

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

**August 28, 2018**

**NOTICE TO OFFERORS**

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

**THESE QUESTIONS ARE FOR THE PURPOSE OF DISCUSSION AT THE PRE-PROPOSAL CONFERENCE,  
AUGUST 28, 2018. A SECOND ADDENDUM WILL BE RELEASED TO PROVIDE ANSWERS  
TO ALL QUESTIONS ASIDE FROM QUESTION #1.**

**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:**

**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:**

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

**Answer:**

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

**Answer:**

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

**Answer:**

**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:**

**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:**

**Question 9:** Is the medical plan self-funded?

**Answer:**

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

**Answer:**

**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:**

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

**Answer:**

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

**Answer:**

**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:**

**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:**

**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:**

**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:**

**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:**

**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:**

**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:**

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

**Answer:**

**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:**

**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:**

**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:**

**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:**

**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:**

**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:**

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

**Answer:**

**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:**

**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:**

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

**Answer:**

**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:**

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

**Answer:**

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

**Answer:**

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

**Answer:**

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

**Answer:**

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

**Answer:**

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

**Answer:**

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

**Answer:**

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

**Answer:**

**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:**



Angela McIntosh-Davis, CPPB, Team Leader  
Procurement Unit

AMD

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

Accepted By: \_\_\_\_\_  
(Name & Title)

Name of Company: \_\_\_\_\_