



**ROANOKE CITY
PUBLIC SCHOOLS**

Strong Students. Strong Schools. Strong City.

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RFP 3111
EMPLOYEE ASSISTANCE PROGRAM SERVICES
Addendum #1
Questions and Answers

Q1: Will you accept electronic signatures on all proposal forms?

A1: Yes.

Q2: Regarding MBE/WBE good faith effort outreach, are the firms required to be within Virginia or may we use established MBE/WBE subcontractors in another state?

A2: *You may use MBE/WBE subcontractors in another state.*

Q3: Who is the current EAP provider and how long have they been providing services to the District?

A3: *Carilion Behavioral Health, Inc. has had the contract for the last five years. Contract has been provided.*

Q4: Confirm that pricing should be based on 2,200 employees.

A4: Yes.

Q5: What is the current number of counseling sessions allowed per member per issue per year or the number of counseling sessions (visit model) being requested i.e., 3-visit, 6-visit, etc.?

A5: *3-visit per member per issue.*

Q6: Please provide the current rate and a rate history throughout the contract term for the EAP.

A6: *\$85 per session.*

Q7: How many hours of the following services are included within the current EAP contract per year and/or are being requested as part of the RFP?

- Onsite training/orientation/educational seminars.
- Onsite health fair/event participation.
- Onsite critical incident support events (# events/# hours).
- Webinar training.

A7: *Annual administrator/supervisor training; up to 2 critical incident support events; mental health/self-care webinar training.*

Q8: How many total hours of the following services were utilized in each of the last two (2) years?

- Onsite training/orientation/educational seminars.
- Onsite health fair/event participation.
- Onsite critical incident support events (# events/# hours).
- Webinar training.

A8: *We have not utilized these services in the past 2 years.*

Q9: Please provide copies of 2021 and 2022 EAP utilization reports.

A9: *CY 2021 and 2022 utilization reports have been provided.*

Q10: How many employees covered under the EAP fall under Department of Transportation (DOT) regulations?

A10: *If this question in reference to bus drivers, our school bus services are outsourced. No bus drivers are employed by the school district.*

Q11: Please provide insight into the condition of the workforce. Are your employees facing:

- Stress?
- Morale?
- Inflation?
- Financial challenges?
- Burnout?

A11: *Yes.*

Q12: Have there been any major events in the last year (i.e., reductions in force, critical incidents, etc.)?

A12: *We have had a few student and employee deaths.*

Q13: Is your EAP Helpline currently answered by customer service representatives or by clinical personnel?

A13: *Customer service representative.*

Q14: Are legal, financial, and daily living work-life services currently a part of your EAP program?

A14: *No.*

Q15: On a scale of 1-5 with 5 being the highest, how would you rate your current vendor?

A15: 4.

Q16: What are the three components that are most important to you in an EAP?

A16: *Counseling service, training, and critical incident response.*

Q17: What was the District's annual spend for the EAP in 2022? In 2021?

A17: *\$10,287.50 in FY21; \$12,072.50 in FY22; \$7,950.00 so far in FY23.*

Q18: The District is currently paying on a per counseling session, fee-for-service model. Would the District like to continue with this model, or will it accept a Per Employee Per Month (PEPM) rate structure?

A18: *We would accept the per employee per month model.*

Q19: What are the number of trainings you would like to have quoted?

A19: *3 for our administrator and supervisor (1 training, 3 sessions).*

Q20: How many EAP sessions per issue are provided currently?

A20: 3.

Q21: Why is the District currently going out to RFP?

A21: *The contract with the current provider ends June 30, 2023 and we are required to solicit proposals in order to establish a contract going forward.*

Q22: Does the District request a specific session model for your employees? If not, we can provide options?

A22: *No, and yes, we would review options.*

Q23: Would the District like a bank of time included in your rates (critical incident response, health fairs, seminars, etc.) or should those be kept separate as hourly fees?

A23: *Separate hourly fees.*

Q24: Is the District looking for an insurance EAP provider or a standalone/full-service EAP provider?

A24: *Standalone/full-service EAP.*

Q25: Are there any MBE/WBE goals or requirements for this RFP?

A25: *No.*

Q26: We operate under a provider network model and can provide a network report around your zip. We can provide a 50-mile geo report around zip code 24031. Would this suffice? If not, please provide specifics around provider network report requests.

A26: *Yes, this will suffice.*

Q27: Could you clarify the verbiage in reference to Project Location and Scope?

A27: *For Refences, please provide the employers that you have provided services to and a brief description of those services.*