

Amendment #1
Invitation for Bids (IFB) No. 3160002257
Employee Assistance Program

Amendments to the IFB are as follows:

1. Questions and Answers are attached.

Please acknowledge receipt of Amendment #1 by returning it, along with your bid, by June 26, 2018, at 9:00 a.m. This acknowledgement should be enclosed in your bid packet following the submission instructions located in the IFB. **Failure to submit this acknowledgement may result in rejection of the bid.**

Name of Company

Authorized Official's Typed Name/Title

Signature of Authorized Official
(No stamped signature)

Date

Should an amendment to the IFB be issued, it will be posted on the MDHS website (www.mdhs.ms.gov) in a manner that all bidders will be able to view. Further, bidders must acknowledge receipt of any amendment to the solicitation by signing and returning the amendment with the bid package, by identifying the amendment number and date in the space provided for this purpose on this form, or by letter. The acknowledgment must be received by MDHS by the time and at the place specified for receipt of bids. It is the bidder's sole responsibility to monitor the website for amendments to the IFB.

**QUESTIONS AND ANSWERS
Employee Assistance Program**

Who currently provides EAP services to **MDHS**? For how many years?

Currently, the department does not have a company to provide EAP services.

Are there specific areas of enhancement you are seeking at this time?

**N/A*

What is **MDHS** currently paying for their EAP services?

**N/A*

Based on how many employees?

If applicable please define Administrative Fee.

If applicable please define Counseling Fee.

What was the total dollar spent for the EAP in 2017?

**N/A, Please see above.*

Is **MDHS** currently receiving Work-Life Services, i.e. telephonic consultation and referral for Child Care, Elder Care, etc.?

No

Should Work-Life Services be included in the quote to be submitted?

No

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

No

Should Legal Consultation Services be included in the quote to be submitted?

No

Is **MDHS** currently receiving Financial Consultation Services, i.e. telephone-based financial advisory services provided by qualified financial planners?

No

Should Financial Consultation Services be included in the quote to be submitted?

No

Why are you requesting this RFP at this time?

To secure a vendor to provide services that will address the emotional and personal problems of MDHS employees and their covered family members.

Can you provide recent utilization reports or provide utilization statistics?

**NA, as this office has not had a vendor to provide these services in the past year.*

Specifically, can you provide total number of initial inquiry/assessment calls to the EAP in 2017?

**N/A*

Can you provide the total number of in-person EAP sessions provided in 2017?

**N/A*

Can you provide the total number of in-person EAP sessions provided in 2016?

**N/A*

Can you provide the total number of EAP cases in 2017?

**N/A*

Can you provide the average number of sessions provided per case in 2017?

**N/A*

Can you provide the number of training hours provided in 2017? How many of those hours were provided in-person?

**N/A*

How many in-person hours are included annually in the current contract?

***N/A**

Can you provide the number of orientation hours provided in 2017? How many of those were provided in-person?

***N/A**

How many in-person hours are included annually in the current contract?

***N/A**

How many Critical Incident events were responded to in 2017?

***N/A**

How many Critical Incident events were responded to in 2016?

Although previous contract ended June 30, 2016, that information is unavailable to this office.

How many hours of Critical Incident support were provided in 2017?

***N/A**

How many hours of Critical Incident support were provided in 2016?

***N/A**

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

***N/A**

Regarding Scope of Services: *4.1.3 Educational seminars and workshops regarding mental health issues, alcohol and drug abuse and healthy lifestyle solutions offered to groups of employees twelve (12) times per year at various MDHS locations.* - please confirm this is a total of 12 per year for the state, not 12 per year per location.

This should reflect a total of 12 times per year for the State.

If it is per location, please confirm number of locations.

***N/A**

Regarding Scope of Services: 4.1.1 *After hours face to face meetings with a counselor in the case of an emergency. An emergency is defined as homicidal, suicidal, or actively psychotic.* – Based upon definition of emergency we would provide immediate telephonic consultation with a Counselor (all calls answered by a Counselor) and to ensure the safety of the caller, and others, seek the assistance of local emergency response professional and have the individual transported to the ER for an evaluation. Please confirm this is appropriate, as opposed to locating a Counselor and having the caller drive to, and meet, Counselor in their private office.

In reference to Section “4.1.4”, based on the definition of emergency, this statement of clarification, immediate telephonic consultation with a Counselor should be considered as appropriate in lieu of the face-to-face meetings with a counselor.

Regarding Scope of Services: 4.1.5 *Employee brochures, posters, and EAP user guides for MDHS employees.* – From a cost and environmental standpoint, we generally provide these in electronic format. If printed materials are required, please indicate the number of printed brochures and printed posters, required to be provided annually.

These brochures, posters and EAP User Guides can be provided in electronic format.

Regarding Scope of Services: 4.1.9 *Unlimited counseling sessions per employee and/or covered family member within the contract period.* - are you stating that an individual should be able to receive unlimited counseling sessions for a specific issue, or that there is no limit to the number of **issues** that they could receive a **defined number** of counseling sessions for? Reason asked: a model exceeding 10 sessions may be viewed as a medical benefit, rather than as an employee assistance program benefit. Unlimited EAP sessions can be seen as treatment vs. short-term problem resolution (which is what EAP’s provide). Will MDHS, define a set session model, not to exceed 10?

MDHS will clarify this to reflect that an individual should receive not more than 10 counseling sessions for each specific issue.

Regarding Scope of Services: 4.1.18 *Contractor must submit a monthly invoice for payment itemizing each service performed, and the charge for each supported by the fee computation.* – please confirm itemization is limited to Admin Fee and reporting number of hours of counseling. From a HIPAA standpoint we will not list names of individuals, provider locations or dates, in order to protect privacy of individuals.

This itemization is limited to an administrative fee and the reporting of the number of hours for counseling.

Regarding Attachment I – assumption that this is program related, after award, and not something that needs to be included with response?

This attachment should not be included with the response.

"I am curious whether your agency would consider a bid with a limited number of counseling sessions which renewed annually or if that would be thrown out. Could you possibly advise?"

In accordance with 4.1.9 of this IFB, MDHS is seeking bids with unlimited counseling sessions per employee and covered family members within the contract period.

Who is the current EAP provider and for how many years?

Currently, the department does not have a company to provide EAP services.

What is the current rate being paid for EAP services?

****N/A, as this office has not had a vendor to provide these services in the past year.***

Please provide utilization reports for the last 3 years.

Although previous contract for EAP services ended June 30, 2016, that information is unavailable to this office.

How many hours of onsite training are included in the current contract?

****N/A***

How many hours of webinars?

****N/A***

How many hours of orientations?

****N/A***

How many health fair/open enrollment meeting hours?

****N/A***

How many hours of each were utilized each of the last 3 years?

Although previous contract for EAP services ended June 30, 2016, that information is unavailable to this office.

How many hours of critical incident response were utilized each of the last 3 years?

Although previous contract for EAP services ended June 30, 2016, that information is unavailable to this office.

Is the medical plan self-funded?

***N/A**

Why are you out to bid at this time?

To secure a vendor to provide services that will address the emotional and personal problems of MDHS employees and their covered family members.

How satisfied are you with the current provider?

***N/A**

Is the helpline currently answered by at least Master's-level counselors or by general customer service representatives?*

***N/A**

Please provide some insight into the condition of the workforce: what are the major problems that your employees are facing?

***N/A**

"I am curious whether your agency would consider a bid with a limited number of counseling sessions which renewed annually or if that would be thrown out. Could you possibly advise?"

In accordance with 4.1.9 of this IFB, MDHS is seeking bids with unlimited counseling sessions per employee and covered family members within the contract period.