

**ADDENDUM NO: 2**  
**Questions and Answers, Part 2 of 2**

**RFP# 160338:** Employee Assistance Program Services

**DEPARTMENT:** Human Resources

**REASON FOR ADDENDUM:** QUESTIONS AND ANSWERS, Part 2 of 2

**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](mailto: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](mailto:dmkeylon@chattanooga.gov)  
Phone (423) 643-7231  
Fax: (423) 643-7244

**RETURN A COMPLETED AND SIGNED ADDENDUM 1 COVER PAGE WITH YOUR PROPOSAL**

**ADDENDUM #2**  
**QUESTIONS AND ANSWERS**  
**FOR RFP #162602 Employee Assistance Program Services**  
**Part 2 of 2**

**Question 1:** Who currently provides EAP services to the City of Chattanooga? For how many years?

- You indicate a desire to enhance the current program, do you believe this will require a change in vendors, or do you believe that the current vendor will be able to meet your desired enhancements?

Answer: LifeServices EAP is our current vendor. They have been our vendor for about four and a half years. We won't be able to answer the question regarding a projected future solution, as this solicitation process is not complete.

**Question 2:** What is the City of Chattanooga currently paying for their EAP services? Based on how many employees?

Answer: The total annual spend for service provision to 2325 benefit eligible employees was \$33,264.

**Question 3:** What was the total dollar spent for the EAP in 2015 and in 2016?

Answer: The annual budget was \$36,600.

**Question 4:** 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?

Answer: Answered in Q&A Addendum 1. Please refer to that document. It is posted with the main solicitation document.

**Question 5:** Is the City of Chattanooga currently receiving Legal Consultation Services, i.e. 30-minute consultation with an attorney; beyond the consultation, attorney services offered at a 25% discount?

Answer: We do have legal consultation, and a user discount of 25% off of services, as part of our current services.

**Question 6:** Is the City of Chattanooga currently receiving Financial Consultation Services, i.e. telephone-based financial advisory services provided by qualified financial planners?

Answer: Answered in Q&A Addendum 1. Please refer to that document. It is posted with the main solicitation document.

**Question 7:** Why are you requesting this RFP at this time?

Answer: Answered in Q&A Addendum 1. Please refer to that document. It is posted with the main solicitation document.

**Question 8:** Can you provide recent utilization reports or provide utilization statistics?

Answer: Please see available information in Appendix A, attached.

**Question 9:** Specifically, can you provide total number of initial inquiry/assessment calls to the EAP in 2016?

Answer: Please see available information in Appendix A, attached.

**Question 10:** Can you provide the average number of sessions provided per case in 2016?

Answer: Please see available information in Appendix A, attached.

**Question 11:** Can you provide the total number of in-person EAP sessions provided in 2015 and in 2016?

Answer: Please see available information in Appendix A, attached.

**Question 12:** Can you provide the total number of EAP cases in 2016?

Answer: Please see available information in Appendix A, attached.

**Question 13:** 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?

Answer: Answered in Q&A Addendum 1. Please refer to that document. It is posted with the main solicitation document.

**Question 14:** Can you provide the number of training hours provided in 2016? How many of those hours were provided in-person?

Answer: Please see available information in Appendix A, attached. We don't currently track the hours of in-person training.

**Question 15:** Can you provide the number of orientation hours provided in 2016? How many of those were provided in-person?

Answer: This was not provided in-person. Our current vendor provided a presentation that was able to be shown at orientation.

**Question 16:** How many in-person hours are included annually in the current contract?

Answer: Our current contract is for six hours.

**Question 17:** How many Critical Incident events were responded to in 2015 and 2016?

Answer: There have been two incidents.

**Question 18:** How many hours of on-site Critical Incident support are currently provided in the contracted rate?

Answer: Our current vendor provides as needed.

**Question 19:** Of the Critical Incident events, how many were specifically to public safety?

Answer: Both of the critical incident events were specifically related to Police & Fire.

**Question 20:** Within Section VI you reference – “Please provide the plan's 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.)

Answer: Answered in Q&A Addendum 1. Please refer to that document. It is posted with the main solicitation document.

**Question 21:** Within Section VII you reference – “Promotional outreach - quarterly training sessions regarding services offered”. Should we assume that this is some form of an orientation?

- If yes, can this be delivered via webinar?

Answer: Yes and it can be delivered via webinar.

**Question 22:** Could monthly topical messages, posters and a monthly wellbeing webinar – covering a wide range of topics, meet the promotional outreach request?

Answer: Yes, and we will review and consider all proposals provided by respondents.

**Question 23:** Within Section VII you reference – “Substance use evaluations and training - provide substance use evals and treatment plan development”. Could you provide greater clarity on this request? Our website does contain certain substance use evaluation and people can research information that could constitute training. Is this what you desire?

- We can also provide Substance Abuse Professional evaluation and referral to employees, including DOT regulated. If this is what you are referring to, can you indicate how many of these types of referrals have occurred annually over the last three years?
  - Also, how many referrals are included in the current program?

Answer: We will review and consider all proposals provided by respondents.

**Question 24:** 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?

Answer: Answered in Q&A Addendum 1. Please refer to that document. It is posted with the main solicitation document.

**Question 25:** here is a conflict of information on the responses. On question #4 it states the City's current EAP rate is \$1.20 PEPM. However, under question 9 they state their annual spend is \$36,600. Could you please clarify is the EAP spend at \$1.20 PEPM for 2792 employees which equals \$40,204.80? OR has the City's budget been cut to \$36,600?

Answer: The budget is currently set at \$36,600 or \$1.20 PEPM. Only benefit eligible employees have the EAP services benefit (please see answer to Question 2).

**Question 26:** line question 23, it states that the City will be evaluating all proposals and consideration of budgeting services to enhancements will be reviewed.

Could you please provide clarity so that we can accurately provide you pricing?

1. Clarify the current spend is \$1.20 PEPM for 2792 employees totaling \$40,204.80.
2. Clarify the budget

Answer: Please see the answer to Question 25, above.

**END**

Life Services EAP

IMPACT REPORT

January 24, 2017  
PAGE

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ADDENDUM 2 - APPENDIX A

City of Chattanooga

PRINTED:

Period:

YTD:

10/01/2016 TO 12/31/2016

01/01/2016 TO 12/31/2016

I. NUMBER OF EMPLOYEES:

II. NUMBER OF PEOPLE SERVED

PERIOD

YEAR-TO-DATE

ANNUALIZED

A. # New Cases Opened

B. # Individuals Provided Consultations

D. # of Employees In Training/Project

TOTAL SERVED

17

31

30

129

157

167

245

511

2,276

III. UTILIZATION RATE \*\*

1.32%

5.67%

5.66%

IV. NUMBER OF SERVICES

1. Assessment/Follow-Up Sessions

C. Training

1. Number of Sessions

2. Number in Attendance

E. Administrative

VI. CLOSED CASES

A. Number Of Cases Closed

B. Number Of Referrals Made

\* This includes total served in Section II

\*\* II. A. "# New Cases Opened"

95

422

62

214

167

167

5

6

14.75

15.75

7.50

31

133

6

32

30.00

22.41%

IMPACT RATE \*

22.45%

10.76%

ANNUALIZED

YEAR-TO-DATE

PERIOD

C. # Supervisors Provided Consultations

0

1

2. Phone Contacts with Individuals

3. Phone Contacts with Supervisors

0

0

1

0

A. Clients with Open Cases

B. Consultations to Supv

E. Administrative Contacts

3

12

V. NUMBER OF HOURS SPENT

A. Clients with Open Cases

1. Assessment/Follow-Up Sessions

2. Phone Contacts with Individuals

3. Phone Contacts with Supervisors

B. Consultations to Supv

C. Training

4. No Shows/Cancellations/Other Contacts

65

270

95.00

422.00



54.00  
 0.00  
 0.50  
 4. No Shows/Cancellations/Other Contacts  
 25.50  
 112.75  
 D. Project Contacts  
 D. Projects  
 0  
 0  
 0.00  
 0.00  
 E. # of visits to WorkLife Services  
 41  
 183

## Life Services EAP



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## City of Chattanooga

PRINTED:

Period:

YTD:

10/01/2016 TO 12/31/2016

01/01/2016 TO 12/31/2016

PROMOTION ACTIVITIES

Description

Date

10/20/2016

Brochures, Wallet Cards, Nail Files, Rulers and Magnets

## Life Services EAP

IMPACT REPORT

January 21, 2016

PAGE

1

City of Chattanooga

PRINTED:

Period:

YTD:

10/01/2015 TO 12/31/2015

01/01/2015 TO 12/31/2015

I. NUMBER OF EMPLOYEES:

II. NUMBER OF PEOPLE SERVED

PERIOD

YEAR-TO-DATE

ANNUALIZED

A. # New Cases Opened

B. # Individuals Provided Consultations

D. # of Employees In Training/Project

TOTAL SERVED

10

44

24

105

1

85

69

404

2,285

III. UTILIZATION RATE \*\*

1.05%

4.60%

4.60%

IV. NUMBER OF SERVICES

1. Assessment/Follow-Up Sessions

C. Training

1. Number of Sessions

2. Number in Attendance

E. Administrative

VI. CLOSED CASES

A. Number Of Cases Closed

B. Number Of Referrals Made

\* This includes total served in Section II

\*\* II. A "# New Cases Opened"

90

332

39

194

1

85

1

4

1.00

16.50

2.50

12

91

0

16

72.50

17.69%

IMPACT RATE \*

17.68%

3.02%

ANNUALIZED

YEAR-TO-DATE

PERIOD

C. # Supervisors Provided Consultations

0

4

2. Phone Contacts with Individuals

3. Phone Contacts with Supervisors

1

1

4

0

A. Clients with Open Cases

B. Consultations to Supv

E. Administrative Contacts

2

20

V. NUMBER OF HOURS SPENT

A. Clients with Open Cases

1. Assessment/Follow-Up Sessions

2. Phone Contacts with Individuals

3. Phone Contacts with Supervisors

B. Consultations to Supv

C. Training

4. No Shows/Cancellations/Other Contacts

32

189

90.00

331.25

	48.25
	0.00
	2.50
4. No Shows/Cancellations/Other Contacts	
	11.50
	77.50
D. Project Contacts	
D. Projects	
	0
	0
	0.00
	0.00
E. # of visits to WorkLife Services	
	34
	166

**Life Services EAP**



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**City of Chattanooga**

PRINTED:

Period:

YTD:

10/01/2015 TO 12/31/2015

01/01/2015 TO 12/31/2015

PROMOTION ACTIVITIES

Description

Date