

**Cameron County Purchasing Department**  
**Request for Proposals**  
**#1460-EAP**  
**Employee Assistance Program Clarification**  
**Questions & Answers**

1. How long have you been with the current carrier, Deer Oaks?

**Since October 2014**

2. What has utilization looked like for the past three (3) years?

**Utilization was provided to the vendors who requested.**

3. Are you all satisfied with the program utilization?

**Yes**

4. Why is the County out to bid?

**Every four years the public entities need to send a formal bid request. The County is interested in evaluating all proposals as we will be looking on price, service, communication, reports, etc.**

5. How many carriers are included in the RFP?

**Since it is a public bid, we cannot limit the numbers of vendors that will response to the RFP.**

6. On a scale of 1 (not satisfied) to 5 (very satisfied), where is your satisfaction level with the current vendor?

**4**

7. Have you all had any service issues? If so, please explain.

**The County would like improve the communication between the vendor and the HR department. Also, would like to have a better education of the services offer and how it could best utilize every quarter.**

8. Please provide clarification around the incumbent program's Work-life services. Does the current program allow for legal, financial, childcare, eldercare and personal convenience assistance?

**Yes, the incumbent provides all of the Work-Life services referenced above.**

9. Regarding trainings, how many onsite training hours were used last year? In 2015 and 2014?

**0**

10. Can the County please define and clarify the types of trainings you all may request? How long (duration) would the County anticipate each training event would be? Please provide clarification around any specific requirements.

**Two trainings per year for each topic, half day sessions**

- **How to spot signs of depression, alcoholism etc.**
- **Best methods for referring employees to EAP**
- **Financial workshops**

11. In the same vein, for critical incidents (e.g. a natural disaster, workplace accident, layoffs, etc.) what type of support does the current program allow for? How many annual onsite hours are built in?

**We have crisis counseling.**

12. How many critical incident events did you all have last year? In 2015 and 2014?

**Cameron County has not had any layoffs, natural disasters or major workplace accidents**

13. Does the County require support for compliance with DOT (Department of Transportation) regulated employee situations (e.g. DOT regulated drivers failing drug tests)? Please confirm and detail the support the County will require from the selected EAP vendor.

**No**

14. Would the County consider extending the deadline for carriers to submit proposals? Since the deadline for questions has been extended, it would be helpful to all carriers if the County allowed sufficient time to adjust or revise proposals after receiving answers.

**Unfortunately, we could not extend the deadline.**

15. 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.)?

**As per our annual report last year, which tallied 154 cases, conditions appear to be “normal” without specific issue jumping out. No major events have taken place in the last year including no RIF’s and no critical incidents.**

16. Please provide an employee zip code census so we may run a GeoAccess provider coverage report.

**Census was provided to the vendors that have requested.**

17. The RFP requests information regarding an advisory process that involves reps from EAP and the County. Are there specific issues that you are seeking to address through this process? Please provide additional information around this requirement.

**The reason for this request is that there is little communication between provider and County management. There are few questions that we would like support and communication in instances like the following: What happens when an employee is released after receiving treatment? Aside from medical restrictions, is there advice or information on how to help the employee transition back into the workforce? We have instances when an employee exhausts his number of visits. How EAP will support after the visits? How do we know if an employee is cured? If not, what are the recommendations or options for the County in these instances?**

18. Why is Managed Mental Health included within the RFP (question 3)?

**The County needs their management staff trained to identify mental health issues, to learn how to help an employee cope at work, how to convey to co-workers? Once again, the necessity of increased communications between the mental health care provider and the County. The County is interested in learn the experience that a provider has in this field and how they will communicate to better support the questions mentioned.**

19. Does the County utilize the EAP for DOT Substance Abuse Professional (SAP) evaluations?

**At the moment the County is not enforcing drug test.**

20. Are we able to copy the questionnaire into Word and respond to each question without the lines in paragraph form on our letterhead?

**Yes, as long as you answer all the questions in the questionnaire.**

21. Our firm is able to match the current program model, but at a much higher PEPM rate than the incumbent vendor. As you can imagine, this may not be cost effective for the county. Unless there are service issues with the incumbent, Our firm will decline to bid for Cameron County.

**Cameron County will evaluate all submitted proposals. Pricing is a portion of our evaluation, please see page 7 and 8 of the RFP document. We understand each company has their own value; therefore, we evaluate the other factors too. We encourage all vendors to submit their proposals matching current or show innovative service model.**

22. Page 6 of the RFP states that the entire RFP packet must be returned. Therefore, are you requiring for all 34 pages of the RFP to be returned in each of the 8 proposal copies? If yes, are we to complete all of the forms and simply include them within the returned RFP rather than including the forms separately under a different tab?

**Yes, the County wants to make sure that the proposer has reviewed all documents. The full 34 pages can be included in the original copy. You don't need to do this in the copies.**