

Cameron County
Request for Proposal # 1460EAP
Employee Assistance Program

Questions

- What was the total dollar spend for the EAP in the most recent contract year?
\$1.26PEPM
- What was the total dollar spend for the EAP in the prior contract year?
\$1.26PEPM
- With regard to Utilization Reports, often they do not show the actual number of authorized counseling sessions and the actual consumed/used counseling sessions. Can this information be provided? **Waiting deer oaks**
- 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? **The County provides each employee an EAP brochure at open enrollment meetings where the companies that have an account with the County are present to answer questions. We also give each new employee a brochure during orientation. Lastly, we provide brochures to employees when they come requesting assistance from our EAP vendor.**
We normally start off with a couple thousand and request more if need be.
- How many Critical Incident events were responded to in the most recent contract year? **None**
- How many Critical Incident events were responded to in the prior contract year?
1-2hr event in 2018
- How many hours of Critical Incident support were provided in the most recent contract year? **1-2hr event in 2018**
- How many hours of Critical Incident support were provided in the prior contract year? **1-2hr event in 2018**
- From the assumptions “Monthly webinar, online resources/training, onsite training/seminars: 28 hours per contract year”
 - Do the 28 hours directly relate to onsite training/seminars, or does this also include the monthly webinar and online resources/training? **The bank does not include online resource training/monthly webinars**
 - How many of the 28 hours were used in 2019? **None for training but 31 hours for onsite open enrollment fairs**
 - How many of the hours used were utilized onsite? **None for training but 31 hours for onsite open enrollment fairs**

- From the assumptions “Drug Test Positive Referral” – Please confirm the vendor is not expected to perform drug testing or refer a person to a drug testing facility.
 - We assume this refers to Substance Abuse Professional (SAP) services. If correct, how many SAP referrals has **Cameron County** averaged annually over the last three (3) years. **None used**
- From the assumptions – Work/Life Program – “Free Credit Monitoring” – What organization is the Credit Monitoring being provided through? Are all employees automatically enrolled, or do they need to enroll on their own? **Automatic enrollment.**
- From the assumptions – Work/Life Program – “Take the High Road Program” – how many times has the program been utilized on average annually over the last three (3) years? What has the program paid out in reimbursements (annual average) over the last three (3) years? **not tracked**
- The EAP assumptions indicate 1,726 full-time employees. How many part-time employees does **Cameron County** have? Are part-time employees able to participate in the EAP program? **300 Part-time employees. Yes, they are eligible to participate in the program.**
- Regarding EAP Questions – 12 a. Provide a specimen contract for the proposed services. – Can further clarity be provided regarding what is meant by specimen contract? **A copy of the contract.**
- Regarding References (page 21) asks that we list three (3) references of current customers. On (page 17) of the EAP Questions we are asked to “Provide five Texas client references”, however only three lines are indicated for our response. Are we to provide three (3) or five (5) and can the same organizations be used in both areas? Must they all be Texas customers? **Page 21 is asking 3 references. Can be any customer that can provide reference of your service. Page 17 is asking 5 clients from Texas and preferably from government entity. You can use same references from page 21 in page 17.**
- From page 3, I am wondering how 52 individuals can lead to 132 cases. Can you provide any additional insight to how these are counted? Seems to be out of the norm for in essence each individual to create over 2 cases each.

Utilization is calculated by EAP and Work-life presenting issues. For each caller, based on the needs identified during the intake, we create a case per presenting issue/criteria in the system.
- Additionally, is it possible to learn how many counseling sessions were authorized versus how many sessions were actually used/consumed by the individuals?

All sessions are authorized and the number of actual sessions used are not tracked.
- Is the EAP employer paid?

Yes, EAP is an employer paid service.

- In RFP #1460C, page 18 #8e, the fee structure for Supplemental Voluntary Insurance Accounting is requested. Can you provide further detail regarding the scope of work associated with this?

Please ignore that option. This structure should not apply to this RFP.