

ADDENDUM NO. 1

Kansas City Area Transportation Authority
1350 E. 17th Street
Kansas City, Missouri 64108

Employee Assistance Program (EAP) Services
Request for Proposals #G20-7020-38A

Issue Date: April 29, 2020

This Addendum is hereby made a part of the Request for Proposals and Project Documents to the same extent as if it was originally included therein and is intended to modify and/or interpret the RFP documents by additions, deletions, clarifications or corrections. The Contractor shall acknowledge in the proposal the receipt of this Addendum.

SECTION I PROPOSAL CALENDAR

Delete: RFP Closing 2:00 P.M., May 8, 2020

Replace with: RFP Closing 2:00 P.M., May 20, 2020

Delete: Interviews (Tentative and as Required), May 18-19, 2020

Replace with: Interviews (Tentative and as Required), June 10-11, 2020

REQUEST FOR CLARIFICATIONS

1. Q. Who is the KCATA's current EAP provider?
A. New Directions Behavioral Health
2. Q. How long has the current EAP provider been in place?
A. 5 years
3. Q. Why is the KCATA interested in looking at EAP providers at this time?
A. KCATA contracts are a maximum term of 5 years.
4. Q. On a scale of 1-4 (4 being completely satisfied and 1 being completely unsatisfied), how satisfied are you with your current provider?
A. .3, Good, but could definitely improve

5. How many visits does your current EAP model provide per issue per year?
A. 6 visits per issue per year
6. What is the cost of your current contract annually?
A. This request will need to go through the Freedom of Information Act procedure. The contact for request is Patrick Hurley, KCATA Legal Counsel, at phurley@kcata.org
7. What has been the KCATA's utilization of the current EAP for 2018 and 2019?
A. 9%
8. How is the current EAP provider's utilization calculated? Are web hits, training attendance, critical incidents, etc., included in the rate?
A. Yes, employee interactions / employee population
9. Is your BCBS of Kansas City medical plan self-funded or fully insured?
A. Fully Insured
10. Are CISD's included in your current EAP or are they charged separately?
A. Included
11. How often did an EAP representative from your current EAP come on site to promote the EAP?
A. Rarely
12. Please provide further clarification as to what is meant on Page 8 section 2.4 e. Telephone and face-to-face follow-up for a minimum of 3 months until problem is resolved.
A. Customer service to resolve B2B relationship or billing issues.
13. Can you define more as to 2.4 g. on Page 8 as to the details about an Alcohol and Drug Abuse program?
A. As a DOT certified transportation organization, we hold our employees to federal standards regarding the use/abuse of intoxicating substances. We would like our employees to have resources to Alcohol and Drug Abuse Counseling options in the hope that it would decrease our positive drug test rates.
14. Can you define more as to 2.4 h. on Page 8 as to the details about Screening for chemical dependency by a state-certified Alcoholism & Drug Abuse Counselor?
A. Related to Q#13, we're interested in options available to us for drug testing through our EAP provider.
15. Can you define more clearly as to what you are looking for in a Stress Management Program relating to Page 8 section 2.4 k?
A. Bus Operators have reported a marked increase in violent and combative customers causing them a great deal of stress and many have claimed to have developed psychological trauma as a result. We're interested in meeting this need with comprehensive stress and trauma management counselling.

16. In regard to training, how many hours have been provided yearly in 2018 and 2019? What were some examples of the topics?

A. Currently very Webinar focused. 2-3 Webinars on various subjects each month.

17. Who does employee's currently have for insurance?

A. BCBS for Health Insurance, Guardian for Life & Accident, Delta Dental, VSP Vision

18. Do you want responses via paper, or in light of the COVID19 concerns will electronic responses be accepted?

A. KCATA will accept electronic submission of proposal responses. Proposals shall be clearly identified as "G20-7020-38A Employee Assistance Program (EAP) Services" and submitted to the following FTP site:

**Employee Assistance Program (EAP) Services scheduled
<https://kcata.sharepoint.com/sites/FTP/pro/eapss/default.aspx>**

**Email: Bid_G20-7020-38A@kcata.org
Password: 2020b!dKcata**

19. What is the current number of counseling sessions allowed per member per separate issue per year?

A. No limitation given on the number of counseling sessions allowed per member.

20. Please provide the current rate and a rate history throughout the contract term for the EAP. If pricing differs for Non-Blue KC Insured Employees and insured employees, please specify.

A. This request will need to go through the Freedom of Information Act procedure. The contact for request is Patrick Hurley, KCATA Legal Counsel, at phurley@kcata.org

21. How many hours of the following services are included within the current EAP contract per year?

- Onsite training/orientation/educational seminars
- Onsite health fair/event participation
- Onsite critical incident response
- Webinar training

A. 50 hours of free training provided annually to the KCATA, available at the discretion of the Human Resources & Safety Departments.

22. How many total hours of the following services were utilized in each of the last two (2) years?

- Onsite training/orientation/educational seminars
- Onsite health fair/event participation
- Onsite critical incident response
- Webinar training

A. Webinar Training has used approximately 32 hours each year and onsite training taking approximately 8 hours each year.

23. Please provide copies of 2018 and 2019 EAP utilization reports. If reports are not available, please provide the following for each of the last 2 years:

- Number of employees on which the report is based
- Total number of clinical cases
- Total number of work-life cases
- Total number of clinical sessions
- Average number of clinical sessions per case

A. See Attached Reports.

24. 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.)?

A. There have been two Reductions in Force in the last three years. Bus Operators, who are two-thirds of our workforce face a hostile work environment with a marked increase in the number of attacks on them while serving the public. Stress is high, morale is low.

25. Is your EAP Helpline currently answered by customer service representatives or by clinical personnel?

A. Clinical Personnel.

26. Are legal, financial and daily living work/life services currently a part of your EAP program?

A. Yes.

27. What will be required of the clients we list as references? Will you conduct a telephone interview, require a written reference response, etc.?

A. The references will be required to answer questions on a form provided by KCATA's procurement department, they will have the option of returning the form via email, or if they prefer it can be done over the phone.

28. For the Technical Proposal, if attachments such as a sample utilization report and training catalogs are included, would these attachments count toward the 30-page limit?

A. Attachments are not included in your 30-page limit.

29. Although the Original Volumes I and II are to be unbound, may the copies be provided in 3 ring binders or binder clipped?

A. Yes, per section 4 of the RFP

30. The Cost Form requests a Rate per Hour. Please clarify the pricing structure as most EAPs price on a Per Employee per Month (PEPM) basis. For example, if the PEPM was \$1.00 x 800 employees x 12 months= \$9,600.00 yearly. Are you requiring an hourly rate for counseling? Is there an administrative fee that may be included to cover other costs such as call center, intake, assessment, referral, mandatory referral coordination, case management, etc.? How should the hourly rate be derived?

A. The Rate on the Price Sheet is seeking the PEPM Rate not an 'Hourly' Rate. This typo slipped passed us.

31. RFP requirement: Screening for chemical dependency by a state-certified Alcoholism and Drug Abuse Counselor. Please provide additional information around this screening.
A. We're wanting to provide a service to our employees that will allow them to get help for their Alcohol and Drug Addictions, and we think having a service provider capable and equipped to deal with identifying these folks and offering resources is valuable.
32. Are fitness-for-duty evaluations included within the current rate or provided on a separate fee-for-service basis?
A. Yes, the KCATA should be notified if an employee is deemed not fit-for-duty per the DOT guidelines.
33. How many fitness-for-duty evaluations have been conducted in each of the last 2 years?
A. Unknown.
34. Does the KCATA use the EAP for the provision of DOT Substance Abuse Professional (SAP) evaluations? If yes, are these included within the standard rate or provided on a fee-for-service basis? How many DOT SAP evaluations have been conducted in each of the last 2 years?
A. Yes. I believe so. Unknown.
35. Are the onsite orientations included within the 50-hour annual training bank?
A. Yes.
36. Page 2 indicates a "one-year contract term with three one- year options to renew" but page 7 section 2.2 indicates "a period of one (1) year from contract award with four (4) one-year options to renew." Are you looking for one-year with 3 one-year options, or 4 one-year options? Are these optional years at mutual agreeance between KCATA and the vendor, or at the sole discretion of KCATA?
A. The contract will be for one (1) year, with four (4) one (1) year options
37. Section 2.4 #3b. Are these 50 hours referring to EAP orientations, on how to use and access the EAP program? Or are you referring to one-hour topical seminars on a variety of educational topics?
A. One-hour topical seminars, yes.
38. The pricing sheet asks for rates per hour. Can you clarify what this is requesting? The industry standard pricing basis for EAP is PEPM, or per employee per month pricing. Therefore, a per hour cost would not apply, except potentially for fee-for-service additional services that are billed at an hourly rate.
A. The Rate on the Price Sheet is seeking the PEPM Rate no an 'Hourly' Rate. This typo slipped passed us.
39. Can you please elaborate on "frequent home mailings, handouts, and onsite visits by the EAP"?
a. Can you elaborate on frequent home mailings in terms of what is included and frequency? Would electronic mailings be acceptable; that is to emails instead of home addresses?
A. Emails are fine. Two contacts per month would be great.

- b. In terms of onsite visits by the EAP, are you looking for an account manager to visit onsite, EAP orientations, attendance at health benefit fairs, something else? If health or benefit fairs, please indicate how many fairs are held annually and the length of the fairs.

A. KCATA typically hosts one benefit fair per year.

40. We typically include a list of fee-for-service services that are available through the EAP but at an additional fee-for-service expense. How should these services (such as additional topical seminar hours beyond any hours embedded, additional Critical Incident Response hours beyond any hours embedded, formal Fitness for Duty evaluations, etc.) be notated on the pricing sheet?

A. An Addendum or separate sheet using whatever rate/service table you have that effectively communicates the offerings and added costs.

41. How many EAP sessions per person per issue would you like quoted?

A. We have a higher than average utilization rate. I would defer to your best judgment based on the utilization reports provided.

42. What is your current PEPM rate? What services are included in this rate (# of sessions, work/life, onsite hours, etc.)?

A. Blue KC Insured: \$29.61; Not Blue KC Insured: \$37.26 (all services less Fees & Monthly Overhead Charge).

43. How many DOT/SAP Evaluations/cases were there in 2017? 2018? 2019?

A. Unknown.

RECEIPT OF ADDENDA**RFQ #G20-7020-38A
Employee Assistance Program (EAP) Services**

Proposers shall return this **RECEIPT OF ADDENDA** form when submitting their bid. The form shall be signed and dated by an authorized representative of the firm. Failure to submit this form may deem the Bidder non-responsive.

We hereby acknowledge that the Addenda noted below have been received and all information has been incorporated into the Invitation for Bid as required.

Addendum #1 Dated _____ Date Received _____

Addendum #2 Dated _____ Date Received _____

Addendum #3 Dated _____ Date Received _____

Company Name _____ Date _____

Address/City/State/Zip _____

Authorized Signature _____ Printed Name _____

Telephone _____ Fax _____ Email _____