

**Office of Procurement Services**

P.O. Box 7800 • 315 W. Main St., Suite 416 • Tavares, FL 32778

**SOLICTATION:** Employee Assistance Program (EAP) 03/28/2023

Vendors are responsible for the receipt and acknowledgement of all addenda to a solicitation. Confirm acknowledgement by including an electronically completed copy of this addendum with submittal. Failure to acknowledge each addendum may prevent the submittal from being considered for award.

THIS ADDENDUM DOES NOT CHANGE THE DATE FOR RECEIPT OF PROPOSALS.

**QUESTIONS/RESPONSES**

Q12. A follow up question on No. 2 Addendum, which states the County is not dissatisfied with their current provider. Knowing this, would the County be able to share information as to why the County is out to bid for their EAP services today?

**R12.** **The current contract expires on October 1, 2023, with no additional renewals and therefore must be rebid.**

Q13. How many hours of the following services are included within the current EAP contract per year?

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

**R13. The current contract included 15 hours for onsite training/orientation/educational seminars, health fairs and webinar training. Per Addendum 1, response 2 the current contract includes unlimited onsite critical incident support.**

**Q14.** 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**

**R14. Exhibit D – Plan Experience includes the available utilization reports. Section titled Additional EAP Services lists services outlined above.**

**Q15.** How many employees covered under the EAP fall under Department of Transportation (DOT) regulations?

**R15. None.**

**Q16.** Are DOT Substance Abuse Professionals (SAP) evaluations included within the EAP contract? If yes, is there a cap on the number of evaluations included each year within the EAP rate or are evaluations provided on a fee-for-services basis?

**R16. See Exhibit A – Scope of Services, Section 1, Items S and T.**

**Q17.** How many Departments of Transportation (DOT) Substance Abuse Professional (SAP) evaluations have been conducted in each of the last three (3) years?

**R17. None.**

**Q18**. Have there been any major events in the last year (i.e., reductions in force, critical incidents, etc.)?

**R18. There have been no major events in the last year.**

**Q19.** Who is your health plan provider and is the plan self-funded?

**R19. The County’s health plan is self-funded, and Florida Blue provides administrative services.**

**Q20.** What are the three components that are most important to the County in an EAP?

**R20. Access to providers, customer service, and response time.**

**Q21.** The Statement of Work (SOW) states non-urgent visit withing three (3) business days. We provide a confirmed referral to a provider withing two (2) to three (3) business days for non-urgent cases. The employee is responsible for scheduling the appointment directly with the provider. Does this process meet the County’s expectations?

**R21. Complete Attachment 2 – Proposal Worksheet with your standard process. All proposals will be evaluated based on the responses provided.**

**Q22.** The SOW states that the EAP will assist the member in scheduling counseling sessions. Is this in place currently? We provide the confirmed provider referral to the member and the member schedules the appointment directly with the provider. Does this meet the County’s expectations?

**R22. Complete Attachment 2 – Proposal Worksheet with your standard process. All proposals will be evaluated based on the responses provided.**

**Q23.** The SOW states that the EAP should provide fitness for duty exams. This is outside the scope of the EAP. We can coordinate the referral to the FFDE provider, but the County will be responsible for working directly with the FFDE provider for treatment, case management, and payment. Is this a disqualifier?

**R23. Complete Attachment 2- Proposal Worksheet with your standard process. All proposals will be evaluated based on the response provided.**

**Q24.** The SOW states to confirm that your Company will provide EAP services that will include referrals that integrate with behavioral health benefits offered through the County’s health plan. Is this requirement referring to on-going referrals following EAP sessions or is the County seeking for the EAP to make the EAP referral to a provider that also serves within the health plan?

**R24. Participants that need services beyond EAP should be referred to a provider that is in Florida Blue network.**

**Q25.** If a company is not awarded the RFP, can the company be used as a referral source for waitlist clients?

**R25. No, only one vendor will be used for EAP services.**

**Q26.** Can the services be provided virtually only?

**R26. The County expects to have some onsite services i.e., critical incidents, health fairs, etc...**

**ADDITIONAL INFORMATION**

**ACKNOWLEDGEMENT**

Firm Name: Click or tap here to enter text.

I hereby certify that my electronic signature has the same legal effect as if made under oath; that I am an authorized representative of this vendor and/or empowered to execute this submittal on behalf of the vendor.

Signature of Legal Representative Submitting this Bid: Click or tap here to enter text.

Date: Click or tap to enter a date.

Print Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Primary E-mail Address: Click or tap here to enter text.

Secondary E-mail Address: Click or tap here to enter text.