

**Amendment #1  
Invitation for Bids (IFB) No. 3160003145  
Employee Assistance Program**

Amendment to the IFB is as follows:

1. Questions and Answers are attached.

Please acknowledge receipt of Amendment #1 by returning it, along with your bid package, by November 1, 2019, at 9:00 AM, CT. This acknowledgement should be enclosed in your bid package. **Failure to submit this acknowledgement may result in rejection of the bid package.**

\_\_\_\_\_  
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](http://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.

1. How long has MDHS worked with your incumbent EAP vendor? Please provide detail on the contract start date.

**ANSWER: December 7, 2018**

2. Who is the incumbent EAP provider?

**ANSWER: Deer Oaks EAP Services, LLC**

3. Can MDHS please furnish a copy of its 2018 EAP year-end utilization report?

**ANSWER: N/A**

4. How many counseling sessions have been provided YTD and for the 2018 calendar year?

**ANSWER: We did not start the program until December of 2018. For 2019, we have 79 (59 Clinical, 20 Work-life) cases.**

5. Critical Incident Services (CISM): Please provide the number of onsite CISM hours MDHS has utilized year to date and for the 2018 calendar year.

**ANSWER: N/A**

6. Does MDHS's incumbent EAP program include legal, financial and work-life services (childcare, eldercare and personal convenience/concierge services)? Please confirm all that may be included today and whether they would be considered full service programs (telephonic or face to face) or available online resources.

**ANSWER: Yes, some of these services are available telephonic and online.**

7. Does MDHS wish for bidders to include these work-life services within our proposed rates or provide an additional cost for MDHS's consideration?

**ANSWER: Yes, include work-life services within proposed rates.**

8. What is MDHS's current per employee per month rate for the incumbent program?

**ANSWER: \$1.18/Per Employee Monthly**

9. What is the total annual cost for the program?

**ANSWER: \$49,560.00**

10. Has MDHS had any issues related to service with the incumbent vendor? If so, please provide details related to the issues/concerns.

**ANSWER: We have not had any issues with our current vendor.**

11. Where is MDHS's satisfaction level with your incumbent provider on a scale of 1 to 10 (10 being extremely happy)?

**ANSWER: 8**

12. Why is the Agency out to bid at this time?

**ANSWER: In the best interest of the State and in accordance with State law, MDHS may issue procurement for personal and professional services agreements.**

13. The current contract covers 3500 employees. This RFP covers 1500 employees. Please explain the reason for the decrease in covered employees.

**ANSWER: The original contract covered MDHS and Mississippi Department of Child Protection Services (MDCPS) employees. The EAP was intended for MDHS only, in which, the RFP should cover 1500.**