

**BOARD OF COUNTY COMMISSIONERS
ESCAMBIA COUNTY, FLORIDA**

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Paul R. Nobles
Purchasing Manager

July 13, 2017

To: All Known Prospective Bidders

ADDENDUM NUMBER 1:

Re: PD 16-17.049 Employee Assistance Program (EAP) for Escambia County Employees

All:

We recently sent you a Request for Proposals on the above-mentioned specification.

This Addendum #1 provides for questions and answers as follows:

A. The following are the performance guarantees required of the Proposer:

Proposers should confirm that they are willing to offer performance guarantees and that they are willing to permit the County access to claims offices, personnel and files to conduct audits necessary to verification of performance standards. Performance may be evaluated on a variety of issues, such as:

1. Timely delivery of finalized contracts for the selected program.
2. Timely delivery of informational cards; at, and subsequent to initial enrollment.
3. Timely delivery of plan documents, summary benefit comparison and summary plan description.
4. Provide positive drug test appointments for employees within five (5) business days of initial request.
5. Provide management referred appointments within 48 hours of initial request.
6. Provide annual training for the County's management team (approximately 120 employees). Sessions shall be conducted at County facilities with various dates, times and locations. Sessions shall be conducted within the first six months of the award of the contract; and annually thereafter. This training shall cover topics such as performance-based identification of troubled employees, the management referral process, return-to-work conferences and consultation with the Provider. All training materials shall be included in this request.

7. Provide policies that clearly define how employee personal information will be used, stored and protected.
8. Provide licensed professional Counselors to deliver services. This includes the background (education, credentials, experience, etc.) of Counselors.
9. Provide consultation services to the County's management team regarding the impact that employee personal issues have with job performance.
10. Provide consultation services to the County's management team regarding the impact that employee personal issues have with job performance.
11. Provide DOT-required substance abuse evaluations and return-to-work status reports for employees who have tested positive for use of alcohol and/or drugs in violation of federal, state and/or local laws, regulations and/or policies.
12. Schedule and provide reports to Human Resources on an annual basis reflecting number of employees using the services, number of dependents using the services, type of visits being referred for, self-referrals, management referrals, number of open cases and the number of closed cases.
13. Accuracy of claims coding and payments.
14. Telephone response time and appointment abandonments.
15. Quality of service to plan participants, as measured by periodic surveys.
16. Access to standards of care.
17. Collection of other threats to participants by providers not paid by the insurer. State the extent to which these measurements will be applied specifically to account (account specific) versus your "book of business". Suggestions on criteria for measuring performance and indications of how the organization is set-up to facilitate auditing of performance should be submitted. If the proposer has a performance guarantee agreement, provide a sample for review. Please confirm your firm's willingness to enter into such an agreement and to negotiate appropriate terms and recommend appropriate incentives or disincentives (meaningful penalties) to make the performance guarantee practical.

B. The following are specific questions that were submitted and are answered below:

Q: Who is currently providing EAP services to Escambia County?

A: Behavioral Health Systems

Q: How long has the current vendor been providing services?

A: 3 years

Q: What issues/concerns does the County have with their current EAP plan?

A: We have no real concerns. Direction from our Board is that we test the market.

Q: Why is the County currently out to bid?

A: End of Contract period

Q: Does the County have any metrics available around utilization of the current EAP that could be shared?

A: Yes, these will be supplied separately.

Q: The RFP only mentions EAP services, is the County also interested in Work Life Services? i.e. Legal consultation, Financial consultation and employee/family concierge services

A: No, this outside the scope of our current mandate.

Q: Are DOT/SAP evaluations currently included within the existing EAP?

A: Yes

Q: If yes, are a certain number of DOT/SAP Evaluations included within the Per Employee Per Year rate or are they provided on a fee-for-service basis?

A: Fee-for -service basis

Q: How many DOT/SAP evaluations have been conducted in each of the last 3 years for the County?

A: 3 in 2015

Q: What is the current Per Employee Per Month rate or annual contract dollar amount for the existing EAP?

A: \$1.25 per contract

Q: How is the County currently handling Fit for Duty evaluations?

A: Through Management directed referrals

Q: How many FFD evaluations has the County had in each of the last 3 years?

A: 2015 - 3; 2016 - 8 and 2017 - 4

Q: Are FFD evaluations currently included within the existing EAP?

A: No

Q: If not included in the PEPY rate, what is the existing FFD case rate?

A:

Q: How many Critical Incidents has the County experienced in each of the last 3 years?

A: 2016 - 1

Q: How many hours of on-site Critical Incident Stress Management sessions, if any, were conducted over each of the last three years?

A: 6

Q: How many training hours were used in each of the last 3 years?

A: 2015 - 3; 2016 - 3 and 2017 1

Q: How many annual trainings for the County's management team is the County requesting?

A: 1 per year

Q: How many hours do each of these training's last?

A: not less than 2 hours

Q: How many hours is the on-site orientation?

A: 1 hour

Q: The RFP mentions that a Financial Statement should be submitted.

A: A financial statement is not required. Below is a copy/paste of the section within the specification that covers financial information. This information is required.

A. Briefly describe your organization and its history, number of years of providing services, legal structure, and ownership.

- 1) What year did the insurer begin business in Florida?
- 2) Provide your current financial rating from each of the following firms. If not applicable, please indicate by "N/A."

Rating Firm

Rating

A.M. Best

Moody's

Standard & Poor's

Weiss Ratings, Inc

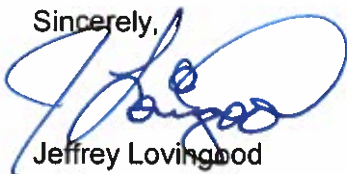
- 3) How many employees does your company have?
- 4) How many employees does your company have in Florida?
- 5) What comments can you offer in assurance of your financial stability and your long-term commitment to the Florida market, especially with regard to Escambia and surrounding counties?

Q: Can the County provide a census of the employees (zip codes only) for a Geographic Provider Access Report?

A: Yes, this item is attached in a separate Excel file.

This Addendum Number 1 is furnished to all known prospective bidders. Please sign and return one copy of this Addendum, with original signature, with your bid as an acknowledgement of your having received same. You may photo copy this form for your records.

Sincerely,



Jeffrey Lovingood
Purchasing Specialist

Acknowledgement of Receipt of Addendum:

SIGNED: _____

COMPANY: _____

ENC.

JDL