

**Department of Materials Management
Procurement Unit
MONTGOMERY COUNTY PUBLIC SCHOOLS
45 W. Gude Drive, Suite 3100
Rockville, Maryland 20850**

August 31, 2018

NOTICE TO OFFERORS

**The following are questions and responses regarding
RFP 4499.1, Administrative Services for a Third Party Employee Assistance Program**

*******NOTE: THIS QUESTION AND ANSWER IS A FOLLOW UP TO THE Q&A RELEASED
ON AUGUST 28, 2018 WHICH NOW PROVIDES RESPONSES TO ALL QUESTIONS.*******

Question 1: Please provide the call-in number and any codes needed to access the pre-bid conference.

Answer: *The toll free number is 877-873-0884 – Participant Code 6489354*

Question 2: The School System is not utilizing the services of an external EAP at this time, correct?

Answer: *Correct*

Question 3: Are there any utilization reports that could be provided? If not, then any utilization statistics? Can we get the number of new cases for each of the last 3 years and the number of in-person counseling sessions provided in each of the last 3 years?

Answer: *FY 18: 660 cases; FY 17: 642 cases; FY 16: 640 cases
NOTE: Normally reporting information is available, but we are currently experiencing internal software problems and that information is not readily available at this time.*

Question 4: How many hours of onsite training was utilized each of the last 3 years?

Answer: *Trainings are 1-3 hours each.
FY 18: 37 workshops; FY 17: 21 workshops; FY 16: 21 workshops*

Question 5: How many webinar training hours were utilized each of the last 3 years?

Answer: *None. We have not utilized webinars in the past but are looking to make use of these resources in the future.*

Question 6: Are the 4 hours of Supervisor DOT Drug and Alcohol Program training included in the 50 onsite hours or separate?

Answer: *Yes. Internal EAP provides this training now; however, should the Offeror provide the service in the future, such efforts would be discussed and coordinated with the internal EAP.*

Question 7: How many critical incidents have occurred each of the last 3 years? How many CISD hours were utilized each of the last 3 years?

Answer: *FY 18 – 28; FY 17 – 33; FY 16 -28
Each response requires EAP presence for 2-4 hours*

NOTE: Normally reporting information is available, but we are currently experiencing internal software problems and that information is not readily available at this time.

Question 8: How many health/benefits fairs and/or open enrollment events is the EAP provider expected to attend each year? How many hours is each event?

Answer: *Such events are infrequent at this time. However, one to two (1-2) events per year with a duration of two to four (2-4) hours may be offered in the future.*

Question 9: Is the medical plan self-funded?

Answer: *CareFirst: Self-funded
Kaiser Permanente: Fully-funded*

Question 10: What is the evaluation criteria that will be used and how is each weighted?

Answer: *The evaluation criteria can be found in Section 11 of the RFP. There will be no weights assigned to the criteria.*

Question 11: “Same day emergency appointments for employees, administrators, and/or supervisors making viable requests.” Does this mean that participants should be seen by a provider the same day, or that they will receive a confirmed appointment time that same day, with the actual appointment occurring within 24 hours?

Answer: *Same day is the expectation.*

Question 12: Please explain what is meant by “on-call service coverage” in Attachment F.

Answer: *On-call coverage is loosely defined as services that cannot be provided by the internal EAP.*

Question 13: Please provide some insight into the condition of the workforce. What issues are they primarily dealing with?

Answer: *Most frequent issues include, but are not limited to, the following: Work stress (from co-workers, students and supervisors); family concerns; depression; anxiety; relationship concerns; grief; medical issues; eldercare concerns, and alcohol and substance abuse. This list is not all inclusive as many other problems are seen.*

Question 14: Does the School System prefer that the Helpline be answered directly by at least Master’s-level clinicians or by trained customer service representatives with Master-level clinicians available?

Answer: *The former is preferred, but the latter is acceptable if the Masters-level clinicians are immediately available.*

Question 15: On page 12 of the RFP, MCPS requests the response be written out in accordance with the sections outlined in the scope of services (questions in pages 3-8 of the RFP). However, it also states that our scope of work in our response be no longer than 7 pages in length. Could the District please elaborate on this page limitation request?

Answer: *The seven-(7) page limitation is hereby omitted.*

Question 16: Attachment F requests fee for service pricing for counseling sessions (per phone call and per hour for face to face). Due to the nature of the services provided, it is not feasible for most EAP vendors to price counseling on a “fee for service” basis. We can however list out fee for service pricing for most of the other line items requested in Attachment F. Would this be acceptable to the District?

Part 2) We operate with a PEPM model and we incorporate all services within the proposed PEPM (counseling/Tele & F2F), Work/Life, supervisory trainings, orientations, marketing materials, newsletters, consultation services, etc). The District would cover this PEPM rate for all of your eligible employees and this rate would cover counseling **as well as** all other services mentioned above. Is this model acceptable to the District?

Answer: *MCPS will consider all pricing models proposed by the Offeror.*

Question 17: Section 2.0 mentions the creation of a hybrid EAP model. Is your expectation of the hybrid model that the third-party EAP vendor shall accept all calls made to the EAP and also shall schedule sessions for the internal EAP counselors?

Answer: *No, internal EAP will keep its own calendar. Employees may choose to utilize either the internal or external EAP.*

Question 18: Section 2.2 states, “MCPS employs *more than* twenty-three thousand (23,000) employees...” Please confirm the number of eligible employees for the EAP.

Answer: *At this time of year, MCPS’ employment numbers fluctuate due to retirements, resignations, or filling of vacancies. Nonetheless, twenty-three thousand (23,000) is the number that an Offeror should use when preparing a proposal.*

Question 19: In Section 2.2 on page 2, it also states, “There are approximately 700 individual clients served in a given year.” Can you please define what “served” means? For example, were these unique individuals seen face-to-face or does this number also include those who participated in on-site events?

Answer: *This number only includes those employees who sought counseling services. It does not include other services such as workshops, orientations, health fairs, etc. A client is someone with whom internal EAP works (e.g., assessment, referral, brief counseling, etc.).*

Question 20: Do you expect the internal counselors will continue to serve approximately 700 individuals per year? How many individuals do you anticipate the third-party vendor will serve?

Answer: *We expect the number of cases seen by the internal EAP to be reduced as employee’s choice increases.*

Question 21: Requested clarification on page limit for technical response (Sections 3.0-3.8)

Answer: *See response to Question# 15.*

Question 22: Section 3.2.3 Requests copies of policies, handbooks, ethical standards, or other appropriate service materials utilized by agency offering the EAP. Can you be more specific? We have thousands of standard operating procedures for all departments (clinical, provider relations, event management, billing, program management, contract management, quality assurance, case management, IT, etc.)

Answer: *Each Offeror should provide any information that it believes would be most useful during review, especially given that the Offeror will be providing EAP services to a large school system. Some information may be found MCPS’ website using the following link: <https://www.montgomeryschoolsmd.org/>*

Question 23: Section 3.4.1 states, “List of Offeror’s network of professional providers in Montgomery County and those available within a fifty (50)-mile radius.” Are you asking for a provider count by zip code or list of all provider names? Please note that a 50-mile radius includes a lot of providers and will most likely be a long list, taking up many pages, if listing provider names in the local network.

Answer: *The Board of Education’s main office at 850 Hungerford in Rockville, MD, 20850 should be used as the focal point for pulling provider information. Now that the page limitation has been lifted, an Offeror should feel free to provide names within the fifty-(50) mile local network radius; however, provider count by zip code would be acceptable.*

Question 24: Section 3.6.1 mentions a plan of operation – please specify any additional information you are seeking outside of our plans for executing the scope of work.

Answer: *MCPS is interested in any information the offeror can provide to implement the coordination between the awarded vendor and MCPS. See answer to question #38.*

Question 25: Are you requesting a point-by-point response to all sections of the RFP? Or just Sections 3.0 -3.8 and 6.0? Are we expected to acknowledge all other sections in our technical response?

Answer: *Yes, you are expected to acknowledge all other sections in your response. You may respond with “understand and comply”.*

Question 26: Section 10.0 states, “It is the responsibility of the Offeror to clearly identify each part of its proposal that is confidential commercial or financial information by stamping the bottom right-hand corner of each pertinent page with one-inch bold face letters stating the words “confidential” or “proprietary.” Historically, for redacted copies of our proposals, we have blacked out sections we have deemed as confidential and propriety. Can we black out sections throughout the redacted copy in lieu of stamping the bottom right hand corner?

Answer: *Yes, the redacted copy can be blacked out. In your submission that is not the redacted version, please identify these sections with confidential or proprietary.*

Question 27: How do you currently track data related to the EAP? Are you using any specific software? Are you able to provide a sample utilization report?

Answer: *Our internal EAP use Caseware 2020.*

NOTE: Normally reporting information is available, but we are currently experiencing internal software problems and that information is not readily available at this time.

Question 28: Please share any current challenges with the internal EAP (i.e. Counselor schedules are full).

Answer: *The internal is EAP is not facing any particular challenges at this time. We are seeking an Offeror to expand capability. For example, an Offeror may be able to expand capability through a diverse affiliate network. These affiliates might also offer evening, and possibly weekend hours, at many locations, thus making the services more accessible.*

Question 29: Please confirm that MCPS expects to have 50 hours for training and then 50 separate hours for onsite CISM’s? Alternatively, would MCPS accept one mixed bank of 100 hours?

Answer: *The expectation is that training and CISM’s would each have fifty (50) hours of designated time. However, MCPS would consider a pool of one (100) pooled hours to use at its discretion for either purpose.*

Question 30: 3.2.17.2 Supervisor DOT Drug and Alcohol program training- are these to be included as part of the 50 training hours? How long are each of the trainings?

Answer: *See the response to Question #6. DOT asks for two (2) hours of training; however, our internal EAP provides three (3) hours.*

Question 31: How many employees fall under the Department of Transportation regulations regarding substance abuse?

Answer: *MCPS has approximately one thousand, seven hundred (1,700) CDL holders; one thousand, four hundred (1,400) bus operators and three hundred (300) other transportation-related staff such as office staff, mechanics, heavy equipment operators, etc.]*

Question 32: How many hours of on-site Critical Incident Stress Management sessions, if any, were conducted over each of the last three contract years?

Answer: *See response to Question #7.*

Question 33: How many training hours were used each of the last three years?

Answer: *See response to Question #4.*

Question 34: Who is MCPS health plan? Is behavioral health part of the health plan? If not, who is the separate vendor?

Answer: *Health plans provided by CareFirst and Kaiser Permanente. Behavioral health is covered by both.*

Question 35: Please confirm this would be for a 1/1/19 effective date.

Answer: *It is intended that implementation will be effective November 2018.*

Question 36: Does the internal employee counselor program include onsite counselors? If so, how many?

Answer: *We have two (2) internal EAP counselors who are LCSW-C, CEAP.*

Question 37: Does MCPS want the external EAP to refer employees into the internal program/onsite provider(s)?

Answer: *No.*

Question 38: Please provide any insight on the desired future state of the integration between the external and internal MCPS programs.

Answer: *We envision the two (2) models working together to provide optimal EAP services to MCPS staff. However, doing so will require the parties to develop and articulate a communication plan which informs MCPS staff about the hybrid model.*

Question 39: Historically, has the internal EAP been available to employee's family members?

Answer: *Yes, internal EAP has been available to anyone living in the employee's household.*

Question 40: The current program does not allow for legal, financial, childcare, eldercare and personal convenience assistance, correct?

Answer: *Internal EAP make referrals and help with all of those issues based on available resources. However, staff dedicated to handling these issue does not exist.*

Question 41: Attachment F- Bid #2 requests to have pricing broken down by fee for EAP services, We cannot price our services out by line item and would only be submitting pricing as per employee per month (bid #1). Will MCPS accept pricing only for the Bid #1, capitation fee scenario?

Answer: *See response to Question #16.*



Angela McIntosh-Davis, CPPB, Team Leader
Procurement Unit

AMD

Please indicate your receipt of this notice by signing below and returning with your proposal or under a separate cover.

Accepted By: _____
(Name & Title)

Name of Company: _____