be handled on a case by case basis. Often it can be handled telephonically, but some instances just need to be personal.
- 23. In Section VII – Scope of Services, the RFP states that the City “would like to enhance the current program by adding additional services with a focus on our Fire and Police staff”. Has the City anticipated and approved budgeting more for EAP services in regards to these enhancements?** This is part of the evaluation of proposals.

24. Is the City envisioning having two separate programs/service offerings - employee and then police+fire? If so, what is the total budget allocated for these programs? The City is willing to see what proposals are offered. Our current budget is \$36,600 a year.

25. How many critical incidents requiring an onsite CISD have there been in the past two plan years? There has been two incidents.

26. How many SAP evaluations have you had in the past two plan years? We have had three to five SAP evaluations.

27. How many DOT Drug Free Workplace trainings are requested each year? The City does not participate in the TN Drug Free Workplace.

28. How many hours of Employee and Supervisor EAP orientation sessions are requested each year? Would you like these to be delivered in-person, via webinar, or via an on-demand recording? For orientation sessions, on-demand recording is acceptable.

29. How many hours of Employee/Supervisor trainings (i.e. stress management, financial wellness) are requested each year? Would you like these to be delivered in-person, via webinar, or via on-demand recording? We are looking to the proposals for suggestions.

30. Are you requesting mandatory referrals with compliance monitoring, or is this EAP self-referral only? We are requesting both EAP self-referral and mandatory referral with compliance monitoring.

31. Is the City of Chattanooga currently receiving Work-Life Services, other than on-line resources, i.e. telephonic consultation and referral for Child Care, Elder Care, etc.? If not, would the City of Chattanooga like to see an enhanced Work-Life Services offering included in the quote to be

submitted? We would like to hear about all services proposers are willing to offer.

32. Is the City of Chattanooga currently receiving Financial Consultation Services, i.e. telephone-based financial advisory services provided by qualified financial planners? No, but we would be interested.

33. We generally provide promotional materials in electronic format only. Will this meet the City of Chattanooga's requirements? If not, how many printed brochures should be provided annually? We would need printed material as many of our employees do not have access to email or computers. We would estimate around 2500 annually.

34. Within section VII you reference - 7. Do you have a comprehensive website and/or app that provides access to up-to- date information on a variety of topics including online training modules? With regard to online training modules, do these need to offer some form of completion acknowledgement and possible notification (similar to a LMS System)? Or, are you just asking that the website offer online training resources related to a range of topical areas? We would like online training resources to be available and it would be an added benefit if there would be a way to offer acknowledgment upon completion.

35. Within Section VI you reference – “Please provide the plan & accreditation status.” Can you confirm the current plan's accreditation status? Is there a specific accreditation status you are seeking, and if so, what is the reasoning for why accreditation is necessary? (With the use of Master's Level Counselors, experience/skill levels, often exceed accreditation levels.) We would like for proposers to explain their services and the accreditations they require.

END