

**Addendum #2**  
**RFP – Employee Assistance Program**

Q: On page 4, Question # 3, please clarify how many visits you want proposals for.

A: **We would like the cost if we offered 4 visits for our staff, as well as a cost for 3 visits. Two options please.**

Q: For the Contractor Certification Form, because we are working with staff, are we required to complete this?

A: **It does state students, true, but since you all could be working with families that include children, we would prefer to have this completed. It is only required at contract time, so if you wanted to turn it in in the event that you were awarded the contract, that's fine, it doesn't have to be turned in with your proposal by March 16<sup>th</sup>. In addition, if you require regular background checks on all your employees already and can confirm that, you could state that on the form and we could accept that as well.**

Q: It is listed on page 3, that 24/7 accessibility must be available. That is not exactly what is currently provided. Is this something that Salem City Schools is now desiring?

A: **We currently have an after hours number for RESPOND. We don't need a 24/7 accessibility if employees have a different resource they can contact during nights and weekends.**

Q: Will the Schools be able to provide us with their utilization reports?

A: **We have not received an update from the current provider in about 10 month. For the first quarter of 2022, 14 individuals had been seen (12 employee and 2 spouse). The highest issues were personal issues such as depression/anxiety and work stress.**

Q: Under the General Terms and Conditions and Instructions section, you advise that "the original copy of the proposal must not be permanently bound." Please confirm if the Schools will accept the original and 4 copies in a three-ring binder.

A: **This is fine with Schools.**

Q: On the Contractor Certification Form, it states it can be completed at time of Contract. Please confirm this document does not have to be included in our response and can be completed at the time of award.

A: **Confirmed, this form is not required with the proposal unless you have it ready. It can be collected at the time of contract.**

Q: Will the Schools accept digital signatures in lieu of wet signatures?

**A: Yes, that's fine with Schools**

Q: In the "Contract" term on the main RFP document (page 13), there is a reference to an attached Price Schedule document. If this is a document that needs to be completed with the RFP, please distribute that to us so we may include it in our response.

**A: There is not a Price Schedule document for this RFP. Pricing though should be included in the proposal but there is no set form for those to be included on.**

Q: Is Salem City Schools 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?

**A: We are not currently receiving these services. It does not need to be included in the quote.**

Q: Is Salem City Schools 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?

**A: We are not currently receiving these services. It does not need to be included in the quote.**

Q: Is Salem City Schools 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?

**A: We are not currently receiving these services. It does not need to be included in the quote.**

Q: Can you provide recent utilization reports or provide utilization statistics?

- Specifically, can you provide total number of initial inquiry/assessment calls to the EAP in the most recent contract year?
- Can you provide the total number of EAP counseling cases in the most recent contract year?
- Can you provide the total number of EAP counseling sessions provided in the most recent contract year?
- Can you provide the total number of EAP counseling sessions provided in the prior contract year?
- Can you provide the average number of EAP counseling sessions provided per counseling case in the most recent contract year?

**A: We do not have recent utilization statistics to provide.**

Q: Can you provide the number of orientation, training, benefit fair hours provided in the most recent contract year? How many of those were provided in person? How many hours are included annually in the current contract?

**A: There is not a set number of hours included in the contract.**

Q: How many hours of Critical Incidents were responded to in the most recent contract year?

**A: 0 events**

Q: How many Critical Incident events were responded to in the prior contract year?

**A: 1 event**

Q: How many hours of Critical Incident support were provided in the most recent contract year?

**A: 0 events**

Q: How many hours of Critical Incident support were provided in the prior contract year

**A: 1-3 hours**

Q: How many hours of on-site Critical Incident support are currently provided in the contracted rate?

**A: There is not a set number of hours included in the contract.**

Q: What hours is Salem City Schools open for receipt of the proposal from FedEx?

**A: The Central Administrative Office is open from 8 am – 5 pm. To be on the safe side, I would say 8:30 am – 4:30 pm, just in case the receptionist is late coming in or has to leave early.**

Q: 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?

**A: 10 posters, and 50 brochures**

Q: From the Scope of Work – “Provider should offer to conduct a training needs analysis on an annual basis.” Is this able to be conducted virtually? When was

this conducted last? Can any recent finding be shared if one was conducted, and what actions were taken?

**A: Yes, it can be conducted virtually. It hasn't been conducted before.**

**Q:** From the Scope of Work – “Substance Abuse Professionals” – how many Substance Abuse Professional referrals are averaged annually? How many are included in the current rate annually, or are these provided on a fee for service basis?

**A: Number of referrals are unknown.**

**Q:** From Addendum 1, could more insight be shared regarding the response to the second listed question – Answer – “Very important. We want employees and dependents to continue with the same provider once EAP is complete.” With regard to same provider, are you referring to the actual Counselor or organization? Reason for asking is that EAP Counselors are typically generalist and would need to refer a person to another person/organization for care beyond what a EAP counselor provides, example a need for a Psychiatrist. An EAP provided via a healthcare organization may be better positioned to at least be able to keep the care within the same organization, even if not with same provider. If the desire is for care to at least stay within the same organization, then an EAP that uses a network of Counselors may not be evaluated as highly as an EAP provided via healthcare organization.

**A: When possible, we are referring to the actual Counselor. The desire would be for the employee to continue to see the counselor they have become familiar with. If a specialist, ex: Psychiatrist is recommended, then it would be most appropriate to refer to another person/organization.**