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Addendum #1

Employee Assistance Program (EAP Services) (FY23-FY25) – Three-Year Contract with Two One-Year Option Years

Issue Date: Monday, April 11, 2022

NEW Bids Due: Wednesday, April 27, 2022 at 1:00PM

The bid due date for this RFP has been extended to Wednesday, April 27, 2022 at 1:00PM. Bids must be submitted in accordance with the instructions on page 1 of the original solicitation.

1. *How long has Providence been working with the incumbent EAP provider?*

   PPSD has been working with the incumbent EAP provider since at least 2012.

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

   Nothing in particular at this time.

3. *What is Providence currently paying for their EAP services? Based on how many employees?*

   In FY22 (July 1, 2021 to June 30, 2022), PPSD is paying $43,200 based on the estimate of 2,700 employees in the RFP that was issued and awarded in 2017.

4. *What was the total dollar spent for the EAP in the most recent contract year?*

   In FY22 (July 1, 2021 to June 30, 2022), PPSD spent $43,200 for EAP.

5. *Is Providence currently receiving Work-Life Services, i.e. telephonic consultation and referral for Child Care, Elder Care, etc.? Should Work-Life Services be included in the quote to be submitted?*

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Not required but would be helpful

6. *Is Providence currently receiving Legal Consultation Services, i.e. 30-minute consultation with an attorney; beyond the consultation, attorney services offered at a 25% discount? Should Legal Consultation Services be included in the quote to be submitted?*

   No Legal Consultation services necessary

7. *Is Providence currently receiving Financial Consultation Services, i.e. telephone-based financial advisory services provided by qualified financial planners? Should Financial Consultation Services be included in the quote to be submitted?*

   Financial services are not necessary but would be helpful.

8. *Why are you requesting this RFP at this time?*

   Our current contract is expiring June 30, 2022.

9. *Can you provide recent utilization reports or provide utilization statistics?*

   The Providence Public School District will not share utilization reports or provide utilization statistics.

10. *In an effort to be a "green" company, we generally provide promotional materials electronically. If printed materials are desired, how many printed brochures and how many printed posters are requested annually?*

    Electronic is fine.

11. *How many Critical Incident events were responded to in the most recent contract year?*

    The Providence Public School District will not share this information.

12. *How many Critical Incident events were responded to in the prior contract year?*

    The Providence Public School District will not share this information.

13. *How many hours of Critical Incident support were provided in the most recent contract year?*

The Providence Public School District will not share this information.

14. *How many hours of Critical Incident support were provided in the prior contract year?*

The Providence Public School District will not share this information.

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

The Providence Public School District will not share this information.

16. *From the Scope of Work – "In-person and/or virtual problem assessment" – Does this relate to the very first inquiry that a person may make to the EAP? If so, does this imply that individuals can simply walk-in to the current EAP vendors office for an initial assessment?*

Individuals can call to set up an appointment. Off-street walk-in is not necessary.

a. *We do not offer an initial walk-in option in Providence, if this is the current set-up, will not offering this option rule out a potential bidder? We do provide scheduled in-person counseling sessions through our local credentialed Affiliate Provider offices.*

This would not necessarily, immediately rule out a potential bidder.

b. *From the Scope of Work – "No limit to the number of EAP contacts or sessions required to assess, monitor, or adjust treatment plan" - We can provide no-limit in regard to EAP contacts, but given that an EAP is meant to be a short-term problem resolution benefit, we do limit the number of "free" sessions that are available. This limit is contractually agreed to with our customers and is based upon customers' desire. Please verify if there is a set number of "free" sessions that are covered by Providence in the contract with the EAP vendor, and what that number is.*

There is not a set number of "free" sessions that are covered by the Providence contract.

c. *As an aside, once a person would reach the available "free" session limit, they do have options for continuing care as appropriate.*

17. *From the Scope of Work – "In-person training session(s) at each school site" –*
    a. *Can Providence define what is meant by training (what type of training)?*

We would be looking for a variety of trainings based on the needs of the school ranging from mindfulness and wellness trainings to crisis and stress management training

b. *This could lead to quite a number of on-site visits, given over 35 school sites in the district, can Providence share actual number of training hours provided in:*
    - *2019*
    - *2020*
    - *2021*

    The Providence Public School District will not share this information.

18. *From the Scope of Work – "In-person orientation sessions at appropriate facility and support staff meetings as needed to introduce EAP" – Can Providence share how these orientations may differ from training sessions?*

    Orientation sessions would be an overview of the program. Training would be on specific topics.

    a. *Can Providence share actual number of training hours provided in:*
        - *2019*
        - *2020*
        - *2021*

        The Providence Public School District will not share this information.

19. *With regard to the above two main bullet points, are there a set number of hours included in the contract, or are these considered to be unlimited?*

    These are considered to be unlimited.

20. *From the Proposal Requirements – "Professional Intervention experience" – can more detail be provided regarding expectations related to professional intervention experience?*

    We would want trained professionals available to support our 4000+ staff members in time of need or crisis.

21. *Who is the current EAP provider and how long have they been providing services to the District?*

    The current provider is Coastline EAP. They have been our vendor of record for these services since at least 2012.

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

In FY22 (July 1, 2021 to June 30, 2022), PPSD is paying $43,200 based on the estimate of 2,700 employees in the RFP that was issued and awarded in 2017.

23. Do you have a budget cap or a not to exceed amount for EAP Services?

We do not have a budget cap or a not to exceed amount for EAP Services at this time.

24. What are your top 3 priorities in an EAP?

Crisis responsiveness, Direct support for staff in need, and district-wide support on wellness.

25. 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*

The Providence Public School District will not share this information.

26. 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*

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27. *Please provide copies of 2020 and 2021 EAP utilization reports. If reports are not available, please provide the following for each of the last 2 years:*

    - *Number of employees on which the report is based*
    - *Total number of clinical cases*
    - *Total number of work-life cases*
    - *Total number of clinical sessions*

    The Providence Public School District will not share utilization reports or provide utilization statistics.

28. *Please provide insight into the condition of the workforce. Are there specific issues facing your workforce (i.e. stress, morale, etc.) and HR? Have there been any major events in the last year (i.e. reductions in force, critical incidents, etc.)?*

    Stress, morale. Covid and state takeover of the district has compounded staff struggles.

29. *Is your EAP Helpline currently answered by customer service representatives or by clinical personnel?*

    We do not know the answer to this question.

30. *Are legal, financial and daily living work/life services currently a part of your EAP program?*

    No.

31. *What will be required of the clients we list as references? Will you conduct a telephone interview, require a written reference response, etc.?*

    PPSD staff may choose to call references to confirm them and to ask questions about level of service and satisfaction.

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

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Blue Cross Blue Shield of Rhode Island. Yes, the plan is self-funded.

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

    5

34. *II. Scope of Work & Key Deliverables, States: No limit to the number of EAP contacts or sessions required to assess, monitor, or adjust treatment plan*
    1. *Because an EAP is generally defined as short term counseling, would the District consider a limited visit model for the EAP? (i.e. 6,8,10,12)*

    No, we need the service model to be unlimited.

35. *Does in person training sessions at each school site refer to EAP orientations and refreshers?*

    No. Trainings refer to variety of trainings based on the needs of the school ranging from mindfulness and wellness trainings to crisis and stress management training

36. *Can you please clarify that the PPS intend the unlimited sessions as unlimited for intake and assessment versus an unlimited EAP counseling session model?*

    We need unlimited for all.

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