



**Amendment #1**

**Invitations for Bids (IFB) No. 3160005693**

**Employee Assistance Program (EAP) Services**

**Questions and Answers**

Q1: The Department went out to bid in April 2022.

- a. Was there an award from the RFP?
- b. Why is the Department back out for RFP?

A1: a. Yes.

b. MDCPS has determined it is in the best interest of the State to release an Invitation for Bids for EAP services.

Q2: Who is the current EAP provider and how long have they been providing services to the Department?

A2: ComPsych Corporation. This vendor has provided services for MDCPS since 2017.

Q3: Please confirm that pricing should be based on 2,000 employees.

A3: Yes.

Q4: Is the 10-session model the current model?

A4: Yes.

Q5: Please provide the current rate and a rate history throughout the contract term for the EAP.

A5: \$1.89 per employee (10 EAP sessions)

\$0.15 per employee (work life services)

The rate history has been \$1.89 per employee since 2017.

Q6: 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 support events (# events/# hours)
- Webinar training

A6:

- Onsite training/orientation/educational seminars
  - 20 training hours per contract year and additional training is available for an additional fee
- Onsite health fair/event participation
  - Participation is included, but not at a limited number of hours
- Onsite critical incident support events (# events/# hours)
  - Unlimited critical incident services up to 4 hours per event, additional onsite services available for a fee.
- Webinar training
  - 20 training hours per contract year and additional fee for service

Q7: 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 support events (# events/# hours)
- Webinar training

A7: See the attached utilization report.

Q8: Please provide copies of 2021 and 2022 EAP utilization reports.

a. 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

A8: Please see attached utilization report

Q9: How do you utilize EAP in managing employee health and well-being?

A9: All MDCPS employees are provided with notice of EAP Services and a description and link to the services is available in the employee portal of our website. EAP services and supports information is specifically offered to employees as needed based on Human Resource referral.

Q10: How do you currently track the effectiveness of the EAP program?

A10: EAP Utilization reports and feedback from employees

Q11: How do you currently track and manage contract compliance?

A11: MDCPS has a monitoring division in place for contract compliance. Employee satisfaction with EAP services is monitored through employee engagement with our Workforce Wellbeing staff, employee engagement survey data and employee exit survey data.

Q12: How many employees covered under the EAP fall under Department of Transportation (DOT) regulations?

A12. None

Q13: Are DOT Substance Abuse Professional (SAP) evaluations included within the EAP contract? If yes, is there a cap on the number of evaluations included each year within the EAP rate or are evaluations provided on a fee-for-service basis?

A13: No.

Q14: How many Department of Transportation (DOT) Substance Abuse Professional (SAP) evaluations have been requested in each of the last three years?

A14: None.

Q15: Please provide insight into the condition of the workforce. Are your employees facing:

- Stress?
- Morale?
- Inflation?
- Financial challenges?
- Burnout?

A15: As the designated child welfare agency for the state of MS, our staff experience high levels of stress, burn-out, trauma exposure, secondary trauma or compassion fatigue, work/life balance, marital/family problems, substance or process disorders, addictions, anxiety, depression, grief, etc. Our agency is also in the midst of widespread organizational restructuring and change.

Q16: What are the three components that are most important to you in an EAP?

A16: A toll-free, confidential Employee Assistance phonenumber with 24-hours access for MDCPS employees and their covered family members; said phone to be staffed by professionals with a minimum of a master's degree in social work, counseling, marriage and family therapy, or psychology. This phonenumber may serve as a singular intervention in such cases as is appropriate. It shall not be merely a call center to facilitate follow up or referrals.

At least 10 covered counseling sessions per employee and/or covered family member, per issue within the contract period. Sessions will be provided by licensed professionals with a minimum of a master's degree in social work, counseling, marriage and family therapy, or psychology. The counseling sessions will occur at the office(s) of the respective therapist, or in an appropriate confidential virtual setting if preferred by employee or necessitated by public health issues;

Referral for additional treatment, when appropriate, will be made in accordance with the preferred provider network of MDCPS. MDCPS are covered under the designated MS State Employee insurance provider (presently MS State Employee plan under Blue Cross Blue Shield of MS;

Q17: Please explain the fidelity bond insurance that is required.

A17: This is a type of business insurance that offers an employer protection against financial losses that are caused by its employees' dishonest misconduct. This is MDCPS' standard insurance clause for contracts.

**Please acknowledge receipt of Amendment #1 by completing and returning Acknowledgement of Amendment Form (Attachment H) along with your bid package no later than March 10, 2023, 12:00 p.m., CT.**