

CHATHAM COUNTY PURCHASING DEPARTMENT

ADDENDUM NO. 2 TO Bid No. 11-0016-7

FOR: Employee Assistance Program


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

***** ATTACHED ARE LIST OF RESPONSE TO QUESTIONS POSED IN REFERENCE TO THIS PROPOSAL *****

THE BID OPENING REMAINS 2PM OCTOBER 27, 2011.

THE BIDDER IS RESPONSIBLE FOR MAKING THE NECESSARY CHANGES AND MUST ACKNOWLEDGE RECEIPT OF ADDENDUM.

10-20-11
DATE


MARGARET H. JOYNER
PURCHASING AGENT
CHATHAM COUNTY

Responses to Questions for Employee Assistance Program Proposal (P11-0016-7)

1. Question: How many EAP sessions are to be included in the bid?

Response: Currently there are 6 sessions per employee/dependent per “event/occurrence” per year. The new proposal will list 6-8 sessions per employee/dependent per “event/occurrence” per year. However, Chatham County has historically provided whatever number of sessions were needed to address the presenting issue. The current EAP provider provides an unlimited number of DOT Substance Abuse Evaluations included in the current contract at NO additional cost.

2. Question: What is the current per employee per month rate?

Response: Current per employee per month rate is \$1.10. It has remained \$1.10 since 2000. The national PEPM (per employee per month) cost for EAP Service is \$2.00.

3. Question: The RFP state pre-authorization for substance abuse treatment is required. Does this requirement apply to treatment beyond EAP which is being covered by the medical plan? If the requirement applies to EAP sessions how is confidentiality protected? (See RFP pg. 22, bullet 2)

Response: The RFP states pre-authorization for substance abuse treatments is required. Does this requirement apply to treatment beyond EAP which is being covered by the medical plan? There is NO “pre-authorization” required by LMR, the current EAP provider. The only “pre-authorization” we are aware of **may be through the County’s health care provider. However, looking at the RFP, the last two sentences of Section 5.5 - bullet item #2 does state that “Authoirzaton must be obtained from the County for all cases involving treatment for substance abuse. No payment for treatment of substance abuse will be made without pre-approval.”** This may refer to a situation where an employee needs to be referred to an outside provider for substance abuse treatment. If the County would be willing to “supplement” any payment made by the health care provider for substance abuse treatment, then the County would require “pre-authorization” for treatment. If the requirement applies to EAP sessions how is confidentiality protected? This requirement **does not** refer to EAP sessions. (See RFP pg 22, bullet 2)

4. Question: The term “off duty” is used. Does that mean for the EAP on-call hours beyond normal business hours? That same paragraph includes the following sentence “In non-emergency cases, the County desires a minimum turn around time of 1 hour on employee calls.” Please defined “turn around time”. (See RFP pg. 23 bullet 3)

Response: The current EAP provider, LMR, does not utilize an answering service for “off-duty” times. The program manager (and CEAP) utilizes an emergency beeper. Therefore, the CEAP Program Manager would respond to any “after-hours” emergency. On the rare occasion the Program Manager is away from the Savannah area, one of the other licenses counselors on staff would respond to an after hours emergency. If the EAP provider utilized an after hours telephone answering service, it would be required that anyone answering the calls would be qualified to screen and access calls to make a determination regarding the requirement of emergency intervention.

We require a response (return a phone call) to all employee calls within an hour. The County would strongly prefer for the EAP provider to give calls from their employees “preference” and return phone

calls to employees within one hour of receiving the call from the County employee.

5. Question: Written progress reports will be made at regular intervals. What is the nature of the progress report? Define “regular interval”. (see RFP pg. 23 5.8)

Response: The current EAP provider, LMR, provides “Utilization Report” on a quarterly basis. The current EAP provider additionally provides “Progress Reports” to the Employee Services and Training Manager on a “case-by-case” basis. These progress reports continue until the “presenting problem/issues” are resolved and the employee has returned to work.

6. Question: Will responses to questions posed at the bidders conference be posted on the procurement website?

Response: No

7. Question: Provide # of hours of health fair participation included in the contract.

Response: Currently, Health Air participation has not been requested of the current EAP provider. We would expect that this service would be required in the future perhaps 1 - 2 times a year.

8. Question: Provide # of Critical Incident Stress Debriefings (CISDs) included in the contract. If provided on a fee-for-service basis, please provide the rate.

Response: There are no maximum # of hours or occurrences in the current contract.

9. Question: Does the 460 counseling sessions represent in-person counseling?

Response: Yes

10. Question: How many DOT SAP Evaluations were utilized in each of the last two (2) years?

Response: There were no DOT SAP evaluations requested or performed in the past 2 years.

11. Question: What is the average number of sessions utilized per case?

Response: The average # of sessions utilized per case is 5.

12. Question: What are the major issues currently facing the County and its employees?

Response: Financial issues

13. Question: Does the currently EAP vendor utilize primarily a staff model to provide services or do they also use a network or contracted DAP counselors?

Response: The current EAP provider utilized primarily a staff model to provide services.