



REQUEST FOR PROPOSALS

RFP #2010-2450-0211

October 2, 2009

City of Newport News, Dept. of Purchasing
2400 Washington Avenue, 4th Floor, City Hall
Newport News, VA 23607

Phone: (757) 926-8721/ Fax: (757) 926-8038

www.nngov.com/purchasing

ADDENDUM #1 Employee Assistance Program

- Answers to questions received to date are provided on the following pages.
- Interested firms are encouraged to submit additional questions as soon as possible. Questions received after October 13, 2009 may not be addressed.
- Proposal Submittal deadline remains as originally scheduled.

Proposals Due: October 20, 2009, at Close of Business

Contract Officer: _____
Greg Smith, CPPB, C.P.M., Senior Buyer, (757) 926-8035

AN ORIGINAL AND FIVE (5) COPIES OF YOUR SUBMITTAL ARE REQUESTED

Include this addendum with your response.

Company Name: _____

Address: _____

City/State/Zip: _____

Telephone: _____ FAX No.: _____

Email address _____

Print Name: _____ Title: _____

Signature: _____ Date: _____

This form must be signed. All signatures must be original and not photocopies.

Addendum #1

Questions and Answers

1. What is your current utilization rate for your current EAP?
Answer: Our current utilization is 5%. Our cumulative utilization is about 4.7%
2. Are you interested in any work life benefits at this time?
Answer: We'd be interested in knowing what you have to offer and the cost if extra.
3. What is the total number of individuals that this would be offered to?
Answer: The current total is 4,562 employees, which includes regular full-time, regular part-time and temporary employees. Also, due to turnover and some flexibility in hiring, the City may have 225-250 vacant positions at any given time.
4. Are you currently using a 3 session model, a 5 session model, or both?
Answer: We currently use a 5 session model.
5. Can you be more specific in the kind of training that you want to provide? Would this involve every department or select departments, etc.?
Answer: Variety/flexibility/availability are the keys. We want to be able to offer training to the entire organization as well as specific training for departments who may want to bring a trainer in for specialized sessions. Types and Topics should include but are not limited to: hour-long sessions in health , wellness, stress and work/family balance and longer sessions of up to a half-day in length in topics such as - Substance Abuse, Emotional Intelligence, Stress Management, Dealing with Difficult People, Conflict Resolution, Workplace Diversity, Time Management, Supervision, Mentoring, etc.. It is expected that the hour-long sessions would be included in the program cost. The provider can cite how many they are willing to provide each month, but two per month would be the minimum. The half-day sessions we would expect to offer a topic to our employees twice a month, but would compensate the vendor based upon a cost per half-day session.
6. Current number of counseling sessions available per employee per problem per year?
Answer: Five counseling sessions per employee per problem (with flexibility if more were needed).
7. Number of legal cases in the last year?
Answer: One
8. Number of financial or ID theft cases in the last year?
Answer: One
9. Number of critical incident debriefings in the last year?
Answer: None

10. Is the City willing to reduce training hours to reduce cost?
Answer: No.
11. Per employee per year charge for EAP services by REACH?
Answer: \$16.43
12. Number of referrals to the EAP for a positive drug test by employees with a commercial drivers license (CDL)?
Answer: There were two drug cases listed on the utilization report, do not know specifics of type of referral though. Those CDL holders who test positive for drugs would be terminated, not referred for treatment.
13. Total number of employees or a census report if you need a provider matching done?
Answer: See question/answer #3.
14. What is the number of employees to be served?
Answer: See question/answer #3.
15. Will there be a meeting for Offeror's to ask questions?
Answer: No. All questions must be submitted in writing to Purchasing by October 13th.
16. What was the face to face utilization rate for last year?
Answer: See question/answer #1.
17. Does the City of Newport News currently have a 3 or 5 session model?
Answer: See question/answer #4.
18. Have there been any major changes in health insurance that may impact an employee's ability to be referred to a health care provider when needed. An example may be an increase in their co-pay.
Answer: No major changes.
19. How are the 4 half-day leadership trainings being delivered (in person/video podcasts, etc.).
Answer: In person.
20. How many hours is considered half day?
Answer: 4
21. Did REACH EAP deliver 48 half day leadership trainings sessions last year? Were they included in the \$60,000 cost?
Answer: No, they delivered 24 sessions. No, they were an additional charge.

End of Addendum 1.